

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
TO THE STATE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING
Thursday, November 18, 2021**

Please share strategies and plans to increase traffic flow into the American Job Center and online delivery of services.

Regular Outreach Activities:

- **mauicountyvirtualjobfair.com and mauiamericanjobcenter.com websites, blog posts and Facebook blasts**
- **Regular brochure distributions in Maui Food Bank and Feed My Sheep boxes**
- **Presentations at local Community Associations in Kihei, Kula, Hana, Keanae, Lanai**
- **Radio interviews on HPR, Pacific Media Group, and H Hawaii Media stations**
- **Intermittent presence at Mayor Victorino's Press Conferences**
- **Office of Economic Development regular outreach through various OED Specialist's programs and Business Resource Centers**
- **Dissemination of information to the sixty Maui Nonprofit Directors of the Maui Nonprofit Directors Association**
- **Ongoing Rapid Response outreach to community employers (including employment agencies and employers that have issued WARN letters)**
- **Ongoing outreach to ILWU Local 142 membership**
- **Disaster Recovery Grant Intern with Council Member Gabe Johnson's office as a focus to his homeless services daily travels to homeless shelters, nonprofit organizations, and churches disseminating information about the Maui American Job Center services**

New Outreach Activities:

- **Initial stage of a partnership with Aloha House, Maui Youth & Family Services, and Malama Family Recovery**
- **Beginning stage of a partnership with Maui Probation Office and Hawaii Paroling Authority, Maui Office**
- **Initial stage of a partnership with Early Childhood Group including Kamehameha School Community Relations, County of Maui Department of Housing and Human Concerns, and People Attentive to Children (PATCH)**
- **Requested to have a presence in the lobby of the Department of Motor Vehicles in the form of brochures and possibly video**

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD
REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL**

The Maui County WDB received federal funds through the State Workforce for the COVID-19 disaster recovery and COVID-19 employment recovery grants. Please explain plans to increase performance and meet participant enrollment targets for each grant.

The Employment Recovery Grant has 65% placement. The staffing agency has taken over the HR/Payroll functions successfully, and we anticipate in spending down funding by May/June 2021. The farming positions have been the most difficult to fill. We will be doing intense placement activities in the next three weeks and if no placement is made, we will shift the positions to IT and add a Maui Cohort to CIWRX.

| Employment Recover Grant Program - Internships | | | | | | | | |
|--|-------------|---------------------------------|----------------------------|---------------|----------|---|---|------------|
| | Location | Organization | Job Type | Clerical/Farm | Duration | Description (tentative) | Basic Requirements | Status |
| 1 | Hana | KOKO FM Radio Station | Admin - Manager | Clerical | 6 months | A manager for the KOKO Radio Station that oversees operations | Managing skills and familiarity | |
| 2 | Hana | Hana Business Council | Admin - Website/Marketing | Clerical | 6 months | Maintaining and updating business' information with marketing | Computer and advertising skills | applicant |
| 3 | Hana | Hana Cultural Center | Admin - Docent | Clerical | 6 months | Curating artifacts and pieces in the museum as well as overseeing | Ability to interact with customers | |
| 4 | Keanae | Na Moku | Admin/Accounting | Clerical | 6 months | Assists the Aha Moku Representative with administrative work and cultural resources | Communication and organizational skills | Filled |
| 5 | Kula | Skyline Conservation Initiative | Environmental Conservation | Farm | 6 months | Working in the field to control invasive species and or plant native | Physically able to lift a minimum | Filled |
| 6 | Kula | Skyline Conservation Initiative | Environmental Conservation | Farm | 6 months | Working in the field to control invasive species and or plant native | Physically able to lift a minimum | Filled |
| 7 | Kula | Skyline Conservation Initiative | Environmental Conservation | Farm | 6 months | Working in the field to control invasive species and or plant native | Physically able to lift a minimum | Filled |
| 8 | Maui County | Hawaii Farmers Union United | Admin/Farm Support | Farm | 6 months | A labor position that will work at the designated farm by HFUU | Physically able to lift a minimum | in process |
| 9 | Maui County | Hawaii Farmers Union United | Admin/Farm Support | Farm | 6 months | A labor position that will work at the designated farm by HFUU | Physically able to lift a minimum | applicant |
| 10 | Maui County | Hawaii Farmers Union United | Admin/Farm Support | Farm | 6 months | A labor position that will work at the designated farm by HFUU | Physically able to lift a minimum | |
| 11 | Maui County | Maui County Farm Bureau | Admin/Farm Support | Farm | 6 months | A labor position that will work at the designated farm (TBD) by | Physically able to lift a minimum | |
| 12 | Maui County | Maui County Farm Bureau | Admin/Farm Support | Farm | 6 months | A labor position that will work at the designated farm (TBD) by | Physically able to lift a minimum | |
| 13 | Maui County | Maui County Farm Bureau | Admin | Farm | 6 months | A labor position that will work at the designated farm (TBD) by | Physically able to lift a minimum | |
| 14 | Molokai | CIWRX | Information Technology | Clerical | 6 months | Remote work in the IT field that deals with cyber security and AI | Basic computer skills | Filled |
| 15 | Molokai | CIWRX | Information Technology | Clerical | 6 months | Remote work in the IT field that deals with cyber security and AI | Basic computer skills | Filled |
| 16 | Molokai | CIWRX | Information Technology | Clerical | 6 months | Remote work in the IT field that deals with cyber security and AI | Basic computer skills | Filled |
| 17 | Molokai | CIWRX | Information Technology | Clerical | 6 months | Remote work in the IT field that deals with cyber security and AI | Basic computer skills | Filled |

