

ANNUAL REPORT

PROGRAM YEAR 2019

July 1, 2019

June 30, 2020

***Building
Hawaii's
Workforce***



Hele no ka 'alā, hele nō ka lima



WORKFORCEDEVELOPMENT

COUNCIL

State of Hawaii

Let's talk story about Hāloa!

The story of Hāloa takes us back to the beginning of the Hawaiian people. So, to learn about Hāloa, we need to first learn some basics of Hawaiian genealogy.

Hāloa's father is Wākea. He is the expanse of the heavens. Hāloa's mother is Ho'ohōkūkalani. Her name means to adorn the heavens with stars. Ho'ohōkūkalani's mother is Papa, the foundation that is earth.

Ho'ohōkūkalani gave birth to a baby boy. But the baby was stillborn. The parents buried the baby on the eastern side of their house, the side of the morning sunrise.

Before long, a plant started growing from the same spot where the baby was buried. This plant had a long stalk and a large, heart-shaped leaf. The leaves quivered and fluttered in the wind. This plant was named Hāloanakalaukapalili. It was the first kalo plant.

Ho'ohōkūkalani became pregnant again. This time, a healthy baby boy was born. He was given the name "Hāloa" in honor of his older brother, the kalo. Hāloa was the first Hawaiian person.

It is said that all Hawaiians trace their roots back to Hāloa. This means that we are all "mamo na Hāloa," or descendants of Hāloa. Through our relationship to Hāloa, we are related to the kalo, the 'āina, and the rest of the natural world.

The story of Hāloa reminds Hawaiians that we are part of nature. The plants, animals, and islands are our ancestors, our kūpuna. We need to acknowledge and mālama these important connections.

(Source: http://www.kumukahi.org/units/ka_hikina/haloa Kamehameha Publishing)



Hele no ka 'alā, hele nō ka lima.
The rock goes, the hand goes.
To make good poi, the free hand must work in unison with the poi pounder.
Keep both hands working to do good work.

Source:
Pukui, Mary Kawena.
'Ōlelo No'eau Hawaiian Proverbs & Poetical Sayings.
Bernice P. Bishop Museum Special Publication No. 71.
Honolulu, Hawaii: Bishop Museum Press. 1973.

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Executive Summary

The Workforce Development Council (WDC) administers and implements the Federal Workforce Innovation and Opportunity Act of 2014 (WIOA) for Hawaii's Title I adult, dislocated worker and youth programs. Federal funds are allocated to the Workforce Development Boards on Oahu, Kauai, Maui and Hawaii Island to administer the American Job Centers to deliver direct services in career development, employment and training to jobseekers with barriers to employment, help low-wage workers upgrade their skills, and provide resources to support businesses, including assistance with finding qualified workers and other services to businesses. The WDC is a State board comprised of 41 members, of whom the majority are private business executives and community leaders appointed by the Governor.

Workforce development was operating normally for the first three quarters of Program Year (PY) 2019 starting July 1, 2019 – June 30, 2020. And then came the novel Coronavirus (COVID-19) pandemic. The WDC and the Local Workforce Development Boards (LWDBs) pivoted to adapt to the pandemic. Despite the challenges, the WDC, the LWDBs, and the American Job Centers (AJCs) continued their work to keep the public workforce development system going throughout the pandemic. The WIOA law for Title I adult, dislocated worker and youth programs focuses on assisting persons with barriers to employment which includes veterans, individuals with disabilities, out-of-school and at-risk youth, ex-offenders, low-income, homeless, foster care youth, low level of literacy, and migrant and seasonal farmworkers, among others.

The State achieved its targets for nearly all performance indicators in PY 2019. It did not, however, achieve targets for the Youth Program Credential Rate and the Wagner-Peyser Program Second Quarter Employment Rate. The Wagner-Peyser program offers basic employment services at the AJCs and is administered by the Workforce Development Division (WDD). The Oahu local area carries most of the weight in achieving performance outcomes, followed by Hawaii Island. The Kauai and Maui local areas are striving to improve future performance goals. Across all programs, all the local areas need to improve on achieving measurable skill gains.

At the start of PY 2019, the State first expended the remaining PY 2018 fund before using the PY 2019 fund. By June 30, 2020, the State had expended \$5.07 million for all WIOA programs from the PY 2018 fund. The Hawaii Island board was the only local area to use all of its allocation in the WIOA Youth Program. All other local areas did not use all of their allocations. The Rapid Response allocation was partially used, leaving \$94,348.34 as unexpended. After depleting the PY 2018 fund, the State used \$574,720.67 from the PY 2019 fund. The remaining \$5.36 million left in the PY 2019 fund will be carried over and used in PY 2020.

To strengthen the capacity of workforce development professionals, the U.S. Department of Labor, Employment and Training Administration (DOL/ETA) conducted training and technical assistance in Hawaii in August 2019 and January 2020. The first two of a series of technical assistance activities were carried out in March 2020 for the Kauai local area. Financial management training was provided in December 2019 for the Hawaii Island, Kauai, and Maui local areas. Training on using the HireNet Hawaii information and case management system was

provided in October 2019 and June 2020 for the Hawaii County AJC and the Kauai County AJC, respectively.

Three research projects were completed, which will support efforts to improve workforce development. Ward Research, Inc. was contracted to conduct a statewide customer satisfaction survey on the AJCs. Part of Hawaii's contribution to the "State Collaborative Consortium to Understand and Support the On-Demand Workforce" (a national consortium organized by the National Governors Association) was a survey through Hawaii's employment website, HireNet Hawaii, to ask registrants about their work history and perceptions on gig work. Another part of Hawaii's contribution to the consortium was a report that used the U.S. Census Bureau's May 2017 Current Population Survey, Contingent Worker Supplement data.

There were six rapid response sessions conducted for displaced workers, and all of the sessions occurred before the pandemic. Approximately 30,462 individuals in total were impacted by mass layoffs and/or business closings from July 2019 to June 2020. Mass layoffs or business closings were reported in Worker Adjustment and Retraining Notification (WARN) notices or news reports from 144 employers. The Oahu local area was hardest hit with nearly 70 percent of the total affected individuals living on Oahu. All local areas could not escape the effects of COVID-19 as each island has had a dramatic rise in the number of displaced workers.

The WDC had closed out two National Dislocated Worker Grants and was awarded two new grants to respond to the effects of the COVID-19 pandemic. Both the "COVID-19 Hawaii Employment Recovery National Dislocated Worker Grant" and the "COVID-19 Hawaii Disaster Recovery National Dislocated Worker Grant" have a total amount of \$3 million.

Despite the challenges brought about by the pandemic, the State continued to assist WIOA participants. A few success stories provide examples of individuals who have been able to use the AJCs to earn a credential and gain employment. A mother on Kauai had been raising her family; and after her children started school, she decided to return to work. She received assistance from the Kauai AJC to take courses at the community college and to secure employment at a non-profit organization. After being laid off from 19 years of employment at the Hawaiian Commercial and Sugar Company, a mechanic saw his job loss as a blessing in disguise. He received assistance from the Maui AJC to earn a degree in public administration. A young man from Farrington High School expressed regrets about his life and sought to find a new beginning. After earning two certificates with assistance from the Oahu AJC, this young man was able to find a new job relatively quickly after having been laid off from a previous job. Another young man, who was born with health issues and had to deal with the losses of his mother and sister, got help from the Oahu AJC. Through the WIOA Youth Program, this second young man gained a strong footing to start working in his first job. All of these clients expressed their gratitude for the opportunity that was given to them from the American Job Centers to help them learn new skills and find gainful employment.

Impact of the Novel Coronavirus (COVID-19) Pandemic

Near the end of the third quarter and going into the fourth quarter of PY 2019, operations

dramatically changed, due to the novel Coronavirus (COVID-19) pandemic. The Governor announced an emergency proclamation in March 2020 in part to address the mass layoffs and/or business closings. Employers submitted WARN notices and reported information on employees who were laid off either permanently or temporarily. Because of the statewide stay-at-home order, government offices and private businesses shifted to telework operations where employees were allowed to work remotely from home. The AJCs across the State had closed their doors to the public. The LWDBs worked to make the AJCs safe to work in, following guidelines to prevent and mitigate the spread of COVID-19. While the AJCs remained publicly closed, AJC staff were available to work with WIOA participants by phone, email and online meetings. The WDC changed operations, allowing WDC staff to work remotely from home. The WDC installed fixtures in the office to prevent and mitigate the spread of COVID-19. Despite the challenges surrounding the pandemic, the WDC, the LWDBs, and the AJCs continued their work to keep the workforce development system going throughout the pandemic.

