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WIOA TITLE 1 CASE MANAGERS SURVEY RESULTS

November 2021

WIOA Title 1 Case Managers Survey Results

County of Residence		Column N %
County	City and County of Honolulu	43.8%
	Hawaii County	18.8%
	Maui County	12.5%
	Kauai County	25.0%

WIOA Title 1 Program		Column N %
Youth		31.3%
Adult		75.0%
Dislocated Worker		68.8%

		Column N %
How long have you been working on the WIOA Title 1 program?	Less than 1 year	33.3%
	1 to less than 2 years	6.7%
	2 to less than 4 years	13.3%
	4 to less than 6 years	20.0%
	More than 6 years	26.7%

		Column N %
How many years have you worked in this organization?	Less than 1 year	26.7%
	1 to 3 years	26.7%
	4 to 7 years	20.0%
	8 to 10 years	0.0%
	More than 10 years	26.7%

In the past two years, has the amount of training provided to you been adequate, or would you prefer more or less?		Column N %
HireNet Hawai'i	Prefer More Training	57.1%
	Adequate Training Provided	42.9%
	Prefer Less Training	0.0%
	Not Applicable	0.0%
Case Management	Prefer More Training	50.0%
	Adequate Training Provided	50.0%
	Prefer Less Training	0.0%
	Not Applicable	0.0%
Counseling and Communication	Prefer More Training	78.6%
	Adequate Training Provided	21.4%
	Prefer Less Training	0.0%
	Not Applicable	0.0%
Rapid Response	Prefer More Training	64.3%
	Adequate Training Provided	7.1%
	Prefer Less Training	0.0%
	Not Applicable	28.6%
Data Entry and Data Validation	Prefer More Training	57.1%
	Adequate Training Provided	42.9%
	Prefer Less Training	0.0%
	Not Applicable	0.0%
Social Media Skills	Prefer More Training	57.1%
	Adequate Training Provided	21.4%
	Prefer Less Training	0.0%
	Not Applicable	21.4%
Teaching Skills	Prefer More Training	64.3%
	Adequate Training Provided	14.3%
	Prefer Less Training	0.0%
	Not Applicable	21.4%
Virtual Platform Skills (e.g. Zoom, Google Meet, etc.)	Prefer More Training	71.4%
	Adequate Training Provided	21.4%
	Prefer Less Training	0.0%
	Not Applicable	7.1%
Trauma-Informed Care	Prefer More Training	78.6%
	Adequate Training Provided	7.1%
	Prefer Less Training	0.0%
	Not Applicable	14.3%
Leadership	Prefer More Training	57.1%
	Adequate Training Provided	14.3%
	Prefer Less Training	7.1%
	Not Applicable	21.4%

		Column N %
How many active cases did you manage in Program Year 2019-2021?	None	7.7%
	1 to 5 cases	0.0%
	6 to 10 cases	0.0%
	11 to 15 cases	0.0%
	15 to 20 cases	15.4%
	20 or more cases	76.9%

		Column N %
Do you feel you are able to give adequate attention to each case that you manage?	Yes	66.7%
	No Please provide explanation	16.7%
	Not sure	16.7%

Please indicate how strongly do you agree or disagree with the following statements		Column N %
I have a good understanding of my roles and duties as a service provider	Strongly Agree	33.3%
	Agree	33.3%
	Neither Agree nor Disagree	33.3%
	Disagree	0.0%
	Strongly Disagree	0.0%
I am confident that the organization has done well in achieving WIOA performance standards and goals	Strongly Agree	8.3%
	Agree	66.7%
	Neither Agree nor Disagree	16.7%
	Disagree	8.3%
	Strongly Disagree	0.0%
I am confident that I am able to enter, update, and track the progress of my cases on HireNet Hawai'i accurately	Strongly Agree	33.3%
	Agree	50.0%
	Neither Agree nor Disagree	8.3%
	Disagree	8.3%
	Strongly Disagree	0.0%
I feel that my contributions and views are valued and respected by other staff members and senior management	Strongly Agree	16.7%
	Agree	58.3%
	Neither Agree nor Disagree	8.3%
	Disagree	16.7%
	Strongly Disagree	0.0%
My organization has equipped me with the necessary resources and tools to perform my job successfully	Strongly Agree	16.7%
	Agree	41.7%
	Neither Agree nor Disagree	25.0%
	Disagree	8.3%

I always log case file information on HireNet Hawai'i in a timely manner	Strongly Disagree	8.3%
	Strongly Agree	16.7%
	Agree	33.3%
	Neither Agree nor Disagree	50.0%
	Disagree	0.0%
I can depend on other staff members to complete their part of any team responsibilities	Strongly Disagree	0.0%
	Strongly Agree	16.7%
	Agree	50.0%
	Neither Agree nor Disagree	25.0%
	Disagree	0.0%
	Strongly Disagree	8.3%

In relation to working remotely during COVID-19, please indicate how strongly do you agree or disagree with the following statements.	Column N %	
My organization has provided me with the resources I need to support remote work and collaboration.	Strongly Agree	25.0%
	Agree	50.0%
	Neither Agree nor Disagree	16.7%
	Disagree	8.3%
	Strongly Disagree	0.0%
I am satisfied with the measures put in place by the organization in response to COVID-19.	Strongly Agree	16.7%
	Agree	41.7%
	Neither Agree nor Disagree	8.3%
	Disagree	16.7%
	Strongly Disagree	16.7%
I am confident that the organization is able to support an in-person and virtual work environment for the staff and the participants.	Strongly Agree	25.0%
	Agree	41.7%
	Neither Agree nor Disagree	33.3%
	Disagree	0.0%
	Strongly Disagree	0.0%
I can effectively engage with the program participants when they work remotely.	Strongly Agree	16.7%
	Agree	25.0%
	Neither Agree nor Disagree	50.0%
	Disagree	8.3%
	Strongly Disagree	0.0%

		Column N %
Now here are a few questions for classification purposes only How long have you lived in Hawai'i?	Less than 1 year	0.0%
	1 to 5 years	0.0%
	6 to 10 years	8.3%
	11 to 20 years	25.0%
	More than 20 years, not lifetime	25.0%
	Lifetime resident of Hawaii	41.7%

		Column N %
What was the highest education level you completed?	High school graduate	8.3%
	Business/Trade school	8.3%
	Community College	0.0%
	Some college	8.3%
	College graduate	66.7%
	Postgraduate	8.3%

With which ethnic background do you identify with? (Select all that apply)	Column N %
Caucasian or White	41.7%
American Indian or Alaska Native	8.3%
Chinese	25.0%
Filipino	16.7%
Hawaiian/Part-Hawaiian	41.7%
Japanese	33.3%
Micronesia	8.3%
Other Pacific Islander	8.3%
Hispanic or Latino	16.7%
Other, please specify	8.3%
Prefer not to answer	16.7%

		Column N %
With what gender do you identify with most?	Male	25.0%
	Female	75.0%

		Column N %
What is your age?	25 to 34 years	25.0%
	35 to 44 years	8.3%
	45 to 54 years	25.0%
	55 to 64 years	25.0%
	65 years or older	8.3%
	Prefer not to answer	8.3%