

Workforce Innovation and Opportunity Act

Local Area Plan for Hawai`i County

July 1, 2020 – June 30, 2024

Submitted by
Hawai`i County Workforce Development Board

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Date submitted: 11/27/2020

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Introduction

These guidelines direct the second four-year local plan submitted by your county under the Workforce Innovation and Opportunity Act (WIOA). WIOA requires each local workforce development board (LWDB, local board or county board) to develop and submit, in partnership with the chief local elected official, a comprehensive four-year plan to the state. At the end of the first two-year period of the four-year local plan, each LWDB shall review the local plan and shall submit modifications to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the plan.

The WIOA four-year plan will be effective July 1, 2020 to June 30, 2024. The law emphasizes the importance of collaboration and transparency in the development and submission of the plan. Affected entities and the public must have an opportunity to provide input in the development of the plan. The LWDB must make the plan available through electronic means and in open meetings in order to ensure transparency to the public.

The LWDBs must provide leadership in assembling their plan. LWDBs should seek broad stakeholder involvement in the development of their local plan. Local elected officials, local workforce development board members, core program partners and mandatory one-stop partners must be an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core programs in its planning and performance requirements. Each plan will address how the LWDB will coordinate service delivery with the core partner programs of Wagner-Peyser, Vocational Rehabilitation, Adult Education, and Career and Technical Education (Perkins).

Each LWDB's plan should be based on the current and projected needs of the workforce investment system, placing an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for job seekers, including those with disabilities and barriers to employment, and employers. The plan must include an identification of the education and skill needs of the workforce and employment needs of the local area and include an analysis of the strengths and weaknesses of services to address these identified needs.

The assessment must include the best available information or evidence of effectiveness and performance information for specific service models as well as a plan to improve the effectiveness of such programs by adopting proven or promising practices as a part of the local vision. The LWDB should provide a complete view of the system-wide needs of the local workforce development area.

The plan must address how the LWDB will foster strategic alignment, improve service integration and ensure that the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers. The local plan must lead to greater efficiencies by reducing duplication and maximizing financial and human resources. These plan guidelines require LWDBs to address current and future strategies and efficiencies to address the continuous improvement of Hawai'i's workforce system and its focus on customer service excellence. This plan must align with the Hawai'i Unified State Plan.

Prior to plan submission, please ensure:

- The LWDB has reviewed and approved the plan;
- The board chair and the chief elected official have signed the signature page, and the original must be submitted to the Workforce Development Council by mail at:

Workforce Development Council
830 Punchbowl Street, Room 417

Honolulu, HI 96813

OR

An E-signed copy sent with the plan;

- The submitted plan uses the structure and format provided;
- The plan is one continuous and searchable PDF document that includes all attachments OR a Word document and attachments;
- Responses to all questions are accurate and concise;
- A table of contents with page numbers is included and each page of the plan is numbered; and
- Text typed with a font size of 11 and no greater than 14 points.

Process of Local Plan Submission [WIOA, Pub. L. No. 113-128, Sec. 108(d) and (e)]:

PROCESS—Prior to the date on which the LWDB submits a local plan, the LWDB shall—

- (1) make available copies of a proposed local plan to the public through electronic and other means, such as public hearings and local news media;
- (2) Allow no fewer than 14 days and no more than 30 days for comments to the LWDB on the proposed local plan by members of the public, including representatives of business, representatives of labor organizations, and representatives of education, and
- (3) include with the local plan any such comments that represent disagreement with the plan. [20 CFR 679.560 (e)]

PLAN SUBMISSION AND APPROVAL—A submitted local plan (including a modification) shall be considered to be conditionally approved by the end of the 90-day period; unless a written determination during the 90-day period that—

- (1) deficiencies in activities carried out under this subtitle or subtitle B have been identified, through audits conducted under WIOA Sec. 184 or otherwise, and the local area has not made acceptable progress in implementing corrective measures to address the deficiencies;
- (2) the plan does not comply with the applicable provisions of WIOA; or
- (3) the plan does not align with the State plan, including failing to provide for alignment of the core programs to support the strategy identified in the State plan in accordance with WIOA Sec. 102(b)(1)(E).

Important References

WIOA PUBLIC LAW 113-128: <https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>

WIOA Definitions: <https://labor.hawaii.gov/wdc/files/2013/01/Local-Plan-Definitions-061715.pdf>

Code of Federal Regulations: 20 CFR 679.560

DOCUMENT TITLE: County of Hawaii Workforce Innovation and Opportunity Act
Hawaii County Local Area Plan 2020-2024

PARTIES TO DOCUMENT: Hawaii County Workforce Development Board Chair and Mayor

RECOMMENDED APPROVAL:

APPROVAL AS TO FORM AND LEGALITY:



Housing Administrator
Office of Housing and Community
Development

Date: NOV 18 2020



Deputy Corporation Counsel
County of Hawai'i

Date: 11-20-2020

SIGNATURE PAGE

The County of Hawai'i and the Hawai'i County Workforce Development Board submit this PY 2020 - PY2023 plan to implement the Workforce Innovation and Opportunity Act of 2014.

We will operate in accordance with the plan and applicable federal and state laws, rules, and regulations.

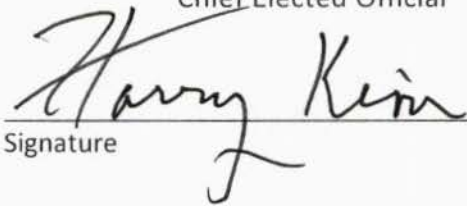
Workforce Development Board Chair



Signature

David De Luz Jr.

Chief Elected Official



Signature

11/6/2020

Date

11/25/2020

Date

Section 1: Workforce and Economic Analysis

1.0 A description of the strategic planning elements consisting of:

1.1 An analysis of the economic conditions including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. [WIOA Sec. 108(b)(1)(A), 20 CFR 679.560 (a) (1) (i) and (ii)]

The Big Island regional economy is still affected by the May 2018 Kilauea Volcano Eruption. Nearly 14 square miles of land was inundated with lava during the months-long eruption, which destroyed more than 700 structures and homes in lower Puna and displaced 3,000 residents.

Hawai'i County's labor market and demographic data for the region continues to reflect an uneven recovery. Much of the agriculture in the area was devastated or destroyed and many people were laid off due to the lack of tourism, loss of land, property, structures and limited access due to lava affected areas. And the struggle continues amid the backdrop of COVID-19.

The County has received more than \$300 million in state and federal funds to support the recovery and response efforts stemming from the 2018 eruption of Kilauea volcano. Recovery funds will be used to address several needs, such as replacing public infrastructure, housing and creating and implementing a recovery plan. The estimated damage the eruption caused was \$236.5 million in damages and \$27.9 million in agriculture and floriculture production, and a decrease in tourism.

The Office of Housing and Community Development received 83 million dollars in Community Development and Block Grant Disaster Recovery funds. Which \$78 million of it will be used for a voluntary buyout program. This will have an impact on the island as construction will be impacted in a positive way to accommodate the need for rehousing.

The Puna region of Hawai'i County is located on the east side of the island and is considered a high-poverty area. Many of our large segments of the labor market experience barriers to employment such as low income, English language learners, single mothers, disconnected youth and individuals without a post-secondary education or training continue to face significant challenges in accessing quality employment.

Providing residents, a path to economic security through equity focused strategies and policies to grow good jobs, build capabilities, remove barriers and expand opportunities, for the people and communities being left behind, remains the guiding principle for the Hawai'i County Workforce Development Board.

Rapid Response is designed to assist with the prevention of lay-offs or staff reduction for employers. Due to the shift in the Hawai'i County, State and National economies Rapid Response has been on high alert since March 2020 due to COVID-19 with the preliminary furloughs becoming permanent layoffs in the subsequent months.

Since COVID-19 hit the island in March 2020, there have been 40 businesses/employers affected in Hawai'i County and 6,028 workers through September 2020. However, many of the workers we expected to receive at the American Job Centers have not been required to job search during the COVID-19 pandemic and have

received additional stipends along with their Unemployment Insurance checks. Many are waiting for the benefits to expire before they want to look at education and/or training.

Hawai'i County's hospitality industry took an initial hit from the Kilauea Eruption of 2018 with people weary of island visits due to the presentation of the eruption by the mainland media which provided for a slow recovery. Due to COVID-19 the travel and tourism sectors took another major hit, including recreation and food and beverage. Hawai'i shut down its 'border' as an attempt to keep the virus out. This in turn affected the airlines, transportation (cruise ships, buses, vans, etc.,) and all other recreational areas due to social distancing and other requirements by the CDC.

From 2014-2019, the number of jobs in Hawai'i County increased 9.4% which outpaced the national growth rate of 7.9% a 1.5% increase. As the number of jobs increased, the labor force participation rate increased from 54.9% to 55.5% for the same time period. Hawai'i County's unemployment was the highest in the State at 4.2 percent rising to 13.7 percent in June of 2020, which ironically was not the highest rate for Hawai'i State.

The top three industries in 2019 were Education and Hospitals (State Government), Restaurants and Other Eating Places, and Traveler Accommodations. We will see a big swing from 2020-2024 in these areas due to COVID-19 restrictions being enforced, layoffs and pivots in these industries in order to remain viable.

Even though accommodation and food services remain unchanged in ranking, the types of work involved in this industry and the additional qualifications sought by employers among job applicants are expected to adapt to include added training and requirements in cleaning and disinfecting standards and other related COVID-19 protocols. Likewise, the projected growth for the transportation and warehousing industry correlates to the reduction in retail brick and mortar locations changing to supply chains and demand for ecommerce as it is predicted that 100,000 retail stores nationwide will close their doors by 2025, which is 25,000 more than was originally predicted to close in 2026.¹

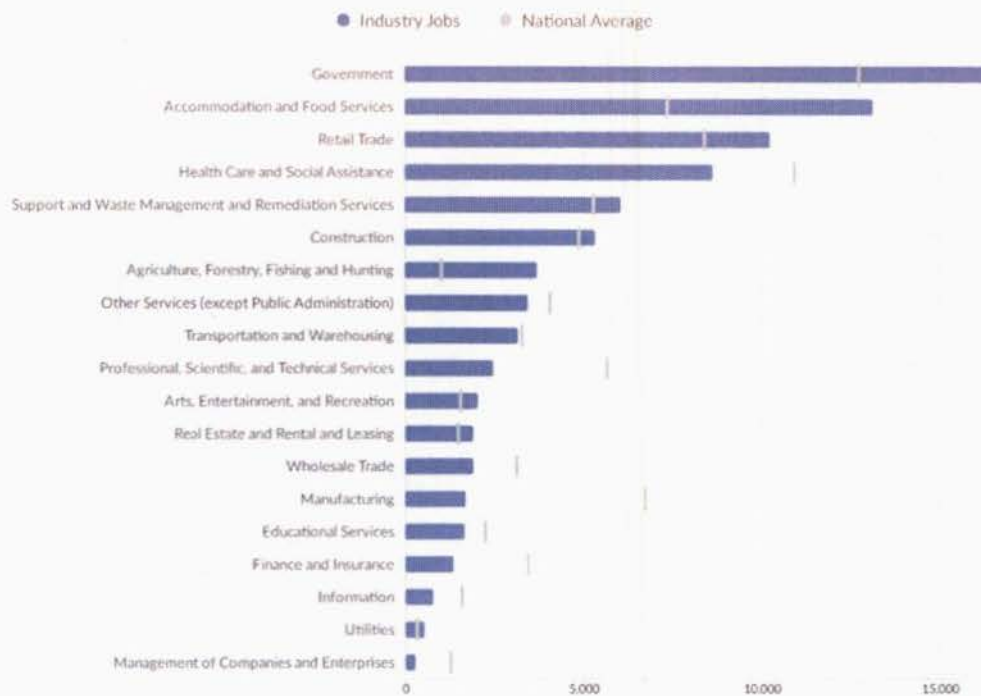
As you can see by the chart below, the County's largest industry division is Government which encompasses education and health services and is approximately one-fifth of the total workforce. The top five (5) largest industries in Hawai'i County are Government, Accommodation and Food Services, Retail Trade, Health Care and Social Assistance and Support and Waste Management and Remediation Services. Hawai'i County exceeds the national average in Largest Industries' top five (5) categories except for Health Care and Social Assistance.

²Although Hawai'i County's industry job growth from 2016 to 2026 will outpace the state, this will translate to only 15 percent of the total jobs added statewide. However, Hawai'i County's projected growth of rate of 9.1% will be the highest among the other three counties.

¹ Josh Davies, CEO The Center for the Work Ethic Development Meeting of the Minds presentation "*Foresight not Hindsight*" September 9, 2020.

² DLIR Employment Projections for Industries and Occupations 2016-2026

Largest Industries



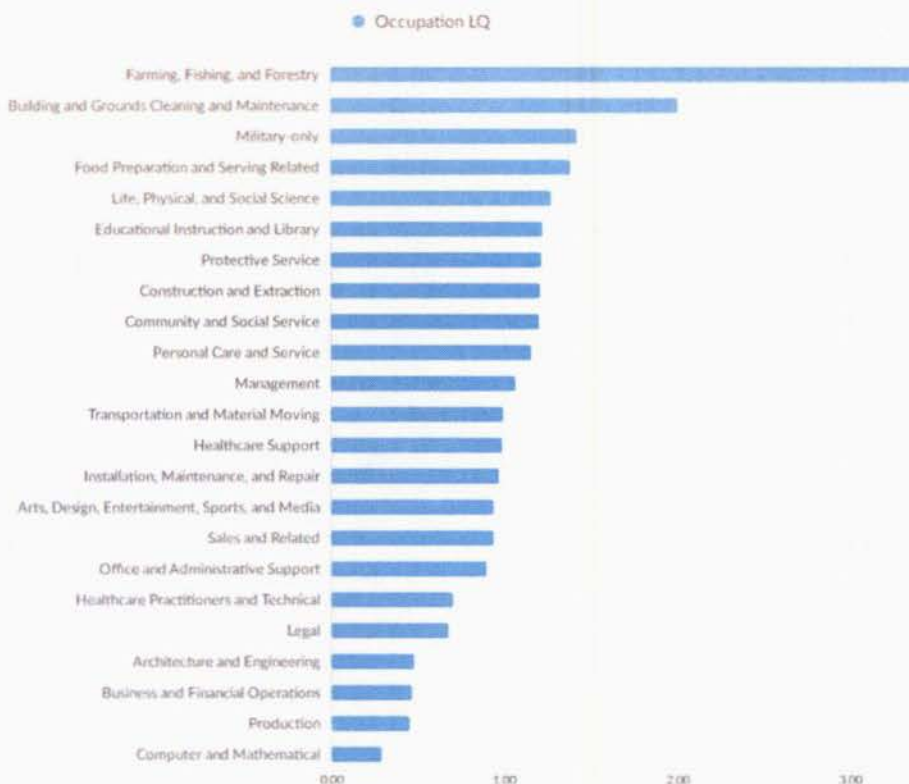
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The Top Location Quotient ties into the types of jobs that are found in Hawai'i County. *Occupations* with a *high LQ* are important because they are generally employed by *high-LQ* industries and thus provide a workforce-oriented perspective of the region's economic base. Such *occupations* are vital for the continued prosperity of the region.

As you can see by the chart below, Hawai'i County's Location Occupations are low with the highest being over 3% in the Farming, Fishing and Forestry category. The lowest are in the Architecture and Engineering, Business and Financial Operations, Production and Computer and Mathematics. Most of the occupations in Hawai'i County are in the service industries rather than the goods

³ Emsi Q3 2020 Economy Overview

Top Occupation LQ



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With the change to the current economic situation the data included below is anticipated to change considerably by the time this plan is updated in 2022, reflecting the effects of COVID-19, closures of retail stores and the pivot to existing businesses to fill in the gaps.

On the Big Island there are currently over 9,000 businesses that employ most of the Big Island workers.

⁴ Emsi Q3 2020 Economy Overview

Table 1. Occupations with the most projected job openings, Hawai'i County, 2016-2026



Table 2. Industries by Projected Growth

The table below shows the top 10 industries with the highest total employment change in Hawai'i County, Hawai'i for the 2016-2026 time period.

Rank	Industry	2016 Estimated Employment	2026 Projected Employment	Total Annual Percent Change	Total 2016- 2026 Employment Change
1	Ambulatory Health Care Services ⁶	3,340	4,590	3.23%	1,250
2	Administrative and Support Services	4,320	4,930	1.33%	610
3	Food Services and Drinking Places	6,640	7,240	0.86%	590
4	Accommodation	6,180	6,760	0.89%	580
5	Social Assistance	2,680	3,130	1.56%	450
6	Educational Services	6,920	7,290	0.52%	370
7	Specialty Trade Contractors	2,060	2,300	1.07%	230
8	Food and Beverage Stores	2,310	2,510	0.85%	200
9	Construction of Buildings	1,380	1,510	0.88%	130

⁵DLIR Employment Projections for Industries and Occupations 2016-2026

⁶ Ambulatory care or outpatient care is medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention, and rehabilitation services. This care can include advanced medical technology and procedures even when provided outside of hospitals.

10	Air Transportation	670	790	1.70%	120
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Source: Hawaii Dept. of Labor and Industrial Relations, Research and Statistics Office, Projections Program

HireNet Hawaii, Hawaii Workforce InfoNet, Labor Market Facts, Questions on Industries in Your Local Area, What industries are predicted to have the most future job openings in

Hawai'i County's employment is projected to advance by 9.1 percent from 77,890 in 2016 to 85,010 in 2026, with the creation of 7,120 new jobs. On an annual basis, this .9 percent increase equals 710 new jobs resulting from change. About 5,070 job openings are expected to arise due to transfers and another 4,160 due to exits. The total number of annual job openings is approximately 9,950.

Table 3. Occupational Employment and Growth, Hawai'i County, 2016-2026

Occupation	Employment		Change		Average annual Openings		
	2016	2026	Net	Percent	Growth	Replacements	Total
Total, All Occupations	77,900	85,010	7,120	9.1%	710	5,070	9,950
Office & Administrative Support	10,380	10,730	350	3.4%	40	640	1,220
Food Preparation & Serving Related	9,180	10,020	840	9.2%	80	900	1,690
Management	7,890	8,330	430	5.5%	40	260	660
Sales & Related	6,710	7,040	330	4.9%	30	530	1,000
Building & Grounds Cleaning & Maintenance	5,730	6,470	740	13.0%	70	390	830
Construction & Extraction	4,830	5,340	510	10.5%	50	320	540
Transportation & Material Moving	4,430	4,900	470	10.7%	50	320	600
Personal Care & Service	3,240	3,830	590	18.2%	60	260	580
Healthcare Practitioners & Technical	3,200	3,750	560	17.4%	60	90	240
Healthcare Support	2,680	3,420	740	27.8%	70	160	410
Installation, Maintenance, & Repair	2,640	2,900	260	9.8%	30	160	290
Protective Service	2,270	2,390	120	5.5%	10	130	260
Production	2,040	2,200	150	7.5%	20	150	260
Business & Financial Operations	1,740	1,900	160	9.4%	20	110	180
Farming, Fishing, & Forestry	1,500	1,550	60	3.7%	10	170	230

Source: <https://www.hirenethawaii.com/admin/gsipub/htmlarea/uploads/Long-TermProjections-2016-2026-HawCty.pdf>

HireNet Hawaii, Hawaii Workforce InfoNet, Employment Projections, Hawaii County Full Report 2016-2026

Data for projected growth points can be viewed in two ways, number of openings, and percentage change in job openings. Ambulatory Health Care Services are projected to have an employment change of 1,250 jobs in the years between 2016-2026. Since this industry is not tourist dependent it could be seen as one that will have the projected number of openings regardless of outside factors. Ambulatory Health Care services are services that would be performed by health professionals and technicians. Since Ambulatory Health Care Services professionals perform wide ranging jobs from phlebotomy to minor surgical procedures it is difficult to list all employment requirements. Most technicians in the

health care arenas are required to complete either some specialized schooling or on the job training. Most Health Care Professionals require at least an associate degree and may require as much as an advanced degree such as an M.D., D.O. or DPT.

Food preparation and serving related occupations, the second largest occupational group, will expand by 840 positions over 10 years, leading all other major groups. Adding to that gain, openings generated by job transfers and workers exiting the labor force, will outpace all other occupational groups, for a combined total of 1,690 annual openings.

Three of the larger-sized occupations, combined food preparation and serving workers, waiters and waitresses, and restaurant cooks, will produce 60 percent of the job openings. Since no work experience or formal educational credential is required for many of these positions, jobs in this field are typically considered entry level. The yearly median wage of \$30,420 for this group ranks near the bottom.

The projected average annual growth in the Food Preparation and Serving Related occupations are and will be in great demand throughout the upcoming years, with the pivot being from dine in to take out accommodations including preparing the food to delivering the services. Some restaurants may use third party vendors for delivery to keep up with demand.

Table 3. Projected Average Job Growth by Industry, Hawai'i County, 2016-2026



Source: <https://www.hirenethawaii.com/admin/gsipub/htmlarea/uploads/Long-TermProjections-2016-2026-HawCty.pdf>
 HireNet Hawaii, Hawaii Workforce InfoNet, Employment Projections, Hawaii County Full Report 2016-2026

1.2 An analysis of the knowledge and skills required to meet the employment needs of the employers in the local area (county), including employment requirements for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B) 20 CFR 679.560 (a) (2)]

To identify the kinds of skills and knowledge that individuals need to find current and future employment, and that employer's desire in their employees, the skills, abilities and knowledge requirements are found on the following charts and tables. Hawai'i County's top "hard skills" and "common skills" come from data taken from Hawai'i County's job postings Emsi's Q3 2020 Data Set. Emsi defines hard skills as "unique (or technical skills) related to a specialty," and common skills as "human skills which are broad statements of ability."⁷

The following provides insight into the supply and demand of relevant skills by comparing the frequency of skills present in job postings against skills present in today's workforce.

The following section of Hawai'i County's job postings reveals five out of the top ten listed have technical knowledge pertaining to the health care sector and retail/sales occupations.

⁷ Frequently Asked Questions Emsi Skills. 2020

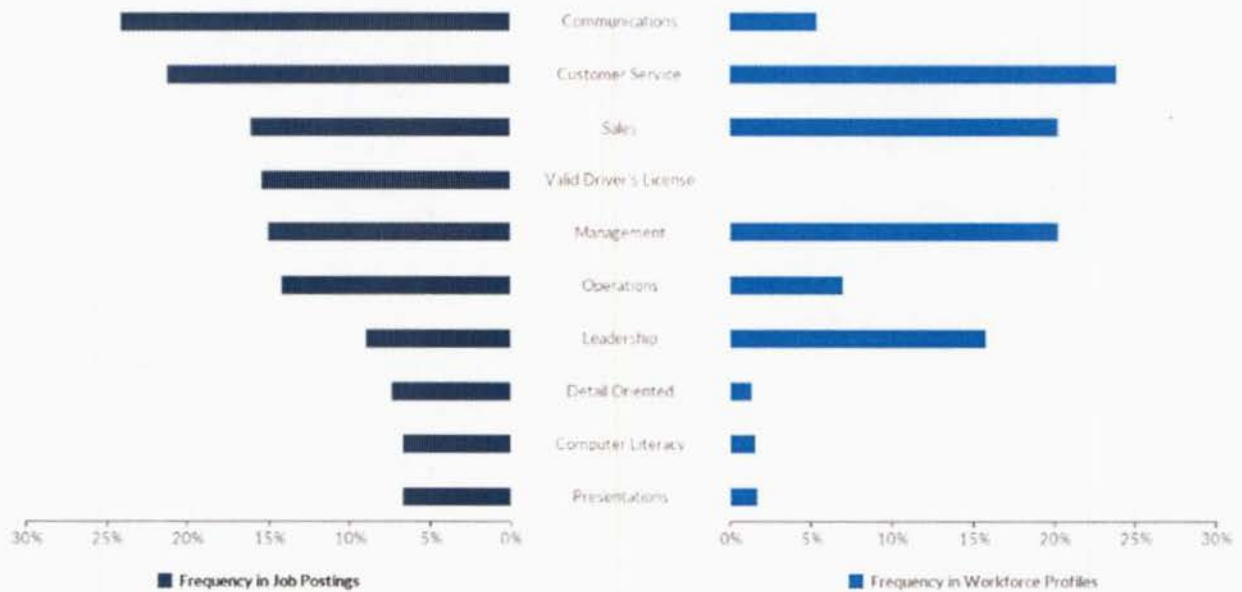
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Top Hard Skills



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Top Common Skills



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⁸ Emsi Q3 2020 Economy Overview

⁹ Emsi Q3 2020 Economy Overview

¹⁰Common skills that remain in demand for Hawai'i County but are not necessarily reflected in public workforce profile data include computer literacy and presents a major skills gap for the Hawai'i County workforce. Based on the information provided about half of the profiles list operations as a common skill may be an opportunity for incumbent workers to be trained or upskilled for intracompany job postings. The data also shows that career service workshops and one-on-one counseling would assist in adding those skills to Hawai'i County job seekers resume experience.