Performance data indicate that the pandemic had an effect on workforce development. The employer retention rate dramatically decreased from 49.1 percent in PY 2018 to 3.3 percent in PY 2019. This performance indicator measures the number of WIOA participants who remain employed with the same employer. Participants may have been laid off due to the COVID-19 pandemic. The Wagner-Peyser Second Quarter Employment Rate fell short of meeting the target goal. Again, participants in the Wagner-Peyser Program may have been laid off. The WIOA Youth Credential Rate also did not meet the target goal. Training providers and schools may have had to change operations, schedules, or programs, making participants unable to complete their in-person training programs. Compared with the previous program year, the numbers of Adult and Dislocated Worker participants have decreased for the Second Quarter Employment Rate and the Credential Rate.

A clear sign of impact is with the WARN notices. Before the pandemic, the WDC received WARN notices or news reports that counted 3,468 affected individuals. After the pandemic, the WDC received WARN notices or news reports that counted 26,994 affected individuals – an increase of 678 percent.

WIOA Performance Indicators

Statewide

In spite of the pandemic, the State achieved its targets for nearly all performance indicators in PY 2019. It did not, however, achieve targets for the Youth Program Credential Rate and the Wagner-Peyser Program Second Quarter Employment Rate. Performance outcomes in PY 2019 had showed a marked improvement over the previous program year. Tables 1 to 4 compare the performance outcome scores for the Adult, Dislocated Worker, Youth, and Wagner-Peyser Programs in PY 2018 and PY 2019.

Table 1: Statewide WIOA Title I Adult Program, PY 2018 and 2019

Indicator	PY 18 Target	PY 18 Actual	PY 18 Score	PY 18 Participant	PY 19 Target	PY 19 Actual	PY 19 Score	PY 19 Participant
Employment Rate, Q2	68.6%	44.2%	64.4%	72	69.6%	77.1%	110.8%	54
Employment Rate, Q4	63.9%	66.7%	104.4%	90	64.9%	64.9%	99.9%	96
Median Earnings	\$5,250	\$5,367	102.2%	NA	\$5,350	\$6,309	117.9%	NA
Credential Rate	51.0%	62.5%	122.5%	60	52.0%	58.2%	111.9%	39
Measurable Skill Gains	—	18.4%	—	16	—	20.6%	—	21

Source: ETA-9169 Report via HireNet Hawaii

Note: Targets were not set for the Measurable Skill Gains performance indicator.

The number of adult participants who held employment with the same employer within six months of exiting the Adult Program had decreased by 25 percent from 72 participants in PY 2018 to 54 participants in PY 2019. The number of adult participants who held employment with the same employer within 12 months of exiting the Adult Program had increased by 6.7 percent from 90 participants in PY 2018 to 96 participants in PY 2019. Median earnings among adult participants had increased by 17.6 percent from \$5,367 in PY 2018 to \$6,309 in PY 2019. The number of adult participants who earned a credential had decreased by 35 percent from 60 participants in PY 2018 to 38 participants in PY 2019. The number of adult participants who had measurable skill gains had increased by 31.3 percent from 16 participants in PY 2018 to 21 participants in PY 2019.

Table 2: Statewide WIOA Title I Dislocated Worker Program, PY 2018 and 2019

Indicator	PY 18 Target	PY 18 Actual	PY 18 Score	PY 18 Participant	PY 19 Target	PY 19 Actual	PY 19 Score	PY 19 Participant
Employment Rate, Q2	74.0%	49.5%	66.9%	48	75.0%	90.2%	120.3%	37
Employment Rate, Q4	70.4%	65.6%	93.2%	61	71.4%	74.4%	104.2%	61
Median Earnings	\$7,000	\$7,963	113.8%	NA	\$7,300	\$9,108	124.8%	NA
Credential Rate	66.5%	65.3%	98.2%	32	67.0%	79.3%	118.4%	23
Measurable Skill Gains	—	14.0%	—	8	—	38.6%	—	22

Source: ETA-9169 Report via HireNet Hawaii

Note: Targets were not set for the Measurable Skill Gains performance indicator.

The number of dislocated worker participants who held employment with the same employer within six months of exiting the Dislocated Worker Program had decreased by 22.9 percent from 48 participants in PY 2018 to 37 participants in PY 2019. There was no change in the number of dislocated worker participants who held employment with the same employer within 12 months of exiting the Dislocated Worker Program in PY 2018 and PY 2019; there were 61 participants in both program years. Median earnings among dislocated worker participants had increased by 14.4 percent from \$7,963 in PY 2018 to \$9,108 in PY 2019. The number of dislocated worker participants who earned a credential had decreased by 28.1 percent from 32 participants in PY 2018 to 23 participants in PY 2019. The number of dislocated worker participants who had measurable skill gains had increased by 175 percent from 8 participants in PY 2018 to 22 participants in PY 2019.

Table 3: Statewide WIOA Title I Youth Program, PY 2018 and 2019

Indicator	PY 18 Target	PY 18 Actual	PY 18 Score	PY 18 Participant	PY 19 Target	PY 19 Actual	PY 19 Score	PY 19 Participant
Employment, Education, or Training Rate, Q2	59.0%	59.1%	100.2%	52	60.0%	65.1%	108.4%	108
Employment, Education, or Training Rate, Q4	55.9%	46.5%	83.2%	53	56.4%	67.2%	119.2%	39
Median Earnings	—	\$3,812	—	NA	—	\$4,128	—	NA
Credential Rate	61.1%	60.4%	98.9%	32	62.1%	45.2%	72.7%	14
Measurable Skill Gains	—	13.9%	—	44	—	19.8%	—	48

Source: ETA-9169 Report via HireNet Hawaii

Notes:

1. Reporting of the Youth Program's Median Earnings to the federal government is not required.
2. Targets were not set for the Measurable Skill Gains performance indicator.

The number of youth participants who met the goal of employment, education, or training within six months of exiting the Youth Program had increased by 107.7 percent from 52 participants in PY 2018 to 108 participants in PY 2019. The number of youth participants who met the goal of employment, education, or training within 12 months of exiting the Youth Program had decreased by 26.4 percent from 53 participants in PY 2018 to 39 participants in PY 2019. Median earnings among youth participants had increased by 8.3 percent from \$3,812 in PY 2018 to \$4,128 in PY 2019. The number of youth participants who earned a credential had decreased by 56.3 percent from 32 participants in PY 2018 to 14 participants in PY 2019. The number of youth participants who had measurable skill gains had increased by 9.1 percent from 44 participants in PY 2018 to 48 participants in PY 2019.

Table 4: Statewide WIOA Title III Wagner-Peyser Program, PY 2018 and 2019

Indicator	PY 18 Target	PY 18 Actual	PY 18 Score	PY 18 Participant	PY 19 Target	PY 19 Actual	PY 19 Score	PY 19 Participant
Employment Rate, Q2	59.7%	37.6%	62.9%	1,470	61.0%	58.0%	95.1%	1,657
Employment Rate, Q4	58.0%	40.8%	70.3%	2,496	59.0%	61.3%	103.9%	1,869
Median Earnings	\$5,100	\$6,047	118.6%	NA	\$5,200	\$7,325	140.9%	NA

Source: ETA-9169 Report via HireNet Hawaii

The number of Wagner-Peyser participants who held employment with the same employer within six months of exiting the Wagner-Peyser Program had increased by 12.7 percent from 1,470 participants in PY 2018 to 1,657 participants in PY 2019. The number of Wagner-Peyser participants who held employment with the same employer within 12 months of exiting the Wagner-Peyser Program had decreased by 25.1 percent from 2,496 participants in PY 2018 to 1,869 participants in PY 2019. Median earnings among Wagner-Peyser participants had increased by 21.1 percent from \$6,047 in PY 2018 to \$7,325 in PY 2019.

