

Hawaii Statewide Evaluation of Eligible Training Providers – Findings and Recommendations

Prepared by EDSI for:

Hawaii Workforce Development Council

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I. Project Description and Purpose

EDSI was tasked to provide a statewide evaluation of Hawaii's Eligible Training Providers to identify and measure:

1. Level of organizational capacity of current ETPs
2. Level of quality in ETPs' training programs
3. The extent to which the ETPs' training programs are designed to meet job requirements and employment needs of employers
4. Strengths, weaknesses, and gaps in the ETPs' capacity to conduct training
5. Strengths, weaknesses, and gaps in ETP's ability to comply with federal, state, and local policies, particularly regarding data reporting
6. Geographic and sector/occupational gaps in providers and programs

From the evaluation findings, practical recommendations were developed for State Workforce and Local Workforce Boards to improve individual ETP's capacity and programs, and the overall impact of the ETP program. See **Section V** of this report for detailed findings and recommendations.

II. Research Process, Activities and Timeline

The evaluation process began in July 2021 with preparatory review, analysis and discussion of Hawaii Labor and Education market data from EMSI, and documents provided by State Workforce including current state training policies, the Statewide WIOA plan, and data reporting instruction documents. A kickoff meeting was held to discuss the proposed workplan, methods, project goals and process.

Initial meetings were held with the directors of each of three local workforce areas to understand local goals, policies, processes, and priorities. These meetings also served to facilitate introductions of the EDSI team to key contacts for the Eligible Training Providers in each area. Over the course of July to October, individual meetings were completed with the 23 currently active ETPs. The providers and initial interview dates are listed below:

Provider Name	LWDB Area	Provider Interview Held
808 CDL	Hawaii County	7/22/2021
Hawaii Community College	Hawaii County	8/30/2021
Hawaii Institute of Healthcare & Training Services	Hawaii County	7/22/2021
Island CPR	Hawaii County	8/11/2021
Mid Pacific Medical Training Institute, LLC	Hawaii County	9/22/2021
Medcerts LLC	Hawaii / Oahu/Maui	7/16/2021
Honolulu Community College	Oahu	9/24/2021
Honolulu Community College - Pacific Center for Advanced Technology Training	Oahu	
Honolulu Community College – Office of Continuing Education	Oahu	
Kapiolani Community College	Oahu	8/19/2021
Applied Computer Training & Technology	Oahu	9/17/2021
Leeward Community College, OCEWD	Oahu	8/19/2021
Leeward Community College	Oahu	
Windward Community College	Oahu	8/24/2021
Waipahu Community School for Adults:	Oahu	8/10/2021
National Institute for Medical Assistant Advancement	Oahu	8/18/2021
Hotel and Restaurant Industry Employment and Training Trust (HARIETT) (at Kapiolani Community College, Culinary Institute of the Pacific)	Oahu	9/9/2021
University of Hawaii at Manoa (Department of Human	Oahu	9/14/2021

Provider Name	LWDB Area	Provider Interview Held
Nutrition, Food and Animal Sciences)		
Hawaii Medical College	Oahu	9/8/2021
Hawaii Dental Assisting Academy	Oahu	9/28/2021
University of Hawaii Maui College	Maui	9/23/2021
University of Hawaii Maui College ELWD	Maui	9/21/2021
University of Hawaii - West Oahu	Maui	10/15/2021

Prior to beginning the provider interviews, a rubric was developed to identify providers' current capacity in several areas. These included:

1. Program Expansion Capacity – Providers were asked to what extent there is capacity for additional WIOA enrollment in currently approved programs, and to what extent there replans, capacity, or desire for additional courses of study to be developed or approved.
2. Data Reporting Capacity – Each provider was asked their understanding of reporting requirements and past experience with complying with reporting requirements and/or their assessment of their capacity and ability to report the required data accurately and on time, or if more support or instruction is needed to meet the requirements.
3. Program Design and Delivery – The interview and follow up review of provided material evaluated current programs in several areas. In one case the evaluation also included a full class observation (CCNA 3 Enterprise Networking, Security, and Automation course, offered by Honolulu Community College Pacific Center for Advanced Employment and Training via distance learning). For providers with large numbers of approved programs, only selected representative programs were reviewed in detail. Categories of program design and delivery reviewed included:
 - Instructional Design
 - Instructional Materials
 - Assessments and Assignments
 - Credentials and Connections to Employer Needs
 - Course Validation, Evaluation and Revision Processes
 - Instructor Qualifications
 - Distance learning Structure and Capacity

After the initial interviews, providers shared supplementary material and other information from programs to allow for completion of the evaluation. EDSI also used and evaluated publicly facing documentation about providers, programs, credentials, and accreditation where available. Credentials were reviewed for acceptance and interest by employers and connections to job

opportunities.

Provider interviews also included discussion of the provider's assessment and experience with the ETP application process, the process of making or receiving student referrals, and relationships with the local job centers and Local Workforce Board. Finally, the interviews covered a broad subjective assessment from the ETPs perspective on the value of being on the ETP list, the successes and challenges of the program, and ideas to improve overall quality. Attempts were made to determine job placement rates and wage data of trainees completing ETP programs, but the data was often limited and inconsistent.

Parallel to the outreach and engagement with the ETPs, a review of current Labor Market and Education data was conducted. This analysis provides context to assess gaps in coverage of the current ETP list against local demand and educational supply outside of the list. Redacted enrollment reports (including both WIOA and non-WIOA enrollees) from Program Years 2018 and 2019 were also reviewed, although this was limited as some reporting waivers were in place and the majority of providers did not report. At the time of the analysis PY 2020 (Year ending 6/30/2021) enrollment data were not available.

As the evaluation process continued, key themes of the current state of ETPs and the overall program emerged. Preliminary results were presented to the WDC Performance Measures and Accountability committee on October 25, 2021. This report expands on those findings.

III. Summary of Current State of Eligible Training Provider/Program List

At the beginning of the analysis the May 2021 ETPL list was examined, which included 23 providers and 187 programs. As of October 2021, the State ETPL consists of 23 providers and 203 programs (an 8.5% increase in available programs during the course of this analysis). The 23 providers include 12 that are part of the University of Hawaii systems and 11 independent, private or non-profit providers. Data provided in this section refers to the state of the ETP list in October unless noted otherwise.

Programs by Workforce Area and Industry Sector

Local Workforce Area	# of Providers	Information Technology	Healthcare	Construction, Manufacturing, or Skilled Trades	Hospitality / Culinary	All Other	Total Programs
Oahu	15	57	65	28	5	25	182
Hawaii County	7	11	32	1	1	3	48
Maui	4	11	28	2	2	8	50
Kauai	0	0	0	0	0	0	0
Statewide*	23	55	75	30	6	37	203

* The statewide totals eliminate the double counting of some providers and programs that are eligible in multiple workforce areas.