Top Common Skills

	Frequency in Postings	Postings with Skill / Total Postings (Jul 2020 - Aug 2020)	Frequency in Profiles	Profiles with Skill / Total Profiles (2019 - 2020)
Communications	24%	877 / 3,634	1%	1,094 / 20,079
Customer Service	21%	771 / 3,634	24%	4,907 / 20,079
Word	14%	504 / 3,634	03%	4,088 / 20,079
Web Sites/Lessons	13%	540 / 3,634	3%	2 / 20,079
Management	12%	540 / 3,634	20%	4,075 / 20,079
Operations	14%	513 / 3,634	7%	1,450 / 20,079
Leadership	9%	327 / 3,634	18%	3,580 / 20,079
Detail Oriented	7%	240 / 3,634	1%	271 / 20,079
Computer Literacy	7%	244 / 3,634	2%	339 / 20,079
Presentations	7%	244 / 3,634	2%	340 / 20,079
Problem Solving	7%	238 / 3,634	1%	149 / 20,079
Entrepreneurship	5%	170 / 3,634	1%	43 / 20,079
Innovative	5%	170 / 3,634	1%	147 / 20,079

Emsi

Emsi Q3 2020 Data Set | www.emsiconsulting.com

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Coordinating	7%	249 / 3,634	2%	384 / 20,079
Written Communication	4%	143 / 3,634	3%	44 / 20,079
Written Communication Skills	4%	133 / 3,634	2%	31 / 20,079
Scheduling	4%	134 / 3,634	1%	242 / 20,079
Research	4%	112 / 3,634	10%	2,039 / 20,079
Entrepreneurial Communications	4%	152 / 3,634	1%	111 / 20,079
Android (Operating System)	4%	134 / 3,634	1%	22 / 20,079
Time Management	3%	107 / 3,634	3%	586 / 20,079
Apple iPhone	3%	110 / 3,634	1%	34 / 20,079
Microsoft Excel	3%	114 / 3,634	13%	2,532 / 20,079
Microsoft Office	3%	103 / 3,634	14%	2,714 / 20,079
Organizational Skills	3%	102 / 3,634	1%	47 / 20,079
Cloudless	3%	102 / 3,634	1%	45 / 20,079
Investigation	3%	107 / 3,634	1%	139 / 20,079
Teamwork	3%	100 / 3,634	2%	306 / 20,079
Fire Arm	3%	86 / 3,634	2%	394 / 20,079
Learning	3%	47 / 3,634	7%	1,294 / 20,079
Good Driving Record	3%	83 / 3,634	1%	9 / 20,079
Decision Making	2%	67 / 3,634	1%	90 / 20,079
Mathematics	2%	44 / 3,634	1%	207 / 20,079
Sealation	2%	80 / 3,634	1%	117 / 20,079
Client Work	2%	69 / 3,634	1%	340 / 20,079
Microsoft Word	2%	36 / 3,634	9%	1,731 / 20,079
Reel Seat	2%	35 / 3,634	2%	464 / 20,079
Filing	2%	36 / 3,634	3%	507 / 20,079
Adaptivity	2%	75 / 3,634	1%	106 / 20,079
Critical Thinking	2%	72 / 3,634	1%	49 / 20,079
Trustworthy	2%	72 / 3,634	1%	246 / 20,079
Writing	2%	91 / 3,634	2%	214 / 20,079

While soft skills get rebranded and buzz words come out of the woodwork, a rose by any other name still leaves the need for job seekers to be exposed to soft skills, professional or essential skills, emotional intelligence quotient and last but not least people skills. These are sometimes harder to train than the technical skills of the trade, but most important when interviewing for a job.

Soft Skills: The majority of island-wide employers in various industry sectors responding to surveys and personal contact have expressed an urgent need for soft skills. Soft Skills are necessary in almost all employment sectors and are often used as the way potential employees are evaluated. Good soft skills can improve the way employees interact with their supervisors, co-workers and customers. Soft skills such as being on time or completing work in a timely manner make an individual valuable to many employers. Soft Skills are also transferrable between occupations. Many employers find that potential candidates may possess technical skills and knowledge but lack the soft skills needed in the specific industry. Qualities such as “multitasking” or “being a team player” are important to employers today. Soft skills are important in the Hospitality and Health Care industries but are also valuable in Information Technology, Construction and other sectors.

Basic Skills: Basic Skill deficiency means, that an individual has a reading, writing, or computing skill that is below the 8th grade level on an accepted standardized test. Good basic skills are necessary to establish and maintain a self-sufficient lifestyle as well as be a productive part of the workforce. This will be addressed in Hawai'i County's Workforce Development Board's performance accountability.

Job Readiness Skills: Surveys and questionnaires have indicated that many new job seekers have lacked job readiness skills. This skill gap is addressed in development of employment preparation skills to enhance the pool of job candidates for employers.

Occupational Specific Skills – Our workforce at times will be required to have some skills and aptitudes required for their chosen occupations. Occupational demand and the labor market supply are considered when determining the focus of Occupational Training programs. The desired outcome of completing an Occupational Training program is employment in related field.

1.3 An analysis of the local workforce in the county, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the county, including individuals with barriers to employment. [WIOA Sec. 108(b)(1)(C), 20 CFR 679.560 (a) (3)]

2019 Labor Force Breakdown



Hawai'i County's population in 2019 was 202,971 with a total working age population of 165,280.¹¹ As of 2019 the region's population increased by 4.8% since 2014, growing by 9,244. Hawai'i County's population is expected to increase by 3.4% between 2019 and 2024, adding 6,853. In 2019 of those not in the labor force numbered 73,586 which is 45% of the total working age population for the same year. The unemployed listed above is the 2019 number of individuals who filed for unemployment insurance during that year.

Hawai'i Island has a large segment of the population with disabilities and has almost twice as many people with disabilities who are not working as those who are. Hawai'i Island also has a large percentage of Veterans in their population, 9.6% as of 2019.

The County of Hawai'i is unique in many ways, it has the most land mass and the second largest population of all the Hawaiian Islands, the lowest cost of living and lags behind in average hourly wage, average weekly wage, and average annual wage. In 2018 Hawai'i Island's Native Hawaiian and other Pacific Islanders unemployment rate was 5.2% compared to the overall unemployment rate for the County of Hawai'i of 3.2%.

WIOA and its American Job Center Partners' workforce initiatives focus on those with barriers to employment in order to help them obtain job training or job placement as well as receive the support services necessary to ensure their success. By reviewing the demographics of individuals who are not currently in the labor force, the WIOA program and its partner programs can work on their outreach specifically for more targeted results.

Table 4. Income Totals

The table below shows the most recent income information for Hawai'i County, Hawai'i.

Income Description	Income Source	Year	Total
Median Family Income	US Census Bureau	2018	\$56,297
Median Household Income	US Census Bureau	2018	\$56,383
Median HUD Income	HUD (Housing & Urban Development)	2019	\$70,100
Per Capita Income	BEA (Bureau of Economic Analysis)	2018	\$42,449
Total Income	BEA (Bureau of Economic Analysis)	2018	\$8,531,484

Source: Hawaii Workforce InfoNet
HireNet Hawaii, Hawaii Workforce InfoNet, Demographics, Income

¹¹ Emsi 2020 Q3 Economy Overview Hawaii County

Table 5. Current Jobs Available

The table below shows the number of job openings advertised online in Hawai'i County, Hawai'i on August 2020

Area Name	Job Openings
Hawai'i County, Hawai'i	1,606

Source: HireNet Hawaii, Hawaii Workforce InfoNet, Area Profile, Jobs, Hawaii County

Table 6. Employment Wage Statistics Distribution

The table below shows the counties with the highest estimated average weekly wages in Hawai'i for 2019.

Rank	Area Name	Total Average Employment	Average Hourly Wage	Average Weekly Wage	Average Annual Wage	Preliminary
1	Honolulu County, Hawai'i	457,610	\$22.07	\$1,104	\$45,900	N/A
2	Kauai County, Hawai'i	32,460	\$20.55	\$921	\$42,750	N/A
3	Maui County, Hawai'i	76,300	\$20.30	\$929	\$42,220	N/A
4	Hawai'i County, Hawai'i	69,130	\$18.94	\$888	\$39,410	N/A

* Assumes a 40-hour week worked the year round.

Source: HireNet Hawaii, Hawaii Workforce InfoNet, Employment and Wage Data, Occupation Data, Occupational Employment and Wage Rates (OES)

In 2018 there was an estimated 10,020 Native Hawaiians & Other Pacific Islanders employed and 554 unemployed. Hawai'i County had the second lowest unemployment rate of Native Hawaiians & other Pacific Islanders in the state.

Table 7. Employment Status of Native Hawaiians & Other Pacific Islanders Alone, State & County, 2018

	State of Hawai'i	Honolulu County	Hawai'i County	Maui County	Kauai County
Total	112,003	74,265	18,932	14,358	4,438
Civilian labor force	69,731	46,652	10,574	8,899	3,152
Employed	64,351	42,623	10,020	8,604	2,903
Unemployed	5,380	4,029	554	295	249
Unemployment Rate	7.7%	8.6%	5.2%	3.3%	7.9%

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, S2301

<https://data.census.gov/cedsci/table?text=S2301&g=0400000US15.050000&tid=ACST1Y2018.S2301&moe=false&hidePreview=true>

Table 8. Employment Status by Disability Status, State and County, 2018

	State of Hawai'i	Honolulu County	Hawai'i County	Maui County	Kauai County
Total with Disability	66,355	39,663	15,162	9,049	2,460
In the labor force	30,402	19,156	6,152	4,501	572
Employed	28,503	17,925	5,846	4,139	572
Unemployed	1,899	1,231	306	362	0
Not in labor force	35,953	20,507	9,010	4,548	1,888

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, S2301

<https://data.census.gov/cedsci/table?text=S2301&g=0400000US15.050000&tid=ACST1Y2018.S2301&moe=false&hidePreview=true>

Table 9. Veterans Status, State and County, 2019

	State of Hawai'i		Honolulu County		Hawai'i County		Maui County		Kauai County	
	#	%	#	%	#	%	#	%	#	%

Civilian population 18+ years	1,069,329	---	724,082	---	157,951	---	130,856	---	56,425	---
Civilian veterans	90,368	8.5	63,914	8.8	15,175	9.6	6,854	5.2	4,425	7.8

Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, S2101
<https://data.census.gov/cedsci/table?q=veteran&q=0400000US15,15.050000&tid=ACST1Y2019.S2101&hidePreview=false>

The following images show the breakdown of Hawai'i County's educational attainment in 2019. The pie chart¹² refers to the residents age 25 and older and does not include current high school students. Since an increase in credential attainment remains a priority under WIOA, the process of conducting outreach to engage the 11,742 individuals who do not hold high school diplomas continues to be a main concern for Hawai'i County's workforce development initiatives.

Educational Attainment

Concerning educational attainment, 18.5% of Hawaii County, HI residents possess a Bachelor's Degree (0.3% below the national average), and 10.1% hold an Associate's Degree (2.0% above the national average).

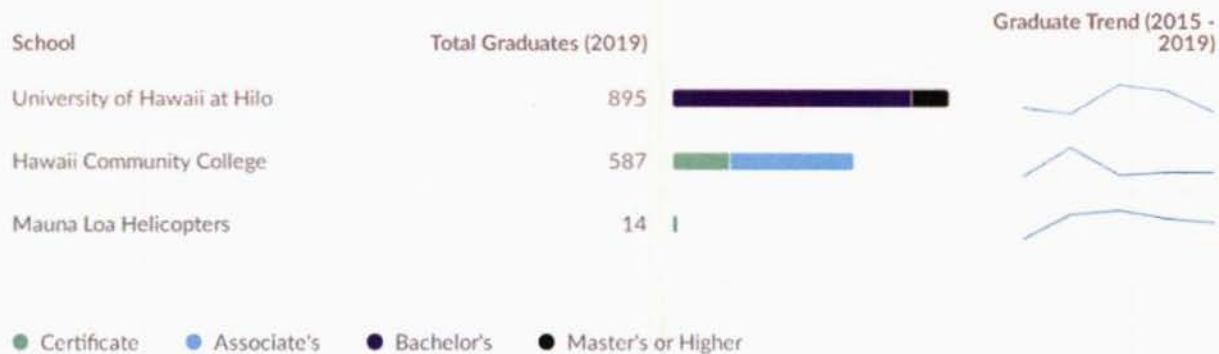


The following list of post-secondary institutions with campuses in Hawai'i County and their total 2019 graduates provides insight into the educational pipeline for the county.¹³ The chart, however, does not include information on online postsecondary institutions or out-of-state postsecondary institutions with students located in Hawai'i County. This data remains of interest for the purpose of Hawai'i County's efforts towards increased credential attainment and WIOA performance monitoring.

¹² Emsi Q3 2020 Economy Overview Hawaii County

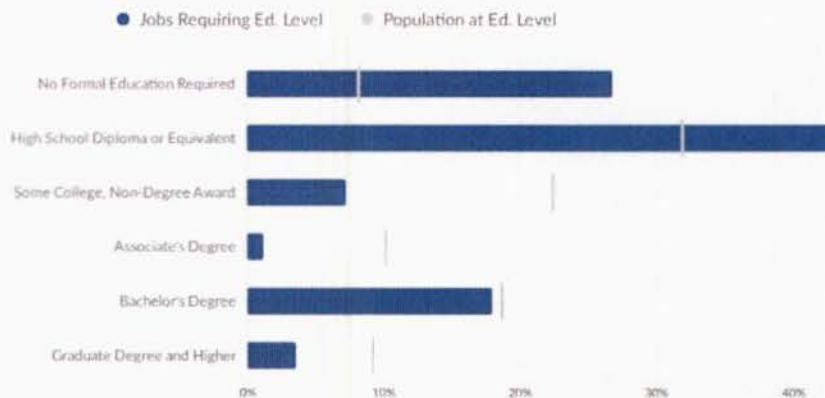
¹³ Emsi Q3 2020 Hawaii County Economy Overview

In 2019, there were 1,496 graduates in Hawaii County, HI. This pipeline has grown by 1% over the last 5 years. The highest share of these graduates come from Liberal Arts and Sciences/Liberal Studies, Pharmacy, and Pharmacy.



This chart on underemployment for Hawai'i County in 2019 shows the amount of job postings seeking a specific education level in relation to the educational attainment of the local area population.¹⁴ Hawai'i County's largest posting of jobs (about 70%) require no formal education (26%) or a high school diploma or equivalent (43%).

Underemployment



Looking forward - Changes due to COVID-19

While we are still navigating our way in, around and through the impacts of COVID-19 in our daily lives, and this is true for our workforce development initiatives in Hawai'i County. The industries and their sectors have been hit hard with furloughs and closures. A new class of employees and businesses are being developed - essential and non-essential in the wake of COVID-19. A "new normal" and "unprecedented" have become part of our vocabulary and our way of life and/or business. Prior to COVID-19 the unemployment rate was low, and employers were fighting for employees, now they are fighting for their livelihood. The education system is changing, the focus is vocational, where one learns

¹⁴ Emsi Q3 2020 Economy Overview, 2019 Hawaii County

a trade where they can earn while they learn versus paying out tuition and being further in debt when coming out of college with a degree or leaving early and still maintaining the debt. While academics teaches theory, may post-secondary students still need to gain work experience before being considered for a job in the field of study. Community colleges and university enrollments are down and so is enrollment for first generation college students.¹⁵

The County of Hawai'i's program and its AJCH partner programs need to rethink, innovate and refocus on the best way to meet the needs of the employers to provide a skilled workforce, the best way to provide jobseekers and incumbent workers with those skills employers need and increased employability. Business as usual has become a thing of the past.

Forty-two percent of all jobs lost in recent layoffs will be permanent. 15 million jobs nationwide will not be coming back. Employment is now being redefined, 6 out of 10 workers are working remotely and 2/3 of them have bachelor's degrees. Long-term "permanent positions are being replaced with crowd sourcing/hiring, flexible workforce jobs, gig jobs and part-time work as cost saving measures for employers."¹⁶

We need infrastructure for high-speed internet access in all parts of the island, we need devices available for participants so they can have hands on digital literacy and take classes. The hardest to serve, has become even harder to serve because the inequality gap is widening. Computers have destroyed 3,508 jobs, but they have also created 19,263 jobs. Repetitive jobs are the ones that will be replaced first.¹⁷

We need to work with employers in Hawai'i County on skills-based hiring, focus on learning for jobs that are coming and or already here. Google and Coursera have free scholarships for skills training, employers are starting to value Google certificates in lieu of degrees. The HCWDB needs to figure out how to revolutionize apprenticeship programs onto the outer islands. Instead of career counselors we need career navigators who can look at the life span of a job and figure out strategically what the next moves are (education, training, etc.). We need assistance from Workforce Development Council in figuring out what entrepreneurial programs are available in Hawai'i to assist artists, chefs, etc., to learn how to open their own businesses. So far, we have not been able to find a program that works in Hawai'i County or for that matter the State.

Hawai'i County's workforce data further confirms the drastic effects of COVID-19 on the local area's labor force. The following charts demonstrate the decrease in the labor force participation rate paired with a rise in unemployment claims as a result of the initial March 2020 lockdown.¹⁸

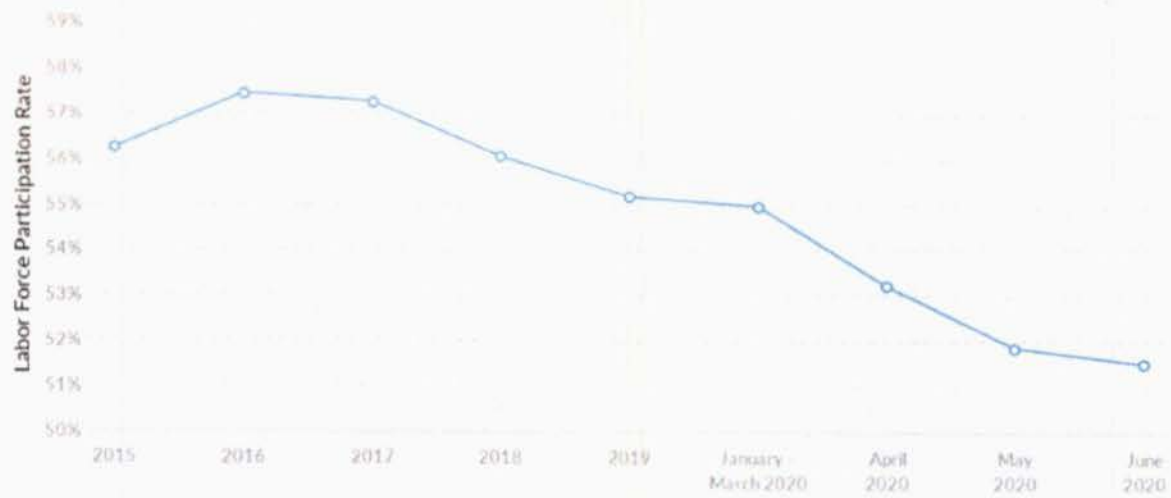
¹⁵ Josh Davies, CEO of The Center for the Work Ethic Development *Meeting of the Minds* presentation "Foresight not Hindsight" September 9, 2020.

¹⁶ Josh Davies, CEO of The Center for the Work Ethic Development *Meeting of the Minds* presentation "Foresight not Hindsight" September 9, 2020.

¹⁷ Josh Davies, CEO of The Center for the Work Ethic Development *Meeting of the Minds* presentation "Foresight not Hindsight" September 9, 2020.

¹⁸ Emsi Q3 2020 Economy Overview Hawaii County

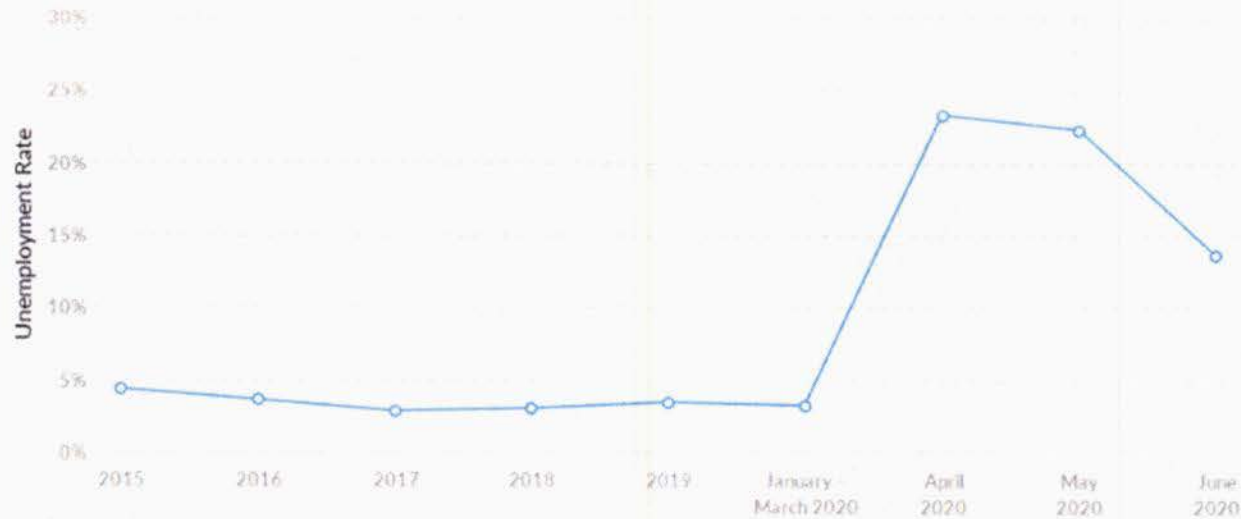
Labor Force Participation Rate Trends



Timeframe	Labor Force Participation Rate
2015	56.22%
2016	57.43%
2017	57.25%
2018	56.04%
2019	55.16%
January - March 2020	54.96%
April 2020	53.22%
May 2020	51.86%
June 2020	51.51%

Unemployment Rate Trends

Hawaii County, HI had a June 2020 unemployment rate of 13.66%, increasing from 4.34% 5 years before.



Timeframe	Unemployment Rate
2015	4.34%
2016	3.60%
2017	2.82%
2018	3.02%
2019	3.45%
January - March 2020	3.24%
April 2020	23.34%
May 2020	22.33%
June 2020	13.66%

1.4 An analysis and description of adult and dislocated worker workforce development activities, including type and availability of education, training and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, in order to address the needs identified in 1.2., including individuals with barriers to employment, and the employment needs of employers. [WIOA Sec. 108(b)(1)(D) & 108 (b)(7), 20 CFR 679.560 (a) (4), 20 CFR 679.560 (b) (8)]

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Access to eligible education and training programs • Work experience • Job Search and placement assistance • Career counseling • Support Services • Provide employers with qualified labor pool • Program Outreach • Basic Career Services: <ul style="list-style-type: none"> • Skills assessment • Intake • Labor market information • Job search activities • Career Exploration instruments/tools • Individual Career Services: <ul style="list-style-type: none"> • Counseling • Testing • Job readiness workshops • Short-term job readiness modules • Assessment instruments • Training Services: <ul style="list-style-type: none"> • On the Job training (OJT) • Individual Training Accounts (ITA's) 	<ul style="list-style-type: none"> • Ability to partner, leverage resources to stretch funding • Awareness of local business needs • Locally based • Local Labor Market Information • Outreach coordinator for employers and businesses • Outreach is focused on employers and participants • Job search workshops • Job matching • Promotes the hiring of person with disabilities through a business leadership network • Provider has 30 years of employment and training expertise; • Active one-stop consortium partner and support • Extensive institutional knowledge 	<ul style="list-style-type: none"> • Technology • Transportation • Limited Resources and Funding • Career counseling focus used to be social/case workers • Short on Eligible Training Providers due to the elimination of program reporting waivers • Amount of time it takes to build sector relations • ETP application and reapplication processes are too cumbersome to be timely and be responsive to industry demands
Capacity to Provide Services:		

Capacity to Provide Services: Our Adult and Dislocated Worker Provider, Goodwill Industries of Hawai'i, Inc. plays an active role in preparing individuals for the challenges of unemployment and possible job change. They support career pathways and allow the participant to choose their own path based on their skills, knowledge and interests. This is accomplished by allowing them to complete short-term certification, and job readiness training programs to enhance their existing skills. The capacity to provide services is increased because of braided resources with partners such as Adult Education, Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF) and the Community College. Goodwill Industries has a wealth of experience and knowledge and creates innovation strategies to bring together industry leaders with government agencies, non-profits and other resources to collectively address workforce issues.

1.5 An analysis and description of youth workforce activities, including activities for youth with disabilities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services. [WIOA Sec. 108(b)(1)(d) and 108(b)(9), 20 CFR 679.560 (b) (8)]

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Skills assessment • Access to eligible education and training programs • Work Experience • Job search and placement assistance • Career counseling • Support services • Provide employers with qualified labor pool • Program Outreach 	<ul style="list-style-type: none"> • Retention and persistence • Dedicated Employment Counselors • Ability to leverage partner resources to stretch funding • Awareness of local business needs • Locally based • Local Labor Market Information • Extensive community collaboration and outreach • Job matching • Promotes the hiring of persons with disabilities through a business leadership network 	<ul style="list-style-type: none"> • Technology gaps • Transportation • High turnover of participants • Lack of follow through from the participants side

Capacity to Provide Services:

The current Youth Service Provider, Goodwill Industries of Hawai'i, delivers high quality education, case management, employment, acculturation, financial, life, literacy and social skill services to diverse consumers including: individuals with disabilities, Native Hawaiian, English as a Second Language learners, immigrants, individuals with a history of alcohol or substance abuse, individuals previously or currently incarcerated, public housing residents, young parents, homeless, at-risk, disabled or economically disadvantaged youth.

The Youth Service Provider has and will continue to develop strong working relationships with numerous local, State and Federal agencies including Hawai'i County Workforce Development Board (HCWDB), Office of Youth

Services, Department of Human Services, Office of Community Lands, Department of Health, Internal Revenue Service, Department of Vocational Rehabilitation, University of Hawai'i (UH) Hilo and UH Community Colleges, and Waipahu Community School for Adults.

1.6 Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9), 20 CFR 679.560 (b) (8)]

Workforce services are comprehensive and flexible and specifically meet the unique needs of each youth. Ongoing intensive case management, training opportunities, support services, and mentoring opportunities are central facets of the program design. The youth are provided with activities and a variety of options to improve individual educational and skills competencies and make effective connections with employers.

The program utilizes the elements of the WIOA youth program and engages youth in healthy behaviors and empowers them with tools to reduce unhealthy risk behaviors. The program creates a caring environment where youth feel valuable, worthwhile, and motivated to develop educational and employment skills allowing the youth to reach their full potential.

The Youth provider takes advantage of its in-house resources such as the Goodwill Store. This provides an opportunity to the youth interested in gaining work experience in marketing, merchandising, financial transactions and inventory, while in a familiar environment. The youth are compensated for their hours, held accountable and gain the necessary skills required allowing them to gain experience employers are looking for, and allowing them to be successful in the business community.

Program participants include at risk youth, low-income persons, immigrants, refugees, individuals with mental illness and other disabilities, and people who are highly challenged including homeless, reintegrating individuals, and individuals with a history of alcohol and drug abuse. The core ideology of this program is that all youth program participants, regardless of their past or barriers, have the potential and abilities to achieve success.

Section 2: Strategic Vision and Goals

Section 2 responses should be made in collaboration with the members of the local workforce development board and other community stakeholders.

