

**QUESTIONS FOR MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
TO THE STATE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING
Thursday, May 12, 2022**

The Maui County WDB received federal funds through the State Workforce for the COVID-19 disaster recovery and COVID-19 employment recovery grants. Please explain plans to increase performance and meet participant enrollment targets for each grant by June 30, 2022.

We have exceeded our enrollment targets for each grant. Initially, we were told that we could fund 4 or maybe at most 5 participants in the Disaster Recovery Grant. We now have six participants. We anticipate that we will expend the \$39,457 of funding by June 30, 2022 for this program.

For the Employment Recovery Grant, we initially anticipated funding 14 participants and we have exceeded that target by reaching 16 participants. We anticipate spending 65% of the \$445,000 in funding and had requested an extension which we believe we would have been able to expend all the funding by September/October but sadly the State DLIR has decided not extend the funding cycle.

We did not have executed contracts in place until March of 2021 and we sent our reports in regularly to the State on our progress. All levels of the process would have benefitted from more technical assistance. We feel the outcomes of this grant are positive and have yielded the following quote from USDOL Region Six, "An example of best practice in rural innovation".

The Maui County WDB PY 2020 WIOA Title I funds end by June 30, 2022 and PY 2021 funds will end on June 30, 2023. Given that the PY 2022 allocations are forthcoming, please provide a **brief plan to increase performance for each grant by June 30, 2022 and June 30, 2023 respectively. If funds will not be expended, please **provide an estimate on the projected amount of funds that will be returned to the State.****

Brief Plan to increase performance for PY20 & PY21 *Regular Outreach Activities:*

- Recognition of programs through Linda Puppolo, Executive Director of the Maui County Workforce Development Board, being awarded National Workforce Professional of the Year*
- mauicountyvirtualjobfair.com and mauiamericanjobcenter.com websites, blog posts, and Facebook blasts*
- Regular brochure distributions in Maui Food Bank and Feed My Sheep boxes*
- Presentations at local Community Associations in Kihei, Kula, Hana, Keanae, Lanai*
- Radio interviews on HPR, Pacific Media Group, and H Hawaii Media stations*
- Intermittent presence at Mayor Victorino's Press Conferences and Thursday Morning Radio Show on KAOI AM Live*
- Office of Economic Development regular outreach through various OED Specialist's programs and Business Resource Centers*
- Dissemination of information to the sixty Maui Nonprofit Directors of the Maui Nonprofit Directors Association*
- Ongoing Rapid Response outreach to community employers (including employment agencies and employers that have issued WARN letters) as soon as the contract is executed*

- *Ongoing outreach to ILWU Local 142 membership, IBEW, and the Carpenter's Union*
- *Disaster Recovery Grant Intern with Council Member Gabe Johnson's office as a focus to his homeless services daily travels to homeless shelters, nonprofit organizations, and churches disseminating information about the Maui American Job Center services*
- *Partnership with Maui Probation Office, Hawaii Paroling Authority, Maui Drug Court, and the Re-Entry Hui*
- *Table in the lobby of Department of Motor Vehicles with brochures and flyers*
- *Quarterly Job and Career Fairs with preceding virtual events*

New Outreach Activities:

- *Initial stage of a partnership with Aloha House, Maui Youth & Family Services, and Malama Family Recovery*
- *Initial stage of a partnership with Early Childhood Group including Kamehameha School Community Relations, County of Maui Department of Housing and Human Concerns, and People Attentive to Children (PATCH)*

Estimated funding expenditures for PY20 & PY21

We are not planning to return any funding for PY20. PY21 Funding is in place and will be utilized beginning July 1, 2022.

Jobseekers would benefit from training through the Eligible Training Provider list. Please explain what the Maui County WDB and AJC have been doing and/or plan to increase the numbers of training providers.

- *Working with Harrison Kuranishi on expanding the list with opportunities to utilize Oahu based UH Programs and Apprenticeships*
- *Meet regularly with Karen Hanada (Director of UH MC ELWD) to discuss new opportunities*
- *Regularly meet with perspective programs to from other states*

****note: Have been working with Mike Rembis, CEO of Maui Health, to create practicum opportunities to assist Med Certs and other distance Training Providers for completion of the program requirements for certification.***

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

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

With the new Maui American Job Center Facility opened in May of 2021, we now have all core WIOA Programs co-located (Wagner-Peyser, Adult/Dislocated Worker, and Youth Programs) which increases the day-to-day interaction of co-enrollment.