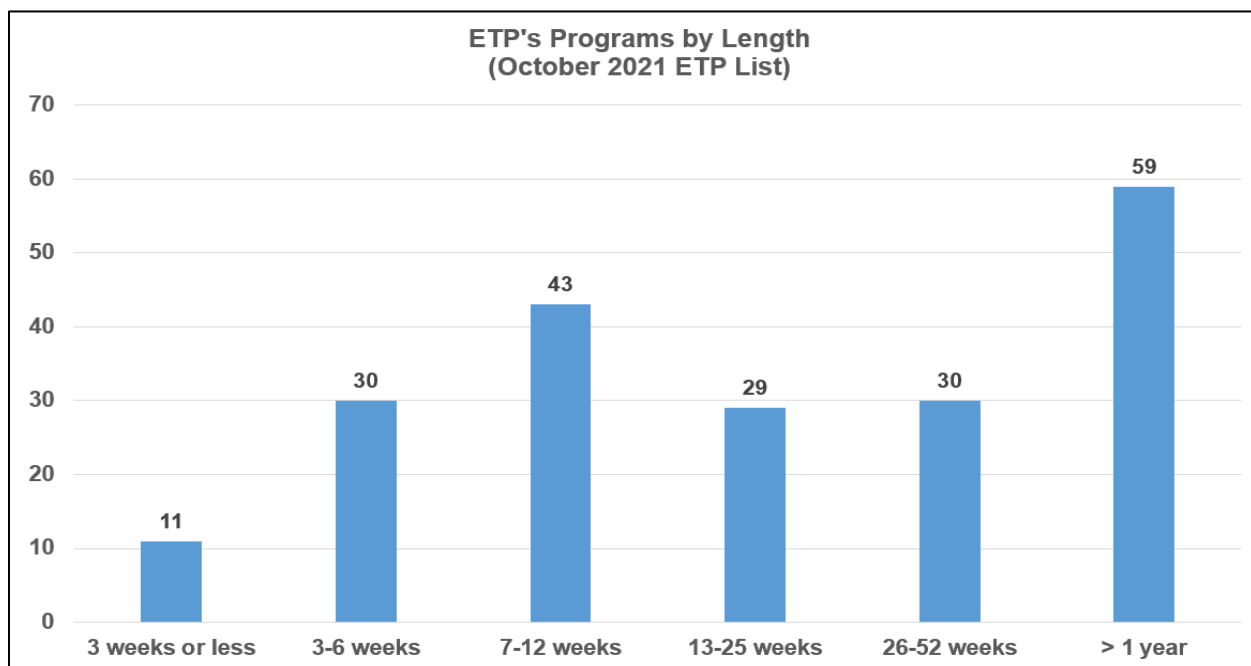
As expected by population and resources, the Oahu Workforce Area has by far the most total providers and programs. While Hawaii County and Maui also had a significant number of programs, the large majority of these are from a single provider, Medcerts, whose programs are all approved for Oahu, Maui and Hawaii County. At the time of this analysis, Kauai's single provider, Kauai Community College, had expired eligibility for all of its previous programs and so had no official representation on the ETP list.

By industry sector, Healthcare (75 programs, 37% of total) had the most programs, followed by Information Technology (55 programs, 27% of total). Construction, Skilled Trades and

Manufacturing had 30 total programs. Hospitality and Culinary focused training included only six programs statewide, a small number given the prominence of tourism and hospitality in Hawaii. The 30 other programs (15% of total) included a wide variety of programs and sectors, including retail, general business training, customer services, natural sciences, security guard licensing, and Commercial Driver’s License (CDL) training.

Programs by Training Length; Degree vs Certificate Credential Type:

The length of available programs vary significantly as shown in the chart below. Among non-degree programs the most common length fell in the 7-12 week range. The 59 programs that are over one year include all of the 50 degree granting programs offered. Three quarters of programs offered lead to a certificate or similar credential, one quarter are degree programs. Of the degree programs 47 are Associates degrees, three are Bachelor’s degrees. Most credential programs, especially those in Information Technology and Healthcare led to an opportunity to take an external, 3rd party industry recognized certification exam. Programs and providers differed on if these exams were completed before the end of the training program or afterwards.

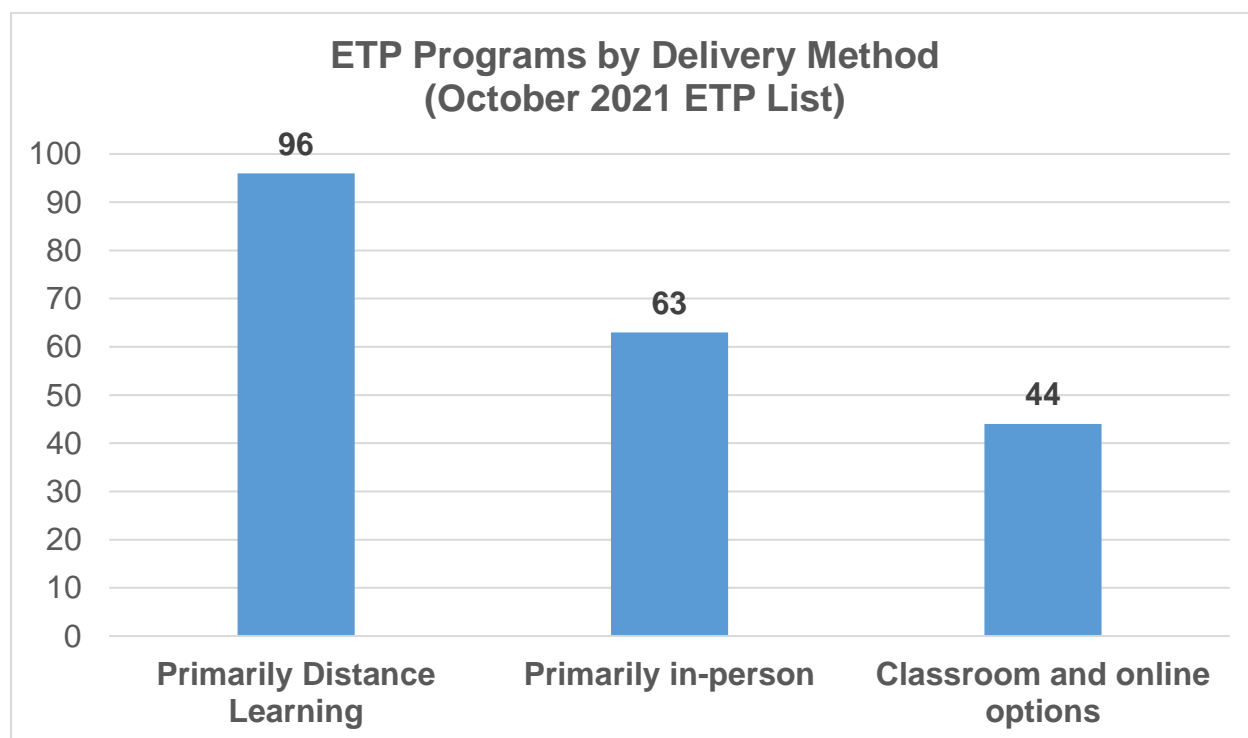


While the majority of offered programs (118 of 203; 58%) are longer than 13 weeks, it seems likely that WIOA enrollments are concentrated among the shorter programs, although the lack of complete enrollment data in recent years makes the extent of this unclear. In EDSI’s experience, WIOA eligible participants will have the most interest in training that can lead to a clear credential and job opportunity relatively quickly. While longer programs may have greater potential for higher wages and establishing a career pathway, the practical barriers to a long period of training without

concurrent employment make them difficult for many WIOA participants to commit to or complete. A balance of program length offerings is important to the overall success of the ETP program.

