

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
TO THE STATE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING
Thursday, August 12, 2021**

The Maui County WDB and AJC have been conducting job fairs. Please explain how the job fairs were organized and promoted, numbers of job seeker and employer participants, successful placements, and areas to improve for future job fairs.

In June of 2020, the Maui County Workforce Development Board Executive (MCWDB) Executive Director, the Maui County Office of Economic Development Economic Development Specialist, the American Job Center (AJC) Manager, the Rapid Response Coordinator, University of Hawaii Maui College (UHMC) Extended Learning and Workforce Development (ELWD) Director, the University of Hawaii Maui College Office of International and Regional Development (OIRD) Coordinator, and University of Hawaii Career Link Program Manager, formed a team to develop virtual tools in response to the difficulty of the COVID-19 Pandemic.

The team, maucountyvirtualjobfair.com (mcvjf.com), collaborated and planned the following activities:

- **maucountyvirtualjobfair.com website was created to virtually match jobseekers and employers, to provide a virtual link (on both computers and cell phones) to enable residents to register for education and training classes at UHMC, to provide a link to career counselors at both UHMC and the Maui AJC, to provide access to the FAFSA form, and to provide information on training and financial aid counseling.**
- **The mcvjf.com Team organized the first collaborative Job Fair in April of 2021 and the second Job Fair will be held on August 4th, 2021 with a commitment to hold a job fair as a team every quarter. The April Job Fair was a drive-thru and live virtual job fair with workshops all held on the same day. The August Job Fair will be an in-person (due to the heat) and a live virtual job fair with four workshops every Wednesday in advance of the day of the job fair.**
- **The April Job Fair had 20 Employers and 107 cars drove through and 218 participants participated virtually. The employers and job seekers enjoyed the event. We made a video to visually document the event which can be found on maucountyvirtualjobfair.com. The workshops made the day too long so for the August Job Fair, we broke the four workshops up into Wednesday sessions. (We videotaped these and they also can be found on maucountyvirtualjobfair.com.) Due to the heat in August, we attained permission from Maui County Mayor Victorino to move the event into the UHMC Pa'ina Building with strict COVID-19 protocols. To date: we have a list of 31 employers. Participant registration is slow. We have recruited 17 Volunteers (many of the same ones from the successful first event).**
- **At the first event, employers were hesitant to fill out surveys on job placements. We are planning a follow-up virtual event with employers to assess the effectiveness of the Job Fair.**
- **Outreach for the first event was primarily from banners strung on UHMC fence, Mayor Victorino's Press Conference, press releases in the Maui News, FB Blasts, UHMC Student blasts, KITV Interview, KPOA PSAs, Akaku: Maui Community Television PSAs, and an interview with popular DJ Joe Hawkins' KONI Morning Show.**

- **Outreach for the August event is as follows:**
 - **UHMC Student Affairs Meeting with UHMC Staff & Students, Banner Ad in two Saturday Maui News, Radio PSAs with popular entertainer Kathy Collins as “Tita” on the many Pacific Radio Group Stations, FB Blasts and Boosts, an ad in the FIL-AM Filipino Newspaper, an HPR Interview with the MCWDB Executive Director, banners at UHMC, Maui AJC, and in front of McKinley Community School for Adults, Mayor Victorino’s Press Conference, UHMC Student Blasts, and email blasts to all WIOA Partners and AJC Partners participants.**

With the AJC situated in two locations, please explain the organization, operations, visibility, signage, strengths and challenges in serving job seekers and employers.