Initially Maui County was told that we were allotted only four positions.

The Disaster Recovery Grant has placed the following work experience positions to date:

- **Hawaii Farmers Union United (HFUU) – Hana Farmers Market**
- **Homeless Resource Outreach Coordinator – County Council Member Gabe Johnson’s office**
- **Homeless Resource Admin Assistant – Maui Economic Opportunity**
- **Food Safety Technician – Maui Food Technology Center**
- **Maui United Way 211 Operator – Maui United Way (due to begin on December 1st, 2021)**

Approved worksites awaiting placement:

- **Homeless Resource Admin Assistant – Maui Economic Opportunity (2nd position)**
- **Nonprofit Resource Coordinator/COVID Impact Data Specialist – Maui United Way**
- **C.N.A./Patient Care Technician – Hale Makua**
- **Direct Services to Homeless/low income in need – Goodwill Industries, Hawaii – Maui Office**

Worksites in development:

- **Overflow Transporters, Sanitizers, Ward Clerks, Kitchen Helpers – Maui Health Systems, Kaiser Permanent, (Maui Memorial Hospital)**
- **Food Safety/Food Distribution Coordinator – Hawaii Farmers Union United (HFUU)**

**What is the status of the Request for Proposals (RFP) to contract the One-Stop Operator?
Please include timeline. – The County of Maui is the One-Stop Operator**

Maui County has not been able to attract anyone to take over the One-Stop Operator due to the lack of funding. Presently, the partners (including the County of Maui) pays \$81,160 for the infrastructure costs of the center and the County of Maui also pays for the personnel (AJC Manager and Receptionist) \$139,767. Without the support of the County of Maui, the partners have strongly indicated that they would not be able to contribute the extra \$146,730 (\$139,767 in personnel and \$6,963 in infrastructure).

So, the Memorandum of Understanding and Infrastructure Agreement (MOU/IFA) was developed through three meetings with all of the Maui American Job Center Partners which includes the following:

**WIOA Adult/DWP – Goodwill Industries
WIOA Youth Program – University of Hawaii- Maui College
McKinley Community School for Adults
Alu Like
Job Corps Hawaii – Maui Site
NFJP, CSBG, and SCSEP – Maui Economic Opportunity
Wagner-Peyser, RESEA, TAA, DEI – Workforce Development Division
Unemployment Insurance Division
TANF
Division of Vocational Rehabilitation
CTE – University of Hawaii, Maui College**

The last signature is in process. This agreement is from July 1, 2021 to June 30, 2023.

