

**MAUI 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 an overview of the Maui American Job Center's move to new location, including address and hours of service. Was there interruption in services to clients? Please list the partners currently in the AJC.

- **The new address of the Maui American Job Center is the following:**
 - **110 Ala'ihī Street, Suite 209, Kahului, HI 96732**
 - **The office is the second floor of the new County of Maui Service Center and is approximately 1,000 square feet and includes the use of two multi-purpose spaces.**
 - **The Maui American Job Center Annex will continue to be located at the Maui Mall and houses the Rapid Response Program and the 211 Maui United Way Operator. It is also open by appointment for computer use by residents, employer training space, employer interviewing space, provider and community partner training, computer use, and job fair documents assembly.**
- **The Maui Mall facility was packed up on Friday, April 30, 2021. The movers worked over the weekend and the facility was open to the public on Monday, May 3rd, 2021. Some of the technology was delayed in setup until May 5th but participants were easily accommodated with laptops.**
- **Maui AJC Partners are as follows:**
 - **Goodwill Provider - WIOA Adult & Dislocated Worker Programs (co-located full-time)**
 - **Also provides services for Medicaid, TANF, SNAP, EIC and 1040 filing for low income residents. (DHS-TANF is also a partner that is not co-located)**
 - **UH, Maui Campus - WIOA Ku'ina Youth Program (2-4 hours per week at the AJC but available virtually from the University of Hawaii Campus. (co-location to the AJC Annex is being discussed at this time)**
 - **WDD – Wagner-Peyser, RESEA, TAA (co-located full-time)**
 - **Wagner-Peyser assists with Veteran's Services through collaboration with Oahu AJC Partners**
 - **DLIR DVR – (2-4 hours per week at the Maui AJC and available virtually full-time)**
 - **DLIR UI – (available through the Maui AJC by email to assist residents and works in coordination with the RESEA program virtually)**
 - **Job Corps – (available virtually full-time) Job Corps is not a YouthBuild site but has components of the YouthBuild Program at their residential facility.**
 - **McKinley Community School for Adults- AEFLA (2-4 hours per week at the Maui AJC and available full-time virtually)**
 - **Alu Like – Title 1 Indian & Native Hawaiian Programs (available virtually and by phone until career counselor is hired and in place)**
 - **Maui Economic Opportunity Programs – NFJP, SCSEP, CSBG (Best Program re-entry services)- 2-4 hours per week at the Maui AJC and available through virtual and phone services**

- UH Maui Campus CTE Perkins Program (available full-time for assistance with loan programs virtually or by phone)
- All Maui AJC Partners meet the first Thursday of every month to process professional training, assist in cross training, participate in collaboration, and discuss co-enrollment opportunities.
- Integrated Resource Team (IRT) was formed with core partners to assist in co-enrollment, AJC Certification planning review, sharing ideas, solving issues, and logistics planning and meets regularly every other Friday.
- **Community Partners are as follows:**
 - Maui County Business Resource Center – (creates collaborative activities for employer business services such as workshops, mentoring, and networking)
 - Maui United Way – 211 Operator is co-located at the Maui AJC Annex (provides referrals to Maui AJC Providers for job search, relief funding, and Maui AJC Partners refer clients to the line as appropriate)
 - Maui Food Bank – (they send out our brochures and flyers in their distribution boxes for the Maui AJC and in return Maui AJC lists all their distribution and pick-up information on both websites: mauiamericanjobcenter.com and mauicountyvirtualjobcenter.com)
 - Maui Economic Development Board – (technology collaboration, employer relief funding training)
 - Maui Non-Profit Director Association (60 members) – (referral process in place for Maui Nonprofits to refer clients to the Maui AJC for career counseling/relief funding services and Maui AJC Providers refer participants to Maui Nonprofits for social services)
 - Hawaii Farmers Union United Foundation- (Grant collaborations, internships)
 - CIRWX Software Developer – (Grant collaborations, internships)
 - Kamehameha Schools Community Relations Program- (co-enrollment, Grant collaborations, internships)
 - Akaku: Maui Community Television- (PSAs and dissemination of workforce information to the community)
 - ILWU Local 142 – (collaborate on informing members of relief funding, benefits including COBRA and Medicaid, assist with Unemployment Claims, and lend computers to the Union. Union members volunteer at our events including Rapid Response and Job Fairs.)
 - IBEW Local 186 and Carpenters Union Local 745 – (collaborate on informing members of relief funding, benefits including COBRA and Medicaid, assist with Unemployment Claims, and lend computers to the Union.) Union members volunteer at our events including Rapid Response and Job Fairs.
 - Hana Business Council – (collaborate on outreach to the community, internships, and future grant proposals)
 - Molokai High School – (collaborate on outreach to the community, internships, and future grant proposals)
 - DBEDT – (collaboration on Flexjobs.com and Instant Teams)
 - Broadband Hui Working Group- (information and input into broadband issues and promotes digital literacy programs)