2.1 Describe the LWDB's strategic vision to support the local area's economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce in the local area, (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on performance indicators described in 20 CFR 677.155(a)(1). [WIOA Sec. 108(b)(1)(E), 20 CFR 679.560 (a) (5)]

The HCWDB's vision allows for the local workforce system to be flexible and open to the future trends of the workforce and workplace by providing a fluid and adaptable workforce development system that supports our economy as it diversifies, recovers and grows through our employers.

The HCWDB's goals reflect those of the Workforce Development Council.

1. To provide coordinated aligned services to clients through the American Job Center(s).

2. To develop sector strategies and career pathways for the system in demand industries integrating education and training and move skilled job seekers into high demand industries and growth industries that will diversify the economy.
3. To engage employers in the workforce development system.
4. Prioritize services to vulnerable populations with barriers to employment including veterans, such as limited English language and or cultural barriers, low literacy levels, low income, long-term unemployed and underemployed, single parents including pregnancy and youth with or without disabilities.
5. To increase access to employment services for clients in remote areas.

2.2 Describe how the LWDB's vision and goals align with and/or supports the vision of the Hawai'i Unified State Plan:

"All employers have competitively-skilled employees, and all residents seeking work or advancement have sustainable employment and self-sufficiency."

The HCWDB supports the State vision by agreeing to support the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible, high-quality workforce development system. This will increase the prosperity of job seekers, employers, and economic growth throughout our community. WIOA is quality-focused, employer-driven, customer-centered and tailored program designed to meet the workforce and economic development needs of our local area.

2.3 Describe how the LWDB's vision and goals contribute to each of the Unified State Plan goals:

- a. To provide coordinated, aligned services to clients through the American Job Centers.
- b. To prioritize services to vulnerable populations with barriers to employment as described under WIOA.
- c. To develop sector strategies and a career pathways system for in-demand industries.
- d. To engage employers in the workforce development system.
- e. To increase access to employment services for clients in remote locations.

The Hawai'i Unified State Plan includes a number of strategies under each goal. It is up to the discretion of the LWDB to determine what strategies best fit their local needs.

A. To provide coordinated and aligned services

- a. The HCWDB has been and will continue to coordinate and align services by providing businesses and job seekers a high quality AJCH center that connects them with a full range of workforce services. Aligning the Local Area Plan and the State Unified Plan goals by having the AJCH partners coordinate their services will ensure that seamless service will be provided. Meetings are held with core partners and other key service providers on a bi-monthly basis to discuss successes, challenges and solutions to achieving coordinated-aligned services will assist with this process.
 - i. Focus on getting additional core partners into the AJCH for a seamless transition for participants.
 - ii. Focus on continuous improvement – through surveys and feedback in order to figure out what's working and what needs to change. Keep the fluidity of the process by implementing changes right away.
 - iii. Continue staff development and partner program trainings

- iv. HCWDB continues to improve targeting workforce services to vulnerable populations with barriers to employment for individuals lacking economic opportunity through the following program priorities: which includes but is not limited to homeless, disconnected youth, high school drop-outs, juvenile offenders, and those that have aged out of foster care, and pregnant and parenting teenagers, re-entry populations, veterans, individuals with disabilities and those that are low income, have cultural and language barriers and literacy issues and Native Hawaiians.
 - v. All core partners continue to be advocates for anyone entering the AJCH. Conversations are the first step to figuring out the right path. Referrals are tracked so the participant is not lost along the way.
 - vi. Continue working with community partners to provide additional outreach through their programs whether it be meal delivery, financial literacy or tax services.
 - vii. Celebrate the milestones, successes and work on overcoming challenges as a team by sharing best practices.
- B.** To prioritize services to vulnerable populations with barriers to employment as described under WIOA including unemployed and underemployed workers, veterans, youth with disabilities, persons experiencing homelessness and Native Hawaiians the HCWDB will:
- a. Develop a network with our core partners and community partners who already have connections in the community with businesses already working with the vulnerable populations so that more can be included.
 - b. Work on getting the features and benefits message to the employers and into the community for employing these vulnerable populations.
 - c. Engage board members and core program partners to assist in finding solutions.
 - d. Develop policies to put these populations first when it comes to the WIOA program.
- C.** In order to develop sector strategies and career pathway systems that will integrate education and training and move skilled job seekers into growth industries the HCWDB is working on enhancing and rebranding the AJCH. The AJCH will have the support of the Business Engagement Committee which will:
- a. Identify and promote sector strategies, engage employers and assist with developing career pathways. In accordance with the State goals,
 - b. Use economic data, industry clusters and industry resources to determine growth and align policies and funding streams across education, workforce, and economic development systems and all levels of government to focus public resources on the training that moves workers into industries with high-quality jobs that lead to better financial outcomes and longer job tenures for workers.
 - c. HCWDB and the AJCH will work closely with the Community College to identify education and training needs. Programs based on sectors and industries will need to be developed to meet those needs.
 - d. The AJCH will have the support of the Business Engagement Committee which will identify and promote sector strategy.
- D.** To engage employers in the workforce development system the HCWDB will:
- a. Enhance the AJCH brand by getting the features and benefits out into the community for referrals, partnerships and wrap around services.
 - b. The AJCH will have the support of the Business Engagement Committee which will identify and promote sector strategies, engage employers and assist with developing career pathways. In accordance with the State goals, the HCWDB and the AJCH will work closely with the Community College to identify education and training needs and opportunities. Programs will need to be

developed to meet those needs.

- c. To fully engage employers in the workforce development system the One-Stop Operator and the Business Services Team will coordinate and implement effective strategies to address the engagement of sector partnerships/employers to promote our workforce development system. In alignment with the State plan, they will focus on short term and long-term needs.

2.4 Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support local economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]

All of the local board's goals are designed to achieve the federal performance accountability measure and to support local economic growth and self-sufficiency. By allowing participants to have an environment that is nurturing to their needs, partners that can assist with the economic educational, training and employment needs that are currently measured at the federal and state performance levels. The AJCH allows for easy access and referral handoffs that make it easier for the participants to remain focused on their goals and complete the process. Bringing the employers into the mix allows them a "finish line" to cross when they've completed their education, training and employment during follow up. The focus for the HCWDB is "their success is our success."

HCWDB was part of the negotiation process in 2020. Taking into account what we've accomplished in the past, where we are currently and how COVID-19 has impacted the workforce. An what we can continue to achieve through continuous improvement, monitoring and feedback.

Section 3: Local Area Partnerships and Investment Strategies

Many of the responses below, such as targeted sector strategies, should be based on strategic discussions with the LWDB, partners, and stakeholders.

3.1 Taking into account the analysis in Section 1, describe the LWDB's strategy to work with the organizations that carry out core programs and required partners to align resources available to the local area to achieve the strategic vision and goals described in Question 2.1. [WIOA Sec. 108(b)(1)(F), 20 CFR 679.560 (a) (6)]

The Memorandum of Understanding (MOU) is used to as an essential tool for establishing an integrated and effective local workforce delivery system that produce the skilled workers for businesses in the local area and regional economies require.

The MOU has been executed and its purpose is to establish a viable framework in which the HCWDB and Partners will be able to provide one-stop services for employers, their employees, those seeking employment, and other interested parties within the County of Hawai'i. By participating in the MOU, resources can be aligned within Hawai'i County and the State.

The purpose of the AJCH is to two-fold:

- 1 to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for both job seeker and employers; and

- 2 to ensure that workforce development activities are provided by one-stop partners and are accessible at not less than one physical center, thus giving access to a continuum of workforce activities.

VISION/MISSION OF THE AJC is to connect businesses with community members to facilitate educational, employment and career development opportunities and provide high quality services to support business growth, economic prosperity and stability in Hawai'i County.

The co-located partners at the AJCH include WIOA Title I, Wagner Peyser, Senior Community Service Employment Program, Reemployment and Services and Eligibility Assessment, and on occasion the National Farmworker Jobs Program, Job Corp, Department of Vocational Rehab and the Family Self-Sufficiency Program (HUD).

The Partners meet on a regular basis to ensure that this service delivery system is implemented, and successful service integration is improved upon on a regular basis using the AJCH Certification guidelines as a starting point and continuous improvement and reduction in duplication of services.

The One-Stop Operator:

- Manages daily operations;
- Coordinates Partner responsibilities;
- Ensures State requirements for center certification are met and maintained,
- Ensures that career services outlined in WIOA sec. 134(c)(2) are available and accessible
- Ensure that HCWDB policies are implemented and abided by;
- Ensure that staff are properly trained by their formal leadership organization and provided technical assistance, as needed;
- Continue to integrate systems and coordinate service for the center and its Partners, placing priority on customer service;
- Provide and contribute to reports regarding center activities;
- Identify and facilitate the timely resolution of complaints, problems, and other issues;
- Communicate with Partners;
- Evaluate customer satisfaction data and proposing service strategy upgrades;
- Issues invoices and collects revenues per the IFA/MOU.

The HCWDB negotiated a cost-sharing formula in FY19 with each core and mandated partner that supports the coordinated service delivery strategy to ensure effective and efficient services to jobseekers and employers. This is contained in the Infrastructure Funding Agreement (IFA).

3.2 Identify the programs/partners that are included in the local workforce development system. Include, at a minimum, organizations that provide services for Adult Education and Literacy, Wagner-Peyser, Vocational Rehabilitation, Temporary Assistance for Needy Families, Supplemental Nutritional Assistance Program, and programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006. [WIOA Sec. 108(b)(2), 20 CFR 679.560 (b) (1) (i)]

WIOA Section 121(b)(B) Programs and Activities	Agency/Organization
Programs authorized under Title I – Adult/DW	Goodwill Industries of Hawai'i, Inc.

Programs authorized under Title I – Youth	Alu Like, Inc. / Goodwill Industries of Hawai'i, Inc., Disability Employment Initiative (DEI)
Programs authorized under Title I – Native American Programs	Alu Like, Inc.
Programs authorized under Title I – Migrant & Seasonal Farmworker Programs	Maui Economic Opportunity, Inc. (MEO)
Programs authorized under the Wagner-Peyser Act	Hawai'i Department of Labor and Industrial Relations (DLIR) - Workforce Development Division (WDD)
Adult Education and Literacy Activities authorized under Title II	Waipahu Community School for Adults
Programs authorized under Title I of the Rehabilitation Act of 1973	Division of Vocational Rehabilitation (DVR), Disability Employment Initiative (DEI)
Programs authorized under Title V of the Older Americans Act of 1965	Hawai'i Department of Labor and Industrial Relations (DLIR) - Workforce Development Division (WDD) Senior Community Service Employment Program (STEP in HC)
Career & technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006	Hawai'i Community College (HawCC)
Activities authorized under Chapter 2 of Title II of the Trade Act of 1974	Hawai'i Department of Labor and Industrial Relations - Workforce Development Division (WDD)
Employment and training activities carried out under the Community Services Block Grant Act	Hawai'i County Economic Opportunity Council (HCEOC)
Employment and training activities carried out by the Department of Housing and Urban Development	County of Hawai'i Office of Housing and Community Development (OHCD) Family Self Sufficiency Program
Programs authorized under State unemployment compensation laws	Unemployment Insurance (UI)
Programs authorized under Department of Justice Second Chance Act	Going Home Hawai'i Programs

Programs authorized under Part A of Title IV of the Social Security Act -
Temporary Assistance to Needy Families (TANF)

Department of Human Services

Table 10. AJCH Services

These tables identify many of the services offered by our WIOA Mandated AJCH Partners.

	Alu Like	DHS	DVR	HawCC	HCEOC	MEO	OHCD Sec 8	SCSEI	UI	WCSA	WDD
Basic Career Services											
Outreach	X	X	X	X	X	X	X	X	X	X	X
Intake	X										X
Orientation to services	X	X	X	X	X	X	X	X	X	X	X
Initial assessment of skill levels	X		X	X	X	X		X		X	X
Eligibility certification	X							X			
Job search & placement assistance	X		X	X	X	X		X			X
Career counseling	X		X	X	X	X		X		X	X
Provision of labor market information	X			X	X	X					X
Information regarding filing UI claims									X		X
Assist in establishing eligibility for Welfare-to-Work	X	X		X							
Assist in establishing eligibility for financial assistance for training	X		X	X	X						
Provide information relating to supportive service	X	X	X	X	X	X	X	X			X
Provide performance and cost information relating to training providers & services	X			X		X		X			

	Alu Like	DHS	DVR	HawCC	HCEOC	MEO	OHCD Sec 8	SCSEP	UI	WCSA	WDD
Individual/Follow up Services											
Comprehensive & specialized testing & assessment	X		X	X						X	X
Development of an individual employment plan	X		X	X		X		X			X
Group counseling	X			X							
Individual counseling & career planning	X		X	X	X	X		X		X	X
Case management for seeking training services	X		X		X	X		X			
Short term pre-vocational services	X		X	X	X						X
Work experience in the private or public sector	X		X	X	X			X			X
Tryout employment	X		X		X						X
Follow up services	X		X			X	X	X			X

	Alu Like	DHS	DVR	HawCC	HCEOC	MEO	OHCD Sec 8	SCSEP	UI	WCSA	WDD
Training Services											
Occupational skills training	X		X	X	X	X		X		X	
On-the-job training	X		X			X		X			
Programs that combine training w/related instruction; cooperative education programs	X		X	X				X		X	
Training programs operated by the private sector	X		X			X					

Skill upgrading & retaining	X		X	X	X	X		X		X	X
Entrepreneurial & small business development technical assistance & training	X		X	X	X	X		X			X
Job readiness training	X		X	X	X	X		X		X	X
Adult basic education, High School Diploma Equivalency attainment, literacy training & ESL training	X			X		X				X	
Customized training conducted with a commitment by an employer or group of employers to employ individual upon completion	X		X	X		X				X	X
Educational & tuition assistance	X		X	X		X					

	Alu Like	DHS	DVR	HawCC	HCEOC	MEO	OHCD Sec 8	SCSEP	UI	WCSA	WDD
Activities for Youth											
Improving educational & skill competencies	X		X	X	X					X	
Adult mentoring				X	X						
Training opportunities	X		X	X	X	X					X
Supportive services	X		X	X	X	X					X
Incentive programs for recognition & achievement	X			X							
Opportunities for leadership, development, decision-making, citizenship & community service	X			X	X						
Preparation for post-secondary education, academic & occupational learning, unsubsidized employment opportunities	X			X	X					X	

Tutoring, study skills training and other drop-out prevention strategies	X			X	X					X	
Alternative secondary school services	X			X						X	
Drop-out prevention activities	X			X		X					
Summer employment opportunities that are directly linked to academic and occupational learning	X					X				X	
Paid & unpaid work experience, including internships & job shadowing	X		X	X						X	X
Occupational skill training	X		X	X							
Leadership development opportunities	X										
Follow up services	X		X								X
Comprehensive guidance and counseling, which may include drug & alcohol abuse counseling & referral	X		X								X
Information & referral	X	X	X	X	X	X	X	X	X	X	X

	Alu Like	DHS	DVR	HawCC	HCEOC	MEO	OHCD Sec 8	SCSEP	UI	WCSA	WDD
Other activities											
Job development & employment outreach	X		X	X		X	X				X
Supportive services	X		X	X		X	X	X			X

3.3 Describe how the LWDB will support the strategy and goals identified in the Unified State Plan and work with the entities carrying out core programs and other workforce development programs (partner identified in 3.2), including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment. [WIOA Sec. 108(b)(2), 20 CFR 679.560 (b) (1) (ii)]

The HCWDB's Business Engagement Committee and the AJCH partners currently meet bi-monthly to jointly address the service gap needs, as well as, align and coordinate services being provided to the community. In addition, the AJCH meets to:

- Enhance a united delivery system among partners, focusing on services rather than programs
- Focus on continuous improvement of a seamless delivery system
- Develop a common referral process for all partners to use
- Hold staff trainings as needed to enhance performance

In alignment with the Unified State Plan the AJCH partners provide seamless delivery to employers and participants. They will follow the guidelines of the state plan and they will support the State's goals:

- Services are delivered seamlessly so that participants are unaware that the services provided at the AJCH are delivered by multiple agencies and through multiple funding streams.
- The Comprehensive AJCH Center provides labor market information, employment services, access to Dislocated Worker programs and information regarding AJCH partner programs, and additional resources available within the community.
- The Comprehensive AJCH Center serves as a primary location for employers and job seekers where they receive service provided in a seamless, integrated and efficient manner.
- Jobseekers are moved through career pathways using sector strategies promoting in-demand industries.
- Outreach is done at the AJCH level where they can find services to assist with their immediate needs, barriers to employment, homelessness, Veterans, disabled youth, pregnant and parenting youth.

3.4 Describe the LWDB's plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser services and other services provided through the one-stop delivery system. [WIOA Sec. 108(b)(12), 20 CFR 679.560 (b) (11)]

In the AJCH Standard Operating Procedure Manual the Wagner-Peyser (WP) Program, a principal deliverer of Basic Career Services, is central in serving as triage for anyone coming through its doors. Wagner Peyser's premier labor exchange component will initially determine the level and type of employment services needed. All Core Partners, as well as other partners in the AJCH will coordinate their resources to avoid duplication and, at the same time, ensure seamless transitions of service.

WP also delivers the Reemployment Services and Eligibility Assessment (RESEA) Program that targets Unemployment Insurance claimants through a series of assessments and workshops to reduce their length on Unemployment Insurance. This RESEA Program will also serve as a key feeder to our WIOA Partners in our American Job Center System.

All services and transactions are recorded in our HireNet Hawai'i System operated at every AJC in the State of Hawai'i. Through this integrated Case Management System, WP and WIOA staff have access to prior and intended services to avoid any duplication of effort.

3.5 Describe how the LWDB will coordinate WIOA Title I workforce investment activities with Adult Education and Literacy activities (under Title II) and describe how the LWDB will carry out the review of local applications submitted under Title II consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA section 232. [WIOA Sec. 108(b)(13), 20 CFR 679.560 (b) (12)]

Waipahu Community School for Adults (WCSA) is a strong member of the Board. Their Adult Education and Literacy program includes a variety of courses for adult learners, with integrated programs and services in the areas of basic education, Hawai'i Adult Community School Diploma, family literacy, citizenship, workforce education and life enhancement. WCSA understands that literacy and numeracy are fundamental skills necessary for workforce success. They are in Hilo and Kailua-Kona. As a core partner of the AJCH they provide guidance and support to the other partners.

In re-authorizing Title II, the Adult Education & Family Literacy Act (AEFLA), the bill places emphasis on ensuring State and local providers offer basic skills, adult education, literacy activities, and English language acquisition concurrently or integrated with occupational skills training to accelerate attainment of a high school diploma or its

recognized equivalent and post-secondary credentials. Making sure these skills are solidly in place for all students is a priority for Hawai'i's adult education program. Furthermore, Hawai'i's adult education program will utilize a statewide career pathway approach for adult learners to support transitions to post-secondary education or training and employment opportunities.

It is essential for adult educators to work closely with workforce development stakeholders in the State, including State and local workforce boards. To help in achieving a seamless statewide workforce development system, the adult education program will provide activities contextually and concurrently with workforce preparation and training activities for a specific occupation or occupational cluster for the purpose of educational and career advancement.

In doing so Title I, Title II and Carl Perkins programs may braid funding for integrated education and training programs such as iCAN in which WCSA may conduct academic instruction in the context of a specific occupation or occupation cluster, as well as the National Work Readiness Certificate curriculum. While the AJCH may provide work-based learning opportunities for participants to experience the workplace environment in the occupation cluster of their interest and obtain training on the job or apply classroom learning to the job.

The AJCH will work closely with the WCSA Transition Coordinators to identify students whose career plan is to pursue post-secondary education and if they are eligible, they can receive an Individual Training Account (ITA) to enroll with the CCs or other ETPs.

The Small Business Administration run through the University of Hawai'i also provides workshops and sessions to help those looking to start a small business. WIOA also focuses on entrepreneurial opportunities for participants. The board continues to look for skills training and microenterprise opportunities for the Big Island. Education partners are included in the Workforce Development Board's various committees to give input on how the Department of Education and University of Hawai'i can coordinate their strategies and tactics which are congruent with the local board's strategies. Having the education partners on the HCWDB committees will provide better communication to avoid duplication of services.

Any workforce initiatives with the University of Hawai'i such as Workforce Summits will include members of the Hawai'i County Workforce Development Board in the planning process.

In alignment with the State Unified Plan, DVR is collaborating with Adult Education and Literacy from the Department of Education (Waipahu Community School for Adults), Workforce Development from the University of Hawai'i Community Colleges and the Workforce Development Division from the Department of Labor to improve access to postsecondary credentials for individuals with disabilities. Workforce Development will identify employer needs in our county. VR will meet with those employers to ascertain the work skills and training needed to qualify for employment with the companies; not limited to "entry level positions." If postsecondary training is available, VR will provide financial and case management support. If customized postsecondary training is needed, VR will work with Adult Education to develop postsecondary training.

3.6 Describe how the LWDB will coordinate local workforce investment activities with regional economic development activities carried out in the local area, and how the LWDB will promote entrepreneurial skills training and microenterprise services. [WIOA Sec. 108(b)(5), 20 CFR 679.560 (b) (4)]

The Small Business Administration run through the University of Hawai'i also provides workshops and sessions to help those looking to start a small business. WIOA also focuses on entrepreneurial opportunities for participants.

The board continues to look for skill training and microenterprise opportunities for the Big Island.

3.7 Describe how the LWDB will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10), 20 CFR 679.560 (b) (9)]

Education partners are included in the Workforce Development Board's various committees to give input on how the Department of Education and University of Hawai'i can coordinate their strategies and tactics which are congruent with the local board's strategies. Having the education partners on the committees will provide better communication to avoid duplication of services.

Any workforce initiatives with the University of Hawai'i such as Workforce Summits will include members of the Hawai'i County Workforce Development Board in the planning process.

In alignment with the State Unified Plan, DVR is collaborating with Adult Education and Literacy from the Department of Education (Waipahu Community School for Adults), Workforce Development from the University of Hawai'i Community Colleges and the Workforce Development Division from the Department of Labor to improve access to postsecondary credentials for individuals with disabilities. Workforce Development will identify employer needs in our county. DVR will meet with those employers to ascertain the work skills and training needed to qualify for employment with the companies; not limited to "entry level positions." If postsecondary training is available, DVR will provide financial and case management support. If customized postsecondary training is needed, DVR will work with Adult Education to develop postsecondary training.

3.8 Describe how the LWDB will coordinate WIOA Title I workforce investment activities with the provision of transportation, including public transportation and other appropriate supportive services in the local area. [WIOA Sec. 108(b)(11), 20 CFR 679.560 (b) (10)]

With so many rural locations in Hawai'i County, transportation had been a large hurdle to address. The County of Hawai'i Mass Transit Agency Hele-On bus service provides island-wide commuter and limited fixed-route service to the Big Island of Hawai'i. Hele-On offers fixed-route transit service in the Hilo and Kona areas Monday through Saturday and limited commuter services to the South Kohala Resort (SKR) areas seven days a week. All Hele-On buses are ADA accessible. All bus operators will make ADA call outs to assist in identifying locations along the route.

The County of Hawai'i's Mass Transit Agency also offers a shared ride taxi program within the urbanized Hilo area with discount ticket books available for sale at the Mass Transit Agency and the Mo'ohau Bus Terminal.

The Hawai'i County Mass Transit Authority (MTA) offers *Hele-On Kako'o* paratransit service to complement its current intra-Hilo and intra-Kona fixed route bus system. It is an advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the regular fixed Hele-On bus service within the Hilo and Kona areas.

Technology can offer great assistance and new alternatives need to be researched.

3.9 Based on the analysis described in Section 1.1-1.3, identify the populations that the local area plans to focus its efforts and resources on, also known as targeted populations.

AJCH gives priority of service to individuals with barriers to employment, including individuals with disabilities, displaced homemakers, low-income individuals, Indians, Alaska Natives, and, older individuals, ex-offenders,

homeless individuals, youth in foster care; English language learners, low-literate individuals, individuals with cultural barriers, farmworkers, individuals within two years of exhausting TANF benefits, single parents, long-term unemployed, veterans, as well as, Native Hawaiians and the homeless who will be considered our targeted populations which are currently an acute concern in our state and county.

3.10 Based on the analysis described in Section 1, identify one to three industries where a sector partnership(s) is currently being convened in the local area or there will be an attempt to convene a sector partnership and the timeframe.

Prior to COVID the HCWDB was convening with the Tourism/Hospitality sector. It has been identified that there are hundreds of job vacancies in the hotels and resorts on the west side of our island in which they find difficult to fill. Many feel that they have depleted their local job applicant resources.

Now the HCWDB is looking at a way to transfer the skilled workers of the hospitality industry over to the growth industry of healthcare. The Board's role in this effort is to develop and align workforce and economic priorities that will be reflected in the implementation of the career pathways model. After sector priorities are determined by LMI and economic development priorities, sector partnerships are established based on the determined sector priorities to drive the career pathway efforts to be implemented throughout the workforce development system. Each sector partnership includes industry leaders as well as education, workforce development, economic development, and community organizations, and is intended to identify a set of key priority issues for each respective industry. Having identified these key priority issues, career pathways services are now being developed among workforce partners to support movement of jobseekers into employment in these industries. Currently, Healthcare is the industry-led, education and public sector-supported partnerships.

3.11 Based on the analysis described in Section 1, describe the local investment strategy toward targeted sectors strategies identified in 3.10 and targeted populations identified in 3.9.

Retirement risk in Hawai'i County is high. The national average for an area this size is 58,175 people 55 or older, while here 72,021 on the Big Island.¹⁹ Meaning many of them will need additional healthcare due to their age which is part of the reason Healthcare is predominantly shown as a top existing, growing and posted industries and there is a demand for nurses as there seems to be a shortage nationwide and in-demand skills specific to those types of jobs. WIOA and its AJCH Partners can assist by getting the Community Colleges and Eligible Training Providers to assist with the occupational training.

The HCWDB continues to support current sector partnerships and ensure that future sector partnerships will include industry leaders along with education, workforce development, economic development and community organizations. Each sector partnership will have a set of key priority issues identified by the target industry. Once key priority issues are identified, career pathway services will be developed among workforce partners, including the HCWDB, to support movement of jobseekers into employment in these industries.

The populations identified in section 3.9 of this plan will receive priority of service for sector strategy

¹⁹ Emsi 3Q 2020 Economy Overview, Population Characteristics

efforts in order to move these individuals into sustainable employment and self-sufficiency. Outreach efforts of the entire workforce system will target these populations.