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD
REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL**

The following is a schedule to Partner Contributions:

| PARTNER CONTRIBUTIONS (ANNUAL) | | | | |
|---------------------------------------|--|---------------------------|------------------------------|----------------------------|
| Contributing Partners | Non-Personnel Cost Assigned | Personnel Cost | Annual Cost Total | % of Total Cost |
| WIOA ADULT | 9,155.00 | 0.00 | 9,155.00 | 4.14% |
| WIOA DWP | 9,155.00 | 0.00 | 9,155.00 | 4.14% |
| WIOA YOUTH | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| NFJP | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| ALU LIKE (NATIVE HAWAIIAN) | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| WAGNER-PEYSER/TAA | 8,400.00 | 0.00 | 8,400.00 | 3.80% |
| SCSEP | 1,285.00 | 0.00 | 1,285.00 | 0.58% |
| RESEA- SCORE OFFICE | 7,369.00 | 0.00 | 7,369.00 | 3.34% |
| COUNTY OF MAUI - MCBRC- SCORE OFFICE | 4,423.00 | 0.00 | 4,423.00 | 2.00% |
| UNEMPLOYMENT COMPENSATION | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| JVSG PROGRAMS | 0.00 | 0.00 | 0.00 | 0.00% |
| AEFLA, WIOA TITLE 11 (MCKINLEY) | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| DVR (WIOA TITLE IV) | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| CTE POSTSECONDARY (UH-PERKINS) | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| JOB CORPS | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| CSBG - EMPLOYMENT & TRNG | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| COUNTY OF MAUI- MCBRC | 6,963.00 | 139,767.00 | 146,730.00 | 66.42% |
| TANF | 3,441.00 | 0.00 | 3,441.00 | 1.56% |
| TOTAL | 81,160.00 | 139,767.00 | 220,927.00 | 100.00% |

Has the Maui County WDB conducted monitoring of its Eligible Training Providers (ETP) and Service Providers? Please include monitoring schedule.

We have not received the final report for the ETP monitoring. This is a new process for us. After we analyze that report with baseline expectations, we will set up a monitoring schedule and the Program/Youth Monitoring Committee will be assembled to oversee the ETP process quarterly.

Maui County has only the University of Hawaii, Maui College, as a local in-person option so most of the training will be virtual. We are currently working with Maui Health System, Kaiser Permanente (Maui Memorial Hospital) to create practicum opportunities for remote training certifications. That meeting is scheduled for 11/17/21.

Please explain what efforts are underway and/or planned to increase dual enrollment of WIOA Title 1 programs with other eligible programs.

Maui County has a dual enrollment referral system in place. Our dual enrollment has increased. We consider our Wagner-Peyser partner the welcome team to that process. We have an Inter-Agency Release form in place to enable partners to share documents which lowers the burden for the applicant/participant. We are looking forward to increased HireNet capability; especially with electronic signatures.

With the new Maui American Job Center Facility opened in May of 2021, we now have all core WIOA Programs co-located (Wagner-Peyser, Adult/Dislocated Worker, and Youth Programs) which increases the day-to-day interaction of co-enrollment. The bi-monthly Integrated Resource Team meetings also allows for all the partners time to discuss general topics at the beginning of the meetings and time at the end of the meeting for administrators to depart and partners are able to discuss individual case needs and co-enrollment.

Besides the core partners' co-location, we also have the following programs partially co-located or available through phone/email contact:

- **Division of Vocational Rehabilitation – 2-4 hours per week present and phone contact**
- **McKinley Community School for Adults – 2-4 hours per week present and phone contact**
- **JVSG – Workforce Development Division – (Wagner-Peyser through phone/email contact)**
- **CTE- University of Hawaii, Maui College – phone/email contact**
- **TAA/DEI – Co-located full-time**
- **RESEA – Co-location in progress**
- **NFJP, SCSEP, and CSBG – 2-4 hours per week present and phone contact**
- **Hawaii Job Corps, Maui Site – phone contact**
- **ALU LIKE – phone contact**
- **Unemployment Division – phone/email contact**
- **TANF – Goodwill Provider assists in the application process on site**

Employers are seeking qualified workers to sustain their businesses. What strategies, plans and activities has/will the WDB and AJC undertake to increase employer outreach and engagement?

Written in the Maui County Local Plan and based on the Unique Average Monthly Postings from EMSI Software for the 3rd Qtr of 2020, the jobs that employers have the most difficult filling in Maui County include:

- **Healthcare Practitioners and Technical IT positions**
- **Sales and Related/Wholesale Trade positions**
- **Office and Administrative Support**
- **Food Preparation and Servers (especially fast food)**
- **Business and Accounting Management**

This trend has continued well into the 3rd Qtr of 2021, a full year later. The anticipated surge in job seekers requesting job placement after the September Unemployment Compensation extension depletion, never happened. We believe more individuals are becoming long-term unemployed and working “off the books”.