Local Areas

Tables 5 to 8 break down the PY 2019 statewide performance outcomes by local areas. The

percentages for the Adult, Dislocated Worker, and Youth Programs need to be viewed with caution, because in most cases, the number of participants who achieved the employment or credential goal is low. For instance, the 100 percent achievement in earning a credential for the Adult Program in the Maui local area reflects one out of one participant. Most indicators in the Oahu local area and a few indicators in the Hawaii Island local area have high numbers of participants. Oahu carries most of the weight in achieving performance outcomes both in high percentages and in high participant numbers. The Kauai and Maui local areas are the weakest areas in terms of low to zero numbers of participants who achieve outcome goals. Across all programs, all the local areas need to improve on achieving measurable skill gains.

Table 5: Local Areas' WIOA Title I Adult Program, PY 2019

Indicator	Statewide Actual	Statewide Participant	Hawaii Actual	Hawaii Participant	Kauai Actual	Kauai Participant	Maui Actual	Maui Participant	Oahu Actual	Oahu Participant
Employment Rate, Q2	77.1%	54	81.3%	13	73.3%	11	0.0%	0	76.9%	30
Employment Rate, Q4	64.9%	96	58.2%	53	81.8%	9	100.0%	2	72.7%	32
Median Earnings	\$6,309	NA	\$4,645	NA	\$4,259	NA	\$0	NA	\$7,993	NA
Credential Rate	58.2%	39	68.4%	13	0.0%	0	100.0%	1	65.8%	25
Measurable Skill Gains	20.6%	21	32.5%	13	0.0%	0	0.0%	0	16.3%	8

Source: ETA-9169 Report via HireNet Hawaii

For the Adult Program in PY 2019, Oahu had 30 participants (76.9 percent) who held employment within six months of program exit; 32 participants (72.7 percent) who held employment within 12 months of program exit; 25 participants (65.8 percent) who earned a credential; and eight participants (16.3 percent) who gained a measurable skill. Median earnings among Oahu participants was \$7,993. Hawaii Island had 13 participants (81.3 percent) who held employment within six months of program exit; 53 participants (58.2 percent) who held employment within 12 months of program exit; 13 participants (68.4 percent) who earned a credential; and 13 participants (32.5 percent) who gained a measurable skill. Median earnings among Hawaii Island participants was \$4,645. Kauai had 11 participants (73.3 percent) who held employment within six months of program exit and nine participants (81.8 percent) who held employment within 12 months of program exit. Kauai had nine participants who were working toward earning but did not earn a credential and 12 participants who were working toward gaining but did not gain a measurable skill. Median earnings among Kauai participants was \$4,259. Maui had two participants who held employment within 12 months of program exit and only one participant who earned a credential. Maui had no participants who were working toward securing employment within six months of program exit and only one participant who was working toward gaining but did not gain a measurable skill.

Table 6: Local Areas' WIOA Title I Dislocated Worker Program, PY 2019

Indicator	Statewide Actual	Statewide Participant	Hawaii Actual	Hawaii Participant	Kauai Actual	Kauai Participant	Maui Actual	Maui Participant	Oahu Actual	Oahu Participant
Employment Rate, Q2	90.2%	37	87.5%	7	83.3%	5	100.0%	6	90.5%	19
Employment Rate, Q4	74.4%	61	62.8%	27	100.0%	3	71.4%	10	95.5%	21
Median Earnings	\$9,108	NA	\$5,788	NA	\$13,462	NA	\$12,107	NA	\$10,127	NA
Credential Rate	79.3%	23	72.7%	8	0.0%	0	100.0%	1	87.5%	14
Measurable Skill Gains	38.6%	22	40.0%	8	25.0%	1	0.0%	0	44.8%	13

Source: ETA-9169 Report via HireNet Hawaii

For the Dislocated Worker Program in PY 2019, Oahu had 19 participants (90.5 percent) who held employment within six months of program exit; 21 participants (95.5 percent) who held employment within 12 months of program exit; 14 participants (87.5 percent) who earned a credential; and 13 participants (44.8 percent) who gained a measurable skill. Median earnings among Oahu participants was \$10,127. Hawaii Island had seven participants (87.5 percent) who held employment within six months of program exit; 27 participants (62.8 percent) who held employment within 12 months of program exit; eight participants (72.7 percent) who earned a credential; and eight participants (40 percent) who gained a measurable skill. Median earnings among Hawaii Island participants was \$5,788. Kauai had five participants (83.3 percent) who held employment within six months of program exit and three participants (100 percent) who held employment within 12 months of program exit. Kauai had one participant who was working toward earning but did not earn a credential and four participants who were working toward gaining a measurable skill but one participant gained a measurable skill. Median earnings among Kauai participants was \$13,462. Maui had six participants (100 percent) who held employment within six months of program exit; 10 participants (71.4 percent) who held employment within 12 months of program exit; and one participant who earned a credential. Maui had four participants who were working toward gaining but did not gain a measurable skill. Median earnings among Maui participants was \$12,107.

Table 7: Local Areas' WIOA Title I Youth Program, PY 2019

Indicator	Statewide Actual	Statewide Participant	Hawaii Actual	Hawaii Participant	Kauai Actual	Kauai Participant	Maui Actual	Maui Participant	Oahu Actual	Oahu Participant
Employment, Education, or Training Rate, Q2	65.1%	108	85.3%	29	—	—	66.7%	12	58.8%	67
Employment, Education, or Training Rate, Q4	67.2%	39	70.0%	14	—	—	75.0%	3	64.7%	22
Median Earnings	\$4,128	NA	\$4,607	NA	—	NA	\$3,095	NA	\$4,130	NA
Credential Rate	45.2%	14	43.8%	7	—	—	0.0%	0	50.0%	7
Measurable Skill Gains	19.8%	48	13.9%	9	—	—	17.4%	8	23.7%	31

Source: ETA-9169 Report via HireNet Hawaii

Note: Youth data are not available for the Kauai Local Area.

For the Youth Program in PY 2019, Oahu had 67 participants (58.8 percent) who had employment, education, or training within six months of program exit; 22 participants (64.7 percent) who had employment, education, or training within 12 months of program exit; seven participants (50 percent) who earned a credential; and 31 participants (23.7 percent) who gained a measurable skill. Median earnings among Oahu participants was \$4,130. Hawaii Island had 29 participants (85.3 percent) who had employment, education, or training within six months of program exit; 14 participants (70 percent) who had employment, education, or training within 12 months of program exit; seven participants (43.8 percent) who earned a credential; and nine participants (13.9 percent) who gained a measurable skill. Median earnings among Hawaii Island participants was \$4,607. Maui had 12 participants (66.7 percent) who had employment, education, or training within six months of program exit; three participants (75 percent) who had employment, education, or training within 12 months of program exit; and eight participants (17.4 percent) who gained a measurable skill. Maui had one participant who was working toward earning but did not earn a credential. Median earnings among Maui participants was \$3,095. State and County workforce professionals have been working to build the capacity of the

provider on Kauai, so there is still no youth data for Kauai.

Table 8: Local Areas' WIOA Title III Wagner-Peyser Program, PY 2019

Indicator	Statewide Actual	Statewide Participant	Hawaii Actual	Hawaii Participant	Kauai Actual	Kauai Participant	Maui Actual	Maui Participant	Oahu Actual	Oahu Participant
Employment Rate, Q2	58.0%	1,657	54.7%	223	61.2%	145	60.5%	654	56.2%	635
Employment Rate, Q4	61.3%	1,869	57.8%	234	63.4%	118	62.9%	860	60.2%	657
Median Earnings	\$7,325	NA	\$6,408	NA	\$7,293	NA	\$7,190	NA	\$7,682	NA

Source: ETA-9169 Report via HireNet Hawaii

For the Wagner-Peyser Program in PY 2019, Oahu had 635 participants (56.2 percent) who held employment within six months of program exit and 657 participants (60.2 percent) who held employment within 12 months of program exit. Median earnings among Oahu participants was \$7,682. Hawaii Island had 223 participants (54.7 percent) who held employment within six months of program exit and 234 participants (57.8 percent) who held employment within 12 months of program exit. Median earnings among Hawaii Island participants was \$6,408. Kauai had 145 participants (61.2 percent) who held employment within six months of program exit and 118 participants (63.4 percent) who held employment within 12 months of program exit. Median earnings among Kauai participants was \$7,293. Maui had 654 participants (60.5 percent) who held employment within six months of program exit and 860 participants (62.9 percent) who held employment within 12 months of program exit. Median earnings among Maui participants was \$7,190.