Programs by Delivery Method:

Nearly half of the current programs are offered primarily by distance learning, including many providers and programs who transitioned to or expanded offerings in this method due to the COVID-19 pandemic. As discussed in more detail in the recommendations section, distance learning can provide much needed flexibility and options for WIOA participants on the smaller islands and more isolated areas throughout the state, however distance learning comes with challenges of ensuring consistent quality, and many subject areas will always require significant in-person components for a truly successful training. Detailed study of comparative employment outcomes of similar credentials earned through distance and in-person methods are warranted.



IV. ETP Evaluation Rubric and Provider Summaries by County

A. Evaluation Rubric

The evaluation rubric that guided EDSI's discussions with ETPs and review of programs and materials included two main categories: 1) Organizational capacity and 2) Program quality, design and delivery. The blank rubric is included here, completed rubrics for each provider are included as an Appendix to this report.

Provider:	
Date of Review:	
Provider Background:	

Currently Approved Programs:

Name	Format	Hours	Credential
Program 1			
Program 2			
Program 3, etc.			

Data Reporting Capacity:

Understanding of reporting requirements	
Compliance with reporting requirements / support needed	

Program Expansion Capacity:

Capacity for additional WIOA in current programs	
Plans/capacity for	

additional courses of study	
------------------------------------	--

Program Design and Delivery:

Evaluation Category	<Program Name>
Instructional Design	
The course organization and design is clear, coherent, and presented in a developmentally appropriate way. Concepts and skills build logically and purposefully throughout the course, with transitions to support development and understanding from skill to skill.	<i>Yes / No / n/a / unknown for each rubric item</i>
The course design purposefully integrates "soft" employment skills along with the hard skill content	
The texts are at appropriate reading levels and offer supports for readers at lower levels.	
The course uses active learning strategies to engage students and foster deep understanding and a multi-modal approach to learning by facilitating content in a variety of methods.	
Instructional Materials	
The course includes detailed lesson plans and facilitation notes.	
All instructional materials are accurate, complete, and current.	
Learning objectives are clearly matched to industry standards and employer needs and align with end-of-course assessments.	
Supplementary materials for enrichment and remedial activities are provided, including activities and assignments that students can complete outside of the classroom.	
Assessments and Assignments	
Assignments and assessments are challenging, appropriate, and align to learning objectives, and mimic job functions and industry relevant tasks.	
The course employs multiple methods to assess student performance and inform instructional practice.	
There is a test bank of valid and reliable assessment items	
Hands-on activities are included to enhance student understanding.	
The course provides opportunities for students to track their progress in meeting learning objectives.	
Course Validation Evaluation and Revision	
The course is accredited by a recognized accreditation agency.	
The course has been validated and vetted by local industry partnerships,	

Evaluation Category	<Program Name>
employers, or professional organizations.	
The provider conducts ongoing internal evaluations to evaluate the accuracy and quality of the curriculum.	
Instructors are qualified by either receiving extensive training and/or have practical experience in the field of study.	
There is a process in place to seek feedback from students on the quality of program and instruction	
There is a process in place to update course materials and lesson plans in response to changing credential or industry requirements	
Distance Learning (if applicable)	
Students are provided a course orientation, an introduction to the online learning technologies, and resources to support successful online engagement.	
The course provides a high degree of interaction between teacher and student, and among students	
Clear standards for instructor availability are communicated to the student, including office hours, response to questions, etc.	
Instructors and students can easily access detailed course progress and learning data.	
Curriculum uses the features and functions of the LMS to create dynamic and interactive learning experiences.	

Key Points / Evaluation Summary:

B. Oahu Providers Summary

Oahu Workforce Area ETP Providers, October 2021										
Provider	Current Programs / Sectors Covered						Credential Type		Reported Enrollment	
	Information Technology	Healthcare	Construction, Manufacturing, or Skilled	Hospitality / Culinary	All Other	Total Programs	Certificate Programs	Degree Programs	PY2019 WIOA	PY2019 Non-WIOA
Applied Computer Training & Technology	18	--	--	--	2	20	20	0	442	162
Hawaii Dental Assisting Academy	--	1	--	--	--	1	1	0	n/a	n/a
Hawaii Medical College	--	5	--	--	--	5	5	0	3	503
Hotel and Restaurant Industry Employment and Training Trust (HARIETT)	--		--	1	--	1	1	0	0	10
Medcerts LLC	11	25	1	--	--	37	37	0	407	611
National Institute for Medical Assistant Advancement	--	1	--	--	--	1	1	0	5	83
Waipahu Community School for Adults	--		--	--	3	3	3	0	n/a	n/a
Non U of HI system Subtotal	29	32	1	1	3	68	68	0	857	1360
Honolulu Community College – Office of Continuing Education	--		1	--	--	1	1	0	n/a	n/a
Honolulu Community College – Pacific Center for Adv Tech Training	22		--	--	--	22	22	0	n/a	n/a
Honolulu Community College	3		19	--	7	29	13	16	n/a	n/a
Kapiolani Community College	1	20	--	2	1	23	14	9	n/a	n/a
Leeward Community College, OCEWD	--	8	6	--	3	17	17	0	n/a	n/a

Oahu Workforce Area ETP Providers, October 2021										
Leeward Community College	1	1	2	2	7	13	2	11	n/a	n/a
University of Hawaii at Manoa	--	1	--	--	--	1	1	0	n/a	n/a
Windward Community College	1	3	--	--	4	8	5	3	n/a	n/a
U of HI system Subtotal	28	33	27	4	22	114	75	39	n/a	n/a
Local Total	57	65	28	5	25	182	143	39	857	1360

Oahu approved Eligible Training Providers account for nearly 90% of the October 2021 programs on the ETPL. Two thirds of programs are in healthcare or information technology. There are significant opportunities in construction, manufacturing, and skilled trades, primarily through Honolulu Community College. The programs in other industries include About 80% of programs lead to a certificate level credential. There is significant collaboration between the community colleges on the island, with each community college having an area of specialty. There may be opportunities for the Oahu colleges to offer distance learning opportunities to participants on other islands. Currently one of Leeward Community College's programs is approved for the Maui workforce area.

Applied Computer Training and Technology

ACT&T offers 18 Information Technology Programs. These courses range from 2-12 weeks in length and 40-240 hours of instruction. A completion certificate is granted at the end of the course and students are scheduled for a post-training certification exam. The 3rd party certifications include a variety of widely industry recognized credentials from Cisco, CompTIA, and Microsoft. All Information Technology classes are offered primarily in person. Two additional courses focus on Customer Service and Sales skills with related certifications. WIOA enrollees were reported for nine different courses in PY2018 and ten in PY2019.