WDC's committees are a necessary part of the overall Career Pathway System. The career pathway system will integrate with the sector strategy approach and the HCWDB will continue to actively engage with all of the committees, but in particular, the Employer Engagement committee and develop a Career Pathways and Sector Strategies committee whose goal is to establish training and educational strategies to develop and improve the skills and knowledge of employees and job seekers based on employer requirements.

3.12 Identify and describe the strategies and services that will be used to:

- a. Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;
- b. Support a local workforce development system described in 3.2 that meets the needs of businesses in the local area;
- c. Better coordinate workforce development programs and economic development;
- d. Strengthen linkages between the one-stop delivery system and unemployment insurance programs;

That may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of local employers. These initiatives must support the strategy described in 3.1. [WIOA Sec.

108(b)(4)(A&B), 20 CFR 679.560 (b) (3) (i-v)]

- a. HCWDB will convene meetings with business organizations, community leaders and policymakers to provide labor demographics, benefits and initiatives targeted to strengthen workplaces; educate business owners with latest Labor Laws, Americans with Disabilities Act Amendments, etc.
 - Develop a Shared Language – Learning the language of employers is key to identifying their needs and determining how workforce development can be an effective partner.
 - Use Business Principles to Drive Partnerships -Businesses are interested in partnerships with workforce development systems that understand market-driven principles and respond to clear needs.
 - Influencing Employer Culture – Employer engagement can change the way employers see jobseekers and thus expand opportunity to many others.
 - As mentioned in Section 3.4, the Wagner-Peyser RESEA Program will ensure that a nexus between the unemployment insurance claimant and our AJC system is clearly delineated.
- b. Support a local workforce development system that meets the needs of businesses with our businesses as our primary customers, demand-side approaches will dictate the level, type and duration of job training modules. Industry-recognized certificates will accompany successful completion of industry-designed modules. At its foundation will be industry's voice in the design of training curricula.
 - There is a current and growing framework of employer networks established in our community to address immediate as well as long-term business demands. All career and training services will be driven to address industry needs through career pathways that lead to higher education, industry recognized credentials, and better paying, more highly skilled jobs. Targeted careers include but

not limited to: Science, Technology, Engineering and Math (STEM), including information technology, aerospace and astronomy, construction trades, diversified and sustainable agriculture; energy and “green” occupations across all industries; hospitality, healthcare and allied services.

- c. In order to better coordinate workforce development programs with economic development partners and programs, Hawaiʻi County WDB will continue to work in close partnership with economic development entities such as: Hawaiʻi County Research & Development Department, Hawaiʻi Island Economic Development Board), and the Hawaiʻi State Department of Business & Economic Development & Tourism.
- Its primary purpose is to better coordinate workforce demographics and availability with prospective developers to maximize employment opportunities and economic activities in Hawaiʻi County.
 - HCWDB’s work experience provides an invaluable, hands on experience as part of the participant’s career pathway. Key work-based modules include: on-the-job trainings in the private sector; paid and unpaid work experience in the public and private sectors; apprenticeship opportunities that go well beyond apprenticeship tracks in traditional trade occupations, and customized training programs utilizing the invaluable resources of worksites, supervisors and industry supervisors converted to customized training instructors.
 - The AJCH staff continues to develop relationships with the business community in order to determine their business needs during the various phases of the business cycle. When a business is growing the AJCH staff will provide recruitment assistance and applicant screening. If a business is in a down cycle, the AJCH staff can offer outplacement services. According to the Customer Satisfaction Survey held earlier in 2020, businesses need additional education on the services available to them at the AJCH. Offering such services as on-the-job-training, tax credit, incumbent worker training, etc. Assistance is also provided in order to navigate community resources and social services to help them retain their employees.
 - The business engagement team includes staff from WIOA adult programs, the Disability Employment Initiative, Wagner-Peyser, and other AJCH Partners. Looking for ways to continue partnerships for the WIOA clientele additional work opportunities through small businesses.
- d. The AJCH includes Unemployment Insurance in their coordination of services, by holding the follow up Reemployment Services and Eligibility Assessment program (RESEA) meetings at the AJCH. RESEA assists UI claimants with returning to work quickly by providing group sessions on labor market information, job search requirements, individualized career counseling and assessment of career goals, and assists with job search, referral and placement.

3.13 Does the LWDB currently leverage or have oversight of funding outside of WIOA Title I funding or county general funds to support the local workforce development system? Briefly describe the funding and how it will impact the local system. If the LWDB does not currently have oversight of additional funding, does it have future plans to pursue them?

The HCWDB does not currently have oversight of non-WIOA funds to support the local workforce development system. OHCD has provided some general funds to establish and support the one-stop with some Cares Act funding. At this time we do not have a grant writer on staff, but it is something HCWDB could investigate for additional funding. The HCWDB is not set up as a non-profit entity so some grants may be out of reach.

Section 4: Program Design and Evaluation

Many of the responses below, such as career pathways and individual training accounts, should be based on strategic discussions with the LWDB, partners and stakeholders.

4.1 Describe how the LWDB, working with the entities carrying out core programs, will coordinate activities and resources to provide high quality, customer-centered services and expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. [WIOA Sec. 108(b)(3), 20 CFR 679.560 (b) (2) (i)]

Individuals with Barriers to Employment	
Native Hawaiian	The County works closely with WIOA Section 166 grantees to ensure that Native Americans, Alaskans and Hawaiians in the service areas are provided equal access to AJCH programs and services. Through the connection, with Alu Like the AJCH can conduct outreach to the region's Native American, Alaskan and Hawaiian communities, and have regular dialogue with them on ways the County AJCH system may best meet the workforce needs of these communities.
Ex-Offenders	The WIOA adult has an established relationship with the CEO of Going Home Hawai'i as well as Consortium board members, the Department of Public Safety and Goodwill Case Managers who are in charge of the furlough program. This helps them enroll participants for the services they need and are eligible for through WIOA. They also provide support services, job search assistance and outreach to employers to help them see the benefits of providing jobs to individuals in this category.
Youth	Youth on public assistance are a top priority for the County. We work with Temporary Assistance to Needy Families (TANF) on outreaching to these youth to provide them with opportunities to avoid future reliance on public assistance. It is the County's plan to establish a uniform strategy with stronger linkages for this population to access WIOA services. Youth who have dropped out of high school, are low income, have had contact with the judicial system, are pregnant or parenting, are disabled, are in foster care, are out of school youth, have language barriers or are on public assistance are also considered to be a top priority for WIOA services.

Individuals with Disabilities	To increase the number of individuals with disabilities who are served and placed in employment by our system, the County is identifying and implementing best practices and proven strategies for disability recruitment and hiring. Strategies include posting job announcements on accessible web-based "job boards" that specialize in identifying qualified individuals with disabilities, in disability-related publications, and with specific disability organizations. Other strategies include: centralizing all resources for people with disabilities in one location; promoting the availability of reasonable accommodations; publicizing the County's commitment to hiring those with disabilities and placing a Department of Vocational Rehabilitation Counselor at the American Job Center on a monthly basis to promote the programs and familiarize the AJCH partners with their services.
Veterans	Providing priority of services and educating any organizations that deal with veterans is how we provide outreach for this population.
Homeless	AJCH Partners, Hawai'i County Economic Opportunity Council, Office of Housing & Community Development, along with other community-based organizations are working together to provide the Statewide Homeless Initiative Program. The program is to assist those who are homeless or at-risk of becoming homeless by providing financial assistance for rental move-in security deposit, utility deposit, rent and/or utility back payments.

Others:

The HCWDB will work with its partners, including those above as well as WIOA Adult and Dislocated Worker programs, Wagner-Peyser, Unemployment Insurance, Career and Technical Education Perkins programs, Job Corps, National Farmworkers Job Program, Senior Community Service Employment Program, Community Block Grant and Family Self-sufficiency, Adult Education and Family Literacy, Trade Adjustment Assistance Program, and Temporary Assistance to Needy Families to expand access to employment, training, education, and supportive services for eligible individuals, particularly for individuals with barriers to employment as defined in WIOA Section 24 (A)-(M). Coordinated services allow for expanded access to training, education and career development for participants of any of our core and other required partner programs. AJCH houses, to the extent possible, the WIOA core and other required partners. This gives adequate representation and all customers are served.

The Homes at Ulu Wini, built by the County of Hawai'i Office of Housing and Community Development, provides 96

two-bedroom units, 24 transitional housing for homeless families, 71 affordable housing dedicated to low-income families and one unit for the resident manager. The housing facility offers on-site social services, including employment and life skills training, mental health services, counseling and childcare.

The Mayor's office is engaging with our Community Alliance Partners (CAP). The CAP is a consortium of private and government agencies working together to address the needs of individuals and families who are unstably housed or experiencing homelessness. The CAP can provide valuable information on understanding the characteristics of homeless jobseekers in the local community and their employment experiences, successes, and challenges is important to supporting the development of performance measures that take into account the factors that can influence employment success over time.

The Office of Housing and Community Development is engaging in conversations with the local HUD-funded employment services to understand the following: characteristics, employment needs and interests of people experiencing homelessness. Also, of interest is what employment services homeless jobseekers in the local community are accessing, including workforce programs and support services offered through HUD-funded employment services.

In addition to the outreach offered for each group we are working on effective employer engagement as part of the workforce development outreach system. Employer engagement is paramount in determining the needs of business and industry and establishing regional and local strategies and providing individuals with barriers the tools and responsibilities they need to succeed. Given the diverse economic and geographical characteristics of the region and the unique opportunities and challenges within the Big Island, partnering with business and providing outreach on both sides of the spectrum allows for success to the businesses and the individuals.

4.1(a) Describe the local area's outreach strategies to increase enrollment of individuals with barriers to employment. Address each of the categories listed in 4.1.

Native Hawaiians:

Through our connection with Alu Like we have been able to coordinate outreach and services for those in the Native Hawaiian population to assist them in enrollment in training programs. The coordination of benefits with those already serviced through Alu Like can provide a greater amount of assistance to those who need it. Some strategies include continual networking with our partners, ongoing awareness of opportunities for our partner programs, Alu Like and the American Job Center to interweave our programs and services and a presence of the American Job Center at community events where Alu Like may also be present.

Ex-Offenders:

Increasing enrollment in training programs for ex-offenders is an important mission for the County. These individuals may be in need to updated training to make it possible for them to reenter the workforce after incarceration and it is important that we make our services known to them. Much of the outreach to ex-offenders is done through our partner, Going Home Hawai'i. We are also involved with many civic organizations and network with those who work specifically with those to have barriers to employment. Some strategies include continual networking with our partners, ongoing awareness of opportunities for our partner programs, Going Home Hawai'i and the American Job Center to interweave our programs and services and a presence of the American Job Center at community events where Going Home Hawai'i may also be present.

Youth:

The Youth Program administered by our service provider, Goodwill Industries of Hawai'i, Inc. has a strong history of outreach to those youth with barriers to employment. These barriers include but are not limited to disconnected youth, individuals lacking economic opportunity and juvenile offenders. Their goal is to prepare youth for a successful future with education, training, mentoring and other services. Goodwill has a keen awareness of those with barriers to employment and strives to services them.

The American Job Center has a weekly presence of an Out-of-School Youth Case Manager on site beginning in November 2020. Our strategy is for the American Job Center to work in greater partnership with our Youth Program by keeping the lines of communication open between those working in the Youth and Adult programs to facilitate greater service to customers and a larger number of referrals.

Individuals with Disabilities:

Individuals with disabilities are important to our outreach efforts. While working closely with DVR we are able to connect individuals with disabilities with the services of the American Job Center. We are also working in collaboration with DVR to provide monthly coverage at the American Job Center. Some strategies include continual networking with our partners, ongoing awareness of opportunities for our partner programs, DVR and the American Job Center to interweave our programs and services and a presence of the American Job Center at community events where DVR may also be present.

Veterans:

Veterans receive priority of service. Often Veteran experience one or more other barriers to employment so intense outreach is needed to be sure that we are meeting the needs of our veterans. Our strategy consists of outreach as well as facilitating greater communication with Veterans organizations to drive more Veteran customers to the American Job Center. We also continue to attend Veteran events and connect with Veteran organizations in the community that can assist us in services our Veterans.

Homeless:

Homeless people face multiple barriers to employment and training opportunities. Often the homeless are difficult to reach due to lack of email and phones. In collaboration with our community partners we are able to outreach to the homeless through community programs. Some strategies include continual networking with our partners, ongoing awareness of opportunities for our partner programs, Homeless Agencies and the American Job Center to interweave our programs and services and a presence of the American Job Center at community events where Homeless Agencies may also be present.

4.2 Describe how the LWDB will facilitate the development of career pathways, consistent with the Career Pathways Definition. [WIOA Sec. 108(b)(3), 20 CFR 679.560 (b) (2) (ii)]

HCWDB has initiated career pathways discussions with the Hawai'i State Community College System and Hawai'i County's AJCH Employment & Training System. Additional collaboration will take place with all three Complex Area Superintendents of the Department of Education in Hawai'i County. First, a common definition of "career pathways" needs to be firmly established. Second, stronger crosswalks between and among educational institutions and training providers need to take place. Lastly, seamless system designs need to be formalized at every level of career pathway development.

The AJCH offers Wagner-Peyser labor exchange and informational services in addition to basic services to adult, dislocated workers, individuals with disabilities, veterans, young adults, native Hawaiians, mature workers, ex-

offenders, etc.

Career Pathways will be used at all levels. Career clusters and career pathway exposure expands opportunities and career possibilities. Career pathways provides standards that meet business and industry requirements. This allows for seamless transitions from academic and technical skills to a satisfying career.

HCWDB continues to align their programs with the Workforce Development Career Pathway System. Enhancing partnerships and continually collaborating with WIOA core programs and American Job Center Partners, Career and Technical Education programs, Temporary Assistance for Needy Families (TANF) programs, postsecondary institutions and other partners in the community throughout the workforce.

The Workforce Development Council has appointed a Career Pathways Committee. The Committee is developing a statewide career pathways system that will align with the Career Technical Education and postsecondary career pathways system. Collaboration is essential, and counties should be able to benefit from the state coordination in order to be successful.

Career Technical Education has activities that serve both Youth and Adults and provide integrated education and vocational training. It fosters competency-based learning. Activities include each student moving through a program of study which focuses on employability skills. During this time students work experience and earn industry-recognized credentials.

One strength of Career Technical Education is that it is integrated from K-12 to postsecondary and it utilizes career pathways, career counseling and individual career plans. There are multiple enter and exit options though the community college, such as industry recognized credentials, certificates, degrees or transfer to baccalaureate degrees. Another strength is industry involvement in career pathways development and a system vetted with employers. Clear sequence of coursework as well as curricula and instructional strategies that instill work readiness are also strengths as well as curricula competency-based rigor and contextualization.

Career Technical Education does have some weaknesses, including the fact that once a state career pathway system is adopted, it may require adjustments to transition clients from other partners. Some incoming clients may also require remediation and client access to the system may be a challenge because of cost and time. Limited staffing and funding is also an issue.

4.3 Describe how the LWDB will utilize co-enrollment, as appropriate, in core programs and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) to maximize efficiencies and use of resources. [WIOA Sec. 108(b)(3), 20 CFR 679.560 (b) (2) (iii)]

With clearly recognized shortages of funds relative to the populations needing to be served, HCWDB will ensure that co-enrollment of participants in all applicable programs will be optimized so industry-recognized credentials are available to those who aspire to these credentials.

For WIOA Titles I and III, the state workforce agency will fund outreach, employment assistance, case management, and staff supervision through state merit staff funded through Wagner-Peyser labor exchange and career services; Reemployment Assistance programs; Veteran's Employment and Training programs, including those for Disabled Veterans; Registered Apprenticeship; Agricultural Outreach; Work Opportunity Tax Credit; and Foreign Labor Wage Certification programs through formula and dedicated funds. The HCWDB will fund outreach, employer assistance,

case management and staff supervision of the local area WIOA funding streams (Adult, Dislocated Worker and Youth) and other grants. All of these activities will move HCWDB toward the strategic goals. These activities will be aligned across the Core Programs through avenues defined during the first two years of the implementation of this local plan, such as cross - training, referrals, co-enrollment, coordinating resources as agreed upon in the Memorandum of Understanding.

4.4 Describe the actions or activities the LWDB will take toward becoming or remain a high-performing board that is strategic and has a high impact on the local economy and communities.
[WIOA Sec. 108(b)(18), 20 CFR 679.560 (b) (17)]

The county board actions which allow it to remain a high-performing board consist of a superior level of involvement, commitment and professionalism from the board members. The board also possesses a solid commitment to the effectiveness and continuous improvement criteria developed by the Workforce Development Council to assess the one-stop centers, guide one-stop infrastructure funds and understand the roles and contributions of the one-stop partners.

The county board works in effective committees to strengthen the board's overall function in areas such as oversight. The oversight committee is especially important in guiding the use of one-stop infrastructure funds and assessment of the one-stop center. The board is educated on and updated on changes that impact the one-stop and its function and are an important and welcome part of the workforce development team for Hawai'i County.

Members of the county board strive to be an active partner and to bring to the group their personal expertise and extensive community connections and resources.

4.5 Describe one-stop delivery system in the local area, consistent with the One-Stop Center Definitions including:
a. How the LWDB will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers will meet the employment needs of local employers, workers and jobseekers. [WIOA Sec. 108(b)(6)(A), 20 CFR 679.560 (b) (5) (i)]

Hawai'i County's current AJCH is located at 427 Kilauea Avenue, Unit B-10 Hilo Hawai'i 96720. Currently our AJCH houses Wagner-Peyser, the Senior Community Service Employment Program, WIOA adult and dislocated worker programs.

The HCWDB has created the following standing committees to enhance our WIOA AJCH responsibilities:

The Program Oversight Committee ensures that the contracted vendors are meeting the expectations as outlined in each contract's scope of services. This committee also provides information for planning, operational oversight and other issues relating to program delivery systems as well as make recommendations to the HCWDB and/or Executive Committee. These will include vendors for the following programs:

1. AJCH - Monitor AJCH Partner activities to include review and assess cost sharing methods and partner referral processes and ensure AJCH partner Memorandum of Understanding (MOU) compliance. Continuous improvement will be priority when it comes to having a high-quality customer centered AJCH.
2. Adult Program/Dislocated Worker (DW) Program and Youth Program - Monitor and review Adult, DW, and Youth program performance, budgets and expenditures.

3. Eligible Training Providers (ETP) - Review and assess the eligibility of training vendors and offerings, monitor ETP performance, ensure Federal, State and County compliance.

AJCH partners have been working diligently together for many years and have effective, open lines of communication. The AJCH Operator coordinates regular structured monthly meetings for all partners to come together to report on their programs as well as to improve program services through a collaborative effort to increase employment, education, training and support services through an employer driven approach. Continuous improvement strategies will be developed through feedback received from work-based learning program recommendations from business partners and jobseekers.

WIOA service providers are contracted to meet or exceed the primary indicators of performance. HCWDB tracks program performance on a quarterly basis and compares local follow-up information with exit data. This allows HCWDB and the program operators to predict/project performance well before the Workforce Development Council (WDC) certified results are made available. Regular follow-up assistance to exited participants can identify possible negative outcomes, allowing case managers ample opportunity to intercede before final performance results are established and reported. To ensure HCWDB staff and program operators remain focused on performance and stays the course of the vision, mission and goals set by the Board.

Once the new WIOA performance protocols and practices are finalized, HCWDB will provide training to program operations staff. More frequent oversight will be required to ensure program operators are properly trained in concept, application, and entry of performance-related data.

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| <p>b. Describe how the LWDB will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology, and through other means. [WIOA Sec. 108(b)(6)(B), 20 CFR 679.560 (b) (5) (ii)]</p> |
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The AJCH can connect with the partners not co-located in the AJCH via telephone and email, resource material is available on site and AJCH staff members have been trained in partner programs. Partners schedule appointments to meet with participants either at their location or at the AJCH for convenience and one stop shopping.

Days have been set up for non-located partners to be at specific site locations around the island to meet with participants and to do program outreach. We usually have a booth/table and access to laptops and internet in order to allow people to file UI claims, sign up for HireNet, and inquire about available programs. COVID has changed the delivery model but the services are still being offered virtually through PowerPoints and other means.

Teleconference and video conference are being utilized for areas that also have the same technology available. This has proven especially valuable during the COVID-19 pandemic.

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| <p>c. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C), 20 CFR 679.560 (b) (5) (iii)]</p> |
|---|

The AJCH and partners comply with all provisions included in the American with Disabilities Act. In addition, the Division of Vocational Rehabilitation provides assistance at our AJCH. An employment specialist offers business

outreach and employment assistance. Staff and employers provide training and technical assistance to include, but not limited to disability awareness, compliance with Americans with Disabilities Act, Vocational Rehabilitation services, recruitment and hiring of persons with disabilities, as well as, support for current employees with disabilities.

Reasonable accommodations have been provided to individuals with disabilities. ADA ramps are accessible on the exterior of the buildings along with a wheelchair accessible table. Special accommodations are provided for the blind and hearing impaired. At the comprehensive AJCH there is an ADA computer with Dragon Speech software that turns talk into text for the sight impaired that allows them to hear what is being typed. There is a large print keyboard for easier typing and a magnifier for those that need accommodations for reading materials that are not on the computer.

Signs, Posters, Notices on Equal Employment Opportunities (EEO)/and Affirmative Action (AA) and/or Complaints System are posted on the bulletin boards at the front of the office by the entrance. This information is also handed out by the Youth, Adult and Dislocated Workers program service providers at orientation.

Program and AJCH staff are trained on ADA, EEO/AA during their employee orientation.

The County ADA Coordinator and Equal Opportunity Officer provides training as part of staff professional development for the AJCH and program staff at a minimum of once per year. More if we have new partners move into the AJCH.

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| <p>d. Describe the roles and resource contributions of the one-stop partners and if memoranda of understanding or resource sharing agreements are used, provide a summary of those agreements.
[WIOA Sec. 108(b)(6)(D), 20 CFR 679.560 (b) (5) (iv)]</p> |
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Currently MOU has been executed.

By providing businesses and job seekers a high quality AJCH center that connects them with a full range of workforce services, having the AJCH partners coordinate their services will ensure that seamless service will be provided.

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| <p>e. Describe how one-stop centers are implementing and transitioning to an integrated technology-enabled intake and case management information system for core programs and programs carried out under WIOA and by one-stop partners. [WIOA Sec. 108(b)(21), 20 CFR 679.560 (b) (20)]</p> |
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The state university and community college system is working on a Single Sign On registration system for core partners. It will include, but is not limited to work history, educational history and employment goals. Core partners will include assessment results which may include educational functioning and job readiness levels. Job seekers and employers will be able to access the electronic job bank on the data base, as well.

The AJCH understands the need to support the State Unified Plan by having Hawai'i's Workforce Development System use a standardized record data collection by means of a Virtual One-Stop (VOS) data and participant information system (PMIS). The system will be WIOA compliant related to data and information collection and maintenance. The system will collect all new required performance data as well as the new employer engagement data.

WIOA, Wagner Peyser, RESEA and STEP all use the HireNet system which allows multiple programs to access a

participant records making it easier to coordinate services.

4.6 Describe the process and criteria for issuing individual training accounts. [WIOA Sec. 108(b)(19), 20 CFR 679.560 (b) (18)]

It is the policy of HCWDB to coordinate the use of WIOA and other program funds to pay training costs for eligible participants. The HCWDB board has set guidelines for the distribution of training funds: \$5,000 lifetime limit. The Adult and Dislocated Worker Program Operator has the authority to determine if funding is available and if a waiver should be granted to meet the training needs and reviews expenditures on a monthly basis. HCWDB's Oversight Committee can review all approvals on a quarterly basis. This is based on WIOA encouraging training and supplying a skilled workforce for in-demand industries. WIOA customers are expected to make regular progress toward employment plan milestones, including training goals and this is a requirement for continuation of funding.

4.7 If training contracts are used, how will the use of such contracts be coordinated with individual training accounts; and how will the LWDB ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. [WIOA Sec. 108(b)(19), 20 CFR 679.560 (b) (18)]

Currently training contracts are not used by HCWDB. Training services are critical to the employment success of many adults and dislocated workers. Using data analysis and employer feedback HCWDB continues to strive to provide the in-demand employment training opportunities needed in the local area. HCWDB will be seeking new training alternatives too. One option may be to recruit training services on a contracted basis that meet in-demand occupations that are most in need.

4.8 Describe the process utilized by the LWDB to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 134(c)(3)(G)(iii)]

HCWDB, through its Employer Engagement/Sector Strategies Committee (Business Services Team), will establish in-demand industry sector or occupations in Hawai'i County and ensure that the appropriate training (and access to this training) directly complements the needs of its in-demand industries. The make-up of our island State and the necessity to commute between and among islands, Hawai'i County WDB will work closely with WDC in considering Intra-State travel as part of a labor market jurisdiction. Travel and associated relocation costs will be considerations in formalizing one's Individual Employment Plan.

The HCWDB and AJCH partners are working with WDC on a statewide Business Services Framework Plan.

HCWDB's Business Services Team will develop a system of education, training and supportive services based on the workforce needs of an industry and local employers. This committee will also make recommendations to the HCWDB and/or Executive Committee.

1. Career Pathways

- Identify priority industry sectors and the career pathways within them.
- Implement system alignment and partnering strategies.

2. Business Development and Marketing

- Convene stakeholders to achieve the goals of the strategic plan.
- Engage businesses/employers
- Coordinate with education entities as needed.

3. Sector Strategies

- Collaborating with employers and industries to identify what qualifications are needed to hire qualified employees
- Addressing skill and education gaps by developing specific action plans
- Recommending better support programs and resources serving employers and workers.

Along with aligning with the State Unified Plan to:

- Build stronger networks between firms and among education and training partners to identify high-priority skill gaps and in-demand sectors;
- Review and provide feedback on HDOE and UHCC's standards and assessments, academic and career technical content and work skills;
- Increase high quality, work-based learning opportunities for secondary and postsecondary students that lead to industry recognized credentials;
- Identify new industry-recognized credentials or work-based programs that give companies confidence in skills of new hires and provide workers with more mobility;
- Develop opportunities for professional development training for teachers, school/job counselors, training providers, etc.;
- Identify policies and/or strategies to sustain the model.