Effectiveness Serving Employers

Tables 9 and 10 show the State's performance outcomes in serving employers effectively. Table 9 compares the statewide outcomes in PY 2018 and PY 2019. Table 10 breaks down the PY 2019's outcomes by local areas.

Table 9: Statewide Effectiveness Serving Employers, PY 2018 and 2019

Indicator	PY 18 Percent	PY 18 Employer	PY 19 Percent	PY 19 Employer
Retention with the Same Employer Rate, Q2 and Q4	49.1%	—	3.3%	64
Repeat Business Customer Rate	34.9%	1,560	30.5%	1,635

Source: ETA-9169 Report via HireNet Hawaii

Table 10: Local Areas' Effectiveness Serving Employers, PY 2019

Indicator	Statewide	Hawaii	Kauai	Maui	Oahu
Retention with the Same Employer Rate, Q2 and Q4	3.3%	3.2%	5.2%	2.6%	3.9%
Repeat Business Customer Rate	30.5%	31.1%	24.8%	29.6%	31.4%

Source: ETA-9169 Report via HireNet Hawaii

There had been a marked decline in the employer retention rate in PY 2019 over the previous program year. The State went from 49.1 percent in PY 2018 to 3.3 percent in PY 2019. This indicates that there were a far lower number of WIOA participants who remained with the same employer in the second and fourth quarters after program exit. Participants may have been laid off due to the COVID-19 pandemic. The pandemic is likely to have been a major factor in the dramatic drop in the retention rate.

Although the number of employers had increased to 1,635 in PY 2019 from 1,560 in the previous program year, the percentage of employers that returned to the AJCs to receive business services had decreased by four percentage points in PY 2019. The pandemic may have had an effect on whether employers would return for more services. As results from the AJC customer satisfaction survey show, however, the lack of awareness of all of the AJC services may be a larger factor in determining to return to the AJC (read more in the Research Projects section below).

Across the state, the Kauai local area had the highest employer retention rate at 5.2 percent in PY 2019. Kauai was the local area that was impacted the least in terms of the number of WARN notices and thus in the lower number of layoffs and business closings (read more in the Rapid Response Services section below). The Oahu local area was slightly above the statewide level at 3.9 percent. The Hawaii Island local area was just below the statewide level at 3.2 percent. The Maui local area had the lowest employer retention rate at 2.6 percent. On employers using AJC services again, Kauai was the only local area that had a lower repeat business rate at 24.8 percent. The other three local areas had a repeat business rate roughly around the statewide level.

Federal Funding for Workforce Development

Table 11: WIOA Title I Adult, Dislocated Worker, and Youth Expenditures for PY 2019

Program / Local Area	PY 2019 Availability (July 1, 2019 to June 30, 2020)							PY 2019 Fund ³ Unexpended Carry-Out To PY 2020
	PY 2017 Fund ¹ Unexpended Carry-In To PY 2019	PY 2018 Fund ² Unexpended Carry-In To PY 2019	PY 2018 Fund Allocation	PY 2018 Fund Expended	PY 2018 Fund Unexpended	PY 2019 Fund Allocation	PY 2019 Fund Expended	
Adult Federal Allotment	\$30,185.00	\$1,873,425.27	\$2,108,605.00	\$1,616,257.12	\$492,347.88	\$2,108,605.00	\$128,839.30	\$1,979,765.70
Adult State Board Allocation	\$0.00	\$231,026.27	\$316,291.00	\$316,290.70	\$0.30	\$315,516.00	\$65,643.38	\$249,872.62
Adult Oahu Local Area	-\$142,382.00	\$1,069,030.00	\$1,105,858.00	\$812,082.33	\$293,775.67	\$973,944.00	\$21,440.92	\$952,503.08
Adult Hawaii Local Area	\$144,322.00	\$332,645.00	\$405,063.00	\$259,561.35	\$145,501.65	\$312,569.00	\$33,401.80	\$279,167.20
Adult Maui Local Area	-\$12,833.00	\$131,393.00	\$172,062.00	\$127,233.41	\$44,828.59	\$135,899.00	\$8,353.20	\$127,545.80
Adult Kauai Local Area	\$41,078.00	\$109,331.00	\$109,331.00	\$101,089.33	\$8,241.67	\$87,580.00	\$0.00	\$87,580.00
DW Federal Allotment	\$604,747.05	\$1,149,624.95	\$1,625,873.00	\$1,414,921.95	\$210,951.05	\$1,605,251.00	\$94,828.79	\$1,510,422.21
DW State Board Allocation	\$0.00	\$175,462.95	\$243,025.00	\$243,025.00	\$0.00	\$240,646.00	\$53,653.20	\$186,992.80
DW Rapid Response Allocation	\$274,701.05	\$43,493.00	\$324,032.00	\$229,683.66	\$94,348.34	\$320,862.00	\$0.00	\$320,862.00
DW Oahu Local Area	\$87,747.00	\$471,670.00	\$571,761.00	\$556,506.76	\$15,254.24	\$539,510.00	\$9,998.95	\$529,511.05
DW Hawaii Local Area	\$177,971.00	\$225,350.00	\$227,645.00	\$155,691.86	\$71,953.14	\$221,796.00	\$19,961.04	\$201,834.96
DW Maui Local Area	\$29,720.00	\$160,986.00	\$186,352.00	\$171,724.07	\$14,627.93	\$216,681.00	\$11,215.60	\$205,465.40
DW Kauai Local Area	\$34,608.00	\$72,663.00	\$73,058.00	\$58,290.60	\$14,767.40	\$65,756.00	\$0.00	\$65,756.00
Youth Federal Allotment	\$410,501.00	\$1,765,173.71	\$2,216,428.00	\$2,037,931.47	\$178,496.53	\$2,219,198.00	\$351,052.58	\$1,868,145.42
Youth State Board Allocation	\$0.00	\$110,560.71	\$331,450.00	\$331,450.00	\$0.00	\$331,897.00	\$265,635.41	\$66,261.59
Youth Oahu Local Area	\$199,855.00	\$1,121,546.00	\$1,170,571.00	\$1,019,617.58	\$150,953.42	\$1,222,970.00	\$28,686.09	\$1,194,283.91
Youth Hawaii Local Area	\$41,959.00	\$234,430.00	\$414,695.00	\$414,695.00	\$0.00	\$383,122.00	\$44,246.16	\$338,875.84
Youth Maui Local Area	\$56,889.00	\$191,578.00	\$192,268.00	\$167,612.04	\$24,655.96	\$179,293.00	\$12,484.92	\$166,808.08
Youth Kauai Local Area	\$111,798.00	\$107,059.00	\$107,444.00	\$104,556.85	\$2,887.15	\$101,915.00	\$0.00	\$101,915.00
Adult, DW, and Youth Combined	\$1,045,433.05	\$4,788,223.93	\$5,950,906.00	\$5,069,110.94	\$881,795.46	\$5,933,054.00	\$574,720.67	\$5,358,333.33

Source: Hawaii Department of Labor and Industrial Relations, Administrative Services Office

Notes:

1. PY 2017 Fund was available from July 1, 2017 to June 30, 2018. The PY 2017 unexpended amount returned to the state for statewide activities or re-allotment to eligible local areas.
2. PY 2018 Fund was available from July 1, 2018 to June 30, 2019. The PY 2018 unexpended amount continued to be available in PY 2019.
3. PY 2019 Fund will continue to be available in PY 2020.

Table 11 shows how much money was expended and which federal formula grant funds were used for the period from July 1, 2019 to June 30, 2020. Prior to each program year, the WDC calculates how much each local area will be allocated for the WIOA Adult, Dislocated Worker, and Youth Programs. The calculation is based on the sub-state allocations that the U.S. Department of Labor, Employment and Training Administration (DOL/ETA) provides for every program year. The local areas are allocated a portion of the total federal allotment. It has been the practice in Hawaii to draw from two program year allocation funds in a single program year, where unspent funds from a previous program year are carried into the current program year and unspent funds from the current program year are carried out to the next program year.