Hawaii Dental Assisting Academy

Hawaii Dental Assisting Academy is brand new to the ETPL, approved in August 2021 and with their first WIOA participant currently in training. Their 15 week training program is offered in person in a combined classroom and clinical environment and supported with an externship in a dental office. Students are eligible after 300 hours of work experience to take the National Entry Level Dental Assistant Board exam, though this is not a requirement for ongoing employment as a Dental Assistant in Hawaii.

Hawaii Medical College

Hawaii Medical College offers a 15-week Advanced Nurse Aide / Patient Care Technician Program, as well as longer 60-week courses in Pharmacy Technician, Medical Assistant, Medical

Business Administration and Healthcare Billing and Coding. Courses are offered in a hybrid in-person / distance format. External certification tests are taken at the conclusion of training. HMC reported WIOA enrollments in two courses in PY2018 and three courses in PY2019.

Hotel and Restaurant Industry Employment and Training Trust (HARIETT)

HARRIETT's approved program is a 212-hour Professional Cook Program. The program is offered at non-traditional hours and is designed for those currently working. HARIETT is a labor management partnership to benefit the members of UNITE HERE! Local 5 and signatory employers. HARIETT primarily trains employed union members, but through the ETP List can fill additional capacity with outside students.

Medcerts

Medcerts is a Michigan based provider of short-term, career oriented, e-learning training. All courses lead to a 3rd party industry recognized credential through a certification exam. Courses range from 40-576 instructional hours. While courses are offered in a fully remote format many are supplemented with externship placements, and all healthcare courses include a clinical practice component. Medcerts reported WIOA participant enrollments in 22 different programs in PY2019.

National Institute for Medical Assistant Advancement (NIMAA)

NIMMA offers a 7-month, full time (960 hours), Medical Assistant Training. The NHA exam to become a Certified Clinical Medical Assistant is completed prior to the end of the program. The course is delivered fully by distance learning, supplemented by an externship placement with a clinical facility. NIMMA enrolled four WIOA participants in PY2018 and five in PY2019.

Waipahu Community School for Adults

Waipahu Community School for Adults offers short (<40 hour), combination classroom/online programs to certify substitute teachers and education paraprofessionals. These courses are also on the ETPL for Hawaii County. An 8-hour security guard certification is also offered.

Honolulu Community College, (and HCC Office of Continuing Education OCE; and HCC Pacific Center for Advanced Technical Training)

Through the Pacific Center for Advanced Technical Training, Honolulu Community College offers a wide range of short-term Information Technology trainings. The programs range from 20-40 hours of instruction offered over six to 12 weeks. All programs offer a Certificate of Professional Development, with 13 programs also offering an external certification exam opportunity. Most of the program offerings are delivered in a full distance learning model.

HCC's Office for Continuing Education offers a Marine Welding Technology Course.

The traditional "for credit" side of the college offers a wide range of degreed and non-degreed programs on the ETPL, primarily focused on construction and skilled trade careers. Associate Degrees are offered in 16 areas. A 400-hour Carpentry pre-apprenticeship program is offered. The 13 other non-degree programs offer "Certificates of Achievement" range from 24-32 credits.

Kapiolani Community College

Kapiolani Community College's ETPL offerings are focused primarily in the Healthcare field. Courses are primarily offered in person. Nine programs offer Associate degrees. The 14 certificate programs range from 13-52 weeks and 15-41 credit hours.

Leeward Community College; Leeward Community College OCEWD

Leeward's Office of Continuing Education and Workforce Development offers a wide variety of short-term programs leading to industry credentials. Leeward's credit side ETPL programs include 11 Associate Degree offerings and two certificate programs (Special Education certification, 285 hours, and Culinary Arts, 900 hours). Leeward also offers the only CDL program on Oahu's ETPL list. One Associate Degree (Associate of Science in Management) is also available through Maui County's ETPL for distance learning courses.

Windward Community College

Windward Community College offers Associate Degrees in Natural Sciences not elsewhere appearing on the EPL. Two long term 30-32 credit hour certificate programs are offered in Agripharmatech and Veterinary Technology. A non-credit 180-hour C.N.A course is also offered.

University of Hawaii at Manoa

The Department of Human Nutrition, Food and Animal Sciences offers a 1200 hours "Individualized Supervised Practice Pathway" leading to eligibility to take the Dietician registration exam. The program is a blend of classroom and online learning with a significant component of on-site training at health facilities.

C. Hawaii County Providers Summary

Hawaii County Workforce Area ETP Providers, October 2021											
Provider	Current Programs / Sectors Covered						Credential Type		Reported Enrollment		
	Information Technology	Healthcare	Construction, Manufacturing, or Skilled Trade	Hospitality / Culinary	All Other	Total Programs	Certificate Programs	Degree Programs	PY2019 WIOA	PY2019 Non-WIOA	
Medcerts LLC *	11	25	1	--	--	37	37	0	407	611	
808 CDL Services LLC	--		--	--	1	1	1	0	n/a	n/a	
Mid Pacific Medical Training Institute	--	3	--	--	--	3	3	0	22	28	
Hawaii Institute of Healthcare and Training Services	--	2	--	--	--	2	2	0	36	39	
Island CPR	--	2	--	--	-	2	2	0	n/a	n/a	
Waipahu Community School for Adults**	--		--	--	2	2	2	0	n/a	n/a	
Non-U of HI system Subtotal	11	32	1	1	3	47	47	0	465	678	
Hawaii Community College	--	--	--	--	1	1	1	0	n/a	n/a	
U of HI system Subtotal	0	0	0	0	1	1	1	0	n/a	n/a	
Local Total	11	32	1	1	4	48	48	0	465	678	

*Medcerts enrollment data is statewide, the breakdown Oahu vs Hawaii County vs Maui County enrollments is unknown

**Waipahu Community School has three total approved programs (see Oahu), two are approved for Hawaii County

Hawaii County's ETP offerings are somewhat limited given the size of the island in population and geography. Medcerts accounts for 80% of the eligible programs, and it is unclear how much of WIOA enrollment has been from Hawaii county residents. In contrast to the extensive offerings from University of Hawaii system community colleges on Oahu, Hawaii Community College has

just a single program on the ETPL, which is a very short-term training for Security Guards. Waipahu Community school is located in Oahu but offers two programs on the Hawaii County ETPL. 808 CDL services is the newest provider, adding CDL training to the County's offerings. The remaining providers are focused on short-term Healthcare related training.

Medcerts see description under Oahu provider summary

Waipahu Community School for Adults see description under Oahu provider summary

808 CDL Services LLC

808 CDL Services has provided Commercial Driver's license training on the island since 2016 but has just recently been approved for the ETPL. Their first WIOA student enrollment was in July 2021. The course lasts 3-5 weeks and includes 100 hours of training. While 808 has a single instructor and training vehicle, there is room for expansion within current capacity.

Mid Pacific Medical Training Institute

Mid Pacific Medical Training Institute offers a seven week, 130-hour C.N.A course, along with very short-term (8-hour) supplementary modules for Dementia care and C.N.A re-certification. Mid Pacific's C.N.A. program had 26 WIOA participants in PY2018 and 11 in PY2019.

