

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
TO THE STATE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING
Thursday, February 10, 2022**

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

Regular Outreach Activities this Quarter:

- **Established outreach table in the lobby of the Department of Motor Vehicles**
- **Continued maucountyvirtualjobfair.com and mauiamericanjobcenter.com websites, blog posts and Facebook blasts**
- **Quarterly Job Fairs- UH/Maui County Resource and Job Fair/and Rapid Response event was on December 10, 2022**
- **Mayor Victorino's Press Conference on December 3, 2021 for UH/Maui County Resource & Job Fair and Rapid Response Event**
- **Office of Economic Development regular outreach through various OED Specialist's programs and Business Resource Centers**
- **Maui Nonprofit Directors from the sixty Maui Nonprofit Directors Association Members- sent Job Fair, virtual services, and WIOA RFP information for the Adult, Dislocated Worker, & Youth Program. Another presentation has been requested for February 10, 2022**
- **Ongoing outreach, computer, and technical assistance by the Rapid Response Program to ILWU Local 142 membership regarding layoffs of Royal Lahaina, Kaanapali Beach Resort properties, and Sears**
- **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**
- **Partnership established with Maui Re-Entry Hui with presentation on our programs in March 2, 2022**
- **New Partnership established with Maui County Resiliency Hui to include Workforce Development of Broadband and Renewable Energy jobs and apprenticeships in their plan**
- **Planned presentation with Ka Hale A Ke Ola Homeless Shelter staff to discuss our AJC programs, unemployment processes, and Powerpoint on employee's responsibilities and rights.**

New Outreach Activities:

- **Initial stage of a partnership with Aloha House, Maui Youth & Family Services, and Malama Family Recovery**
- **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)**
- **Initial stage of a partnership with Council Member Tasha Kama for Housing and Human Concerns**

Team Philosophy:

*I want to inspire people. I want someone to look at me and say: "Because of you, I didn't give up."
- Unknown Author*

Mission:

To connect businesses and community members to support individual and organizational growth and capacity, improve career and employment opportunities, and provide high quality services to promote economic prosperity and stability within the County of Maui.

The County of Maui's Office of Economic Development (OED), in collaboration with the Maui County Workforce Development Board (MCWDB) has developed the PY21 Annual Plan with a commitment to the continued development and support of a workforce development system that leverages our Maui County partnerships. The ultimate goal continues to be to meet the needs of job seekers, employers, and local partners to strengthen the communities in which we live and work.

According to Hawaii's Department of Business, Economic Development & Tourism, Maui County lost over 20,600 jobs (over 12% of Maui County's population) as of the first quarter of 2021. Since the start of the COVID-19 pandemic, approximately 13,000 residents have moved from the State of Hawaii. This is indicative that the economic consequences of unemployment and dislocated workers resulting from this crisis event is continuing and long-lasting in our community. With thousands out of work and many forced to leave Maui County, efforts to diversify the tri-isle County's economy by bringing digital equity to historically marginalized communities of Native Hawaiians and underserved groups such as English Language Learners (ELL) and improving services to remote residents is urgent.

Challenges:

UI Assistance and Backup

- In an effort to support an overwhelmed Unemployment Claims System, the Victorino administration formed a team that assisted Maui County residents in solving problems with the unemployment system. This Workforce Development, AJC Partners, and Rapid Response Team worked together in a collaborative effort with claimants who needed assistance in filing and mitigating their Unemployment Insurance claims.
- In 2020 and 2021, this team assisted 10,102 Maui County Residents by offering individualized services. In addition, the team created a first-of-its-kind virtual service that would allow residents to file their claims from home internet and cellphone. This is particularly important because many people had their internet services interrupted during this time and remote communities had no access at all.

Achievements:

Performance Statistics: MAUICOUNTYVIRTUALJOBFAIR.COM

- **Usage:**
 - **61,000 Page Views (Aug 2020-Dec 2021)**
 - **15,200 Sessions (Aug 2020-Dec 2021)**
 - **10,000 Users (Aug 2020-Dec 2021)**
- **Increased activity:**
 - **+75% Users (Dec2021)**
 - **+61% Sessions (Dec2021)**
 - **+18% Page views (Dec2021)**
- **Current Performance (Jan 2022):**
 - **362 Active Job Postings**
 - **125 Registered Employers**
 - **210 Registered Job seekers**

- **UH/Maui County Resource and Job Fair / Rapid Response Event In-Person (December 2021)**
 - **98 participants**
 - **32 employers,**
 - **10 solely Rapid Response participants.**
 - **10 Service Providers**

Eligible Training Providers, Career Readiness, and Apprenticeship Programs (2021)

- **83 Total Eligible Training Programs for Maui County**
- **60 Eligible Training Programs National Certifications**
- **2 Nationally Certified Apprenticeship Programs for Maui County**
- **21 Career Readiness Programs - (e.g. Excel, Word, PowerPoint)**

Internship Grants:

- **The purpose of these grants are to provide opportunities to Dislocated Workers that also serve the community of Maui County in the following sectors and areas:**
 - **Non Profits**
 - **Environmental Conservation Agencies**
 - **Houseless Assistance**
 - **Information Technology Companies**
 - **Agricultural Sector**
 - **Remote Communities of East Maui, Molokai, and Lanai**
 - **Health Care Services**
- **COVID-19 Employment Recovery Dislocated Worker Grant**
 - **19 Eligible Internship Worksites Total**
 - **11 Open Internships Job Placements Available**
 - **8 Interns placed at \$18/hour jobs with diverse industries**
- **COVID-19 Disaster Recovery Dislocated Worker Grant**
 - **8 Eligible Internship Worksites Total**
 - **3 Open Internship Job Placements Available**
 - **5 Interns placed at \$18/hour jobs in diverse industries**
- **Health & Safety Site Officer training (Funded by the Disaster Recovery Grant)**
 - **This course was created to support businesses in Maui County in their efforts to ensure the safety of employees, guests and our community as a whole. This course involved a total 45 hours of virtual training in which 18 businesses throughout Maui County developed and implemented a plan to address the COVID-19 Pandemic. An employee from each of the participating businesses then submitted a final project and received a Certificate of Professional Development. Participants then were able to take their knowledge back to their workplace as a Health and Safety Site Officer, trained in implementing a safe work environment for all.**

Maui American Job Center (MAJC)

- **Funded by the Workforce Innovation and Opportunity Act (WIOA), the Maui American Job Center (also called the One-Stop Center) is dedicated to providing free services to job seekers and employers, including job search assistance, personal career planning services, training opportunities, HireNet Hawaii support and a computer/library resource center.**
- **5,036 People assisted in 2021**
- **60 Community Partners from the Maui Non-Profit Directors Association**
- **16 Provider programs**
 - **Workforce Innovation and Opportunity Act (WIOA)**
 - **Goodwill Hawaii**
 - **Adult Program**
 - **Dislocated Worker Program**
 - **Temporary Assistance for Needy Families**

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

- University of Hawai‘i Maui College
 - Ku‘ina Youth Program
 - Career and Technical Education
- Department of Labor and Industrial Relations - Workforce Development Division:
 - Wagner Peyser
 - Reemployment Services and Eligibility Assessment Grants
 - Trade Adjustment Assistance Program
 - Department of Vocational Rehabilitation Services
 - Unemployment Insurance Division
- MEO
 - National Job Farmworkers Program
 - Senior Community Service Employment Program
 - Community Services Block Grant
- Hawaii Job Corps Maui Site
- McKinley Community School for Adults
 - Adult Education and Family Literacy Act
- ALU LIKE INC.
- 187 WIOA Participants as of January 2022
 - 77 people in the Adult Program
 - 54 people in the Youth Program
 - 46 people in the Dislocated Worker Program
 - 10 people in the Dislocated Worker Grant Program
- 675 Wagner Peyser Current Participants

Maui American Job Center (MAJC) Annex :

- Created as an extension of the Maui American Job Center in response to the challenges presented by the COVID-19 Pandemic as an integral service to increase capacity and availability to jobseekers and employers.
- Served a total of 219 people in 2021 who have used the Annex for job search, resume creation, and independent study.
- Provided assistance, information, and referrals to meet the immediate needs of those who walked in with questions or required help.
- Supported businesses in the community who needed a venue for interviewing, meeting, and training staff. This facility has been used by the Maui Police Department for cadet training, Census Bureau training, and for MAGIC Partner/clients meetings. Computers have been made available to assist over 400 ILWU Local 142 members during their transition of employment, from the Royal Lahaina Resort to new management.
- Utilized Maui United Way’s 211 Operator (co-located at the Annex) to provide information and resources for Maui County residents.

Rapid Response Event for Love's Bakery

- This is one of many events in collaboration with the ILWU Local 142 Union. An event was held at the ILWU Hall to address the needs of the union's members and offer support services through our Maui American Job Center partner programs and support services. This event included the 9 Maui employees that were laid off due to a state business closure. Support services provided included unemployment filing assistance, HireNetHawaii registration, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF), and Employment Services. Also, the Rapid Response program provided the ILWU with computers for member use for most of 2020 and 2021 to assist with filing unemployment and HireNetHawaii registration.

Great Resignation of 2021

- The Great Resignation (GR), also known as the "Big Quit" is a nation-wide economic trend in which employees voluntarily resign from their jobs *en masse*, beginning in early 2021 causing employers, especially in low wage sectors, to struggle to fill open positions.
- In Maui County, the GR has greatly affected our employers' ability to continue operations and severely highlights the need for job diversity and up-skill training that lead to livable wages. Job search has turned upside down since March of 2020, businesses are in dire need of employees to keep their doors open.

THE FUTURE IS JOB DIVERSITY!!!

- Our Team's Planned Interventions:
 - Completed (3) Staff Certifications as Workforce Development Professionals (CWDP)
 - Attended Center for Energy Workforce Development Conference to explore the upcoming Energy and Broadband job market.
 - Regularly scheduled Job Fairs both in-person and virtual
 - Increased amounts of:
 - Apprenticeship Programs
 - Collaborative Community Partnerships
 - Provider Programs
 - Outreach into the community
 - Work Experience (On-The-Job Training, Job Shadowing, Paid and Unpaid Work Experience)
 - Internships
 - Workshops and Training
 - Remote Job tools and training
 - Support Services (e.g. Child Care Subsidies, Tax Filing Assistance, SNAP, Rental/Mortgage Assistance)
 - Planned creation of Career Pathways with the business sector.
 - Sector Strategy Meetings to gather information from the business community to best address their needs

SUUCCESS STORIES (attached PDFs)

Tatiana Medeiros – Dislocated Worker Program

Tommy Talbot – Employment Recovery Grant Program