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

- Maui AJC Manager, Karen Arakawa, and Executive Director, Linda Puppolo are planning to do a complete review of the 2020 AJC Certification tool by the end of May 2021. The process includes a presentation and work session with the Maui American Job Center Partners (6/3) and the Sector Strategies and Employer Engagement Committee of the MCWDB (6/7). This will look at our progress over the last year.
- A new MOU/IFA is currently under creation. The IFA portion was accepted by the participating partners at the third and final MOU/IFA meeting on 5/3/21. The MOU portion should be completed by next week and sent to County of Maui Corporation Council for review. Then it will go to the partners for signature.
- A partner allocation financial report was presented to the AJC partners on 4/26/2021 for the partners' review and was used as a template for the new MOU/IFA budget. Partners received the accounting reporting (Qbooks- class tracking) and were offered the opportunity to ask questions. After 6/30/21, a final yearly allocation report will be issued for partner review.
- Monthly partner meetings and IRT meetings have accomplished the following over the past year:
 - Assistive Technology planning
 - DVR cross training
 - Increased co-enrollment
 - Increased virtual tools and outreach through website development, job fairs, and Rapid Response events
 - Assessment tools, tutoring services, and core competency training modules have increased offerings at McKinley Community School for Adults in collaboration with all AJC Partners
 - Monthly trainings from providers and staff have increased knowledge of program services and systems
 - Rapid Response and Dislocated Worker Programs now work closely together in the sharing of resources/contacts in the development of employer services
- MCWDB regular Committee Meetings have increased board knowledge and engagement
- The addition of the Finance Committee has increased financial accountability
- Participation in meetings with the WDC on performance measures has provided better direction and focus to the staff and providers

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

- Unemployment Claims remain a challenge to Maui County residents with all staff and providers receiving calls daily. The Maui UI Branch Manager answers our questions timely and it is our hope that someday we can co-locate one UI staff at the AJC to answer those calls.
- While we have not seen challenges to services regarding Assistive Technology, the Maui AJC recognizes that improvement in availability of tools and training is needed. There is a plan forthcoming approved by the partners at the MOU/IFA meetings.
- The Maui AJC is only 1,000 square feet. While there are conference rooms to use, if the Maui AJC gets extremely active, social distancing will be a challenge. The multi-purpose rooms will assist in social distancing. Another mitigation for this problem is more space at the AJC Annex to accommodate six more computers for access, another interview and training space, and also the continued development of scheduling and virtual tools.

- The Ku'ina Youth Program has expressed interest in co-locating at the Maui AJC. While we do not have the space at this time, we are working on more on-site scheduling and virtual tools to provide that physical bridge that is most beneficial to the programs. A move to the AJC Annex full-time is under discussion.
- A small staff; FTE 1.0 – ED, .50 FTE Fiscal Specialist, and 1.0 FTE Rapid Response Coordinator makes it difficult to complete all the compliance associated with the programs, monitor, and grow the programs through outreach at the same time. Rental and personnel are expensive. The County of Maui continues to subsidize the programs as usual by providing the Maui AJC with the personnel services of the AJC Manager and the Receptionist; now they have added an Economic Development Specialist to help with the workload.