Specific strategies for each of our programs are outlined in the Maui County Local Plan and the following are general strategies are in place to aid in the placement of qualified workers:

- Increase capacity, capability, and outreach through our maucountyvirtualjobfair.com website
- Applied for additional Grant Funding through our 21st Century EDA Grant for 1.7 million that if funded has the following objective:
 - *An EDA investment would support Maui County's efforts to diversify our economy with job trainings for never-before-tried technology work experience positions in and outside of Opportunity Zones. The County of Maui Office of Economic Development in collaboration with the Maui County Workforce Development Board will use EDA funds to create approximately 156 work experience positions that provide employers with a much-needed skilled workforce, upskill dislocated workers and support residents seeking jobs with higher wages and respond to the islands' need to get back to work and launch careers in technology, health care, management, transportation, administration and accounting, and advanced manufacturing.*
- On December 10th, 2021, Maui County Office of Economic Development, Maui County Workforce Development Board, the Maui American Job Center Partners, the Maui County Rapid Response Team, and the University of Hawaii, Maui County, will offer both job seekers and employers the Maui County Resource and Job Fair as follows:
 - Rapid Response and Provider Tables from 11:00 am to 3:00 pm
 - In-Person Job Fair from 2:30 pm to 5:30 pm
- Full implementation of the Disaster Recovery and Employment Recovery Grants is taking place presently which will not only place Maui County residents into valuable, living wage training, but will also be used as pilot projects and will continue to assess the viability of job seeker placement in current and future industries.
- Continue to work with the University of Hawaii P20, CTE, Maui American Job Center Partners, and Sector Strategy sub-committees to gauge the development of job diversity and career pathway training which put local residents in better-skilled and higher-wage positions and provide the employers of Maui County with a better skilled workforce.

The strength of Maui County resources is in the ability of all partners to successfully collaborate and implement developed plans. The only way forward for us is to continue assessment and to leverage those resources.

The Governor's vision for the State includes supporting a diversified economy with a focus on digital access and equity. The pandemic highlighted the digital divide in Hawaii. Please explain efforts, activities and plans to increase digital literacy and career services.

Technology and disruptive business models are impacting Maui's economy and the job market. The automation of retail jobs eliminating Maui's largest block of entry level jobs that do not require advanced education. Disruptive multi-national business models, like food delivery apps, which have become very popular during the COVID-19 Pandemic have the potential to continue to eliminate restaurant jobs and to reduce restaurants' net profits, as well as impacting the local economy overall. It is safe to say retail and restaurant jobs have been turned upside down.

Uncertainties in the Maui County workforce include pandemics, trade wars and tariffs, and climate change. COVID-19 has pulled back the veil and revealed the highest risks to the Maui County economy, the dependence on imports and the lack of job diversity. Maui County has learned that the visitor economy is fragile with the visitor industry highly subject to fluctuations in tourism traffic and supply chains.

Information Technology opportunities are highly desirable, especially in the remote communities of Maui County. The problem remains in the lack of Broadband capability across Maui County. There are already a number of individuals who work for remote companies on the mainland. These tend to be higher-paying professional specialty jobs that new residents or returning Maui-born residents have brought with them upon their return home. Several Maui-based companies have downsized office space and moved to a virtual job model already. Developing opportunities for remote positions is a high-priority for the Maui OED, MCWDB, and the Maui AJC Partners.

The Maui County Workforce Development Board Executive Director joined the Broadband Hui Working Group in the summer of 2020. The group has a step-by-step plan to increase Broadband services in Maui County and especially in the remote areas of Molokai, East Maui (Hana), and Lanai. She was also introduced to the Hawaii Resiliency Initiative which addresses the shortfalls in digital literacy throughout the state.

With the implementation of the Employment Recovery Grant, a Molokai Pilot Project with mainland software developer CIWRX has become a reality. Four Internships are beginning through the next six months which not only train four Molokai residents to be successful in remote work but offers an opportunity for long-term employment at a good living wage around \$50,000 per year.

Building on the Disaster Recovery and Employment Recovery Grants, Maui County submitted a 21st Century EDA Grant also, if funded, will provide training (including digital literacy training), work experience opportunities, career services, incumbent worker training, support services, and increased staff capacity in the following sectors; IT, Healthcare, Transportation, Accounting/Management, Advanced Manufacturing/Value-Added Farming.

With increased emphasis on technology education and mentoring, Maui County is uniquely and urgently poised to respond to job seeker and employer needs due to geographic necessity. The long-term benefits in creating innovative new businesses and remote career positions is that local residents are able to remain in their home communities which in turn stabilizes the local economies.