Consequently, WIOA Service Providers and AJCH partners will include potential relocation expenses as an integral part of one's Career Pathway. HCWDB is concerned with the possibility of individuals leaving the State for training not offered in Hawai'i. There is often a possibility that they will not return to the islands. Occupations that produce the potential of higher earnings within the designated areas of in-demand industry sectors, occupations in the local area and statewide is a must.

4.9 Describe how the LWDB will coordinate workforce investment activities in the local area with rapid response activities carried out in the local area (as described in section 134(a)(2) A). [WIOA Sec. 108(b)(8)]

The Workforce Development Division-Hawai'i Branch, has been the local deliverers of Rapid Response Services for the past several decades. WARN Notices, initiated by affected employers, are communicated to the state Rapid Response Coordinator, who in turn, initiates an appropriate Rapid Response Unit that provides early intervention activities for affected employees. Under the WDC's direction, coordination of services with Office of Housing and Community Development are established with WIOA Dislocated Worker, Wagner Peyser, Unemployment Insurance Division, Department of Human Services, Department of Health-Mental Health, and other services deemed appropriate for the affected labor force.

Workforce Development Council staff coordinates the statewide and local Rapid Response activities for companies scheduled for shutdowns. Upon receiving a written notice from the affected company, local staff awaits direction from the WDC Rapid Response Coordinator to make contact with the employer to immediately arrange an orientation for staff and management. With the general oversight of the HCWDB, WDD, Unemployment Insurance Division, and appropriate AJCH partners conduct joint orientation and enrollment sessions for the affected workers on the employer's site at the earliest convenience. Those eligible and interested in program services are referred to the respective AJCH partners and services are provided. HCWDB will ensure gains and re-employment, re-entry wage rates and retention rates are all measurable and quantifiable. In the past year the number of WARN letters and companies needing Rapid Response has skyrocketed. A Rapid Response Assistance has been hired and Rapid Response activities have been converted a virtual platform due to COVID-19.

4.10 Describe the direction given by the LWDB to the one-stop operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA sec. 134(c)(3)(E) and 20 CFR 680.600. [20 CFR 679.560 (b) (21)]

The LWDB has directed the one-stop operator to ensure priority for adult career and training services be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Many of the individuals who use the services of the one-stop are on public assistance, are low income, have basic skills deficiency or have a combination of these factors. The staff of the one-stop is trained to ask the right questions to determine if individuals fit into these categories and to determine how best the staff can assist them in meeting their employment and training goals. The staff is also updated on the criteria for individuals to fit into the above categories.

5.1 Attach as *Attachment A*, the document signed by the Chief Local Elected Official (Mayor) designating the local workforce development board as the local (county) WIOA administrative entity.

Section 5: Compliance

5.2 Describe the competitive process and criteria (such as targeted services, leverage of funds, etc.) to be used to award subgrants and contracts for WIOA Title I Adult, Dislocated Worker, and Youth activities; provide the names of contracted organizations, and the duration of each contract. [WIOA Sec. 108(b)(16), 20 CFR 679.560 (b) (15)]

The competitive process used to award the HCWDB's sub-grants and contracts for local workforce activities under WIOA Title were following HRS 103D, and by the rules of the State and County of Hawai'i.

A competitive bid process using a Request for Proposal (RFP) was submitted for the WIOA Adult and Dislocated, and Youth services. The Hawai'i County Workforce Development Board (HCWDB), through the Hawai'i County Office of Housing and Community Development solicited separate proposals from qualified service providers to provide comprehensive employment and training programs to Adult and Dislocated Workers and In-School and Out-of-School Youth in the County of Hawai'i.

The RFPs were developed on the basis of the WIOA Public Law and demonstrated success in the delivery of Adult and/or Dislocated Workers services involved comprehensive work readiness and employment training programs and services to prepare program participants for a successful transition into workforce and the goal of attaining self-sufficiency by addressing individual barriers to employment.

The youth RFP was to prepare economically disadvantaged youth facing serious barriers to employment by providing coordinated services focused on the development of the individual for sustained self-sufficient employment. This youth program focuses on service those most in need of service, with priority given to at-risk youth, runaway and homeless youth, youth in foster care (particularly those aging out of foster care), court involved youth, children of incarcerated parents and migrant youth.

The applicants were expected to connect to intermediary and partnering organizations that provide strong links to the job market, education, and a youth services delivery system including: AJCH Operator and partners, local employment agencies, local education agencies, secondary and post-secondary schools. The proposals were scored based upon the following weighted evaluation criteria:

- Background and Summary on Organization
 - Vision,
 - Mission,
 - Purpose
 - Goals
- Management Plan
 - Experience and Capability
 - Commitment and Collaboration
 - Policies and Procedures
 - Personnel
 - Organizational Structure
- Program Plan
 - Transition
 - Eligibility
 - Outreach and Intake
 - Service Areas
 - Process
 - Assessment
 - Service Strategy
 - Program Elements (Youth only)
- Performance Measures and Evaluation
 - Anticipated Outcomes
 - Assessment Service Level Summary
 - Transition out After Completion of Program
- Financial
 - Costs/Budget
 - Justification
 - Leveraging
 - Financial Management
 - Internal Fiscal System
 - Audits/Financial Report
 - Cost per Participant

The Youth WIOA contract was awarded to Goodwill Industries of Hawai'i, Inc. September 24, 2019 for a one year term with the exclusive option for the Board to extend any contract awarded under this RFP for up to three (3) additional one (1) year terms upon execution of a supplemental agreement by both parties. We are in the process of extending the contract for another year pending approval of Hawai'i County's Annual Plan.

The Adult/Dislocated Worker contract was awarded to Goodwill Industries, Inc. August 21 2020 for a 10 month term ending on June 30, 2020 and has been extended for another year effective July 1, 2020 to June 30, 2021 with the exclusive option for the Board to extend any contract awarded under this RFP for up to three (3) additional one (1) year terms upon execution of a supplemental agreement by both parties.

We plan to procure our American Job Center Operator through Workforce Development Council as they are looking to procure a one-stop operator for the entire state. After trying to procure it independently with poor responses after multiple releases.

5.3 Provide a current organization chart as *Attachment B* that depicts a clear separation of duties between the board and service provision.

See Attachments

5.4 Provide a current roster of the LWDB as *Attachment C*, including the name, title, organization, of each board member; and the category that each member represents. [WIOA Bulletin No.04-15]

See Attachments

5.5 Provide the policy and process for nomination and appointment of board members demonstrating compliance with WDC Policy/WIOA Bulletin No.04-15.

Members of the HCWDB have been and shall be nominated by local business organizations, business trade associations or local labor federations and appointed by the Chief Local Elected Official in compliance with WIOA Section 107 and consistent with the requirements of the State.

5.6 Provide the completed Local Workforce Development Board Membership Certification Request included in WIOA Bulletin No. 04-15 (SN 04), as *Attachment D*. See <http://labor.hawaii.gov/wdc/files/2013/01/SN-04-WIOA-04-15-Attmt-2-Cert.-Request.pdf>

See Attachments

5.7 Provide the name, organization, and contact information of the designated equal opportunity officer for WIOA within the local area.

Tasha Hoggatt,
Equal Opportunity Officer and ADA Coordinator
County of Hawai'i
Department of Human Resources
101 Pauahi Street, Suite 2
Hilo, HI 96720
(808) 961-8361 TTY (808) 961-8619
Fax: (808) 961-8617
tasha.hoggatt@hawaiiicounty.gov

5.8 Identify the entity responsible for the disbursement of grant funds described in WIOA section 107(d)(12)(B)(i)(III). [WIOA Sec. 108(b)(15), 20 CFR 679.560 (b) (14)]

The funds are disbursed through the County of Hawai'i Office of Housing and Community Development (OHCD)

5.9 Provide the negotiated local levels of performance to be used to measure the performance of the local area by the LWDB. [WIOA Sec. 108(b)(17), 20 CFR 679.560 (b) (16)]

PY 2020 and PY 2021 State-level Negotiated Performance Levels²⁰

Performance Indicator	PY 2020	PY 2021
Adult Program		

²⁰ U.S. Department of Labor, Employment and Training Administration, May 26, 2020

Employment 2 nd Quarter After Exit	55.0%	55.0%
Employment 4th Quarter After Exit	64.0%	64.0%
Median Earnings 2 nd Quarter After Exit	\$5,450	\$5,450
Credential attainment rate	65.0%	65.0%
Measurable Skill Gains	50.0%	50.0%
Dislocated Worker Program		
Employment 2 nd Quarter After Exit	58.0%	58.0%
Employment 4th Quarter After Exit	68.0%	68.0%
Median Earnings 2 nd Quarter After Exit	\$7,400	\$7,400
Credential attainment rate	68.0	68.0
Measurable Skill Gains	50.0%	50.0%
Youth Program		
Employment, Education, or Training 2 nd Quarter After Exit	55.5%	55.5%
Employment, Education, or Training 4th Quarter After Exit	54.0%	54.0%
Median Earnings 2 nd Quarter After Exit	\$3,700	\$3,700
Credential attainment rate	63.1%0	63.1%0
Measurable Skill Gains	50.0%	50.0%

5.10 Describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), eligible providers under WIOA Title I, and the one-stop delivery system in the local area. [WIOA Sec. 108(b)(17), 20 CFR 679.560 (b) (16)]

WDC provides orientation for the HCWDB and explains their roles and responsibilities as board members. The HCWDB also receives a WIOA funding dashboards which include the Administrative, Adult, Dislocated Worker, and Youth budgets/ balances to review at every meeting. Service providers submit monthly reports and formal program monitoring is completed at least once a year. The Program Oversight Committee is responsible to monitor and review performance of the AJCH, Adult and Dislocated Worker and Youth programs. All Committee Chairs provide reports at Board meetings. The Office of Housing and Community Development and board staff monitors all service providers continuously by reviewing performance reports, constant communication site visits, and annual or bi-annual monitoring program monitoring.

5.11 Provide copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system. This includes cooperative agreements as defined by WIOA 107(d)(11) between the LWDB and the Department of Human Services' Division of Vocational Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. Include

these copies as *Attachment I*. [WIOA Sec. 108(b)(14), 20 CFR 679.560 (b) (13)]

Attachment I MOU the cooperative agreement is seeking to shift public resources to be aligned with newly established policies that make competitive integrated employment a priority for partner agencies when serving people with disabilities. The MOU also clarifies roles and collaboration amongst partners in order to increase individuals with significant disabilities with obtaining integrated competitive employment. Goals include:

- Leverage resources between partner agencies and eliminate service replication.
- Provide training on customized employment and employer engagement to build capacity which is defined by the "process of developing and strengthening the skills, instincts, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive in the fast-changing world."
- Work with employers to identify competitive integrated employment opportunities with career pathways that lead to retention and promotion.
- Increase employer engagement and measure effectiveness in serving employers.
- Establish a cooperative agreement with the state Medicaid agency and state agencies that serve individuals with disabilities, regarding eligibility for home and community-based waiver programs and coordination.
- Coordinate with assistive technology programs and services.
- Expand partnership with the Ticket to Work and Self-Sufficiency program.

The HCWDB will endeavor to work with organizations including the state departments of; Human Services, Division of Vocational Rehabilitation, Department of Health, Department of Education and the University of Hawai'i and other entities to contribute to the development of business-led network focused on human capital and talent management investment for all persons including those with disabilities.

The AJCH Partner MOU signature pages are included as Attachment I - **See Attachments**

5.12 Describe the process for getting input into the development of the local plan in compliance with WIOA section 108(d) and providing public comment opportunity prior to submission. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. If any comments received that represent disagreement with the plan were received, please include those comments as *Attachment E*. [WIOA Sec. 108(b)(20), 20 CFR 679.560 (b) (19)]

The local board has processes and timelines, consistent with section 108(d) to obtain input into the development of the Local Area Plan and give opportunity for comment by members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to the local board comments on the proposed local plan.

Under normal circumstance, great efforts would be made to receive input into the development of the Hawai'i County Workforce Development Board Local Area Plan. Meetings were held and discussions had to gather input from but not limited to; HCWDB, local chambers of commerce, industry sectors, local unions, community based organizations, University of Hawai'i at Hilo, County of Hawai'i Mass Transit Agency, County of Hawai'i Department of Research and Development, WIOA Core Partners, Alu Like, Division of Vocational Rehabilitation and Services for the Blind, Hawai'i Community College, Hawai'i County Economic Opportunity Council, Maui Economic Opportunity, Office of Housing and Community Development, Senior Training and Employment Program, Unemployment Insurance Division Waipahu Community School for Adults, Department of Labor and Industrial Relations Workforce Development Division, Goodwill Industries of Hawai'i, Career and Technical Education Department of University of Hawai'i, and the Department of Labor and Industrial Relations Workforce Development Council.

OHCD submitted a request for comments announcement to the Hawai'i Tribune Herald and West Hawai'i Today newspapers. The proposed Local Area Plan was available for public review and comment from October 14, 2020 until November 28, 2020. It provided information on how to receive, view and make comments regarding the plan.

HCWDB members and AJCH Partners were notified via email that the draft plan is being made public and are encouraged to review and comment on the plan through any of the venues or at the prior meetings. A meeting with the HCWDB is being scheduled for November 15, 2018 to review comments and approve the plan.

5.13

(a) Attach the following to the Local Board Plan:

- (1) The LWDB's Bylaws as *Attachment F*
- (2) The LWDB's Conflict of Interest Policy as *Attachment G*

(b) State any concerns the LWDB has with ensuring the compliance components listed below are in place prior to November 16, 2020. Copies of documents are not required at this time but may be requested during monitoring.

- Administration of funds
- Agreement between all counties and other local governments, if applicable, establishing the consortium of local elected officials
- Agreement between the Local Elected Officials and the Workforce Development Board
- Code of Conduct
- Approved Budget
- Memorandum of Understanding and/or Resource Sharing Agreements, as applicable
- Required policies on the following topics
 - Financial Management including cost allocation plan, internal controls, cash management, receipts of goods, cost reimbursement, inventory and equipment, program income, travel reimbursement, audit requirements and resolution, annual report, property management, debt collection, procurement, allowable costs
 - Program Management including equal opportunity for customers, supportive services, needs related payments, file management, eligibility, self-sufficiency criteria, individual training accounts, layoff assistance, priority of services, grievance for eligible training providers list, transitional jobs, stipends, training verification/refunds
 - Risk Management including records retention and public access, public records requests, monitoring, grievance, incident, disaster recovery plan
 - Board Policies including board appointment, board resolutions

See Attachments for F and G. Other policies and documents and were provided at time of monitoring in July 2020.

5.14 Describe how the LWDB complies with the requirements of Hawai'i's Sunshine Law on open meetings and meeting records (HRS §92) and WIOA Sec. 107(e):

- (a) Who is notified of meetings and how are they notified?
- (b) Where are meeting notices (agenda) posted?
- (c) Where are the meeting minutes posted? How does the public access meeting minutes?
- (d) Attach as *Attachment H* the LWDB agenda and minutes for the last two fiscal years (2018 & 2019).

(e) How will information regarding the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of youth workforce investment activities be available to the public?

1. All members of the Hawai'i County Workforce Development Board are notified of meetings via email at least 3 weeks prior to the meeting date. The email addresses of guests and members of the public, who have indicated that they would like to be notified of future board meetings, are also included in the email notifications.
2. As of July 1, 2019, approved meeting agendas are posted to the Hawai'i Calendar (<https://www.hawaiicounty.gov/our-county/county-calendar>) and at the County Clerk's office and minutes six calendar days prior to the Board meeting.
3. Minutes are posted to the county website (<https://www.hawaiicounty.gov/departments/office-of-housing/workforce-innovation-and-opportunity-act-wioa-program>) within 40 days after the meeting is held.
4. Attachment H is included.
5. Information regarding the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of youth workforce investment activities is disseminated by the Purchasing Department of Hawai'i County through the purchase.com website.

Workforce Innovation and Opportunity Act

Local Plan for Hawai'i County

Attachments

Attachment A

Attachment A

William P. Kenoi
Mayor



Randall M. Kurohara
Managing Director

Robert H. Command
Deputy Managing Director

County of Hawai'i Office of the Mayor

25 Aupuni Street, Suite 2603 • Hilo, Hawai'i 96720 • (808) 961-8211 • Fax (808) 961-6553
KONA: 74-5044 Ane Keohokalole Hwy, Bldg C • Kailua-Kona, Hawai'i 96740
(808) 323-4444 • Fax (808) 323-4440

October 19, 2016

Ms. Allicyn H. Tasaka, Executive Director
Workforce Development Council
Hawai'i State Department of Labor and Industrial Relations
830 Punchbowl Street, Room 417
Honolulu, Hawai'i 96813

Dear Ms. Tasaka:

On July 22, 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law. As a designated local area, the County of Hawai'i established a Workforce Innovation and Opportunity Act program under my direction and supervision. The program is to help job seekers access a career pathway to succeed in the labor market, as well as, provide employers with the skilled workers.

I have designated the Hawai'i County Office of Housing and Community Development (OHCD), as the administrative entity for the County's WIOA local workforce area. OHCD is to carry out the implementation and compliance of WIOA, as well as, provide staff for the Hawai'i County Workforce Development Board.

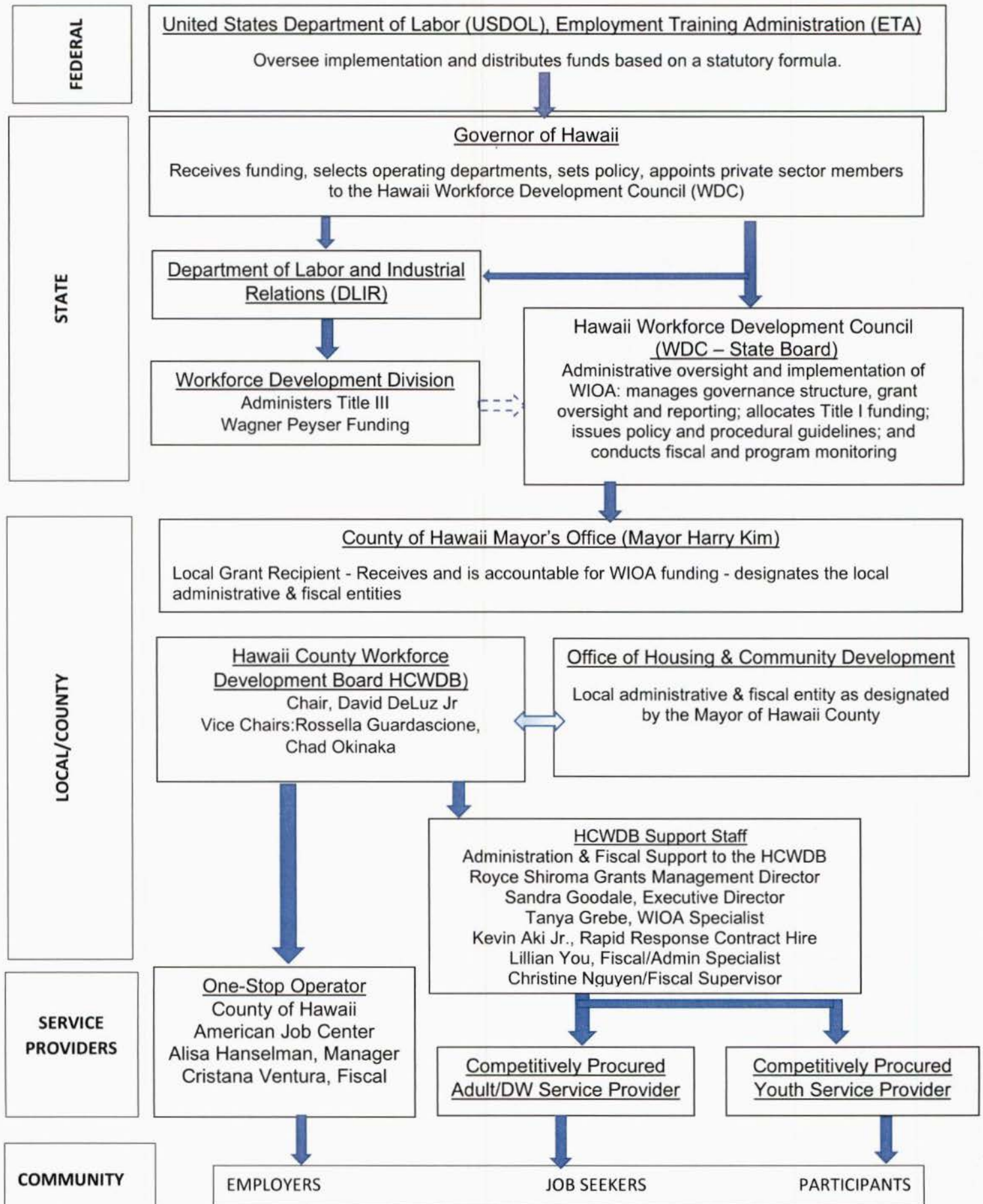
Should you have any questions, please contact Michelle Arima at (808) 961-8379.

Aloha,

A handwritten signature in black ink, appearing to be "Billy Kenoi", written over a horizontal line.

Billy Kenoi
MAYOR

Attachment B



Attachment C

Attachment C

Name	Title/Organization	Membership Category
Balog, Kevin	Owner – Edwin De Luz Trucking & Gravel	Business
Buskirk, Tricia	President/CEO – Hawai'i Community Federal Credit Union	Business
Chun, Andrew	Administrator – KTA Superstores	Business
De Luz Jr., David	Vice-President – Big Island Toyota	Business
Ebesuno, Ann	Field Support Specialist – HGEA	Labor Org.
Estrella, Les	CEO – Going Home Hawai'i	CBO
Guardascione, Rossella	Director of HR – Marriott King Kamehameha's Kona Beach Hotel	Business
Ha'o-DeMotta, Dawn	Regional HR Director – Hilo Medical Center	Business
Inaba, Derek	Hawai'i Branch Administrator – DVR	Title I Rehab Act
Lawless, Jeracah	Director of HR – HPM Building Supply	Business
Ley, Diane	Director, County of Hawai'i Department of Research & Development	Economic/Comm. Development
Manfredi, Chris	Manager – Ka'u Local Products	Business
Martin, George	Business Agent – ILWU	Labor Org.
Okinaka, Chad	Vice-Principal – Waipahu Community School for Adults, Hilo & Kona Campus	Education/Training – Adult Education
Pilotin-Freitas, Maricar	Administrator – Workforce Development Division	Wagner-Peyser Act
Shepard, Jieyu	President/Owner – Kitchen & Beyond	Business
Solemsaas, Rachel	Chancellor – Hawai'i Community College	Education/Training – Higher Education
Waltjen, Kevin	Director – Hawaii Electric Light Company	Apprenticeship

Attachment D

Attachment D

Harry Kim
Mayor



David DeLuz, Jr.
Chair

Rossella Guardascione
Vice-Chair

Chad Okinaka
Vice-Chair

County of Hawai'i
WORKFORCE DEVELOPMENT BOARD
1990 Kino'ole Street, Suite 102 • Hilo, Hawai'i 96720-2484
V/TT (808) 961-8379 • FAX (808) 961-8685

MEETING NOTICE

DATE: November 6, 2020
TIME: 10:00 AM – 12:00 PM
PLACE: WEBEX VIRTUAL MEETING

Governor David Ige's Fourteenth Proclamation Related to the COVID-19 Emergency, dated October 13, 2020, extended the suspension of Hawai'i Revised Statutes Chapter 92, Public Agency Meetings and Records, to the extent necessary to enable boards as defined in Section 92-2, to conduct meetings without any board members or members of the public physically present in the same location. This meeting will be held through a combination of some board members being physically present at the meeting location and some members participating by interactive video conference. Each person will be required to wear a face mask and maintain six feet physical distance from any other person as required by law.

Meeting Access: The public may view the meeting live via WebEx. To sign up for access to the meeting via WebEx, please contact Chasity DeVera at cdevera@hawaiicounty.gov no later than 12 noon, Thursday, November 5, 2020.

Oral Public Testimony: The public may provide oral testimony via WebEx. To register to testify, please contact Chasity DeVera at cdevera@hawaiicounty.gov no later than 12 noon, Thursday, November 5, 2020.

Written Testimony: The Hawai'i County Workforce Development Board (HCWDB) encourages the public to submit thoughts, comments, and input via written testimony. To ensure timely delivery to HCWDB Members prior to the meeting, written testimony must be submitted no later than 12 noon, the business day prior to the meeting Thursday, November 5, 2020 by: (1) email to cdevera@hawaiicounty.gov, or (2) facsimile to (808) 961- 8685. All written testimony, regardless of time of receipt, will be made a part of the permanent record. Please submit separate testimony for each item.

The Board has taken these public health safety precautions in order to minimize physical contact and maximize physical distancing.

Hawai'i County Workforce Development Board

Friday, November 6, 2020

10:00 a.m. – 12:00 p.m.