Hawaii Institute of Healthcare and Training Services

HIHTS offers short-term trainings for Nursing Assistants (nine weeks, 120 hours) and Medical Billing/Coding (nine weeks, 80 hours). Both programs lead to eligibility for certification exams after completion. Courses are primarily in person.

Island CPR

Island CPR offers short term trainings for Nursing Assistants (100 hours, flexible duration) and Medical Billing/Coding (40 hours, flexible duration in a self-paced online course). Both programs lead to eligibility for certification exams after completion. Nursing Assistant program has flexibility to offer distance learning.

Hawaii Community College

Hawaii Community College's sole ETPL program offering is an eight-hour course fulfilling state mandated pre-employment requirements for work as a security guard. As the Big Island's sole community college, there is substantial potential for expanded offerings and an improved partnership with the Local Workforce Area.

D. Maui County Providers Summary

Maui County Workforce Area ETP Providers, October 2021										
Provider	Current Programs / Sectors Covered						Credential Type		Reported Enrollment	
	Information Technology	Healthcare	Construction, Manufacturing, or Skilled	Hospitality / Culinary	All Other	Total Programs	Certificate Programs	Degree Programs	PY2019 WIOA	PY2019 Non-WIOA
Medcerts LLC*	11	25	1	--	--	37	37	0	407	611
Non-U of HI system Subtotal	11	25	1	0	0	37	37	0	407	611
Leeward Community College**	--	--	--	--	1	1	0	1	n/a	n/a
University of Hawaii West Oahu	--	--	--	--	2	2	0	2	n/a	n/a
University of Hawaii Maui College	--	3	1	1	5	10	2	8	n/a	n/a
U of HI system Subtotal	0	3	1	2	8	13	2	11	0	0
Local Total	11	28	2	2	8	50	39	11	407	611

*Medcerts enrollment data is statewide, the breakdown Oahu vs Hawaii County vs Maui County enrollments is unknown

**Leeward Community College has several other programs on the ETPL, but just one approved for Maui (Associate in Business Management)

Maui County ETP offerings are quite limited, with Medcerts accounting for about three-fourths of program offerings. It is unclear how many of Medcerts enrollments are Maui County residents. University of Hawaii Maui college offers ten programs, but there may be other relevant programs that could be added. Maui has challenges around meeting needed cohort sizes for training, and as the only county in the United States covering multiple islands, has many additional logistical challenges in offering and delivering relevant training opportunities. Expanding distance learning options from online providers and providers in other workforce areas and working creatively to meet demand will be key for the county's success.

Medcerts -- see description under Oahu provider summary

Leeward Community College -- see description under Oahu provider summary

University of Hawaii West Oahu

University of Hawaii West Oahu offers distance learning bachelor's degrees in Public Administration or Business Administration. Though on Oahu, the program is on the ETPL list only for Maui.

University of Hawaii Maui College

University of Hawaii Maui College offers a wide variety of Associate Degree and long-term certificate programs through the ETP list. All programs have a mixed online / in-person learning modality. All Maui College programs on the ETPL as of October 2021 are on the credit side, there are a substantial number of potential programs that could be offered through Maui College ELWD (Extended Learning and Workforce Development). ELWD has been on the ETPL in the past, as recently as May 2021, but eligibility has expired.

E. Kauai County Providers Summary

Kauai County Workforce Area ETP Providers, January 2021**										
**(Kauai Community College program eligibility expired on 2/5/21, not on ETPL as of 10/14/21)										
Provider	Current Programs / Sectors Covered						Credential Type		Reported Enrollment	
	Information Technology	Healthcare	Construction, Manufacturing, or Skilled	Hospitality / Culinary	All Other	Total Programs	Certificate Programs	Degree Programs	PY2019 WIOA	PY2019 Non-WIOA
Kauai Community College	9	9	20	10	29	77	61	16	n/a	n/a

During this analysis Kauai had no provider or programs on the ETPL. Kauai Community College had an extensive set of offerings previously approved (nearly their entire catalog), but approval expired in February 2021. Kauai Community College is reapplying to the ETPL. Like Maui County, Kauai faces many challenges as a small, isolated workforce area. Supplementing Kauai Community College's programs with targeted distance learning opportunities from eligible training providers on other islands should be explored.

V. Eligible Training Provider and Programs Strengths, Challenges and Recommendations

A. Organizational Capacity of ETPs

Data Reporting History, Knowledge Requirements and Compliance Capacity:

In recent years, only a minority of active Eligible Training Providers submitted enrollment and related data to State Workforce:

ETP Providers Reported WIOA and Non-WIOA Enrollment		
	PY 2018 (7/1/18-6/30/19)	PY 2019 (7/1/19-6/30/20)
Providers Reporting	7	9
Programs Reporting	47	53
Participants (WIOA)	536 /	488
Participants (Non/WIOA)	1428	1369
Participants by Program Sector (WIOA/Non-WIOA)		
Healthcare	468 / 1201	436 / 1643
Information Technology	41 / 199	52 / 204
All Other	27 / 28	0 / 10

In both program years, Medcerts accounted for most of the reported enrollments (85% in PY 2018, 83% in PY2019). No University of Hawaii system provider reported enrollments in either year. In general, the private providers seemed more reliant on WIOA enrollments to sustain their programs, and therefore had greater interest and incentive in the success of their respective ETPL programs for WIOA participants and tracking related data.

Providers who had previously successfully submitted data described a significant learning curve to organizing and submitting data in a way that met federal and state requirements. Some providers reported not being initially aware of what should be tracked and needing to go back into course records manually to compile the data. Some providers seemed not to know or were surprised to learn that data from non-WIOA students was required. There was a sense that the process involving the secure Excel worksheet and file transfer protocol (FTP) was cumbersome.

Some providers described not being aware at all or having little knowledge of the requirements at the time of their initial approval for the ETP list and wishing there was a clearer outreach and explanation of the expectations and requirements at upon approval or with the application. One brand new provider (808 CDL Services) was not at all aware of the specific data tracking and reporting expectations.

Overall, the responses of the 23 providers around knowledge of reporting requirements and process can be categorized as:

- Strong Knowledge of Requirements – 7 providers (i.e., providers who have successfully previously reported)
- Moderate Knowledge of Requirements – 9 providers
- Low Knowledge of Requirements – 7 providers

For those with moderate or low knowledge of requirements, the discussion included an explanation of the scope of the reporting requirements. With this explanation provided, most providers (18 of 23) indicated confidence in the ability to meet all requirements. Several providers reported hesitation around the requirement of sharing personally identifiable information for non-WIOA participants.

Recommendation #1: Improve Communication around Data Reporting Requirements	
Application Changes	The current ETP application simply asks: “Under WIOA, WDC is required to collect and verify performance results for the program. Does provider agree to provide any and all data in the prescribed format required by WDC?” The U of HI system application only asks “Have you identified a process to submit performance reports?”. A detailed explanation of the required data and process and interval of submitting data should be added within the application, or a link provided within the application and the application should include confirmation the information was reviewed and understood.
Provider Orientation / New Contact Orientation	Newly approved providers should be provided an orientation with the local board and/or State Workforce that includes a detailed walkthrough of data requirements, processes, and timeline. Capacity and tracking issues should be identified at this time so they can be addressed as soon as possible.