In the previous program year (PY 2018), the State had first used the PY 2017 formula fund and then used the PY 2018 formula fund. Most of the funds to pay for program and administration costs in PY 2018 had come from the PY 2017 fund. At the end of PY 2018, the PY 2017 fund had \$1.05 million remaining and was carried in to PY 2019. The WDC used all of its state board allocations for all three WIOA programs. The Oahu and Maui local areas had exceeded their Adult Program allocation by transferring funds from their respective Dislocated Worker Program allocation. The Rapid Response allocation in the amount of \$274,701.05 was returned to the State.

After the PY 2017 fund was used, the State started to use the PY 2018 fund in PY 2018. The local areas only used a small portion of their allocations, while the WDC consumed a larger share of its allocations. As of June 30, 2019, the PY 2018 fund had \$4.79 million remaining and was carried over to PY 2019.

At the start of PY 2019, the State first expended the PY 2018 fund before using the PY 2019 fund. The DOL/ETA had increased the State's total federal allotment slightly. By June 30, 2020, the State had expended \$5.07 million for all WIOA programs from the PY 2018 fund. The WDC had used all of its PY 2018 allocations. The Hawaii County WDB was the only local area to use all of its allocation in the WIOA Youth Program. The Hawaii Island local area did not use all of its other program allocations. All other local areas did not use all of their allocations. Compared with usage of PY 2017 funds, all the local areas performed better to use as much of their allocations in PY 2019. The differences are noticeable between the PY 2017 unexpended funds and the PY 2018 unexpended funds for each of the three programs used by the local areas. The exceptions are with the Hawaii Island local area in using Adult Program funds and the Oahu local area in using Youth Program funds. The difference in using Rapid Response funds is also noticeable with \$94,348.34 being returned as unexpended. The total unexpended amount in the PY 2018 fund is \$881,795.46. This total amount will be carried over to PY 2020.

After expending the PY 2018 fund in PY 2019, the State started using the PY 2019 fund. With the exception of Kauai, all other local areas used a small portion of their administration allocations. The Kauai local area had not used any of its PY 2019 allocations. The WDC used a larger portion of its allocations and a sizeable amount for the Youth Program. A total of \$574,720.67 was drawn from the PY 2019 fund. The remaining \$5.36 million left in the PY 2019 fund will be carried over to PY 2020.

In the next program year (PY 2020), the State will draw from the PY 2019 fund first to pay for program and administration expenditures. The PY 2020 fund, which was allocated prior to July 1, 2020, will be expended after the PY 2019 fund has been used. Held in reserve the unexpended PY 2017 and PY 2018 funds will be used by the State in PY 2020.

Training and Technical Assistance to Improve Workforce Development

The DOL/ETA provided a three-day training course entitled, "SMART 3.0 Training 2020," January 28-30, 2020 to the Hawaii Department of Labor and Industrial Relations. Employees from the WDC, WDD, and other divisions participated in training, including WDB staff and AJC service providers from each island. Topics covered administration and management of WIOA programs.

The DOL/ETA also provided one day of technical assistance on business engagement and rapid response to the WDC, LWDBs, AJC staff, and WIOA partners. The statewide session was held on August 27, 2019 at the Japanese Cultural Center of Hawaii. Over 65 participants learned and discussed the purpose of rapid response, the principles of business engagement, and the roles

of state and local areas in developing and leading business engagement efforts. Participants also learned about changing the mindset around business engagement and the challenges that hinder successful business engagement. Participants were briefed on a self-assessment tool for developing business engagement strategies.

As a result of a joint request from the Chair of the Kauai County WDB and the County Director of the Office of Economic Development, the WDC developed a technical assistance plan to assist county officials and board staff gain proficiency in administering WIOA programs. Seventeen technical assistance visits to the AJC by WDC staff were scheduled from March 6 to June 25, 2020. The goal was to achieve confidence in administering the WIOA programs. Two technical assistance visits were completed before the Governor restricted inter-island commercial air travel for essential business only. The travel restrictions arose with the onset of the COVID-19 pandemic. Future technical assistance visits were suspended until commercial air travel resumes.

The WDC provided a one-day training course entitled, “Financial Management and Budget Fundamentals 101 Training,” in December 2019 to three local area boards. The Maui County WDB received training on December 2. The Kauai County WDB received training on December 4. The Hawaii County WDB received training on December 11. Topics covered grant financial management, budget development and revisions, and monitoring.

The WDC provided a one-day training course entitled, “HireNet Hawaii Training,” on October 14, 2019 to the Hawaii Island AJC and on June 18, 2020 to the Kauai AJC. Case managers and other staff members at the AJCs participated in training. Topics covered case management of WIOA participants in the HireNet Hawaii information system.

Research Projects to Improve Workforce Development

Customer Satisfaction Survey

Ward Research, Inc. was contracted to conduct a statewide customer satisfaction survey on the AJCs. Survey work was originally scheduled to be carried out from March to June 2020. The COVID-19 pandemic, however, created issues in implementation. With AJCs closed to the public because of the Governor’s emergency proclamation, the walk-in survey could not be conducted. Concerns arose that layoffs and business closings may have a negative effect on the results of the surveys. Therefore, it was decided to postpone all surveys until the situation would get better. Weeks and a couple of months had passed, but the situation did not improve. Another decision was made to move forward with implementation but with modification. Given that the AJCs were still closed, the walk-in survey could not be conducted and was removed from the scope of work. The number of survey categories was reduced from four to three. The schedule was revised to carry out the jobseeker survey, the employer survey, and the AJC staff survey from May to August. Ward Research completed the final report on September 1, 2020.

Jobseekers, who received AJC services from 2017 to 2019, responded to the survey. On average, jobseekers were fairly well satisfied with AJC services and programs. Employers, on

the other hand, reported a lower satisfaction of AJC services and programs for the same years in which they used services. The survey revealed that employers did not know about services other than recruitment and training, such as rapid response, apprenticeship programs, on-the-job training, disability awareness, disability accommodations assistance, and unemployment taxes and claims assistance. AJC staff responded with a high average rating in the level of knowledge that they have in the programs that they work. A vast majority of AJC staff, however, felt that they needed additional training for their current program, new programs they might work in the future, or both current and future programs.

Link to the report:

<https://labor.hawaii.gov/wdc/files/2020/10/FinalReport-AJC-CustomerSatisfactionStudy-09012020.pdf>

Understanding the On-Demand Workforce

In August 2018, the National Governors Association (NGA) launched a two-year pilot project to assist states in responding to developments in the economy and the nature of work relating to the “on-demand economy,” by helping states (1) gain a better understanding of who and how many participated in the “on-demand workforce” and (2) consider policies that could provide better protections for workers who did not have a consistent and reliable schedule and who instead worked “on-demand.” The project entitled, the “State Collaborative Consortium to Understand and Support the On-Demand Workforce,” was intended to be truly collaborative. Representing Hawaii, members came from the WDC, the Hawaii Department of Business, Economic Development, and Tourism (DBEDT), the Hawaii Department of Labor and Industrial Relations (DLIR) Research and Statistics Division, the University of Hawaii, and the Hawaii P-20 Partnerships for Education. Initial participating states were Alaska, Colorado, Connecticut, Maryland, New Jersey, and Pennsylvania. Alabama, Illinois, and Virginia joined after a second round of request for participation, while Alaska dropped out of active participation. The project included several in-person consortium meetings, monthly working group conference calls, and presentations from experts of the on-demand economy. Hawaii was an active participant, working closely with the other states and NGA staff to establish and carry out a research agenda and to develop final products. By being so involved in the project, Hawaii’s members gained valuable insight into the on-demand workforce at the national and state levels, which in turn helped with determining further courses of action. All of the work culminated in a three-day virtual online forum held on September 29 to October 1, 2020.