Virtual Public Meeting

AGENDA

**** - Action Item**

- I. **Call to Order**Chair David DeLuz, Jr.
- II. **Welcome and Introductions**
- a. Housekeeping Items
 - b. Board member Roll Call
- III. **Call for Public Comments**
- IV. **Review and Approval of January 15, 2020 minutes****
- V. **New Business**
- a. Discussion and adoption of By-Laws**
 - b. Discussion and approval of the Hawaii County Local Area Plan**
 - c. Ratify approval of the completed WDC Assessment Tool for Certification of the American Job Center Hawaii at Hilo (AJCH)**
 - d. Discussion of full Board meeting schedule for 2021
- * * * * **10 minute break (optional)** * * * *
- VI. **WIOA related Reports**
- a. One Stop Operator.....Alisa Hanselman
 - b. WIOA Title I Programs.....Kealoha Daubert -Youth, Ray Saldares A/DW
- VII. **Committee Reports on Activities**
- a. Executive Committee and RecommendationsChair David DeLuz
 - b. Employer Engagement Committee.....Chair Les Estrella
 - c. Oversight Committee.....Chair Derek Inaba
- VIII. **WIOA Core Partner Updates**
- a. Adult Education and Career Pathways.....Chad Okinaka, Vice Principal, WCSA
 - b. Institute of Higher Education, UH System.....Rachel Solemsaas, HCC Chancellor
 - c. Division of Vocational Rehabilitation.....Derek Inaba, Hawaii Branch Mgr.
 - d. Wagner Peyser.....Maricar Pilotin-Freitas, Workforce Development Division
- IX. **Executive Director's Report**.....Sandra Goodale
- X. **Roundtable – COVID-19 Updates**
- XI. **Announcements**
- XII. **Adjournment**

Harry Kim
Mayor

Office of Housing & Comm Dev 01/09/2020 01:08:40 PM
David DeLuiz, Jr.
Chairman



County of Hawai'i
WORKFORCE DEVELOPMENT BOARD
1990 Kino'ole Street, Suite 102 • Hilo, Hawai'i 96720-2484
V/TT (808) 961-8379 • FAX (808) 961-8685

Hawai'i County Workforce Development Board
Wednesday, January 15, 2020
10:00 a.m. – 1:00 p.m.
1990 Kino'ole Street, Suite 104
Hilo, Hawai'i 96720

**** - Action Item**

AGENDA

Call to Order

Introductions

Public Comments

Approval of October 16, 2019 minutes**

New Business

1. Election of Vice-Chairs**
2. New Committee Chairs for:**
 - a. Oversight Committee
 - b. Business Engagement
3. Distribution and discussion on By-Laws or Rules and Regulations
4. Discussion of full Board meeting schedule for 2020

Presentation – Waipahu Community School for Adults – Workforce Development Program

WIOA Core Partner Updates

1. Title I
2. Adult Education
3. Division of Vocational Rehabilitation
4. Wagner-Peyser – Workforce Development Division

Chair's Report

Mayor's Representative's Report

Announcements

1. Next meeting tentatively scheduled for Wednesday, April 15, 2020.

Adjournment



County of Hawai'i
WORKFORCE DEVELOPMENT BOARD
1990 Kino'ole Street, Suite 102 • Hilo, Hawai'i 96720-2484
V/TT (808) 961-8379 • FAX (808) 961-8685

Hawaii County Workforce Development Board
Wednesday, June 26, 2019
10:00 a.m. – 1:00 p.m.
1990 Kino'ole Street, Suite 104
Hilo, Hawai'i 96720

**** - Action Item**

AGENDA

Call to Order

Introductions

Public Comments

Approval of August 21, 2017 minutes**

New Business

1. Nomination and election of Chair and Vice-Chair**
2. Approval of Local Area Plan**
3. Orientation

Chair's Report

Mayor's Representative's Report

Announcements

Adjournment

Harry Kim
Mayor

Office of Hsg and Comm Dev 10/10/2019 08:12 AM
David DeLuz, Jr.
Chairman



County of Hawai'i
WORKFORCE DEVELOPMENT BOARD
1990 Kino'ole Street, Suite 102 • Hilo, Hawai'i 96720-2484
V/TT (808) 961-8379 • FAX (808) 961-8685

Hawai'i County Workforce Development Board
Wednesday, October 16, 2019
10:00 a.m. – 1:00 p.m.
1990 Kino'ole Street, Suite 104
Hilo, Hawai'i 96720

**** - Action Item**

AGENDA

Call to Order

Introductions

Public Comments

Approval of June 26, 2019 minutes**

New Business

1. Distribution and Review of Board Member Resource Binder
2. Presentation and Overview of Sunshine Law
3. Discussion of Adopting Board Rules
4. Discussion of WIOA Standing Committees

Chair's Report

Mayor's Representative's Report

Announcements

1. The next HCWDB meeting is scheduled for January 15, 2020.

Adjournment

The meeting places are accessible for persons with disabilities. Persons who need special accommodations for this meeting should call 961-8379 as soon as possible, but no later than five days before the scheduled meeting. If you are a lobbyist, you must register with the Hawai'i County Clerk within five days of becoming a lobbyist. {Article 15, Section 2-91.3(b), Hawai'i County Code} A lobbyist means "any individual engaged for pay or other consideration who spends more than five hours in any month or \$275 in any six-month period for the purpose of attempting to influence legislative or administrative action by communicating or urging others to communicate with public officials.; {Article 15, Section 2-94.3(a)(6), Hawai'i County Code} Registration forms and expenditure report documents are available at the Office of the County Clerk-Council, 25 Aupuni Street, Hilo, Hawai'i 96720.

Attachment E

NONE

Attachment F

Hawai`i County Workforce Development Board

By-Laws

11/6/2020

HAWAI'I COUNTY WORKFORCE DEVELOPMENT BOARD BY-LAWS

ARTICLE I – DEFINITIONS

Definitions

Section 1

"Board" means the Hawai'i County Workforce Development Board ("HCWDB").

"Optimum policy-making authority" means an individual who can reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action.

"Demonstrated experience and expertise" means an individual who:

- a. Is a workplace learning advisor as defined in WIOA § 3(70);
- b. Contributes to the field of workforce development, human resources, training and development, or a core program function; or
- c. Is recognized by the Board for valuable contributions in education or workforce development related fields.

ARTICLE II – PURPOSE

Purpose Goals and Objectives

Section 1

The Board shall conduct its affairs in conformity with the goals, objectives, duties, and intent as set forth in the Workforce Innovation and Opportunity Act ("WIOA") and the related sections of the Code of Federal Regulations.

The Board shall, in partnership with the Chief Elected Official establish and oversee the workforce system in Hawaii County and carry out such duties and functions as delegated to by the CEO.

Section 2

The HCWDB shall, in partnership with the Chief Elected Official establish and oversee the workforce system in Hawaii County in accordance with legislative requirement of the Workforce Innovation and Opportunity State of Hawaii Workforce Development Council policy and

- A. Develop and submit a 4-year plan local plan for the local area, in partnership with the chief elected official and consistent with WIOA section 108;

- B. Develop and submit a local annual budget plan
- C. Select the local workforce system operator according to the Hawaii One-Stop Delivery System Policy; and
- D. Select eligible youth service provider, consistent with federal, state and local procurement requirements; and
- E. Select eligible providers of adult and dislocated worker training providers; and
- F. Assist the state administrative entity in maintaining a list of eligible Training providers including cost and performance data through a local approval process; and
- G. Conduct oversight of the one-stop delivery system including all Workforce Innovation and Opportunity Act activities; and
- H. Promote one-stop center programs and activities; and
- I. Negotiate local performance measures.
- J. The Board sets policies and serves as a strategic convener to promote the development of highly competent and productive workforce by coordinating the efforts of educational institutions, agencies and the entire community in order to sustain a strong economy and lifestyle.
- K. The Board must participate actively and closely with required and other public and private partners to continuously improve and align employment training, and education programs through innovation and development of strategies to promote economic growth and create a more comprehensive, effective, job-driven workforce development system.
- L. Promote private sector involvement in the local workforce development system through effective connecting, brokering, and coaching activities through intermediaries, such as the one-stop operator in the local area, the local business services function, or through other organizations to assist employers in meeting hiring needs; and
- M. Conduct business in an open manner by making available to the public information about activities of the local board; this includes the local plan before submission, membership, designation of the

local workforce system operator, the awards of grants or contracts, and minutes of the Board meetings; and

- N. Assess on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.); and
- O. Certification of one-stop centers in accordance with 20 CFR section 678.800

ARTICLE III – BOARD MEMBERSHIP

Appointments

Section 1

Members of the Board shall be appointed by the Mayor by process of formal nomination.

- A. Business representative shall be appointed from among individuals nominated by local business organizations, other than their employer; and
- B. Business trade associations and representatives from labor organizations shall be appointed from among individuals who have been nominated from local labor federations.
- C. All members should have "optimum policy-making authority," that is, the individual that may reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action, and have policy and hiring authority within the business.
- D. If there are multiple eligible providers serving the local area by administering adult education and literacy activities under Title II, or multiple institutions of higher education providing workforce investment activities, the representative of Title II and the representative of an institution of higher education shall be appointed from among individuals nominated by local providers representing those providers or institutions.
- E. A multiple entity representative may be appointed if the individual meets ALL the criteria for representation.

Composition of the Board

Section 2

The membership of the Board shall be made in accordance with the WIOA Section 107 as follows:

Representatives of Business

- (A) The majority of the members of the Board shall be representatives of business in the local area. At minimum, two members must represent small business as defined by the U.S. Small Business Administration. Business representatives serving on the Board may also serve on the State Board. Business representatives shall meet the following criteria:
1. be an owner, chief executive officer, operating officer, or other individual with optimum policymaking or hiring authority;
 2. have employees, and provide employment opportunities in in-demand industry sectors or occupations, as those terms are defined by WIOA section 3(23); and provide high-quality, work-relevant training and development opportunities to its workforce or workforce of others (in the case of organizations representing business as per WIOA § 107(b)(2)(A)(ii); and
 3. are appointed from among individuals nominated by local business organizations and business trade associations; other than their employers.

Representative of Workforce

- (B) Not less than 20 percent of the members the Board shall be workforce representatives. These representatives:
1. shall include two or more representatives of labor organizations, where such organizations exist in the local area. Where labor organizations do not exist, representatives must be selected from other employee representatives;
 2. one or more representatives of a joint labor-management, or union affiliated, registered apprenticeship program within the area who must be a training director or a member of a labor

organization. If no union affiliated registered apprenticeship programs exist in the area, a representative of a registered apprenticeship program with no union affiliation must be appointed, if one exists; and

3. may include one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities; and
4. may include one or more representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth;

Representatives of Education and Training

(C) The Balance of the Board membership shall include:

1. At least one eligible provider administering adult education and literacy activities under WIOA Title II;

(D) At least one representative from an institution of higher education providing workforce investment activities, including community colleges; and

2. At least one representatives from each of the following governmental and economic and community development entities:
 - a. a representative of economic and community development entities;
 - b. a representative from the State Employment Service Office under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the local area; and
 - c. a representative of the programs carried out under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), other than Section 112 or Part C of that Title (29 U.S.C. 732, 741), serving the local area;

- (E) In addition to the representatives enumerated above, the Mayor may appoint other appropriate entities in the local area including:
- a. Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education or training needs with individuals with barriers to employment;
 - b. Governmental and economic and community development entities who represent transportation, housing and public assistance;
 - c. Philanthropic organizations serving the local area; and
 - d. Other appropriate individuals as determined by the Mayor.

Terms

Section 3

Initially, the terms of members are to be staggered: one-third of the members will be appointed for a term of one year, another third, to a term of two years, and the final third, to a term of three years. Thereafter, the term for each appointed member will be for a period of three (3) years.

Conclusion of Membership

Section 4

- A. Membership on the Board shall cease in case of death, written resignation addressed to the Board Chairperson and the Mayor, disqualification, or term expiration.
- B. Should any member be unable to complete his or her term, the mayor shall appoint a person to complete the remainder of the unexpired term.
- C. A Board member whose employment status changes must notify the Board Chairperson. At the time, a review of the member's eligibility must be conducted. If the member is no longer eligible to serve, he or she may resign or he or she may serve until the end of the term, or the next board certification, whichever is earlier.
- D. The Mayor shall be notified when there is a Board vacancy to ensure a prompt appointment to fill the vacancy.

ARTICLE IV – OFFICERS AND DUTIES

Board Officers

Section 1

- A. The members of the Board shall elect a Chairperson from among the business representatives on the Board as outlined in Article III, Section 2(A).
- B. The members of the Board shall elect two (2) Vice Chairpersons from among the voting members of the Board.
- C. Election of Chairperson and Vice-Chairpersons shall be done on an annual basis at the first regular Board meeting of a calendar year, Board officers are eligible for election of additional terms.

Chairperson

Section 2

- A. The Chairperson shall be the official representative and spokesperson of the Board.
- B. The Chairperson shall approve the HCWDB agenda, preside at all HCWDB regular and special meetings and when authorized by formal action of the HCWDB or the Executive Committee, shall sign all documents on behalf of the HCWDB.

Vice-Chairperson(s)

Section 3

The Vice-Chairperson(s) shall assume all responsibilities of the Chairperson in his or her absence and represent the HCWDB at meetings at the request of the Chair.

ARTICLE V – COMMITTEES

Executive Committee

Section 1

- A. The Executive Committee shall be chaired by the HCWDB Chairperson. be composed of the Board Chairperson, Vice-Chairpersons, and the Chairpersons of the standing committees of the Board.
- B. The Officers of the Board will also be the Officers of the Executive Committee.

- C. The Executive Committee may make recommendations and act on behalf of the Board between business meetings, as approved by the Board.
- D. The Chairperson may call meetings of the Executive Committee as necessary.
- E. All transactions of the Executive Committee shall be reported in full at the next scheduled meeting of the Board.

Standing Committees

Section 2

- A. All actions of the HCWDB committee shall be advisory to the full HCWDB.
- B. Standing committees may be established by the Board to provide information and assist the Board in carrying out responsibilities under WIOA.
- C. Standing committees must be chaired by a member of the Board, may include other members of the Board and must include other individuals appointed by the Board who are not members of the Board and who the Board determines have appropriate experience and expertise.
- D. Each standing committee must have at least three (3) members
- E. The HCWDB and Committee Chairperson may appoint individual to committees that are HCWDB non-voting members

ARTICLE VI – MEETING, QUORUM AND CONFLICT OF INTEREST

Regular Meetings

Section 1

The Board shall meet at least four (4) times each calendar year at sites accessible to the public.

Notice of Meetings

Section 2

- A. The Chairperson, or his or her designee, is responsible for sending a notice of each meeting, accompanied by an agenda, to each Board member giving adequate time for preparation for the meeting.

- B. The Chairperson, or his or her designee, is responsible for filing a notice of each meeting with the Office of the County Clerk for public inspection at least six (6) calendar days prior to the meeting.
- C. The Chairperson, or his or her designee, shall maintain a list of names and addresses of persons who request notification of meetings and shall send a copy of the notice to such persons no later than the day the agenda is filed.

Special Meetings

Section 3

The Chairperson may call meetings of the Board whenever meetings are deemed necessary.

Attendance at Meetings

Section 4

Board members are expected to attend a majority of meetings of the Board and if unable to do so are recommended to tender their resignation.

Quorum

Section 5

- A. A quorum shall consist of a majority of the voting members of the Board. To be valid, any action of the Local Board must receive the approval of a majority of the members at the meeting.
- B. All required members of the Board must have voting privileges. The Mayor may convey voting privileges to non-required members.
- C. If a Board member is unable to attend a meeting that member may designate a proxy/alternative designee as per the following requirements:
 - i. If the alternative designee is a business representative, he or she must have optimum policymaking hiring authority.
 - ii. Other alternative designees must have demonstrated experience and expertise and optimum policy making authority.

Use of Technology

Section 6

Pursuant to Section 92-3.5 of the Hawai'i Revised Statutes, a meeting may be held by videoconferencing; provided that the videoconferencing system used shall allow both audio and visual interaction between all members of the Local Board participating in the meeting and the public attending the meeting, at any videoconferencing location. The notice required by Section 92-7 of the

Hawai'i Revised Statutes shall specify all locations at which Local Board Members will be physically present during the videoconferencing meeting and the public will be allowed to attend the meeting at any such site. Any member participating in a videoconferencing meeting shall be considered present at the meeting for the purposes of determining compliance with the quorum and voting requirements of the Local Board. A meeting held by videoconference shall be terminated if both audio and visual communication cannot be maintained at all locations where the meeting is being held, even if a quorum of the Local Board is physically present in one location.

Conflict of Interest

Section 7

As outlined in WIOA Section 107(h), a Board member or a member of a standing committee may not vote on a matter under consideration by the Board or standing committee regarding the provision of services by such member (or an entity that such member represents) or that would provide direct financial benefit to such member of the immediate family of such member.

ARTICLE VII – EXPENSES AND COMPENSATION

Expenses

Section 1

Any authorized expenses incurred by the Board members and staff shall be compensated according to guidelines set by current Federal, State and County statutes and regulations.

ARTICLE VIII –BOARD CERTIFICATION

Section 1

The Board must be certified every two (2) years. By July 1 of each odd-numbered year, the Mayor and the Board Chairperson shall submit a Local Workforce Development Board Membership Certification Request.

ARTICLE IX – CONFLICT RESOLUTION

Section 1

It is the intent of the HCWDB to resolve conflicts by consensus. In instances where consensus cannot be reached at the lowest level, and the functioning of the HCWDB or One-stop system is impaired, those HCWDB Members or service delivery partners, who are parties to the dispute shall submit to the following Dispute Resolution (complaint) Procedures, if state and/or federal laws and regulations allow:

- A. If the HCWDB Members or service delivery partners are unable to resolve a dispute to the satisfaction of the parties to the dispute, the complaint shall be submitted in writing to the the HCWDB Executive Committee within 15 days of the dispute.
- B. The Executive Committee shall evaluate the merits of the dispute and may attempt to resolve the dispute through mediation; however, in all cases, the Executive Committee shall prepare a response to the complaint within 30 days.
- C. If the Executive Committee is unable to resolve a dispute to the satisfaction of the parties to the dispute, the complaint shall be submitted to the CEO, which will respond with a decision within 45 days. The CEO decision shall be final and binding on all parties to the dispute.

ARTICLE X – INDEMNIFICATION

Section 1

HCWDB members shall be held harmless and indemnified from liability incurred due to their volunteer Board membership to the extent allowed by law, and to the extent that such indemnification is available form an active Director's and Officers' insurance policy. Grant funds may not be used for indemnification unless it is an allowable use for the funds under the terms of the grant.

ARTICLE XI ADOPTION AND AMENDMENTS

Section 1

Adopted

These Bylaws are hereby adopted on this 6th Day of November, 2020 and shall become effective November 06, 2020. These bylaws will remain in effect until such time as a modification or termination is voted on by a two-thirds vote of the quorum HCWDB members.

Section 2

Amendments

The by-laws of the Board may be amended in part or in whole at any regular or special meeting by a two-thirds vote of the quorum present at the meeting, provided at least ten (10) calendar days' written notice is

given to each Board voting member. No by-law restricting the power of the Mayor to freely appoint or remove a member of the Board, or to otherwise exercise the authority granted to him by the Act, shall be effective unless consented to by the Mayor. Any such by-law shall remain in effect only so long as the Mayor continues to so consent.

ARTICLE XII COMPLIANCE WITH THE LAW

Section 1

In execution of its business, the HCWDB must comply with the Workforce Innovation and Opportunity Act and regulations as well as policies and directives from the Workforce Development Council.



HCWDB Chairperson



Date

WDC Bulletin No. 04-15 change 1
20 CFR 679.350

Attachment G

Conflict of Interest Policy

- A. As outlined in Section 107(h) of WIOA, a member of HCWDB or a member of a standing committee may not vote on a matter under consideration by the Board or standing committee regarding the provision of services by such member (or an entity that such member represents) or that would provide direct financial benefit to such member or the immediate family of such member.
- B. As outlined in the Hawai' i County Code Section 2- 84, a person whose position on a board, commission or committee is mandated by statute, charter, code or resolution to have particular qualifications shall only be prohibited from taking official action that directly and specifically affects a business or undertaking in which that person has a substantial financial interest; provided that the substantial financial interest is related to the member's particular qualifications.

These are the guidelines we current follow for Conflict of Interest. The formal policy is being revised to be submitted along with the Monitoring Report and will be included in the Local Area Plan at that time.

Attachment H

**Hawai'i County
Workforce Development Board****Draft Summary Minutes**

January 15, 2020

Members Present

David DeLuz, Jr. – Chair
Tricia Buskirk
Ann Ebesuno
Les Estrella
Rossella Guardascione
Jane Horike for Diane Ley
Derek Inaba
Chad Okinaka
Maricar Pilotin-Freitas

Absent and Excused

Kevin Balog
Andrew Chun
Dawn Hao-DeMotta
Jeracah Lawless
Chris Manfredi
George Martin
Jieyu Shepard
Rachel Solemsaas

Staff Members Present

Chasity DeVera
Sandra Goodale
Tanya Grebe
Duane Hosaka
Malia Hall, Deputy Corporation Counsel
Christine Nguyen

Members of the Public

Mel Arai - WDD
Kealoha Daubert - Goodwill
Denise Pacheco - WDD
Ray Saldares - Goodwill
Kevin Waltjen - HELCO

Call to Order

David informed the group that if they are unable to attend a meeting, they are able to designate a proxy from their respective organizations. If you are unsure, submit the proxy form and if it is not needed, it can be rescinded. Forms can be requested through Sandra or Chas. David introduced Kevin Waltjen of Hawaiian Electric who will be joining the Board as a new member. He also introduced Malia Hall of Corporation Counsel. David called the meeting called to order at 10:08 am. Members introduced themselves.

Public Comments

None

Approval of October 16, 2019 Minutes**

Tricia submitted amendments via email. She was listed as absent and excused in the minutes, but she was actually present at the meeting. Minutes were amended, reprinted and distributed for review. Ann moved to approve, Chad seconded, and the minutes were unanimously approved.

New Business**1. Election of Vice-Chairs****

David stated that at the beginning of each calendar year, the Board will need to vote on a new Chair and Vice-Chairs. The Chair and Vice-Chairs need to be from the business sector. In the past, the Board has had one Vice-Chair from East Hawai'i and one from West Hawai'i so there was equal representation. We have not had any meetings on the west side in a while, but we are looking at how we can accommodate that. Malia clarified that Vice-Chairs do not need to be from the business sector. That requirement only applies to the Chair. David asked for nominations from the Board and stated that members can also nominate themselves. Rossella stated that she would be willing to serve as Vice-Chair. Chad also volunteered. David stated that the 2 biggest roles of the Vice-Chairs would be, in the absence of the Chair, signing documents on behalf of the Board and being members of the Executive Committee. Duane asked what happens when we adopt the by-laws that state that the Vice-Chairs need to be from the public sector, would he need to step down or would he be able to stay on until the next election. Malia stated that the Board can choose to make changes to the by-laws and remove that requirement which would be her recommendation. David asked if there were any other nominations or volunteers, there were none. The nominations were unanimously approved.

2. New Committee Chairs for:**

Sandra stated that we are introducing 2 new committees.

a. Oversight Committee

The Oversight Committee will oversee the Adult/Dislocated Worker Program, Youth Program, Eligible Training Providers (ETP) and One-Stop Operator. Information on the committees are included in the packet. This committee would meet quarterly and we could schedule it prior to the Board meeting or Executive Committee meetings. The committee will also ensure each program is meeting the expectations of their contracts. Tanya will be the staff person in charge of the committee.

b. Business Development & Engagement

This committee is designed to do outreach to employers to figure out from the workforce development side what problems they're encountering, how to find solutions, help to provide a skilled workforce... It would mainly be speaking with businesses members already deal with on a regular basis as well as work with the American Job Center partners because they have a Business Engagement Team as well. Sandra will be the primary staff to this committee. Sandra stated that we could start by looking to the members of the Board and the problems they are having and use them to get testimonials about how the AJCH and WIOA helped them. We could then use that to engage more businesses and employers and they can explain how it worked for them.

David informed the group that the Chair and Vice-Chair of the committees need to be Board members. The remaining members of the committee can be from the Board or the public. David suggested Denise as a member of the Oversight Committee. He and Sandra recommend Derek as Chair. They also recommended Les as Chair of the Business Engagement Committee. They would be free to choose their own Vice-Chairs and other committee members. Denise asked what the difference is between the Business Development & Engagement Committee and the Business Services Team that the Partners are involved in. Sandra stated that we started with the Partners with the intention to roll into the Board's Business Engagement Committee.

Les agreed to Chair the Business Engagement Committee. Derek stated that he understands the rationale behind the reason he was recommended as Chair of the Oversight Committee but his experience with RFPs and contracts is relatively new. He does not have an issue with being Chair but will need a very supportive committee. Les would like work with Derek. David stated that it would be beneficial for Les to be on the Oversight Committee and reiterated that he would like Denise to join as well. Malia asked if anyone else would like to volunteer for the committees, they are able to do so. Chad moved to approve Derek as the Oversight Committee Chair, Ann seconded and the motion was unanimously approved. Ann moved to approve Les as the Business Engagement Committee Chair, Chad seconded and the motion was unanimously approved.

3. Distribution and discussion on By-Laws or Rules and Regulations

Malia stated that the Board's by-laws have not been legally adopted per the State law so they are not legally enforceable. David stated that until the Board adopts the by-laws, the Board is guided by the County's Rules and Regs. The by-laws as well as the rules and regs have been circulated. Malia will review them and asked that members do so as well. She stated that the by-laws are easier to read and in her opinion is the better choice than the rules and regs which seems kind of like overkill. Comments and suggestions can be sent to Sandra. David asked Malia to do a redline and send it to the members and it can be discussed at the next meeting.

4. Discussion of full Board meeting schedule for 2020

David stated that we would like to increase participation and some members have conflicts with the current schedule. Sandra will send out a Doodle Poll with possible dates for the year. The Performance Measures Committee on the State level, which David belongs to, would like to come to one of our meetings. He will send Sandra the dates that they meet to see if it coincides with any of our Board meetings.

Presentation - Waipahu Community School for Adults – Workforce Development Program

Chad stated that handouts were distributed in the meeting packets. They are called Waipahu Community School for Adults as that is where their flagship school is located. They do have satellite campuses in Hilo and Kona. Sites are located at Waiakea High School, Keaau High School and Kealahou Intermediate. New sites will be up and running at

Konawaena High School and North Hawai'i Educational Resource Center (NHERC) in the Spring. Chad discussed the various programs and classes available through WCSA including the Workforce Development Diploma, iCAN and HiSET.

Mayor's Representative's Report

Sandra stated that the Executive Directors of each county along with the Executive Director of the WDC met on Maui yesterday. One of the things that came up was that O'ahu got their One-Stop certified so they are now looking at having the neighbor islands becoming affiliate sites. O'ahu's One-Stop Operator would manage these sites, run partner meetings, etc... They are working on an RFP and asked the neighbor islands if they would be interested and everyone agreed. It would help us get certified as well as help with the firewalls as the County would no longer be running the programs and the One-Stop. David also stated that it will also allow for access to their ETPs. Sandra also mentioned that our Local Area Plan needs to be written by August which will need input from the Board.

WIOA Core Partner Updates

1. Title I

Ray stated that they finally hired a second case manager. They will be starting in the next few weeks and will be stationed at the American Job Center. David stated that Maui and Kauai will be returning 2018 funds to the State due to lack of spending. We are at risk of returning funds as well. Kealoha stated that it is difficult to spend down Adult/DW funds due to lack of ETPs. David mentioned that we are looking at increasing the tuition/training amount. It is currently \$2,500 or \$5,000 for CDL classes. The recommendation would be to increase the amount to \$5,000 lifetime limit. David would like to defer this action to the Executive Committee. Ann moved to approve, Rossella seconded and the motion was unanimously approved. Tanya reviewed the funding dashboards for PY18 & PY19.