As there is a dedicated rapid response staff at the American Job Center, what improvements have been made in the coordination and delivery of rapid response services and business outreach to your community? Also share challenges?

The Rapid Response Program came to us when we needed it the most. The funding is most appreciated. (our first contract (PY18) was in place just as COVID became our reality- March 2020)

- The Rapid Response Grant funding does not cover FTE 1.0 for the entire year so it is subsidized by other grant funding. PY20 RRP funding increased by 24% which helped significantly. With more funding, there is more capability.
- The Rapid Response Coordinator, Maureen Harvey, manages the Maui AJC Annex; is part of the IRT, Partner Meetings and the maucountyvirtualjobfair.com Team; has developed a list of 8,000 Maui County employers; coordinates the employer volunteers at the Job Fairs; works with the Dislocated Worker Program in receiving and providing 211 Operator referrals and collaborates with the DWP Provider in the development of relationships with employers; and spearheaded the Health and Safety Site Officer Training for employers.
 - The recent Virtual and Drive-Thru Job Fair had over 200 virtual job seekers to match with forty-six employers and the Drive-Thru Job Fair had 20 employers and 107 cars (many had more than one person applying for jobs)
 - There were 18 graduates of the Health & Safety Site Officer training in a wide-range of venues such as Haleakala National Park Visitor Center (which had been closed since the COVID-19 Pandemic), Nature Conservancy Center, Pacific Whale Foundation, Kamaole Sands Resort, Hanaplani Resort in Hana, Fairmont Kealani, Hawaiian Airlines, Paniolo Hale, Kokua Realty Property Management, Maui Gold Pineapple, Royal Lahaina Resort, Encore Event Management, Kuleana Resort, China Bowl Asian Cuisine, Precision House Cleaning Service, Alakukui Hana Retreat, Maui Ocean Center, and the Grand Wailea. This pilot project is being evaluated and seven venues have already expressed interest in the second class. Funding sources are also being evaluated.
 - Working closely with the thirteen ILWU Union Representatives in Maui County, Maureen, has provided thousands of union members with information on Unemployment, COBRA, TANF, Medicaid, SNAP, mortgage and rental assistance programs, food distribution, and information to job seekers that sought out work while on furlough. The program also trained Union representatives how to assist with UI Claims, provided virtual tools that can be accessed through cell phones for members with no Broadband Access, lent out

computers to Union Representatives; and sent a team to Lanai last June when the entire island was furloughed.

- Maureen also personally contacted every employer when she was notified of the WARN letter and has kept meticulous notes on contacts, needs, and what was provided to the employer.
- Although Love's Bakery was a small number on Maui (7), due to the ongoing appreciation of this long-standing company, Maureen organized a Rapid Response event that touched all seven employees. Three have already been placed in new positions.
- Rapid Response also provided PPP & EIDL packets and information to employers as requested

Is Maui 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.

We are not planning to return funding. If our planning is correct, we will expend nearly all of the funding. We have been working very closely with our Providers.

Please provide a brief overview of the board's committees and activities undertaken in 2021 to date.