- **The Maui American Job Center is located above the Department of Motor Vehicles on the second floor the new Maui County Service Center in Kahului. The center is only 1,000 square feet but it is very functional with all core WIOA Partners, Wagner-Peyser, TAA, RESEA co-located there. There are also several conference rooms when multiple small group settings are needed and for expanded access to computers for participants. It has regular bus service to the front door and is part of the County of Maui Service Center signage. It is also represented in google maps, mauicounty.gov, mauiamericanjobcenter.com and mauivirtualjobfair.com virtual sites.**
- **The Maui American Job Center Annex is located next to the Regal Movie Theatre in the Maui Mall in Kahului. Signage in the windows for the American Job Center and our Job Fairs are easily seen in the busiest section of the Mall. The Rapid Response Coordinator and the 211 Operator for Maui United Way are co-located at the site. There are also computers for community usage if the Maui AJC is at capacity and employers may conduct interviews or work from the location as needed. The Division of Vocational Rehabilitation, WDD, and McKinley Community School for Adults have also used the site to conduct classes. It has a convenient drop box to accept participant documents to Providers and those participants may also use computers on site. This site was developed as mitigation in the circumstance of a large in-person response at our limited Maui American Job Center site. The Maui AJC Annex is also a launch site for our virtual job fair events.**
- **The strength of the two sites is that we are prepared to handle larger numbers of Job Seeker Participants and Employer Participants through strategic planning. It also gives all our partners additional space to conduct classes. The co-location of the Maui United Way 211 Operator is important in that we have co-location collaboration in solving direct and timely Workforce issues with numerous callers immediately and Providers also have immediate access to social service agencies to assist the physical and mental health needs of our Participants.**

- **The challenge is the master scheduling. It is a work in progress and is improving over time. Another challenge is that the AJC Annex space echoes a bit and although we have a noise maker machine to diffuse hearing private conversations, the plan is to provide some small cubicle spaces that have materials like sound curtains to allow for more protected conversations.**

What activities are being performed to integrate Rapid Response, TAA and dislocated worker services to ensure participants are being dually enrolled?

In April of 2020 with the funding of Rapid Response Program PY18 Funding and with the onset of a new Provider for the Adult and Dislocated Worker Programs, a collaboration was formed to identify and share Maui County Employer needs and resources. A list of Employer Business information and a list of WARN letters was developed and shared between Rapid Response and the WIOA Dislocated Worker Provider, Goodwill Industries. The collaboration was successful in that our Rapid Response Coordinator was able to serve Employer Businesses and laid-off Employees directly with information about AJC services, rental/utility assistance, enrollment in Medicaid, SNAP, and TANF, homeless services, free income tax returns to low income residents, and Unemployment Assistance all through the Pandemic.

On 7/27/21, the Workforce Development Division (WDD) Branch Manager, Kevin Kimizuka, and TAA Program Manager, Joan Tsuji met with Maui County Workforce Staff, Chentelle Rowland, WIOA Dislocated Worker Program, Maureen Harvey, Rapid Response Coordinator, Karen Arakawa, Maui AJC Manager, Chase Nomura, Workforce Development Specialist, and Linda Puppolo, Maui County Workforce Development Board Executive Director.

The following planning was established:

- 1) A Team called RREE (Rapid Response and Employer Engagement) was formed from this group of individuals**
- 2) After the Team introduced themselves and presented their programs to the group, the following planning needs were identified:**
 - a. An overall strategy will be developed**
 - b. A policy to guide for Team actions will be developed**
 - c. A group Flow Chart will be developed**
 - d. Lay-off aversion activities and planning will be discussed**
 - e. Other AJC Partners will be brought into the meetings as needed**
 - f. A Drop Box working account will be shared with the group**
 - g. WDD and Goodwill Provider will take the lead in the activities working together to draft a Flow Chart for step 1**
 - h. The next meeting is scheduled for 8/17/21**
 - i. Meetings will be consistent but will be productive and 1 hour in length maximum**

What amount, if any, was returned to the State for unused PY19 WIOA Title 1 funds for adult, dislocated worker and youth programs. Please list amounts for each program.

The WIOA Title 1 funding returned will be the following:

Adult Program	\$7,771.46 (Goodwill Provider amount returned)
Dislocated Worker Program	\$ 0.00 (Goodwill Provider amount returned)
Youth Program	\$ 0.00 (University of Hawaii Provider amount returned)

We had initially thought that our Goodwill Adult Provider would be able to expend all their funding and had worked with them every two weeks with the last meeting on mid-June 2021. When we received the June Adult Program financial report after 6/30/21, they did not calculate and implement the plan completely and it was too late to accrue the expenses. The Office of the MCWDB ED was not informed that they were not able to reach the agreed upon goals until it was too late to disencumber the funding.