2. Adult Education

3. Division of Vocational Rehabilitation

Derek stated that DVR is still in Order of Selection which was started in July 2017. Those that apply for services and are deemed eligible are placed on a wait list. There were approximately 500 names on the priority category list and about 300 were called off. Of the 300 names, approximately 72 were from Hawai'i County. They have had staff shortages here which was an issue, they were down 3 counselors in Hilo last year. They recently hired 2.

4. Wagner-Peyser – Workforce Development Division

Announcements

1. Next meeting tentatively scheduled for Wednesday, April 15, 2020.

Adjournment

David called for a motion to adjourn. Chad moved to approve, Ann seconded, and the meeting was adjourned at 1:07 pm.

Hawai'i County Workforce Development Board

Draft Summary Minutes

June 26, 2019

Members Present

David DeLuz, Jr. – Chair
Tricia Buskirk
Jeracah Lawless
George Martin
Chad Okinaka
Jieyu Shepard
Rachel Solemsaas – arrived at 11:45
Mel Arai – Proxy for Elaine Young

Absent and Excused

Kevin Balog
Ann Ebesuno
Derek Inaba
Diane Ley
Chris Manfredi

Staff Members Present

Chasity DeVera
Sandra Goodale
Neil Gytoku
Malia Hall, Deputy Corporation Counsel

Members of the Public

Kathy Perry – Unemployment Insurance

Deputy Corporation Counsel Malia Hall advised the group that due to Sunshine Law we would be unable to call the meeting to order or proceed with any action items until quorum was met. Staff attempted to contact the remaining expected members. One was off island was unable to secure a proxy and the other would be arriving late. Chair David DeLuz, Jr. and Housing Administrator Neil Gytoku decided to commence with the Orientation portion of the agenda. Introductions were made.

New Business

3. Orientation – Presented by Allicyn Tasaka and Jeanne Ohta of the Workforce Development Council (WDC)
Allicyn Tasaka, Executive Director gave a presentation on the WDC and WIOA. Topics included: background, organization and makeup of the WDC and WIOA, the State Vision, the purpose of WIOA, its Core Partners and mandatory American Job Center Partners. Board members had a discussion regarding the State Vision “all employers have competitively skilled employees and all residents have sustainable employment and self-sufficiency” is not very realistic. Mel asked what they meant by self-sufficient. Allicyn responded that people should be able to live on the income they earn and not have to work 3 jobs to survive. Several Board Members agreed that it is a good goal but not very realistic due to the cost of living, commuting from Hilo/Puna to Kona for work, rates of pay, etc... Allicyn stated that the Board will need to work on the Local Area Plan for 2020-2024 so it would be a good time to come up with a new vision for the Board.

Jeanne Ohta, Special Programs Specialist gave a presentation on the functions of the Local Workforce Development Boards, the role of Board Staff and One-Stop Operator, firewalls and services available through the AJC. She also reviewed PY17 Expenditures and Participants as of April 30, 2019 which showed each program, the amount of funding they receive, the percentage of funds expended, number of participants served and cost per participant. Members discussed discrepancies in the Youth funding report. George stated that multiplying the number of participants by the cost per participant does not come close to the 98% of the total funds reported as being spent. He questioned what happened to the remaining funds. He would like a more in depth report that shows the actual breakdown. Jeanne agreed that there may be errors in the report. David stated that Lillian normally provides a dashboard which shows the breakdown of each program's spending by program year and is easy to understand. Neil will have these reports available at future meetings.

Malia stated that since we now have quorum and Rachel will need to leave again we should call the meeting to order and move along with the agenda items.

Call to Order

Meeting called to order at 12:44 pm.

Public Comments

None

Approval of August 21, 2017 Minutes**

The minutes were distributed for review. George moved to approve, Rachel seconded and the minutes were unanimously approved.

New Business

2. Approval of Local Area Plan**

David informed the group that the Local Area Plan was prepared by staff and updated and due to having a new Board and the inability to make quorum, we are a year late in approving it. Rachel moved to approve, George seconded. Rachel would like time to review the Plan as she didn't see it until today due to it not being attached to the agenda that was emailed. She would like a chance to review it and if there is a need to amend it later and resubmit she would like to do so. George asked how much time she is asking for. He received the attachment but is unable to open it on his phone. Rachel is asking to receive attachments a month in advance to give members time to read them and consult with staff if necessary. Rachel and George withdrew their original motion. Rachel restated her motion as: to approve the Local Area Plan subject to Members having the opportunity to review and modify the Plan at the next Board meeting", George seconded. The motion was unanimously approved. Rachel also called for a motion requesting that future Local Area Plans or other documents that the Board needs to approve comes to the Board atleast a month prior to the meeting. George seconded and the motion was unanimously approved.

1. Nomination and election of Chair and Vice-Chair**

George nominated David to remain as Chair, Rachel seconded. George nominated Rachel as Vice-Chair, Chad seconded. Nominations were unanimously approved.

Chair's Report

David stated that OHCD has had some extreme challenges in getting the new Board together and the AJC open on top of the natural disasters. He assured the Board that their main priority is the delivery of services.

Mayor's Representative's Report

Neil stated that regardless of everything else that was happening, OHCD made sure that the American Job Center opened. Based on the latest report, in the first five months of this year, the average participant rate for the AJC has been 364 per month for job search, resume writing, etc... Goodwill will be starting as the Adult/Dislocated Worker provider next week. We have not been able to secure a provider for the past 18 months. The Youth contract is also being put out for RFP. Goodwill will have a presence in the AJC and we are hoping to have the Youth in there as well. They are looking for a larger location for the AJC as they need room to expand. Currently the County, through OHCD, is paying for all of the costs relating to the AJC. We put out RFPs twice to find a qualified vendor for a One-Stop Operator and have been unsuccessful both times so OHCD decided to just run it. The AJC has been very active having done several Rapid Response activities including Jack's Tours, Bubba Gump's, and several events for those impacted by the lava flow. We also reached out to offer assistance to Mauna Lani and McDonald's. We held a Job Fair in Hilo in October where we had 91 employers and over 500 job seekers. Last month we held one in Kona and had 49 employers and 75 job seekers. David suggested that Board Members visit the AJC and learn more about the services offered. Sandra informed the group that the Job Fair will be held on October 24 at the Tennis Stadium and we will hold Job Readiness Workshops the week prior.

Malia informed the group that per the by-laws there needs to be two Vice-Chairs and they need to be from the business sector. At the next meeting, we will need to make changes. George asked if by-laws can be amended. Allicyn stated it is up to the Board. David stated that the reason for having two Vice-Chairs is so that in case the Chair is unavailable, there will be two backups and so that both East and West Hawai'i can be represented. George asked to have by-law amendments added to the next meeting's agenda. OHCD will distribute the by-laws and give an explanation.

Adjournment

David called for a motion to adjourn. George moved to approve, Jeracah seconded, the meeting was adjourned at 1:11 pm.

Hawai'i County Workforce Development Board

Draft Summary Minutes

October 16, 2019

Members Present

David DeLuz, Jr. – Chair
Mel Arai – Proxy for Elaine Young
Ann Ebesuno
Tricia Buskirk
Les Estrella
Rossella Guardascione
Derek Inaba
Jeracah Lawless
Chad Okinaka
Riley Sato – Proxy for Diane Ley
Jieyu Shepard

Absent and Excused

Kevin Balog
Andrew Chun
Dawn Hao-DeMotta
Chris Manfredi
George Martin
Rachel Solemsaas

Staff Members Present

Chasity DeVera
Sandra Goodale
Tanya Grebe
Duane Hosaka
Malia Hall, Deputy Corporation Counsel

Members of the Public

Kealoha Daubert - Goodwill
Denise Pacheco – WDD
Kathy Perry – Unemployment Insurance

Call to Order

Meeting called to order at 10:04 am. Introductions were made.

Public Comments

None

Approval of June 26, 2019 Minutes**

The minutes were distributed for review. Ann moved to approve, Chad seconded. The minutes were unanimously approved.

New Business

1. Distribution and Review of Board Member Resource Binder

Malia stated that WIOA can be complex so OHCD put together a reference binder. She reviewed each section. The first section was contact information for the OHCD and AJCH staff. The next section of the binder covers the WIOA law, Federal Register and the County Code. The law can get complicated so the Regs break it down and is easier to understand. We pulled the section of the register that speaks about the local board's responsibility. Also included is the MOU between the Board and WDC as well as information on Sunshine Law which Malia will review. David stated that each county has a board and WDC (Workforce Development Council) is the governing body for the State.

2. Presentation and Overview of Sunshine Law

Malia stated that the Office of the Corporation Counsel are the legal advisors for all County departments. Any legal question pertaining to the Board should go through that office. The purpose of the Sunshine Law is to protect the public's right to know and to open up governmental processes to public scrutiny. It is state policy that all discussions, deliberations and decisions made as a board must be conducted as openly as possible and you must accept testimony, provide notice and keep minutes. Board business must not be discussed, deliberated or decided on without a public meeting. Board business is defined as matters over which the board has supervision, control, jurisdiction or advisory power that are before the board or reasonably can be anticipated to come before the board in the foreseeable future. There shall be no caucusing, polling,

telephone discussions, emails or memos and members shall not hit reply all to emails sent to all members. There are permitted interactions which include: 2 members; investigations; presentations, discussions or negotiations; selection of officers; testimonies where there is no quorum or other meetings and presentations. Two members are allowed to communicate privately although they cannot commit to vote, seek commitment to vote or communicate serially. Investigations need to have less than a quorum, the scope of the investigation needs to be defined at a meeting, findings and recommendations presented at a 2nd meeting and deliberation and decision making at a 3rd meeting. Examples of investigations include: confidential interviews, site inspections and product demonstrations and receipt and consideration of confidential information. The next permitted interaction would be if a noticed meeting was cancelled due to no quorum or lost audio connection and there were testifiers or a presentation. You can still allow testimony and the presentation though you would have to keep minutes and report them at the next meeting. The Board can assign 2 or more members but less than a quorum to present, discuss and negotiate any position that the Board has adopted at a meeting, provided that that assignment is made and the scope of each members' authority is defined prior to the presentation, discussion or negotiation. Selection of officers can be done with 2 or more members but less than a quorum. Other meeting or presentations should be less than a quorum, an informational meeting or presentation, an event not specifically arranged for the Board, discussions only as part of the event, no commitment to vote will be made or sought and a report will be made at the next Board meeting. Executive meetings are closed to the public and takes 2/3 of members present to go into executive session. You need to announce the reasons for the closed meeting. Vote will be recorded and entered into the minutes. Reasons for closing the meetings include: personnel matters, conversations regarding legal matters with Board's attorney, etc... Limited meetings probably will not happen with this Board but would occur when the meeting will be held at a dangerous location or public attendance is impracticable. OIP will need to concur and video will need to be taken and shown at the next meeting. No decisions will be made at the time. Malia stated that multi-site meetings are allowed as long as there is audio interaction at all locations and the meeting notice lists all locations where non-disabled board members will be. The public can attend at any listed location. The meeting must end if audio interaction is not maintained at all locations. The Board must accept oral testimony on any agenda item. Written notice of the meeting must include date, time and place and include the agenda. It must be posted on the county online calendar, at the Board's office and County Clerk's office 6 days prior to the meeting. The agenda must include all items that the Board intends to consider and is to inform the public of the matters that the Board intends to consider so that they can decide whether to participate. Agendas can only be amended after posting with 2/3 vote of all members and if addition is not of reasonable importance and will not affect a significant number of people. The board packet rule was recently added to the law. Staff will need to compile documents and have them available for the public at the same time it is made available to members with non-public information redacted. Packets need to be available in the Board's office and the mailing list needs to be notified. Minutes need to be written or recorded and posted online within 40 days. Because meetings are more than 40 days apart, draft minutes are posted and once approved, they are replaced. Minutes need to be true reflections of matters discussed and actions taken. Also included are contact information for OIP and quick reference sheets.

3. Discussion of Adopting Board Rules

Malia informed the group that in doing research on the Board she found that we have both by-laws and rules though neither have been legally adopted. They have not gone through the entire process of being drafted, posted for 30 days, being adopted then being sent to County Clerk and the Lieutenant Governor. She stated that we would send both copies to the members for them to review before the next meeting and they could decide which they wanted to keep, if they wanted to keep either or start new.

4. Discussion of WIOA Standing Committees

Sandra stated that these were previously adopted committees. The youth were added to the Oversight Committee. They oversee the RFPs, contracts, ETPs, etc... The Finance Committee will oversee, set policy and develop the budget for WIOA finances. The Strategic Planning Committee develops the Local Area Plan, possible Regional Plans, identify emerging trends, systems and promising practices for potential incorporation in update versions of the strategic plan. The Business Development and Engagement Committee will have a demand/business driven approach to identifying priority industry sectors and the pathways within them and implementing system alignment and collaborating strategies. This committee will convene stakeholders to achieve the goals of the strategic plan, engage businesses/employers and coordinate with education entities as need. The Executive Committee would be comprised of the Chairs of each standing committee. David stated that the committees are a way to ensure that we are in compliance with our grant. Sandra asked for volunteers for the committees. We would like members from both sides of the island serve on each committee. Malia stated that the first action would be to call for a motion to adopt the committees. The

committees would be subject to Sunshine Law but there is more flexibility. Non board members can be recruited though they would not be able to hold the Chair/Vice-Chair positions. Jeracah suggested putting together a recommendation list of who should join what committee based on their backgrounds.

Chair's Report

David asked Sandra to explain why the Stakeholder's meeting is being held separated from the Board meeting. Sandra stated that the Workforce Development Council is the State agency that governs our grant, provides administrative support and technical support. They set up the meetings with no input from the local areas. The purpose of the meeting is to work on the Unified State Plan. A moderator comes in to start the discussion on what's going on in each county, what we want to focus on, what our goals are. David also asked Sandra to review the Rapid Response MOU in the binder. Sandra reported that we previously received \$25,000 from WDC for Rapid Response and was adopted by the County Council because it was funding that came in through our regular program year funding. This one is a little different because it is more money and it covers multiple years. The MOU covers PY 18 (July 1, 2019 – June 30, 2020) and will reimburse HCWDB up to \$64,806.00. Funds can be spent on keeping businesses from closing their doors, reskill their workers at a similar business or move them into a different industry. It also includes outreach, educational and vocational training, uniforms, support services, anything they need in order to get employed, stay employed or be re-employed. PY 19 money will cover July 1, 2020 – June 30, 2021. Many people don't know this program is available, so word of mouth is important. Once the resolution is complete and adopted, marketing can be done. The goal is to inform employers that we are available even when they are not in trouble. We offer tax credits (if they meet the eligibility criteria), work experience, eventually we will have on-the-job training, etc... In 2018 we did Rapid Response for Jack's Tours and Bubba Gump's. Many of them already had jobs lined up. Ann asked if this would apply to the public sector. David responded that yes it does. She also asked if people can call for job training opportunities. Sandra said yes, WIOA and Rapid Response work hand in hand. We can do events at the site (if possible) and meet with them, we can do mini job fairs, have them come to us. We talk to the employers beforehand to get an idea of numbers. We also have a survey that employees can fill out to help us better understand their needs and allow us to help them better. David asked Sandra to discuss the WIOA programs and the AJCH. Sandra stated that the Adult program is for low-income, those with barriers to employment (ESL, homeless, disabled) while the Dislocated Worker program is for those that were laid off, no longer employed and has fewer restrictions. They would need a letter of separation or unemployment documentation. The In-School and Out-of-School Youth programs serve those aged 18-24. Participants can be dual enrolled. At the American Job Center Denise and Alison assist with Wagner-Peyser employment counseling, unemployment clients, disabled participants, etc... Everyone there tries to help and if they are unable to find a solution, they will refer participants to other resources whether it is other AJCH partner agencies or those from the public. Partner agencies are federally mandated and the ultimate goal is to have at least one person from each agency in the AJCH so that a participant can come in and tell their story once rather than twelve. There are nine computers set up as well as some printers so participants can work on their resumes and do job searches. Employers can use the AJCH to do interviews and hiring events.

Mayor's Representative's Report

Duane informed the group that Neil will be retiring at the end of the month and he will be taking over.

Announcements

1. The next HCWDB meeting is scheduled for January 15, 2020.

Riley stated that this meeting has been educational and the program parallels the work that R&D has been doing. He has been working on transportation and the transformation to clean vehicles and buses and the objective to manufacture energy on this island. He spoke about the possibility of shared use vehicles. It would change the requirements of maintenance. He will be meeting with Rachel to discuss starting a program.

Rossella stated that many of her workers will be retiring in the next five years and they are in a crunch to find workers. Other hotels have looked into and are doing J-1 visas and are providing housing in the hotels. She stated that we need to look at developing talent versus buying talent and she understands that transportation is a big part of it. Majority of the jobseekers are in Hilo while the jobs are in Kona. She stated that there are approximately 500 job openings in Kona.

Adjournment

David called for a motion to adjourn. Ann moved to approve, Derek seconded, and the meeting was adjourned at 12:09 pm.

Attachment I



County of Hawai'i

WORKFORCE INNOVATION AND OPPORTUNITY ACT OF 2014

**AMERICAN JOB CENTER NETWORK
MEMORANDUM OF UNDERSTANDING**

2018-2021

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Hawai'i County

American Job Center Network

WORKFORCE INNOVATION AND OPPORTUNITY ACT

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ("MOU") is executed between the Chief Elected Official, Mayor of Hawai'i County (hereinafter "Mayor"), the Hawai'i County Workforce Development Board ("HCWDB"), and the American Job Center One-Stop Partners (hereinafter "Partners"). They are collectively referred to as the "Parties" to this MOU.

1. PURPOSE

The purpose of this MOU is to establish a viable framework in which the HCWDB and Partners will be able to provide one-stop services for employers, their employees, those seeking employment, and other interested parties within the County of Hawai'i.

The purpose of the American Job Center ("AJC") is two-fold: (1) to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for both job seeker and employers; and 2) to ensure that workforce development activities are provided by one-stop partners and are accessible at not less than one physical center (referred to as a one-stop), thus giving access to continuum of workforce activities.

In entering into this agreement, the parties make the commitment to maintain not only the basic provisions of Workforce Innovation and Opportunity Act (WIOA), but also to enact the basic guiding principles for Hawai'i's One-Stop delivery system that services be:

- Integrated (offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills) and affording universal access;
- Comprehensive (offering a large array of useful information with wide and easy access to needed services);
- Customer Focused (providing the means for customers to judge the quality of services and make informed choices); and
- Performance Based (or based on clear outcomes to be achieved; mutually negotiated outcomes and methods for measurements; and the means toward measuring and attaining customer satisfaction).

2. VISION/MISSION OF THE AJC

Connect businesses with community members to facilitate educational, employment and career development opportunities and provide high quality services to support business growth, economic prosperity and stability within Hawai'i County.

3. PARTNERS

Partner Program	Partner Organization	Signatory Official	Contact Information
WIOA Title I Adult Program	Office of Housing and Community Development	Housing Administrator	County of Hawai'i Office of Housing and Community Development 50 Wailuku Drive Hilo, HI 96720 808-961-8379 ohcdwia@hawaiicounty.gov
AEFLA program - Adult Education and Family Literacy Act	Waipahu Community School for Adults	State Superintendent	Hawaii Department of Education Queen Liliuokalani Building 1390 Miller Street Honolulu, HI 96813 Mailing address: P.O. Box 2360 Honolulu, HI 96804 808-586-3313
Career and technical Education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006	Hawaii Community College	Director of Academic Programs	University of Hawaii-Community Colleges Career and Technical Education Center Lunalilo I, Lower Campus Road Honolulu, HI 96822 (808) 956-7038
Community Services Block Grant Employment and Training Activities	Hawaii County Economic Opportunity Council	Director	Hawaii County Economic Opportunity Council 47 Rainbow Drive Hilo, HI 96720 808-961-2681 hceocdirector@hceoc.net

WIOA title I Dislocated Worker Program	Office of Housing and Community Development	Housing Administrator	County of Hawai'i Office of Housing and Community Development 50 Wailuku Drive Hilo, HI 96720 808-961-8379 ohcdwia@hawaiicounty.gov
Housing and Urban Development Program	Office of Housing and Community Development	Housing Administrator	County of Hawai'i Office of Housing and Community Development 50 Wailuku Drive Hilo, HI 96720 808-961-8379 ohcdwia@hawaiicounty.gov
Indian & Native American Program WIOA title	Alu Like, Inc.	Statewide Department Director, Employment and Training	ALU LIKE, Inc. Central Administration Hale O Nā Limahana 2969 Mapunapuna Place, Suite 200 Honolulu, HI 96819 808-535-6761
Jobs for Veterans State Grants Chapter 41 of title 38	Department of Labor and Industrial Relations Workforce Development Division	Administrator	Department of Labor and Industrial Relations Workforce Development Division Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812
National Farmworker Jobs Program /Migrant & Seasonal Farmworker Programs WIOA title I	Maui Economic Opportunity, Inc.	Chief Executive Officer	Maui Economic Opportunity, Inc. 99 Mahalani Street Wailuku, HI 96793 808-249-2990
Programs authorized under the Social Security Act title IV, part A (TANF)	Department of Human Services	Director	Department of Human Services Attn: Director's Office P.O. Box 339 Honolulu, HI 96809-0339 (808) 586-4997

Senior Community Service Employment Program title V of the Older Americans Act of 1965	Senior Training and Employment Program	Director	Department of Parks and Recreation 101 Pauahi Street., Suite 6 Hilo, HI 96720 (808) 961-8311
State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV	Division of Vocational Rehabilitation	Vocational Rehabilitation Administrator	Division of Vocational Rehabilitation 1010 Richards Street Room 217 Honolulu, HI 96813 808-586-9741
Unemployment Compensation Programs	Unemployment Insurance Division	Administrator	Department of Labor and Industrial Relations Unemployment Insurance Division 830 Punchbowl Street Room 325 Honolulu, HI 96813 808-586-9069
Wagner-Peyser Act ES, as authorized under the Wagner- Peyser Act, as amended by WIOA title II	Workforce Development Division	Administrator	Department of Labor and Industrial Relations Workforce Development Division Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812
WIOA title I Youth Program	Office of Housing and Community Development	Housing Administrator	County of Hawai'i Office of Housing and Community Development 50 Wailuku Drive Hilo, HI 96720 808-961-8379 ohcdwia@hawaiicounty.gov

4. PARTNER SERVICES TO BE PROVIDED THROUGH THE AJC

At a minimum, Partners will make the below services available, as applicable to the program, consistent and coordinated via the AJC network system. Additional services may be provided on a case by case basis and with the approval of the HCWDB and Mayor.

BUSINESS SERVICES

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations, including job coaches
- Conduct outreach regarding Local workforce system's services and products
- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
- Provide access to labor market information
- Provide customized recruitment and job applicant screening, assessment and referral services
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Assist with the interpretation of labor market information
- Conduct job fairs
- Develop customized training opportunities to meet specific employer and/or industry cluster needs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Consult on human resources issues
- Coordinate with employers to develop and implement layoff aversion strategies
- Post job vacancies in the state labor exchange system and take and fill job orders
- Provide information regarding disability awareness issues
- Provide incumbent worker upgrade training through various modalities
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations
- Develop, convene, or implement industry or sector partnerships

JOB SEEKER SERVICES

Basic Career Services:

- Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system
- Initial assessments of skill level(s), aptitudes, abilities and supportive service needs
- In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
- Access to employment opportunity and labor market information
- Performance information and program costs for eligible providers of training, education, and workforce services
- Information on performance of the Local workforce system
- Information on the availability of supportive services and referral to such, as appropriate
- Information and meaningful assistance on Unemployment Insurance claim filing
- Determination of potential eligibility for workforce Partner services, programs, and referral(s)
- Information and assistance in applying for financial aid for training and education programs not provided under WIOA

Individualized Career Services:

- Comprehensive and specialized assessments of skills levels and service needs
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services
- Group counseling
- Literacy activities related to work readiness
- Programs that combine workplace training with related instruction which may include cooperative education
- Information on performance of the Local workforce system
- Individual counseling and career planning
- Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
- Work experience, transitional jobs, registered apprenticeships, and internships
- Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional

Training Services:

- Occupational skills training through Individual Training Accounts (ITAs)
- On-the-Job training (OJT)
- Incumbent worker training
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities, including activities of English language acquisition

YOUTH SERVICES

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
- Alternative secondary school services, or dropout recovery services, as appropriate
- Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Youth Services
- Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities
- Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
- Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
- Supportive services

- Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
- Follow-up services for not less than 12 months after the completion of participation, as appropriate
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
- Activities that help youth prepare for and transition to postsecondary education and training

5. METHODS OF REFERRAL

Partners agree to develop, implement, and modify the processes, procedures, and forms necessary for the seamless referral of AJC customers. Parties agree to cross-train and/or cross-inform each other's staff on their policies, procedures and services. As appropriate, site visits, field trips and joint training shall be available for appropriate staff.

The primary principle of the referral system is to provide integrated and seamless delivery of service to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

Customer referrals from one Partner to another Partner require that:

1. Partners familiarize themselves with basic eligibility and participation requirements, as well as, with the available services and benefits offered, for each of the Partners; programs represented in the HCWDB AJC network.
2. Partners develop materials summarizing their program requirements and making them available for Partners and customers.
3. Partners regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
4. Partners commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

6. ROLES AND RESPONSIBILITIES OF ALL PARTIES

The Parties to this agreement will work closely together to ensure that AJC(s) are high-performing work places with staff who will ensure quality of service.

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by

- the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers,
- Agree to participate in a continuous improvement process and increase customer satisfaction, and participate in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration, and

MAYOR

The Mayor will, at a minimum:

- In Partnership with the HCWDB and other applicable Partners within the county, develop and submit a single Local Area Plan that includes a description of the activities that shall be undertaken by HCWDB and their Partners.
- Approve the HCWDB budget and workforce center cost allocation plan, and
- Coordinate with the HCWDB to oversee the operations of the Hawai'i County AJC network.