- Sector Strategies and Employer Engagement Committee 1/11/21
 - Status updates, discussions about Grant funding, apprenticeships, and business engagement/assistance
- Finance Committee Meeting 1/11/21
 - Review of financials; solution to overage of the raises to staff that were previously unknown and affected budget; review of the only financial finding (disallowed costs from 2018), review of the PY20 Annual Plan
- Maui County Workforce Development Board 1/13/21
 - Regular Quarterly Meeting
- Governance Committee 1/27/21
 - Review of the policies that were developed in response to Findings in the WDC/Federal Monitoring report of November 2020
- Combined Mtg of Program/Youth Monitoring and the Executive Committee 1/28/21
 - Review of Provider budgets vs. actual
 - Plan to mitigate disallowed costs finding from 2018 (UH pd back funding –resolved)
 - Review of Provider program deficiencies and monitoring schedule created
- Maui County Workforce Development Board 4/14/21
 - Regular Quarterly Meeting
- Program/Youth Monitoring Committee 5/25/21
- Finance Committee Meeting 5/27/21
- Sector Strategies and Employer Engagement Committee 6/07/21
- Maui County Workforce Development Board 6/09/21
- Future Meeting MCWDB – August 8/25/21

- **Future Meeting MCWDB – November**

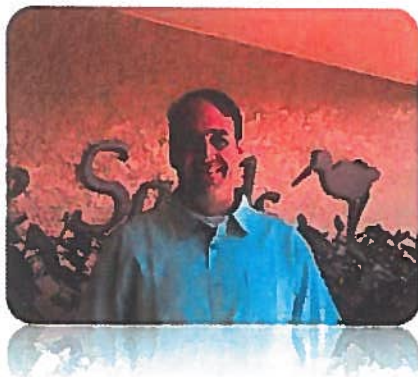
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Please share accomplishments and success stories of the WDB and American Job Center.

SUCCESS STORIES

**BEN SETTECASE – Rapid Response Program
Client JH – Goodwill Industries of Hawaii, Inc.**

SUCCESS STORY – BRANDON SETTECASE



Brandon Settecase is the General Manager of 440 Room Condominium, Kamaole Sands Resort. So, when the Maui County Workforce Development Board, the County of Maui Office of Economic Development, the WIOA Rapid Response Program, and the University of Hawaii, Maui Campus, offered an incumbent worker training called Health and Safety Site Officer Training, he was “in”. The class is an effort to help large-site venues develop valuable tools to combat the COVID-19 Pandemic by providing a safe environment for guests, associates, and the residents of Maui County. Brandon knew that if the environment was safe and there was a good plan, the ability to stay open, retain employees, and avert future lay-offs would accelerate the road to recovery for the resort.

The Pilot Project classes were held from April 13-22 with 12 hours of online classes via “Zoom” and 33 hours of independent study (45 hours total), on demand reading, assignments, and creation of a final project which earned participants a Certificate of Professional Development.

Brandon was one of 18 participants to complete the course and earn their certificates. “I would like to take this opportunity to thank the County of Maui Workforce for sponsoring this valuable training. As a manager of a resort property in Kihei, I was so pleased to be included in this training group. It was such a great opportunity to work together as a team and brainstorm on how we can address the challenges that face us as a community through the COVID-19 Pandemic and beyond.”

Brandon also reported, “the instructor, Jennifer Chirico, kept the classes informative, focused, and moving toward the goal of creating a final project; a working plan that we can implement in our daily operations. I am now using the knowledge provided by this training and it has made me more confident and better able to deal with challenges as they arise. Again, I thank you for this opportunity”.

Three days after the training, Brandon received the difficult news that two employees from a Booking Agent that managed 120 units tested positive for COVID. It was really happening. Quickly and with plan in hand, he provided the two employees with accommodations and meals for the 10-day quarantine period at their properties. Three more employees tested positive and they were immediately quarantined. With training and a plan in place, Brandon said he felt that he had “learned facts from a professional” and his plan mitigated a larger cluster.

Rapid Response Coordinator, Maureen Harvey, created a list of contacts for the 18 participants of the members of the Health and Safety Site Officer Training which Brandon laminated. Brandon and the members of the class now have created a network that he feels provides badly needed support in these challenging times.

Brandon expressed that he would be willing to help in any way he can for this program to continue to more venues.



GOODWILL INDUSTRIES OF HAWAII, INC.