Earlier and more consistent contact	It is critical that timelines and outreach to submit data occur multiple times per year, not just after the end of the year prior to reporting deadlines. Quarterly intervals, or intervals based on a provider’s cohort scheduling should be considered.
Explore alternative formats	The Excel format and FTP process is perceived as cumbersome. Secure web-based alternatives should be explored.
Review of submitted data	Submittal of enrollment and related data should be integrated into a broader review of provider performance, review of labor market needs and trends. See recommendation #4 for more details.

Application and Renewal Process

Providers found the initial application process to be mostly understandable and straightforward. University of Hawaii system providers, which use a distinct version of the application, found it a clear process. Some private providers lacked knowledge of Classification of Instructional Program (CIP) codes, or how to accurately describe the program to meet the requirements for approval. In these cases, communication and support from the Local Workforce Area for the application were important. In some instances among private providers, the provider had relevant courses in place for several years but did not know about the opportunity to apply for the ETPL.

While the underlying process was understandable, providers reported some frustration around not clearly understanding what programs are most needed and sought. Provider perception was that desired programs and credentials were communicated passively only through HireNet Hawaii, but it was not clear which occupations were highly prioritized, which had unmet demand from potential students, or what credentials were acceptable. Providers seemed to lack an understanding of the State’s and Local Workforce Board’s respective overall ETPL visions and the way they could build their programs to mutually benefit providers and the local workforce. In some cases providers were not aware their application had been rejected or found out about approval only through the eventual arrival of referred students.

Providers also reported inconsistent communication around initial approval and timing of renewal. The expiration of eligibility of Kauai Community College is the most recent example, resulting in removal of 70+ programs from the ETPL in February, but there were several other instances of programs that the ETP desired to renew on the list, but the expiration date was unknown or forgotten and the renewal application was not submitted.

Recommendation #2: Improve Guidance for Applications and Expirations	
State Workforce and Local Board clarity on minimum requirements	Ensure that Local communicated requirements for ETP applications at least meet State Workforce standards, to reduce incidence of approval by local board and subsequent rejection by the state. Any application that would be rejected by State Workforce should be rejected first at the local level.
Ensuring timely notice of approval or rejection	Establish a process for notification of provider of approval of program at the time of, or prior to, publishing the updated ETPL. Establish a process to meet with ETP applicants in the event of application rejection to explain application deficiencies.
Notice of renewal date	Establish process at both local and state levels to remind ETP of an expiring program at least 90 days prior to the expiration date.
Regular meetings	Establish regular meetings with ETPs to review existing program performance, communicate regional program needs and discuss potential new applications if applicable.

Existing and New Program Capacity and Referral Process

All ETP providers expressed they had capacity to train more WIOA participants within their existing programs. In some cases, this meant capacity existed within offered cohorts, in others that additional cohorts could be offered if minimum demand was met. Some providers expressed interest in having additional existing programs added to the ETP list and/or developing entirely new programs with the ETP list in mind. In these cases, however, the providers expressed hesitation around investing in development without a clear vision and support from local workforce areas. Providers want to have confidence that WIOA enrollment and other demand will be sufficient and sustainable to justify the investment. University of Hawaii system providers have substantial capacity to add existing courses, both credit and non-credit, to the ETPL, or to develop new courses or re-offer old courses. While providers report available capacity in existing programs, challenges in meeting minimum cohort sizes are also present.

Recommendation #3: Improve outreach to ETPs to communicate local priorities	
Guidance to high priority jobs and credentials	Improve format of HireNet Hawaii and/or create a separate updated listing of priority occupations, career pathways, and credentials to make clear to providers and potential providers the programs that can be supported
Distance learning to meet cohort requirements	Review potential for additional distance learning providers and programs. Local boards should review distance ETP programs in other areas to determine if application in their area should be encouraged.
Catalog review with U of HI system partners	Local Workforce Boards should formally meet with University of Hawaii system providers at least annually to discuss labor market needs, potential new program development, and review of existing programs to help encourage the most useful programs toward ETP approval

B. ETP Program Design and Quality

Availability of Current Programs to Meet Demand / Labor Market Analysis

With 203 available programs the ETPL provides relevant training for a wide variety of occupations and career pathways. However, several large and/or growing occupations are not covered. In some cases, the occupations are not appropriate for an ETP program because of lack of career pathways or connected credentials, but some gaps are apparent.

The following table shows the top 50 Standard Occupational Classification (SOC) codes for Total job postings from February to July 2021, along with which title have relevant programs on the current ETPL list:

Occupation (SOC)	Total Postings (Feb 2021 - Jul 2021)	Unique Postings (Feb 2021 - Jul 2021)	Median Posting Duration	Relevant Training on Current ETP List
Registered Nurses	32,428	6,450	25 days	Yes
Retail Salespersons	22,049	3,318	32 days	
Customer Service Representatives	15,669	2,860	24 days	Yes

Occupation (SOC)	Total Postings (Feb 2021 - Jul 2021)	Unique Postings (Feb 2021 - Jul 2021)	Median Posting Duration	Relevant Training on Current ETP List
First-Line Supervisors of Retail Sales Workers	13,821	2,502	34 days	
First-Line Supervisors of Office and Administrative Support Workers	7,806	1,640	23 days	
Stockers and Order Fillers	9,188	1,585	31 days	
Software Developers and Software Quality Assurance Analysts and Testers	6,587	1,572	20 days	Yes
Light Truck Drivers	9,469	1,484	33 days	Yes
Insurance Sales Agents	7,685	1,474	11 days	
Computer User Support Specialists	7,259	1,456	24 days	Yes
Computer Occupations, All Other	5,045	1,388	21 days	Yes
Network and Computer Systems Administrators	8,491	1,361	35 days	Yes
Maintenance and Repair Workers, General	6,158	1,349	29 days	Yes
Fast Food and Counter Workers	5,544	1,296	32 days	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,866	1,283	16 days	Yes
Home Health and Personal Care Aides	5,328	1,266	21 days	Yes
First-Line Supervisors of Food Preparation and Serving Workers	5,011	1,121	28 days	
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	12,325	1,094	29 days	
Childcare Workers	1,986	1,041	8 days	
Accountants and Auditors	4,391	1,038	31 days	
General and Operations Managers	4,259	1,023	26 days	
Security Guards	7,050	996	32 days	Yes
Social and Human Service Assistants	3,443	979	23 days	
Maids and Housekeeping Cleaners	5,219	890	24 days	
Information Security Analysts	4,271	886	27 days	Yes
Cooks, Restaurant	3,930	868	25 days	Yes
Cashiers	4,878	852	24 days	
Marketing Managers	2,742	822	20 days	
Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Managers, All Other	2,995	783	24 days	