Links to the NGA On-Demand Workforce Virtual Forum:

https://zoom.us/rec/play/VTvUHeL0dUGRwyeZenBraeeMUKTgEskl10xtxR8rZgM8tSpCg8yGge_tbhqG-KS17HY0ee-PEDQ6NMPF.R7j5HTDWJ9EV7JhJ

https://zoom.us/rec/play/haOuoruYYyB4OfU4DnOCtX5EOpuCcuZcuRAeFmh_wGnvT4EX7fZIVVPdv4IYStd01YfjiskWFzB-xbqY.JCxWe_S1bCtIaVg7

Gig Economy HireNet Survey

Part of Hawaii's contribution to the on-demand consortium was a survey through Hawaii's employment website, HireNet Hawaii, to ask registrants about their work history and perceptions on gig work. The overarching questions about gig workers revolved around the characteristics of the gig worker, as well as their opinion on, and their reasons for doing gig work. Due to the depth and complexity of defining "on-demand" work, which would be too detailed for respondents to quickly assess whether or not they fit the definition, the definition of "gig work" was simplified to whether or not the respondent worked a job that did not provide a W-2.

The HireNet Hawaii survey was deployed at the beginning of March 2020, and has been continuously online to date. Once the individual registered for services through HireNet Hawaii, a survey prompt would pop up that displayed a link to the survey developed on Google Forms. Nearly 2,000 individuals responded to the survey. Results from the survey have been mixed, with about 35 percent of respondents indicating some participation in gig work by answering all the questions related to participating in the gig economy. And 20 percent of respondents followed the strict definition of "gig work," indicating that they worked a job in the past year in which they did not receive a W-2.

Just over half of respondents who were gig workers were female, while around 40 percent had a college degree or higher education. Most gig workers were in their gig job for less than three years and were in gig work as their primary source of income. Around a third of respondents were in gig work to fill income gaps, and around 30 percent were in gig work to have the ability to control their work schedule (respondents could select multiple reasons for choosing to work in a gig job). Around 25 percent to 35 percent of respondents said that income from gig work was at least somewhat inconsistent. Perhaps because of this, over 60 percent of gig workers said they would prefer full-time work.

Link to the report:

<https://labor.hawaii.gov/wdc/files/2021/01/HawaiiOnDemandEconomySurvey-FinalReport-2021-01-28.pdf>

Analysis of Current Population Survey, Contingent Worker Supplement Data

Another part of Hawaii's contribution to the on-demand consortium was a report that used the U.S. Census Bureau's May 2017 Current Population Survey, Contingent Worker Supplement data. The report establishes a baseline of demographic information for the average worker who engages in the gig economy. The baseline covers Hawaii and the United States. This report also introduces a new statistical model to estimate the earnings of a gig worker. While studies have been published to describe the characteristics of gig workers for the U.S. as a whole, there have been few studies on the topic for Hawaii. This report fills a gap in knowledge to describe the profile of gig workers in the state of Hawaii.

An individual could be doing one of two, or both, forms of gig work or electronically mediated work. The individual could be completing a job by interacting with a customer in

person that was introduced through a website or a mobile app. This is the in-person work scenario facilitated by a website or mobile app. In the second case, an individual could be completing a job entirely online without any physical contact with another person. This is the online work scenario provided through a website or a mobile app. In either scenario, there is an entity that operates the website or mobile app to register individuals, send job requests, follow up on the requests, and remit payments for completed jobs.

Approximately 2 percent to 2.6 percent of total workers did electronically mediated work in May 2017. The majority of workers fell in the age range from 29 years old to 58 years old with the median age in the low- to mid-forties. Hawaii workers are college educated, having either a bachelor's degree or a master's degree. Hawaii workers had put in more hours per week – exceeding 50 hours – than the national average. The mean weekly earnings for in-person work was \$807 for Hawaii workers and \$919 for U.S. workers. Income earned for online work appeared to offer a better outcome for Hawaii workers but no difference for U.S. workers. Online work had increased earnings, on average, by 16 percent to \$938 for Hawaii workers and by 1.5 percent to \$933 for U.S. workers.

Link to the report:

<https://labor.hawaii.gov/wdc/files/2020/10/GigEconomy-Baseline-and-Model-HI-US.pdf>

Workforce Resiliency Initiative

Originally conceived in the WDC's Strategic Plan, the Workforce Resiliency Initiative started to take shape in May 2020. And the effects of the COVID-19 pandemic intensified the need for this initiative. The Workforce Resiliency Initiative is currently being developed to provide an action plan that will help prepare Hawaii's workforce for future economic shocks through retraining and upskilling. Its aim is to equip the workforce to be "Ready for Anything" in the changing nature of work. Through training in digital and computer readiness along with elevating creative problem-solving skills, the Workforce Resiliency Initiative will help to ensure that Hawaii's workforce is ready for the future.

Sector Strategies and Career Pathways

The Sector Strategies and Career Pathways committee partnered with the Hawaii Association for Career and Technical Education (HACTE) conference with support of \$30,000. The conference was held on January 30-31, 2020 at the Hawaii Convention Center. At the request of conference organizers, the committee developed and held an industry panel entitled, "Connecting Pathways Between Construction and Engineering" on each day of the conference. This panel explored bridging the construction and engineering industries by connecting pathways that may not require a four-year college degree. There are many different entry points and exit points in an individual's career, and zig-zagging provides work-based learning that can lead to opportunities

that an individual may not have initially considered. On the first day of the conference, Glen Kaneshige, President of Nordic PCL Construction, moderated a discussion by Charles Shima, Training Director at Plumbers and Fitters Union Local 675, and Edmund Aczon, Executive Director of the Hawaii Carpenters Apprenticeship and Training Fund. On the second day of the conference, Brian Lee, Director at the Hawaii Laborers-Employers Cooperation and Education Trust Fund, moderated a discussion by Charles Shima, Glen Kaneshige, and Edmund Aczon. The panelists explained their life experiences and provided valuable professional expertise to conference attendees. The attendees were so engaged by asking questions that the panel discussions had gone over their allotted time and had to be stopped.

The WDC members, partners, stakeholders and industry experts serve on Military and Veterans Affairs, Sector Strategies and Career Pathways, Youth Services, Employer Engagement, Performance Measures and Accountability, Finance, and Executive committees.

Statewide Rapid Response Services

The COVID-19 pandemic was a major event that saw a dramatic rise in the number of impacted workers who were laid off from employment. Before the pandemic, the WDC received WARN notices or news reports that counted 3,468 affected individuals. After the pandemic that began in March 2020, the WDC received WARN notices or news reports that counted 26,994 displaced workers – an increase of 678 percent. Approximately 30,462 individuals in total were affected from July 2019 to June 2020. Mass layoffs or business closings were reported in WARN notices or news reports from 144 employers. The Oahu local area was hardest hit with less than 70 percent of the total impacted individuals living on Oahu. A smaller share of affected individuals live on Hawaii Island and Maui. The Kauai local area sustained the smallest number of displaced workers out of all the local areas. All local areas could not escape the effects of COVID-19 as each local area has had a dramatic rise in the number of affected individuals. Table 12 provides the number of affected individuals for each local area.

Table 12: Individuals Affected by Mass Layoffs and/or Business Closings, PY 2019

Statewide and Local Area	Percentage Affected	Total Affected	Before COVID-19	After COVID-19	Rapid Response Sessions
Hawaii Local Area	12.33%	3,757	399	3,358	1
Kauai Local Area	5.03%	1,532	314	1,218	0
Maui Local Area	12.75%	3,885	4	3,881	0
Oahu Local Area	69.88%	21,288	2,751	18,537	5
Statewide	100.00%	30,462	3,468	26,994	6

Source: Workforce Development Council

There were six rapid response sessions conducted for displaced workers. All of the sessions occurred before the pandemic in 2019 and in the first month of 2020. Due to logistics, difficulties in reaching the right contact at the employer, the statewide emergency proclamation, and the

unique circumstance of the pandemic, in-person rapid response assistance could not be carried out. Many WARN notices were submitted after the fact when employees had been laid off or furloughed. The Governor's Sixth Supplementary Proclamation waived WARN notice requirements, deadlines, and penalties. The pandemic created an unusual circumstance in which rapid response assistance is not usually provided. Despite the challenges posed by the pandemic, AJC Rapid Response Teams contacted employers about rapid response assistance and sent information packets.