Please share accomplishments and success stories of the WDB and American Job Center.
Success Story #1 -Maui AJC Partner TAA (Trade Adjustment Assistance Program)

Sweet Success Story with Flying Colors

Growing up in a small town on the island of Molokai, Paul supported himself financially after graduating from high school in 2011 and moved to Maui to study Auto Mechanics. He eventually got a job with the State's last Sugar Plantation company, working as a Mechanic Apprentice. When he received his layoff notice from the Hawaiian Commercial & Sugar Company that it would close at the end December 2016, he didn't wait for his last day of work to meet with the Trade Adjustment Assistance (TAA) staff at the Workforce Development Division, Maui office. Together, they explored his career options as an affected Trade Worker and his eligibility into the TAA program, WDD programs and other community services. He decided to join Hawaii's booming airline industry, which had an aging staff of Aircraft Mechanics. He met all required criteria for TAA training, and they developed a training and employment plan for his AAS degree in Aeronautic Technology to jump start his new career.

Paul started his pre-requisites at the UH Maui College with funding for dislocated workers and was scheduled to move to Oahu for the TAA portion of the AMT classes. However, his training came to a sudden halt when that college announced they were not able to accept incoming AMT students due to instructional staff shortages. With looming time restraints and Paul's need to return to suitable work, Hawaii remained as his TAA Liable/Agent state to provide all training and reemployment services and reassessed appropriate training providers again. He was approved to move to the state of Washington for TAA training and where he had available housing with relatives.

Despite the detour in his training pathway, Paul accepted a part-time Airline job while still in college. He completed his AAS degree and his Air Frame and Power Plant FAA Certifications with flying colors and decided to remain in Washington with the airline job. Paul admitted that the TAA training was "a tough road" with both school and work but said that it was "an awesome experience." He added, "I'm glad where I'm at and for the support given throughout the process." He has remained full-time and has had multiple pay raise with a promotion to an Aircraft Line Technician, doubling his pre-layoff wage.



Success Story #2 - *Goodwill Industries, Hawaii – Maui Office*

WIOA Adult & Dislocated Worker Program Success Story (August 2021)

Client, KE was referred to the WIOA Adult and Dislocated Worker Program through the University of Hawaii, Maui College's Kū'ina Youth Program. As a youth in transition, our client entered the program to receive support and guidance with a goal of ultimately achieving independence and self-sufficiency through employment. During the client's initial intake, the client disclosed that she had a learning deficiency and expressed a strong desire to pursue a career in childhood education.

With this goal in mind, program staff assisted the client in creating a career pathway to work toward. The client's first step was to enroll in the University of Hawaii, Maui College, Early Childhood Education Program. Today client is a part-time student taking core classes in early childhood education, receiving tutoring progressing satisfactorily. The next step was for client to gain her first work experience in her field of choice. With the assistance of the WIOA Adult and Youth Programs, the client obtained a part-time position as a Teacher's Assistant at a pre-school.

From all indications and feedback, our client is enjoying this opportunity and receiving high praise from her employer and peers. Our client is not only being exposed to a positive work environment in her field of choice but is also gaining the required field experience for her college program.

Our client has blossomed overcome her initial shyness and is now challenging herself to obtaining a college degree. Our client is thankful for the partnership and collaboration between the WIOA Adult & Kū'ina Youth Programs which allowed her leveraged funding for her education and in support of finding a valuable work experience opportunity.

Success Story #3 - Career & College In-Person and Virtual Job Fair

mauicountyvirtualjobfair.com Team

(Attached Power Point) in first email and (Video Presentation) in second email

In true Maui style, the Aunties and Uncles, called our team to tell us “coconut wireless style” about loved ones in the community that need help. Just before the Job Fair, Uncle Roy called us very worried about his Grandniece, a Baldwin High School dropout due to the COVID-19 Pandemic. “Nani” was just lost and amazed that she actually could not graduate from high school. She was depressed and her whole family was worried about her.

Our team invited her to volunteer at the Job Fair. All the Aunties took her under their wings and with encouragement and “cajoling some enrolling” with the Adult Program of the Maui American Job Center, she is now enrolled and making great progress working on her GED at the McKinley Community School for Adults and began her new position at Starbucks Kihei last week.

She will be volunteering again at our December 10th Rapid Response & Resource Fair ... that is if she has the day off!