Occupation (SOC)	Total Postings (Feb 2021 - Jul 2021)	Unique Postings (Feb 2021 - Jul 2021)	Median Posting Duration	Relevant Training on Current ETP List
Management Analysts	2,880	768	21 days	
Project Management Specialists and Business Operations Specialists, All Other	2,615	715	23 days	
Waiters and Waitresses	3,534	696	26 days	
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	3,201	690	32 days	
Hotel, Motel, and Resort Desk Clerks	4,131	685	18 days	
Financial Managers	2,133	661	28 days	
Computer Systems Analysts	2,539	659	21 days	Yes
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	2,370	651	19 days	
Postsecondary Teachers	2,060	645	23 days	
Nursing Assistants	3,755	643	32 days	Yes
Physicians, All Other; and Ophthalmologists, Except Pediatric	2,841	633	35 days	
Sales Managers	2,233	622	25 days	
First-Line Supervisors of Mechanics, Installers, and Repairers	2,928	622	27 days	
Office Clerks, General	2,477	599	22 days	
Medical and Health Services Managers	2,630	587	30 days	
Human Resources Specialists	2,105	582	20 days	
Bookkeeping, Accounting, and Auditing Clerks	2,007	553	19 days	
Web Developers and Digital Interface Designers	1,346	543	16 days	Yes
Heavy and Tractor-Trailer Truck Drivers	1,926	534	25 days	Yes
Physical Therapists	2,321	532	31 days	
Computer and Information Systems Managers	1,846	527	19 days	Yes

The following table shows the top 20 fastest growing SOC codes in Hawaii and current coverage in the ETPL training list:

Occupation (SOC)	2016 Jobs	2026 Jobs	% Change	2020 Median Hourly Earnings	Relevant Training on Current ETP List
Home Health and Personal Care Aides	8,842	11,171	26%	\$13.35	Yes
Medical Assistants	3,554	4,789	35%	\$19.06	Yes
Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	268	1,324	395%	\$21.70	
Registered Nurses	11,455	12,432	9%	\$53.08	Yes
Physicians, All Other; and Ophthalmologists, Except Pediatric	1,280	2,249	76%	\$128.26	
Financial Managers	2,321	3,190	37%	\$52.36	
Educational Instruction and Library Workers, All Other	615	1,447	135%	\$20.60	
Heavy and Tractor-Trailer Truck Drivers	3,451	4,221	22%	\$24.19	Yes
Project Management Specialists and Business Operations Specialists, All Other	4,733	5,438	15%	\$35.97	
Management Analysts	2,208	2,795	27%	\$38.03	
Medical and Health Services Managers	1,479	2,047	38%	\$60.03	
Construction Managers	1,800	2,272	26%	\$52.31	
Securities, Commodities, and Financial Services Sales Agents	666	1,122	68%	\$25.55	
Carpenters	5,595	6,040	8%	\$37.79	Yes
Compliance Officers	1,409	1,847	31%	\$32.38	
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	644	1,073	67%	\$25.45	
Administrative Services and Facilities Managers	1,425	1,842	29%	\$45.22	
Market Research Analysts and Marketing Specialists	1,489	1,886	27%	\$25.99	
Computer and Information Systems Managers	748	1,134	52%	\$57.76	Yes

This table filters statewide SOC data to a list of selected jobs that potentially have high return on investment for development or expansion of Eligible Training Programs. The SOC codes included here all have:

- No degree requirement for entry (Certificate or lower)
- Greater than \$14 per hour at entry (10th percentile) level, and greater than \$20 per hour at experienced (75th percentile) level
- At least 250 projected 2022 hires in the state

Several of the titles below that are not covered by the current ETPL, especially the various “First Line Supervisor” occupations, may warrant finding new relevant providers or programs to provide opportunities for these occupations. Among those currently covered by the ETPL, program capacity should be evaluated to determine if the number of programs and location of programs are sufficient for the demand.

SOC	Job Title	2021 Jobs	2022 Projected Hires	10th %'le Hourly Earnings	75th %'le Hourly Earnings	Covered by Current ETP	# of Providers	# of Programs	Notes
11-9013	Farmers, Ranchers, and Other Agricultural Managers	987	435	\$42.36	\$76.03	No			
11-9051	Food Service Managers	926	489	\$20.18	\$39.76	Yes -	1	1	Kapiolani CC
11-9141	Property, Real Estate, and Community Association Managers	2,510	870	\$16.66	\$38.19	No			
29-2061	Licensed Practical and Licensed Vocational Nurses	1,020	421	\$19.92	\$28.88	No			No programs specific to LPN/LVN at RN level and lower levels (C.N.A and Medical Assistant)
29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	1,036	315	\$16.12	\$30.86	Yes	3	8	
31-9092	Medical Assistants	4,202	2,277	\$14.25	\$22.43	Yes	4	5	
33-3051	Police and Sheriffs Patrol Officers	2,442	333	\$27.04	\$43.81	Yes		4	
33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	619	521	\$14.01	\$29.16				
35-1011	Chefs and Head Cooks	539	287	\$21.27	\$43.47	Yes		6	
37-1011	First-Line Supervisors of	883	343	\$16.00	\$29.39	No			

SOC	Job Title	2021 Jobs	2022 Projected Hires	10th %'le Hourly Earnings	75th %'le Hourly Earnings	Covered by Current ETP	# of Providers	# of Programs	Notes
	Housekeeping and Janitorial Workers								
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	614	328	\$17.69	\$32.29	No			
41-1011	First-Line Supervisors of Retail Sales Workers	5,025	2,450	\$14.31	\$27.32	No			
41-1012	First-Line Supervisors of Non-Retail Sales Workers	927	328	\$20.01	\$40.94	No			
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	3,241	1,346	\$14.35	\$32.29	No			
43-1011	First-Line Supervisors of Office and Administrative Support Workers	6,797	2,757	\$16.62	\$33.87	Yes	1	1	Leeward Community College (Office Management)
43-3021	Billing and Posting Clerks	1,052	545	\$15.49	\$25.40	Yes	2		Leeward, U of H Maui College
43-3051	Payroll and Timekeeping Clerks	559	263	\$16.49	\$28.14	Yes	2		Leeward, U of H Maui College
43-4081	Hotel, Motel, and Resort Desk Clerks	1,837	720	\$15.16	\$25.66	No			
43-4131	Loan Interviewers and Clerks	720	260	\$15.26	\$27.68	No			
43-4199	Information and Record Clerks, All Other	997	264	\$15.54	\$26.44	No			
43-5061	Production, Planning, and Expediting Clerks	913	445	\$15.75	\$30.71	No			
43-6011	Executive Secretaries and Executive Administrative Assistants	1,694	717	\$20.96	\$38.42	Yes	1	1	Leeward Community College
43-6012	Legal Secretaries and Administrative Assistants	772	298	\$19.91	\$31.49	Yes	1	1	Leeward Community College
43-6013	Medical Secretaries and Administrative Assistants	698	492	\$15.21	\$23.74	Yes	1	1	Leeward Community College
45-2099	Agricultural Workers, All Other	409	270	\$15.99	\$26.75	No			
47-1011	First-Line Supervisors of	2,580	1,476	\$24.08	\$51.39	No			

