

# HAWAII COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING

Thursday, May 13, 2021

*Please respond to the following questions as the WDB update report and submit to WDC no later than 4:00 p.m. on Tuesday, May 11, 2021. Thank you.*

## **Please share plans and projects that the Hawaii County WDB is working on to improve systems and operations of services at the American Job Centers and within the WDB.**

- Working with employers to determine their needs and providing outreach to dislocated workers who are interested in going back to work.
- The HCWDB Business Engagement Committee and the AJC Business Services Team are working together to create a business services resource guide. We are working on two variations – one is a simple single page of employer services and benefits available through the AJC. The other is a comprehensive workforce resource guide.
- Re-opening the AJC doors to the public.
- Developing an AJC website for the partners, programs and community resources.

## **Please explain challenges in services to clients at the American Job Centers and plans to mitigate and/or resolve the issues.**

The American Job Center is opening June 1, 2021 to accommodate the work search component of UI claimants. We continue to assist clients remotely but encourage those that need assistance with computers and notify them of the free digital literacy courses available through Hawaii County College through the State's digital literacy initiative.

Centralization of American Job Center and its partner information for the public.

The partners voted at the March meeting to have a website developed for the American Job Center Partners. The website will allow the public to have a centralized location to view services and information specific to programs, workshops, hours of operation, how-to videos, job fairs and any pertinent information for the workforce development community. The vendor has been selected and we are working on resources for website content development.

## **Is Hawaii County WDB anticipating returning unused PY19 WIOA Title 1 funds to WDC? If yes, what is the estimated amount in adult, dislocated worker and youth programs.**

Yes – Adult/DW \$100,000.00

## **Please provide a brief overview of the board's committees and activities undertaken so far in 2021**

Oversight Committee:

1. Review of the WDC Monitoring Report and Hawaii County's response.
2. Review the need for procurement of a One-Stop Operator
3. Review of Policies and Procedures
4. Review of American Job Center Memorandum of Understanding and Infrastructure Agreement
5. Review and recommend selection of Dislocated Worker Disaster Recovery Service Provider

Business Engagement

1. Employer Benefit Presentations by AJC Partners:
  - a. Workforce Innovation and Opportunity Act (WIOA) Youth Program – Work Experience
  - b. WIOA Adult and Dislocated Worker Programs – On the Job Training

- c. Workforce Development Division – Employment Training Funds
2. Business Engagement Committee Tools and Resources
3. Reviewing AJC Business Services Team Overview of Employer Benefits and Services available at the AJC for Employers and Businesses.
4. Working on outreach and distribution of refurbished PCs for the digital literacy initiative to cut down on e-waste and reuse from businesses that are replacing their computers.

**What actions has the WDB taken to improve the coordination and delivery of rapid response and business outreach that has proven successful?**

Training:

Waipahu Community School for adults is conducting a Motivational Interviewing training for the AJC partners June 10, 2021 to help their participants help themselves, and for the partners to work on communication skills and better collaboration within the AJC and its partner programs.

Workforce Development Division is receiving extensive technical assistance from the U.S. Department of Labor – in a 5-part series. WDD in turn is sharing their information to train the American Job Center staff. And will provide information to the ACJ partners at the next meeting.

WDD has incorporated additional signage at the AJC and provided an eligibility triage form for veterans/spouses coming into the AJC. Providing additional materials. Denise Pacheco, WDD Office Manager said, “We’ve had success right off the bat as we had two veterans come in on the same day, and in addition to receiving priority of service they were able to engage with each other and talk story about their experiences with job searching, the military, etc. It provides a common ground and opportunity for inclusion at the American Job Center.”

Business Outreach – Workforce Development Division is working with employers to change their recruitment strategies by remarketing and rebranding themselves when it comes to:

- posting positions,
- using labor market information to determine salary thresholds for employers who are having difficulty acquiring employees due to the enhanced Unemployment Benefits.
- providing historical company information (servicing the community for the last 100 years) as proof of stability and growth for the potential employees and company.
- utilizing HireNet
- posting job openings at AJC

Due to the effects of COVID-19 workplaces have changed, the type of work needed has changed and with it recruiting has changed. It’s fluid and employers and employees must continue to adapt.

**Please share accomplishments and success stories of the WDB and American Job Center.**

Please see the attached WIOA Success Stories:

Adult Program Success Story