Hawaii Island Local Area Rapid Response

The Hawaii Island local area AJC Rapid Response Team contacted 32 employers in response to receiving WARN notices or news reports. March and April in 2020 were busy months for rapid response. The AJC Rapid Response Team sent information about rapid response and the Dislocated Worker survey questionnaire forms to the employers. Four affected displaced workers enrolled in a WIOA program.

With acceptance from Macy's Waikoloa, the Hawaii Island AJC Rapid Response Team met with five former Macy's employees on January 31, 2020. The WDD RESEA Coordinator, WIOA specialists from the WIOA Adult and Dislocated Worker Programs, and the County of Hawaii attended the meeting. One employee chose to transfer to the Macy's Kona store while the other four were encouraged to contact the AJC for job search and employment assistance.

Two labor unions had employees who were affected by layoffs. Local 5 represented employees from Waikoloa Beach Marriot Resort and Spa and Royal Kona Resort. The International Longshore Warehouse Union (ILWU) Local 142 had employees who were being laid off.

Kauai Local Area Rapid Response

Rapid response operations could not be implemented for the Kauai local area until there was a contract between the County and the State. A Memorandum of Understanding (MOU) between the WDC and the Kauai County WDB was signed in March 2020. A contract between the Workforce Development Division (WDD) and the Kauai County WDB was completed in August 2020. In the contract, the WDD will provide rapid response assistance to affected employees on Kauai. While the MOU and the contract were being negotiated, the Kauai County WDB responded to WARN notices from 18 employers. The Kauai local area had the least number of affected employees out of all four local areas.

Maui Local Area Rapid Response

A new Rapid Response Coordinator was hired on March 27, 2020 to lead the Maui County AJC Rapid Response Team. A second person was hired as an Emergency Support Hire. Both

persons were trained. The Rapid Response Coordinator worked closely with the Executive Director of the Maui County WDB to learn how to support dislocated workers and employers. No rapid response assistance was provided to employers. But the Maui County AJC Rapid Response Team did contact employers after receiving WARN notices or news reports. Labor unions were represented for four hotels and Meadow Gold.

Oahu Local Area Rapid Response

The Oahu local area AJC Rapid Response Team received WARN notices or news reports from 106 employers. Ninety-three employers had notices of mass layoffs or business closings from January to June 2020. This local area was hardest hit with 21,288 affected employees. Rapid response assistance was provided in 2019 to five employers: TJ Mahoney Hale, DFS Hawaii, BAE Systems, Honolulu Academy of Art, and Kakaako Kitchen. No rapid response assistance was provided in 2020, but information on rapid response was sent to employers. Twenty employers making up mostly hotels, a few private companies, and the HMSHost Daniel K. Inouye International Airport had labor union representation.

National Dislocated Worker Grants

The WDC had closed out two National Dislocated Worker Grants, “HI Disaster: Severe Storms April 2018,” and “HI Disaster: Hawaii Volcano Eruption.” Both of these grants started in May 2018 and ended in September 2020. The Severe Storms Grant was implemented in Kauai County, and the State used \$295,685.23 out of the total \$500,000 award amount to implement activities. The Hawaii Volcano Grant was implemented in Hawaii County, and the State used all of the total \$1,166,666 award amount to implement activities. Funds from these two grants were used to provide temporary employment opportunities to assist with clean-up, recovery, and humanitarian efforts for dislocated workers.

The WDC was awarded two new National Dislocated Worker Grants to respond to the effects of the COVID-19 pandemic. The “COVID-19 Hawaii Employment Recovery National Dislocated Worker Grant” has a total amount of \$1.5 million and is to be performed from April 1, 2020 to June 30, 2022. The “COVID-19 Hawaii Disaster Recovery National Dislocated Worker Grant” also has a total amount of \$1.5 million and is to be performed in the same time period as the Employment Recovery Grant.

Statewide Success Stories of WIOA Participants

Hawaii Island Local Area

Naomi Marks – Co-Enrolled in Adult and Dislocated Worker Programs



Naomi Marks was laid off from her previous job and was referred to the AJC by the Unemployment Insurance Office. She had not worked in a few months and expressed the interest to change her career to a more stable well-paying job. Knowing that she needed training, Naomi enrolled in a health-care administration program at one of Hawaii's Eligible Training Providers in January 2020. MedCerts provided the training program in an online format that allowed Naomi to learn the lessons from home. An AJC case manager further assisted Naomi in finding new employment. And in May 2020, Naomi secured employment as a case manager at Going Home Hawaii, a non-profit organization that provides services to ex-offenders. She completed her training on July 8, 2020, earning a Certificate of Completion. She will then take the Certified Professional Coder examination in the near future.

Ken Hupp – Co-Enrolled in Adult and Dislocated Worker Programs



Ken Hupp, a local radio personality, had lost his job in March 2020, due to the COVID-19 pandemic. He was shocked that he was being furloughed. But when one door closes, another door opens. Ken saw the opportunity to pursue his passion – to take care of the elderly. Through

word of mouth of learning about the WIOA program at the AJC from community outreach efforts, he decided to get assistance at the AJC the following month. Knowing exactly what he wanted, Ken enrolled in the Certified Nursing Assistant (CNA) program at the Hawaii Institute of Healthcare and Training Services, an Eligible Training Provider. After two months of training that started in July, Ken earned the CNA Certificate of Completion. He will now prepare and take the CNA examination, which will give him a state license to be a Certified Nursing Assistant. Ken said, “This program is the hope that we all need during this time. I am glad to have completed my goal, and I’m excited to become a licensed C-N-A!”

Austin Younce – Youth Program



Austin Younce graduated high school in May 2018. Not knowing what he wanted to do, he enrolled in the WIOA Youth Program where he received guidance to explore a few options. Austin was interested in obtaining a degree in Commercial/Residential Engineering and started taking classes at Hawaii Community College. He completed his first semester, but decided to pursue an employment track instead of an education track. Austin attended several Job Readiness Training classes to help him understand what employers expect of workers and how to seek employment. He participated in the Work Experience Program where he was able to work part time as a trainee at the Hawaii County Parks and Recreation Department. He enjoyed working with the County that he wanted to continue on a full-time basis. His supervisor and colleagues encouraged him to apply for a regular employee position. However, Austin could not apply at the time, due to a County hiring freeze. AJC staff continued to assist Austin to find other jobs. With help from the AJC, he secured a full-time delivery driver position at the Hilo Goodwill Store on January 20, 2020. Austin continues to be employed at the Hilo Goodwill Store.

Kauai Local Area

Leimana Kualii – Adult Program



Leimana Kualii, a wife and a mother, had been out of the labor force for more than nine years to raise a family. After seeing her children off to school, Leimana made a decision to return to work. But after such a long period of not working for pay, she quickly noticed how she had been left behind in not having computer skills. Eager to adapt and rejoin the workforce, Leimana walked into the Kauai AJC in 2019. There she introduced herself and explained that she started working in an office right after high school, but that situation had changed when she got married and had children.

After meeting with her case manager at the AJC, Leimana was enrolled in the WIOA Adult Program. She enrolled in the Basic Office Skills Training course, a QuickBooks course, and other courses at the Kauai Community College (KCC) Office of Continuing Education (OCE). Once she returned to school, she talked with her classmates and realized that she shared similar challenges with her classmates. She had a positive feeling about having the opportunity to learn again. Her instructor motivated her from the first class meeting. Leimana refreshed her knowledge on using the latest office machines, carrying out basic techniques in file management, and following grammar rules for business writing. She further enhanced her keyboarding and computer skills. After completing all required coursework, Leimana received four certificates and proudly included them on her resume.

Leimana obtained full-time employment as a family service worker at a non-profit organization, where she visits homes to support the needs of children. Her new job allows her to use the knowledge and skills that she had learned. She is grateful to have taken the first step. “Just having that basic skill to start investing in myself again has made all the difference,” according to Leimana. Born and raised on Kauai from a low-income household who grew up around drugs, she further shared that no one told her to go on to higher education. She explained, “You would be lucky if you made it to [age 21] without getting arrested.” She did everything to stay out of trouble. Leimana is thankful for the Adult Program and went on to say, “It surely has made an impact on my life.”