SOC	Job Title	2021 Jobs	2022 Projected Hires	10th %'le Hourly Earnings	75th %'le Hourly Earnings	Covered by Current ETP	# of Providers	# of Programs	Notes
	Construction Trades and Extraction Workers								
47-2031	Carpenters	5,880	3,792	\$18.65	\$51.35	Yes	1	5	Honolulu Community College (5 different programs)
47-2044	Tile and Stone Setters	353	251	\$15.80	\$43.62	No			
47-2051	Cement Masons and Concrete Finishers	663	426	\$24.72	\$48.80	No			
47-2061	Construction Laborers	4,334	3,023	\$15.21	\$38.23	No			
47-2073	Operating Engineers and Other Construction Equipment Operators	1,869	945	\$23.34	\$47.44	No			
47-2081	Drywall and Ceiling Tile Installers	638	418	\$19.58	\$48.59	No			
47-2111	Electricians	3,146	1,748	\$22.57	\$47.06	Yes -	2	4	Honolulu CC (! Program) Leeward (3 programs)
47-2141	Painters, Construction and Maintenance	1,789	1,146	\$15.57	\$32.22	No			
47-2152	Plumbers, Pipefitters, and Steamfitters	2,240	1,139	\$17.54	\$41.82	No			
47-2181	Roofers	891	677	\$16.12	\$37.40	No			
47-2211	Sheet Metal Workers	751	352	\$20.11	\$47.20	Yes	1	1	Honolulu CC (1 program)
47-4011	Construction and Building Inspectors	777	285	\$20.99	\$41.00	No			
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	2,570	795	\$21.26	\$48.34	No			
49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	955	318	\$20.34	\$36.26	No			
49-3011	Aircraft Mechanics and Service Technicians	1,147	335	\$19.75	\$39.22	Yes	1	2	Honolulu CC
49-3021	Automotive Body and Related Repairers	717	336	\$15.20	\$30.38	Yes	1	1	Honolulu CC
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	890	344	\$19.36	\$32.60	Yes	1	2	Honolulu CC

SOC	Job Title	2021 Jobs	2022 Projected Hires	10th %'le Hourly Earnings	75th %'le Hourly Earnings	Covered by Current ETP	# of Providers	# of Programs	Notes
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	924	460	\$17.29	\$36.97	Yes	1	1	Honolulu CC
49-9099	Installation, Maintenance, and Repair Workers, All Other	804	327	\$14.14	\$36.94	No			
51-1011	First-Line Supervisors of Production and Operating Workers	1,339	479	\$16.24	\$43.50	No			
51-4121	Welders, Cutters, Solderers, and Brazers	532	292	\$21.35	\$36.27	Yes	2	3	Honolulu CC (2 programs), Honolulu CC OCE 1 program (Marine Welding)
53-1047	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	2,187	992	\$15.47	\$34.96	No			
53-3032	Heavy and Tractor-Trailer Truck Drivers	4,106	2,467	\$17.13	\$29.81	Yes	2	3	Leeward (3 programs)
53-7051	Industrial Truck and Tractor Operators	771	438	\$16.83	\$31.51	Yes	2	3	808 CDL (1 program)
53-7063	Machine Feeders and Offbearers	453	286	\$14.91	\$33.21	Yes	1	1	Medcerts Manufacturing Program

Recommendation #4: Address Potential Statewide Gaps in ETP Program Occupation Coverage	
Healthcare	Explore adding potential program(s) for Licensed Practical/Vocational Nursing
Supervisory Positions	Explore adding potential program(s) and credentials for supervisory career pathways.
Construction / Skilled Trades	Explore additional skilled trades pathways for unserved occupations including plumbing, roofing, masonry, building inspection, and heavy equipment operation

Quality of Existing Programs / Design of Programs for job requirements

Programs of current ETP providers consistently showed a high quality of course design and delivery, logical progression of learning objectives, connections of training content to real world scenarios, and support for soft skills necessary for employment and successful career development. Provider and programs were consistently accredited, and instructors well qualified. Curriculum is established and updated with reference to outside industry standards.

The use of 3rd party credential exams, particularly for Healthcare and Information Technology training was very common. These exams are well accepted and recognized by employers. Almost all programs involve hands-on real-world training, and many involve placements in externships and/or have strong partnerships with employers. The University of Hawaii system providers, both in traditional for credit, and non-credit sides, offer consistently high-quality structured training opportunities.

While the review of programs curriculum, courseware, design and other structures indicated high quality programs, the actual outcomes of various training programs are not fully clear. The underlying structure and capacity to deliver quality training is high, but there is potential to identify and support additional best practices that lead to strong post-training outcomes.

Recommendation #5: Improve Tracking of Outcomes of Eligible Training Programs	
Improve tracking of training outcomes	Establish a process to track program completion percentage, certification exam passing rates, relevant job placement and wage data for WIOA participants.
Compare outcomes of multiple providers and prioritize high performers	Set expected standards for wages upon placement based on targeted career pathway. For credentials with multiple programs, build capacity and provide preferential referrals to consistently outperforming programs.
Develop system of provider review and continuous improvement	Develop a semi-annual review process for providers and programs. Meet with provider to discuss potential improvements to program structure and outcomes and potential support needed from local workforce area.

Recommendation #6: Workforce Area Specific Actions	
Oahu	Establish more consistent meetings and review of offerings, enrollments, and outcomes with Leeward, Windward, Honolulu, and Kapiolani community colleges.
Hawaii County	<p>Establish regular review and discussions with Hawaii Community College (both credit and non-credit side) to expand HCC's offerings on the ETPL and communicate critical workforce needs.</p> <p>Explore expanding distance learning offerings through use of Oahu based community colleges offerings.</p> <p>Review usage of Medcerts programs by Hawaii County residents</p>
Maui County	<p>Establish regular review and discussions with University of Hawaii Maui College to expand offerings on the ETPL and communicate critical workforce needs. Review potential offerings from Maui College ELWD and encourage reapplication as appropriate.</p> <p>Explore expanding distance learning offerings through use of Oahu based community colleges offerings.</p> <p>Review usage of Medcerts programs by Hawaii County residents</p>
Kauai County	<p>Encourage Kauai Community College to reapply with selected appropriate programs.</p> <p>Explore adding Medcerts as an approved provider of distance learning programs.</p> <p>Explore other potential distance learning options with University of Hawaii system partners if Kauai Community College offerings are not sufficient.</p>

C. Summary and Conclusions

The current 23 Eligible Training Providers and 203 programs cover a very wide variety of potential in-demand career pathways, credential options, program durations and delivery formats. The University of Hawaii system is an excellent core partner for the ETPL list, and the addition of a number of private providers gives additional flexibility and targeted options for short-term career related training. Overall program design and quality, and provider capacity to design and deliver relevant training, is strong.

The overarching theme of the provider review was an experience of a mostly passive process in relation to data reporting, applications, program expansion, and referrals. Providers did not have a clear understanding of expectations and did not clearly understand the vision and priorities of the state and local workforce areas. The recommendations provided focus on establishing a more consistent experience for current and future ETPs in applying, reporting data, and communicating and improving training outcomes. The most significant step will be creating a system of mutual accountability to support the programs, track specific outcomes of credential attainment, job placement and wages, improve existing programs, and review potential new programs and which programs should be discontinued from the ETPL.

Appendix – Individual ETP Evaluations (completed rubrics)

See “Hawaii ETP – Completed Provider Evaluations.pdf” submitted with this report.