SUCCESS STORY - WIOA Adult Program (May 2021)

Client JH (name withheld due to confidentiality)

Our Client, JH, became an Adult Program participant for assistance with employment services after becoming unemployed. After assessments, barriers to employment were identified as homelessness, criminal history, and no driver's license. Obtaining documents for enrollment was even a challenge.

Health and safety concerns were also addressed as client disclosed being diabetic and we assisted with Medicaid services and JH was also enrolled in SNAP for services. Referrals were also made to Ka Hale A Ke Ola Resource Center as well as Family Life Center for housing.

JH's overall goal was to obtain a full-time landscaping position. Program staff assisted JH with updating a resume and provided job leads. With career counseling, JH followed through.

After a month of program enrollment and employment counseling services, JH obtained a part-time position as a "will call" clerk at Home Depot. Subsequently, JH obtained a full-time position as a retail sales associate at Goodwill Industries, Maui Retail Store.

JH's housing situation has improved because JH now has steady employment, JH was able to move in with JH's fiancé. Also, a measurable objective is that JH is currently working on obtaining a driver's license.

Program staff will continue to monitor JH's status and will offer assistance as needed.

Ku'ina

CONNECTING YOU TO YOUR FUTURE..



“The Apprentice Becomes The Teacher”

Let me introduce you to one of the Ku'ina Program's In-School Youth (ISY) Participants, Rochelle Cudal. Rochelle entered the Ku'ina Program in September 2018 just starting off her academic path towards completing her Pre-Nursing and then eventually entrance into the Nursing Program. When I first met Rochelle, I saw a very shy, yet outgoing young woman navigating her way towards a successful career towards healthcare, specifically Nursing. Rochelle was unsure of what field of Nursing she wanted to go into at first, but after a year completed, she identified wanting to go into Medical/Surgical and Operating Room Departments of the hospital. Although Rochelle's parents never attended college and she was a First Generation to attend and complete college for her immediate family, Rochelle pushed through those barriers and maintained a 3.8+ GPA throughout her Associate Degree of Nursing (ADN) and was ready for her next challenge: Pass the NCLEX-RN (National Council Licensure Examination – Registered Nurse) Exam in Honolulu to complete her basic requirements of a full-fledged Registered Nurse. Life was another quandary as it decided to add one more barrier to Rochelle right before she was ready to take her exam: add a worldwide pandemic as an added stressor literally a month before take-off! After three months of having to postpone her exam, Rochelle finally was able to take her assessment and obtain her State of Hawai'i Registered Nurse License.

The Ku'ina Youth Program had always struggled with Work Experience over the last 4 years and finally the Program could put use into that requirement: Have Participants placed in familiar sites! Through Rochelle's excellent academic and professional rapport with the UHMC Nursing Faculty and Staff, the Ku'ina Program had no barriers in setting up Rochelle with their first placement at the UHMC Health Center. Rochelle supported our community with conducting



COVID-19 Testing as well as support the extraordinary Health Center Director Dr. Denise Cohen during her last 3 months before she retired from teaching but didn't stop helping our community as a volunteer nurse. Through this opportunity, Rochelle became more independent and advocated not only for her clients, but for herself and as a result helped the Health Center receive supplemental funding to use for more COVID-19 testing, procure PPEs (Personal Protective Equipment), and create a more diverse perspective of the UHMC Health Center during the pandemic.

The most important part of Rochelle's experience within the Youth Program thus far from my perspective, was how she taught the Program Coordinator/Manager of the Youth Program to continue to advocate and support those most disadvantaged despite the ever-growing case loads, lack of resources, and lack of voices from our Youth that has been absent. From watching Rochelle grow into the professional and outgoing Registered Nurse that she is today, through all that she overcame to get to this point spoke volumes to me and on days that I feel that there are no resolve, I think back to that one day I spoke to Rochelle about her Work Experience placement and she advocated for herself, her family, and our community, and I'll never go astray thinking that if Rochelle can make movement on her own, that I also can make movement with our Youth.