Maui Local Area

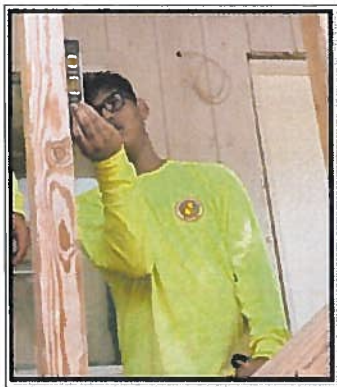
Kelly Ruidas – Co-Enrolled in Dislocated Worker and Trade Adjustment Assistance Programs



Kelly Ruidas was a mechanic who had been laid off on September 23, 2016, after 19 years of employment at the Hawaiian Commercial and Sugar Company (HC&S). Maui AJC staff supported Kelly throughout his layoff transition and worked with him to create an individualized program plan. Staff assisted Kelly in setting measurable objectives toward finding alternative employment opportunities and in identifying classes to further his education. To achieve his goal in obtaining a degree in public administration, Kelly received financial assistance for required courses that he took at UH West Oahu and Leeward Community College. He completed his last course on August 14, 2020. Kelly's goal is to obtain a full-time position with a government agency. He saw his job loss as a blessing in disguise and a pathway to a new beginning. Kelly's story is proof and a testament that even during these uncharted times, one can achieve success.

Oahu Local Area

Shane Patricio – Youth Program



Shane Patricio was a student at Farrington High School when he enrolled in the WIOA Youth Program on December 28, 2018. He expressed regrets about his poor grades, past choices,

and lack of motivation to change, and saw the Youth Program opportunity as a chance for a fresh start. As a WIOA participant, Shane developed confidence in himself and in his abilities. He was selected for the Student Council where he helped coordinate events and other activities. While working toward his CBase diploma, he concurrently worked toward and earned a “Certificate of Professional Development for Office Administration and Technology” at Leeward Community College. Shane participated in the Farrington graduation ceremony where he received his CBase diploma.

At the next phase in the Youth Program, Shane enrolled and completed Pre-Apprenticeship Certificate Training with Building Industries Association (BIA). During his training, he managed to work two jobs, a part-time job at Farm to Fork Catering and another job at Self-Help Housing in Waianae to fulfill the Work Experience (WEX) requirement. After he completed WEX on November 24, 2019, Shane devoted the rest of his time toward his job at Farm to Fork Catering. He would serve as lead chef on occasion and would also be permitted to coordinate crew schedules.

A few months of working full time at Farm to Fork Catering, Shane lost his job due to the COVID-19 pandemic. But because of his certifications that he earned in the Youth Program, he was able to secure new employment at Color Dynamics Inc. Shane is grateful for the opportunities that he was given and recognizes that his future is bright. He is excited and motivated to move forward on his path.

Elijah S. – Youth Program



Elijah S. was born with health issues and has dealt with the loss of his mother at a young age and the loss of a sister. Despite the challenges and setbacks, Elijah maintained the will to make something out of his life. He successfully went through the Special Education program at Waipahu High School, achieving a Certificate of Completion. An AJC staff member connected with Elijah in his last year of high school and enrolled him in the WEX program, a part of the WIOA Youth Program. The staff member worked with the high school to find an opportunity for Elijah. It was Hawaiian Building Maintenance (HBM) at Pearl City Highlands Shopping Center that opened the door to the world of work for Elijah. Given this opportunity, Elijah was

determined to demonstrate his work ethic and his motivation to learn and grow.

The staff member followed up with Elijah's supervisor. And the supervisor had nothing but positive things to say, noting that Elijah was a hard worker with a good attitude. In fact, HBM liked him so much that once the WEX program had ended, the company hired Elijah on a full-time basis with benefits.

Elijah appreciated the opportunity that was presented to him and expressed that he never thought about what he would do after high school. He remains thankful for the Youth Program for seeing the potential in him. In January 2020, Elijah shared his educational background and WIOA experience as a guest speaker at the HACTE conference. That was a moment where he believed it was his turn to give back to the community.

Today, Elijah is in the one-year follow-up phase of the Youth Program. He continues to work at HBM.

Workforce Development Council Members

The following WDC Board members served during PY 2019:

1. Leslie Wilkins, Chair, Maui County Workforce Development Board; Vice President, Maui Economic Development Board, Inc.
2. Jason Chang, Chair, Oahu Workforce Development Board; President, Queen's Medical Center and Chief Operating Officer, Queen's Health Systems
3. David DeLuz, Jr., Chair, Hawaii County Workforce Development Board; Vice President, Big Island Toyota
4. Steven Lupkes, Chair, Kauai Workforce Development Board
5. Yvette Gibson, HR Manager, Hawaii Pacific Health
6. Alan Hayashi, Owner/Principal, Consult 808
7. Jason Ito, Director of Admin, Labor and Communication Relations, Kyo-Ya Management Co., Ltd.
8. Michael Kamiya, Sales Director, Kamiya Gold, Ltd.
9. Glen Kaneshige, President, Nordic PCL Construction, Inc.
10. Ian Kitajima, Director of Corporate Development, Oceanit
11. Sean Knox, President, Hawaii Employment Services, Inc.

12. Alicia Moy, President/Chief Executive Officer, Hawaii Gas
13. Sheryl Nojima, President, Gray, Hong, Nojima, and Associates
14. Shannon Okinaka, Executive Vice President & Chief Financial Officer, Hawaiian Airlines
15. General Edward Richardson, Owner, Edward V. Richardson, LLC
16. Charles Shima, Training Coordinator, Plumbers & Fitters Union, Local 675
17. Barry Taniguchi, Chairman & CEO, KTA Super Stores (in memoriam)
18. Brian Tatsumura, Owner, Briant808, LLC
19. Sunshine Topping, Vice President of Human Resources, Hawaiian Telcom
20. Brian Lee, Executive Director, Hawaii Laborers-Employers Cooperation and Education Trust Fund
21. Gladys Marrone, Chief Executive Officer, Building Industry Association of Hawaii
22. Winona Whitman, Statewide Director of Employment and Training, Alu Like, Inc.
23. Karen Wong, Vice President for Administration, Lanakila Pacific
24. David Ige, Governor, State of Hawaii
25. Mike Victorino, Mayor, County of Maui (Designee: Kay Fukumoto, Director, Office of Economic Development)
26. Kirk Caldwell, Mayor, City and County of Honolulu (Designee: Manuel Valbuena, Deputy Director, Department of Budget and Fiscal Services)
27. Derek Kawakami, Mayor, County of Kauai (Designee: Robbie Melton, Director, Office of Economic Development)
28. Harry Kim, Mayor, County of Hawaii (Designee: Neil Gyotoku, Administrator, Hawaii Office of Housing and Community Development)
29. Mark Nakashima, Hawaii State Representative
30. Pankaj Bhanot, Director, Department of Human Services (Designee: Maureen Bates, Administrator, Division of Vocational Rehabilitation)
31. Stanley Chang, Hawaii State Senator
32. Scott Murakami, Director, Department of Labor and Industrial Relations (Designee: Leonard Hoshijo, Deputy Director)

33. Christina Kishimoto, Superintendent, Department of Education (Designee: Helen Sanpei, Principal, McKinley Community School for Adults)
34. David Lassner, President, University of Hawaii System (Designees: Bernadette Howard, State Director, Office of Career and Technical Education; Mike Moser, Interim Director for Workforce Development, University of Hawaii Community Colleges)
35. Mike McCartney, Director, Department of Business, Economic Development, and Tourism (Designee: Yang-Seo Kim, Ph.D., Statistics and Data Support Branch Chief)

Workforce Development Council Staff

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Mark “Duke” Olds, III, Employment Services Specialist
Edward Uechi, Employment Analyst
James Kaala Souza, Employment Analyst
Jayson Muraki, Workforce Information and Data Coordinator
David Morihara, Statewide Rapid Response Coordinator
Michelle Miyashiro, Office Manager
Kathy Miyahira, Accountant
Lina Rivera, Accountant



WORKFORCEDEVELOPMENT
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