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

From our Goodwill Industries Adult and Dislocated Worker Provider as follows:

GIH WIOA Adult & Dislocated Worker Program Success Story (July 2021)

Like many others, client DS was adversely affected by the pandemic and was laid off after five years of employment as an Auto Body Technician. Prior he had worked for his family's body shop for thirteen years until its closure. He had dedicated a combined total of 18 years in the auto body industry. Client has a Bachelor's of Arts degree in graphic design and was employed as a Graphic Designer out of college, up until his family business opportunity became available. The end of July will mark a year since he was laid off and on unemployment insurance.

During our initial intake in June, client had indicated that the physical demands from his previous auto body jobs had taken a toll on his body and it was time for an occupational change. He was ready to enter into the next chapter of his career. In assessing his transferrable work skills, education and job preferences, he decided to pursue an administrative office position. With starting a new path, program staff advised client that without prior work experiences and office skills, he would have to start in an entry level position and at a lower pay rate. The inevitable was difficult for him to initially accept.

Program staff assisted client in revising his resume to present it in a format that highlighted his skill sets. Program staff also assisted client in identifying opportunities from the various job websites and submitted applications. Client also placed phone calls to several businesses and inquired on job openings. According to client, because he had never experienced a formal interview, a mock interview session was held with practice questions and crafted responses. Additionally, client was open to the Eligible Training Provider list of courses to further develop his office computer skills.

With the one-year mark of being unemployed and UI benefits looming, client felt the strain in securing a job. However, through his resolve and in marketing himself, client landed on a small business owner who expressed an interest in meeting with him. From the mentoring sessions, client felt confident and well prepared. Although his graphic design work experiences were from years back, the owner was impressed with his general industry knowledge and overall demeanor. He was offered a job as a Graphic Production Worker with future advancement opportunities. Client was thrilled to secure employment in the area his passion lies and in the industry where his career first began. He also expressed an appreciation for the coaching, guidance and support provided during his pathway back into the workforce.

A Proud Accomplishment Created by Our MCVJF.COM Team:

In our true Team style, we created four workshops as leading events to our August 4th Virtual and In-Person Job Fair. These workshops were designed to offer tools that inform and inspire Job Fair participants to do some research about their interests, possible career pathways, new remote opportunities, and services available to them right here in Maui County.

All workshops were filmed and may be viewed on mauicountyvirtualjobfair.com.

An overview of the workshop events can be found below.

Attend Job Fair Events Like NO Other...EVER!

Attend all 4 events and receive a Golden Ticket for perks at the job fair!

Use Your Personality Traits to Find Your DREAM JOB! Let's take the RIASEC test LIVE! It's a survey based upon your personality traits to help you find your dream job! Nico Fisher Presenting Watch Video Here!

MAKE YOUR NEXT MOVE! What do YOU want to do for a living? Research Job opportunities in ways you've never imagined; by Keywords, Industry, or your Likes & Habits. Linda Puppolo, Workforce Development July 14th at 12:00 pm Watch Video Here!

Remote Work Opportunities (Instant Teams, Flexjobs, NexRep) AND Remote Learning (Linkedin, Northstar, Coursera). Ka'ala Souza, Workforce Development Council – July 21st at 1:30 pm Watch Video Here!

Dare to Dream About Your Future! Find the best way to reach the next level in any career. Learn about the upskill training opportunities that come in all shapes & sizes and about Focus 2 (career planning foundation). Wednesday, July 28th from 11 am – 12 pm from UHMC Wayne Aguiran – Asst. Prof. in Counseling and Juli Patao, CareerLink Director Watch Video Here!

Also, you may cut and paste a portion of the Dare to Dream Presentation to view commentary from two of the participants that attended all four of the Job Fair Workshops!

<https://drive.google.com/file/d/1SmTZzLXUqrpLAIHfDUXulkyJvwlc907D/view>