HCWDB

The HCWDB ensures the workforce-related needs of employers, workers, and job seekers in the local area are met, to the maximum extent possible, with available resources. The HCWDB will, at a minimum, in partnership with the Mayor and other applicable Partners within Hawai'i County, develop and submit a Local area plan that includes a description of the activities that shall be undertaken by the HCWDB and its Partners. This includes, but is not limited to:

- Adequate, sufficient, and accessible one-stop center location(s) and facilities,
- Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
- A human-centered design system of supporting services, and
- One or more competitively procured one-stop operators.
- In collaboration with the Mayor, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s),
- Determine the role and scope of services of the one-stop operator,
- Approve annual budget allocations for operation of the AJC network, and
- Review and evaluate performance of the AJC and one-stop operator.

LOCAL WORKFORCE DEVELOPMENT BOARD STAFF

- Assist the Mayor and the HCWDB with the development and submission of a single Local Area Plan,
- Support the HCWDB with the implementation and execution of the local area's vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- Provide operational and grant-specific guidance to the one-stop operator,
- Investigate and resolve elevated customer complaints and grievance issues,
- Prepare regular reports and recommendations to the HCWDB, and
- Oversee negotiations and maintenance of MOU with one-stop Partners.

PARTNERS

Partners will further promote system integration to the maximum extent feasible through:

- Cross-training and/or cross informing of staff, as learning opportunities that promote continuous quality improvement
- Effective communication, information sharing, and collaboration with the one-stop operator,
- Joint planning, policy development, and system design processes,
- Commitment to the joint mission, vision, goals, strategies, and performance measures,
- Use of common intake (core partners), assessment, referral, and case management processes,
- The use of common and/or linked data management systems and data sharing methods, as appropriate, and
- Leveraging of resources, including other public agency and non-profit organization services.

ONE-STOP OPERATOR

The Parties agree that the One-Stop Operator, at a minimum, will:

- Manage daily operations,
- Manage and coordinate Partner responsibilities, as defined by this MOU,
- Coordinate daily work schedules and work flow based upon operational needs, and
- Assist the HCWDB in establishing and maintaining the AJC network structure including but not limited to:
 - Ensuring the State requirements for center certification are met and maintained
 - Ensuring that career services outlined in WIOA sec. 134 (c)(2) are available and accessible
 - Ensuring that HCWDB policies are implemented and adhered to
 - Adhering to the provisions outlined in the contract with the HCWDB and the Local Area Plan
 - Ensuring staff are properly trained by their formal leadership organization and provided technical assistance, as needed
 - Integrate systems and coordinate services for the center and its Partners, placing priority on customer service
 - Oversee and coordinate partner, program, and AJC network performance
 - Providing and/or contributing to reports of center activities, as requested by the HCWDB
 - Identifying and facilitating the timely resolution of complaints, problems, and other issues
 - Collaborating with the HCWDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management system
 - Ensuring open communication with Partners in order to facilitate efficient and effective center operations
 - Evaluating customer satisfaction data and propose service strategy changes to the HCWDB based on findings
 - Manage fiscal responsibilities and records for the center.

7. CAPACITY BUILDING

- A. Parties to the MOU agree that high standards of professional service and conduct as well as professional work environments are required in the AJC.
- B. Capacity-building efforts shall be examined periodically for their effectiveness in staff adaptability to change, improvements in customer service, and continuous improvement progress.
- C. The Parties agree to ensure collaboration with State and regional efforts to identified capacity building needs.

8. MARKETING

The Parties to the MOU agree to work with the One-Stop Operator and assist in efforts regarding marketing/rebranding strategy informing job seekers, employed individuals, employers and the community at large about the services available through the AJC will be required and will be developed.

9. SITE SUPERVISION

- A. Parties to the MOU recognize that by implementing the responsibility of the One-Stop Operator of AJC operations, broad-based agency practices and management structures as well as day-to-day AJC site supervision.
- B. Partners also agree to respect each other's organizational practices and management structures in the provision of services under the agreement.

10. COST ALLOCATION

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Program, each local workforce investment area must establish a One-Stop System which is accessible at not less than one physical center (referred to as a one-stop center), where career and training services are made available and access to other activities can be carried out by its Partners.

The One-Stop Operating Budget and Infrastructure Funding Agreement is being established in order to create a financial plan, including terms and conditions, to fund the services and operating costs of the AJC network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Hawai'i County Local Area's high-standard AJC network. The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall community.

A cost allocation budget will be established according to the WIOA Bulletin No. 12-16.

1. Agreement Modification

The Parties recognize that modification may, and likely will be, necessary during the period of the MOU. The Partners in the MOU will undertake modification collaboratively. Any modification to this MOU, to be valid, must be in writing and signed by all Parties. Oral modification shall have no effect. If any provision of the MOU is held invalid, the remainder of the MOU shall not be affected.

2. Monitoring

The Partners agree that performance and operations, as well as the cost allocations methodology, of this MOU will be reviewed by the One-Stop Operator quarterly. The One-Stop

Operator will provide the Partners the results of this review so the Partners may determine if they wish to modify the MOU in accordance with Section 13.B.

11. ACCESSIBILITY

Accessibility to the services provided by the AJC(s) and all Partners is essential to meeting the requirements and goals of the AJC network. Job seekers and businesses must be able to access information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

AJC(s) will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the high standards of accessible design. Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

12. CONFIDENTIALITY

Parties to this MOU agree to comply with the confidentiality provisions of WIOA, Hawai'i Administrative Rules, Employment Security Law of the State of Hawai'i, and/or any other Partner's law or requirement as applicable to assure that:

- A. All applications and individual records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be kept confidential by each Partner except that such information may be shared with other Partners purposes directly connected with the delivery of such services.
- B. No person will publish or disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJC applicants, participants, or customers overall.

13. GENERAL TERMS AND PROVISIONS

A. APPROVAL

This MOU is of no force or effect until signed by authorized representatives of all Parties. The MOU, once executed, becomes a part of the HCWDB Local Area Plan.

B. MODIFICATION

1. If a Party wants to modify the MOU, the Party must first provide written notification to all signatories of the existing MOU and outline the proposed modifications.
2. Upon notification, the HCWDB Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Parties in a timely manner and as appropriate.
3. Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the HCWDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.
4. If determined that a Party is unwilling to agree to the MOU modification, the HCWDB Chair (or designee) must ensure that the process in the Dispute and Resolutions section is followed.

C. DISPUTES AND RESOLUTIONS

Parties shall continue with the responsibilities under this MOU during any dispute. Disputes shall be resolved in a timely manner, directly involving the parties to the dispute. In the event that an impasse should arise between the Partner and/or the HCWDB regarding the terms and conditions, the performance, or administration of this MOU, the following procedure will be initiated: (1) the HCWDB and Partners should document the negotiations and efforts that have taken place to resolve the issue. (2) The HCWDB Chairperson would meet with the Mayor and/or the Partner(s) and/or the One-Stop Operator based on the nature of the impasse to resolve the issue. (3) If an agreement cannot be reached, the Workforce Development Council Hawai'i will provide assistance in resolving the issue.

D. TERMINATION

This MOU will remain in effect until the end date specified in the Effective Period section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent federal law.
- Local area designation is changed under WIOA.
- A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the HCWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching Party(s) shall have the right to terminate this MOU by giving written notice thereof to the Party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within sixty (60) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

All Parties agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

E. EFFECTIVE PERIOD

This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2021, unless any of the reasons in the Termination section above apply.

F. MONITORING/AUDITS

The HCWDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,

- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.
- All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

The Bureau of State Audits, the Mayor, and other parties as appropriate, or their designated representatives shall have the right to review and to copy any records and supporting documentation pertaining to performance under this MOU, subject to the confidentiality requirements stated in section 12, Confidentiality. Auditors will be allowed access to such information or records during normal business hours. Parties to the MOU agree to maintain such records for three years unless differing periods are stipulated by impacted funding sources. Further, the parties to this MOU agree to include similar audit provisions in any related contract, subcontract or other financial agreement.

G. NON-DISCRIMINATION CLAUSE

Parties to this MOU shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant, or applicant for employment due to gender, race, color, ancestry, creed, religion, national origin, physical or mental disability, medical conditions, and age, veteran's status, or marital status. Parties shall comply with the provisions Hawaii Revised Statutes (HRS) Chapter 378 part 1, and the Hawai'i Administrative Rules (HAR) Chapter 12 - 46 and related, applicable regulations. Parties shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining agreement or other such agreement.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

Parties assure compliance with the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.

Parties to this MOU shall include non-discrimination and compliance provisions of this clause in all related subcontracts or financial agreements.

H. GOVERNING LAW

This MOU is governed by and shall be interpreted in accordance with the laws of Hawai'i. All Parties shall comply with all applicable Federal and State laws and regulations, and local laws of the County of Hawai'i, State of Hawai'i, Workforce Development Council, and the WIOA.

I. INDEMNIFICATION

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. No Partner assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any party or third party.

J. UNENFORCEABLE PROVISIONS

In the event that any provision of this MOU is unenforceable or held to be unenforceable, then the Parties agree that all other provisions of this MOU have force and effect, and shall not be affected.

K. RESOLUTION

The Hawai'i County Workforce Development Area must agree to a resolution, order, motion, or ordinance of the Mayor whom by law may authorize designation of the area, boards, and operators comprising the system and Parties to this MOU. Such resolution or order must be provided to the State as part of the HCWB Local Area Plan.

L. PRIORITY OF SERVICE

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance.


SIGNATURE PAGE 1

Chief Elected Official:



Signature & Date

County Of Hawai'i

 Mayor

Hawai'i County Workforce Development Board Chair:



Signature & Date

Hawai'i County Workforce Development Board

Agency or Organization

Chair


RECOMMEND APPROVAL:



Housing Administrator
Office of Housing and
Community Development

Date: JAN 22 2019

APPROVAL AS TO FORM AND LEGALITY:



Deputy Corporation Counsel
County of Hawai'i

Date: 01-28-19

STATE OF HAWAI'I)
) SS.
COUNTY OF HAWAI'I)

On this 29th day of February, 2019, before me personally appeared WILFRED M. OKABE, to me personally known, who, being by me duly sworn, did say that he is the Managing Director of the County of Hawai'i, a municipal corporation of the State of Hawai'i, that the foregoing instrument was signed on behalf of the County of Hawai'i by authority given to said Mayor of the County of Hawai'i by Sections 5-1.3 and 13-13 of the County Charter, County of Hawai'i (2016), as amended, and assigned by the Mayor to the Managing Director pursuant to Section 6-1.3(h) of the County Charter; and said WILFRED M. OKABE acknowledged said instrument to be the free act and deed of said County of Hawai'i.



Amber K.S. Keppo
Signature

AMBER K.S. KEPOO
Print or Type Name

Notary Public, State of Hawai'i

My Commission Expires: 04/01/22

NOTARY CERTIFICATION	
Doc. Date: <u>Undated</u>	No. of Pages: <u>16</u>
Notary Name: <u>AMBER K.S. KEPOO</u>	Third Circuit
Hawai'i County American Job	
Doc. Description: <u>Center Network Workforce</u>	
Innovation and Opportunity Act Memorandum	
Of Understanding	
<u>Amber K.S. Keppo</u>	<u>1/29/19</u>
Notary Signature	Date



One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Winona Whitman, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Winona Whitman
Signature

3/14/18
Date

Winona Whitman, Director
Printed Name and Title

Alu Like, Inc. Central Administration
Agency Name

Indian & Native American Program
Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Maureen Bates, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Maureen Bates
Signature

7/17/18
Date

Maureen Bates, Administrator

Printed Name and Title

Division of Vocational Rehabilitation

Agency Name

State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, John Morton, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Signature



Date

4/24/18

John Morton, Vice President for Community Colleges
Printed Name and Title

University of Hawaii-Community Colleges Career and Technical Education Center

Agency Name

Career and technical Education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, _____, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Signature



Date

4/3/2018

Printed Name and Title

Jay T. Kimura Executive Director

Hawaii County Economic Opportunity Council

Agency Name

Community Services Block Grant Employment and Training Activities

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Debbie Cabele, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier

Debbie Cabele

32818

Signature

Date

Debbie Cabele, CEO

Printed Name and Title

Maui Economic Opportunity, Inc.

Agency Name

Farmworker Jobs Program /Migrant & Seasonal Farmworker Programs

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, NEIL S. GYOTOKU, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

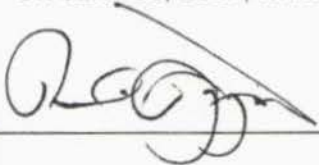
- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- In three years,
- Upon amendment, modification, or termination, or
- On June 30, 2021, whichever occurs earlier.



MAR 19 2018

Signature

Date

Neil S. Gyotoku / Housing Administrator

Printed Name and Title

County of Hawai'i Office of Housing and Community Development

Agency Name

Housing and Urban Development Program

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, NEIL S. GYOTOKU, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.



MAR 19 2018

Signature

Date

Neil S. Gytoku / Housing Administrator

Printed Name and Title

County of Hawai'i Office of Housing and Community Development

Agency Name

WIOA Title I.B. Adult/DW/Youth Program

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Roxcie L. Waltjen,, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

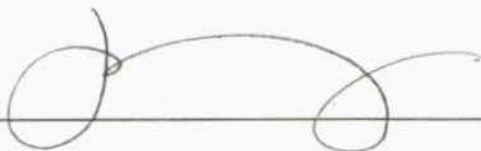
By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Signature



Date

3-22-18

Roxcie L. Waltjen, Director

Printed Name and Title

Department of Parks and Recreation

Agency Name

Senior Community Service Employment Program title V of the Older Americans Act of 1965
Senior Training and Employment Program

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Elaine Young, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with.

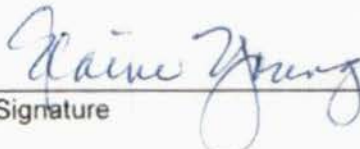
- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.


Signature

MAR 20 2018

Date

Elaine Young, Administrator
Printed Name and Title

Department of Labor and Industrial Relations - Workforce Development Division

Agency Name

Jobs for Veterans State Grants Chapter 41 of title 38

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Elaine Young, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.

Elaine Young
Signature

MAR 20 2018

Date

Elaine Young, Administrator
Printed Name and Title

Department of Labor and Industrial Relations - Workforce Development Division

Agency Name

Wagner-Peyser Act ES, as authorized under the Wagner-Peyser Act, as amended by WIOA title II

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Linda Uesato, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

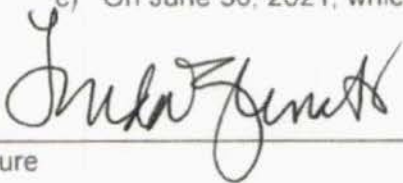
- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.



MAR 20 2019

Signature

Date

Linda Uesato, UI Administrator
Printed Name and Title

Department of Labor and Industrial Relations - Unemployment Insurance Division

Agency Name

Unemployment Compensation Programs

Agency Program

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Christina M. Kishimoto, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget
- The Future Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2021, whichever occurs earlier.



Signature

04-13-2018

Date



09-12-2018

Dr. Christina M. Kishimoto

Superintendent, Hawaii Department of Education

Printed Name and Title

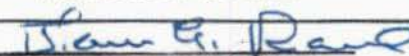
Hawaii Department of Education

Agency Name

AEFLA program - Adult Education and Family Literacy Act

Agency Program

APPROVED AS TO FORM


DEPUTY ATTORNEY GENERAL
Education Div. - State of Hawaii
4-12-18

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Debra A Cabebe certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.

Debra A Cabebe 232020
Signature Date

Debra A Cabebe, CEO

Printed Name and Title

Mau Economic Opportunity, Inc.

Agency Name

National Farmworkers Jobs Program

Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Roxcie L. Waltjen certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.

Signature  Date 2-3-2020

Roxcie L. Waltjen, Director

Printed Name and Title

Department of Parks and Recreation

Agency Name

Senior Community Service Employment Program

Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, DUANE HOSAKA certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.



2-5-20

Signature

Date

Duane T. Hosaka

Housing Administrator

Printed Name and Title

OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT

Agency Name

FAMILY SELF SUFFICIENCY / WIOA ADULT / DISLOCATED WORKER / YOUTH PROGRAMS

Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, CHAD HASEGAWA certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.

Signature CHAD HASEGAWA Date 02/25/2020

Printed Name and Title CHAD HASEGAWA EXECUTIVE DIRECTOR

Agency Name HCEC

Agency Program(s) LIBRARY, WAP, TRANSPORTATION, SEMNP

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, ERIKA LACRO certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

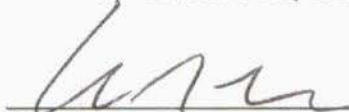
The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.


Signature

Feb 28, 2020
Date

Erika Lacro, Vice-President of Community Colleges
Printed Name and Title

University of Hawaii
Agency Name

Carl Perkins
Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Dr. Christina M. Kishimoto certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:


The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☐ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.

	04/30/2020
Signature	Date
<u>Dr. Christina M. Kishimoto, Superintendent</u>	
Printed Name and Title	
<u>Department of Education</u>	
Agency Name	
<u>Adult Education and Family Literacy Act (AFLA)</u>	
Agency Program(s)	

APPROVED AS TO FORM

 03-03-2020
DEPUTY ATTORNEY GENERAL
Education Div. - State of Hawaii

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Maricar Pilotin-Freitas certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:


The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☐ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.


Signature

5/1/22
Date

Maricar Pilotin-Freitas, Acting Administrator

Printed Name and Title

Department of Labor and Industrial Relations - Workforce Development Division

Agency Name

Wagner-Peyser Act ES, as authorized under the Wagner-Peyser Act, as amended by WIOA title II

Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Arthur Barba certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☐ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.



JUN -2 2020

Signature

Date

Arthur Barba, Acting UI Administrator

Printed Name and Title

Unemployment Insurance Division

Agency Name

Department of Labor & Industrial Relations

Agency Program(s)

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program.

By signing my name below, I, Duane Hosaka certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

The Infrastructure Funding Agreement

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

☒ The Infrastructure Funding Agreement

I understand that this IFA may be executed in counterparts, each being considered an original, and that this IFA expires either:

- a) In two years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2022, whichever occurs earlier.

 6-8-20
Signature Date

Duane Hosaka, Housing Administrator
Printed Name and Title

Office of Housing and Community Development
Agency Name

Rapid Response Effective June 1, 2020-June 30, 2021
Agency Program(s)

Effective 7/1/2020																
PART I, ONE STOP OPERATING BUDGET																
	Total Annual Budget	WIOA Adult	WIOA DW	WIOA Youth	MIO NFIP	WP	Rapid Response	AEFL	Abt Like	SCIEP	DVR	PERKINS	UI	HUD	HICO	TANF
Initial Cost		14.25%	14.25%	7%	2.5%	20%	7%	5%	0%	5%	5%	5%	5%	5%	0%	5%
Lease Cost (Lease CAM & Taxes)	33,641.00	4,799.54	4,799.54	2,357.67	841.03	7,071.01	2,357.67	1,684.05	-	1,684.05	1,684.05	1,684.05	1,684.05	1,684.05	-	1,684.05
Property and casualty insurance	Self Insured															
Uninsured	3,780.00	538.65	538.65	264.60	94.50	793.80	264.60	189.00		189.00	189.00	189.00	189.00	189.00		189.00
Utilities	5,000.00	798.00	798.00	392.00	140.00	1,176.00	392.00	280.00		280.00	280.00	280.00	280.00	280.00		280.00
Resins to / Kelly	5,930.00	845.03	845.03	415.10	148.25	1,245.30	415.10	296.50		296.50	296.50	296.50	296.50	296.50		296.50
Technology Costs																
Phone & Internet																
Computer Equipment	3,491.00	497.47	497.47	244.37	87.28	733.11	244.37	174.55		174.55	174.55	174.55	174.55	174.55		174.55
Equipment Maintenance & Repairs	10,500.00	1,496.25	1,496.25	735.00	262.50	2,205.00	735.00	525.00		525.00	525.00	525.00	525.00	525.00		525.00
Mobile Technology	3,000.00	488.75	488.75	245.00	87.50	735.00	245.00	175.00		175.00	175.00	175.00	175.00	175.00		175.00
Equipment Lease/Rental	3,000.00	427.50	427.50	210.00	75.00	630.00	210.00	150.00		150.00	150.00	150.00	150.00	150.00		150.00
Common Identifier marketing costs																
Signage	2,000.00	285.00	285.00	140.00	50.00	420.00	140.00	100.00		100.00	100.00	100.00	100.00	100.00		100.00
Chair - common Identifier Cost*																
Other Infrastructure Costs																
Printer & Freight	1,900.00	270.75	270.75	133.00	47.50	399.00	133.00	95.00		95.00	95.00	95.00	95.00	95.00		95.00
Office/Printing Supplies	5,460.00	792.30	792.30	389.20	139.00	1,167.60	389.20	278.00		278.00	278.00	278.00	278.00	278.00		278.00
Printing/Publication/Subscriptions																
Outreach	1,000.00	142.50	142.50	70.00	25.00	210.00	70.00	50.00		50.00	50.00	50.00	50.00	50.00		50.00
Total A/C Infrastructure Costs	79,942.00	11,391.74	11,391.74	5,595.94	1,998.55	16,787.82	5,595.94	3,997.10		3,997.10	3,997.10	3,997.10	3,997.10	3,997.10		3,997.10
Part 2, Career Service																
	Total Annual Budget	WIOA Adult	WIOA DW	WIOA Youth	NFIP	WP	Rapid Response	AEFL		SCIEP	DVR	PERKINS	UI	HUD		TANF
Consultants & Contract Expenses	1,080.00	151.90	151.90	75.60	27.00	276.80	75.60	54.00		54.00	54.00	54.00	54.00	54.00		54.00
Total A/C Career Services	1,080.00	151.90	151.90	75.60	27.00	276.80	75.60	54.00		54.00	54.00	54.00	54.00	54.00		54.00
Part 3, Shared Services (estimates - not agreed to by partners at this time)																
	Total Annual Budget	WIOA Adult	WIOA DW	WIOA Youth	NFIP	WP	Rapid Response	AEFL		SCIEP	DVR	PERKINS	UI	HUD		TANF
Travel/Training Costs - Registration Fees	250.00	35.63	35.63	17.50	6.25	55.00	17.50	12.50		12.50	12.50	12.50	12.50	12.50		20.00
Travel/Training Costs - Transportation	250.00	35.63	35.63	17.50	6.25	55.00	17.50	12.50		12.50	12.50	12.50	12.50	12.50		20.00
Travel/Training Costs - Mileage	350.00	49.88	49.88	24.50	8.75	77.00	24.50	17.50		17.50	17.50	17.50	17.50	17.50		28.00
Personal - A/C Receptionist/Resource	38,000.00	5,415.00	5,415.00	2,680.00	1,183.48	7,880.00	2,680.00	1,900.00		1,900.00	1,900.00	1,900.00	1,900.00	1,900.00		1,900.00
Personal - A/C Manager	64,800.00	9,214.00	9,214.00	4,536.00	1,620.00	13,608.00	4,536.00	3,240.00		3,240.00	3,240.00	3,240.00	3,240.00	3,240.00		3,240.00
Total A/C Shared Services	103,550.00	14,770.13	14,770.13	7,168.00	2,778.63	21,775.00	7,168.00	5,182.50		5,182.50	5,182.50	5,182.50	5,182.50	5,182.50		5,208.00
TOTAL PARTS, 1,2,3																
	184,872.00	26,315.76	26,315.76	13,279.54	3,802.18	38,789.62	12,827.04	9,233.60	-	9,233.60	9,233.60	9,233.60	9,233.60	9,233.60	-	9,259.10
TOTAL PARTS, 1,2,3																
	184,872.00	26,315.76	26,315.76	13,279.54	3,802.18	38,789.62	12,827.04	9,233.60	-	9,233.60	9,233.60	9,233.60	9,233.60	9,233.60	-	9,259.10
MONTHLY ALLOTMENT																
	15,489.33	2,193.98	2,193.98	1,614.19	316.85	3,232.47	1,085.01	775.01	-	769.47	769.47	769.47	769.47	769.47	-	771.59
Quarterly Billing																
	46,168.00	6,578.94	6,578.94	4,843.16	950.54	9,697.41	3,255.04	2,325.03	-	2,308.40	2,308.40	2,308.40	2,308.40	2,308.40	-	2,314.78
Shared Expenses																
																not agreed not collective at this time



County of Hawai'i
Office of Housing and Community Development

1990 Kino'ole Street, Ste 102, Hilo, Hawai'i 96720
Phone: (808) 961-8379 * Fax: (808) 961-8685
Existing Housing: (808) 959-4642 * Fax: (808) 959-9308
Kona: (808) 323-4300 * Fax (808) 323-4301

CERTIFIED MAIL



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7019 2970 0000 5275 8431

U.S. Postal Service™
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Domestic Mail Only

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OFFICIAL USE

Certified Mail Fee

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Extra Services & Fees (check box, add fee as appropriate)

☐ Return Receipt (hardcopy)

\$

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Here

Postage

Total Postage and Fees

Sent To

Street and Apt.

City, State, ZIP

Allieyn Tasaka, Exec. Director
Workforce Development Council
830 Punchbowl Street, Rm 417
Honolulu, Hawai'i 96813

PS Form 3800, April 2015 PSN 7530-02-000-1047

See Reverse for Instructions

Allieyn Tasaka, Executive Director
Workforce Development Council
830 Punchbowl Street, Room 417
Honolulu, Hawai'i 96813

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Allicyn Tasaka, Exec. Director
Workforce Development Council
830 Punchbowl Street, Rm 417
Honolulu, Hawai'i 96813



9590 9402 5873 0038 0654 61

2. Article Number (Transfer from service label)

7019 2970 0000 5275 8431

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☒ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

☐ Priority Mail Express®

☐ Registered Mail™

☐ Registered Mail Restricted Delivery

☐ Return Receipt for Merchandise

☐ Signature Confirmation™

☐ Signature Confirmation Restricted Delivery

(over \$500)

PS Form 3811, July 2015 PSN 7530-02-000-9053

7/14/15

Domestic Return Receipt

Housing Admin

OFFICIAL USE

355

☒ Return Receipt (hardcopy) \$ 2.85

\$ 2.85

\$_____

\$_____

by \$_____

8.25

\$	8.26
Total Postage and Fees	

14.65

Allicyn Tasaka, Exec. Director

Workforce Development Council

830 Punchbowl Street, Rm 417

Honolulu, Hawai'i 96813

See Reverse for Instructions