The bi-monthly Integrated Resource Team meetings also allows for all the partners time to discuss general topics at the beginning of the meetings and time at the end of the meeting for administrators to depart and partners are able to discuss individual case needs and co-enrollment. And the first Thursday of every month, AJC Manager, Karen Arakawa, hosts and AJC Partner meeting to provide updates from the MCWDB Executive Director and AJC Partners, and to bring the partners together in training such as “How to Use Microsoft Accommodations” and a series of workshops conducted by Joanne Doelle in Communication and Learning styles.

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

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

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

- *After the Rapid Response contract is finally executed, the RRP Coordinator will co-locate at the Maui AJC full-time to coordinate employer engagement efforts with all our core providers.*
- *Continual collaboration with the Maui County Business Resource Center, the SCORE Program, MEDB Business innovation groups and CEDS development, the Molokai Kuha’o Business Center, the Lanai Filipino Community Center, the Maui Chamber of Commerce, Hawaii Farmers Union United, the Maui Farm Bureau, Hana Business Council and East Maui Ready, and the County of Maui Office of Economic Development*
- *Continue ongoing Sector Strategies Committee Meetings*
- *Align efforts with our Maui County Workforce Development Board*
- *Continue outreach for the engage the use of our virtual services on maucountyvirtualjobfair.com, blog posts, and social media outreach*
- *Create quarterly job and career fair virtual and in-person opportunities to match job seekers with employers.*

Please list upcoming events hosted by your WDB and AJC that can be shared with others.

From the May 9th-May 12th County of Maui Government and Non-Profit Career Fair: (recorded and available on mauicountyvirtualjobfair.com)

- *Monday, May 9th, virtual and in-person kickoff by Dean Wong, keynote speaker discussing his 12th year of being awarded “one of the best places to work on Maui”; what it takes to provide such a great place for his employees to work; what he looks for in an employee; and his own career path.*
- *Monday, May 9th, Linda Puppolo, MCWDB Executive Director, hosted a panel to talk about their own career pathways, the steps to attaining a position in their organizations/agencies/departments, and best practices to get participants ready for the Thursday in-person Career Fair. The panel included Cheri Nashiwa - Senior Management HR Specialist for the County of Maui, Cassandra Abdul- the Executive Director of Na Hale O Maui and the President of the Maui Non-Profit Directors Association.*
- *Monday, May 9th, Juli Patao, Associate Professor of Cooperative Education/CareerLink Director at UH Maui Collage speaking about “Internships and Opportunities”.*
- *Tuesday, May 10th, Ka’ala Souza conducted a workshop in Digital Readiness called, “Skills are the New Currency”*
- *Tuesday, May 10th, Maui County Business Resource Center and Maui American Job Center Manager, Karen Arakawa, conducted a workshop highlighting all the services available to Employers and Job Seekers at the MCBRC and the MAJC.*
- *Tuesday, May 10th, David Daly, of Maui Economic Opportunity (MEO) conducted an Entrepreneurial Training Overview of MEO’s CORE Four Program and beyond.*
- *Wednesday, May 11th, Webmaster and Social Media Guru, Nicole Fisher, conducted two workshops, one for Job Seekers and one for Employers on how to best use all the services available on mauicountyvirtualjobfair.com*
- *And finally on Thursday, May 12th, the mcvjf.com Team will hold an in-person Career Fair which includes six Providers or wrap-around services, 11 Maui County Departments needing employees, and 15 Maui Non-profits looking for their next volunteers and employees.*

Please share accomplishments and success stories of the WDB and American Job Center.

Success Story #1 – Skyline Conservation Initiative Rocks Upcountry Maui

GOODWILL OF HAWAII, Provider

WIOA Adult & Dislocated Worker Program Success Story (March 2022)

SCI TEAM, ETA: Employment Grant Placement

Skyline Conservation Initiative (SCI) is on fire. The partnership originally meant for three internships is now at four. This hard working team has planted 18,000 native trees to date, is doing textbook work on chainsaw certification, and has created partnerships with the following organizations: County of Maui's Office of Climate Action, Sustainability, and Resilience, Na Koa Manu Conservation, T.C. Excavation, ClimbHI, Haleakala Ranch, Ken Miranda Fencing Company, Maui Forest Bird Recovery Project, Maui Tea Farm, Fairmont Kealani Hotel's "Rooted in Aloha" Program, and Hawaiian Paddle Sports.



Upon completion of ungulate proof fencing, the grazing pressure has been significantly reduced making it possible for native tree plantings to thrive. The team also cleared a substantial portion of Pohakuokala Gulch of logs and debris which allowed the gulch to flow for the first time in **10 years**. Our watershed is flowing clean water by spreading thick layers of woodchips along stream banks and planting native plants. This has been a great example of how to reduce sedimentation and runoff that otherwise flows out to the ocean when big rains fall on Leeward Haleakala.

SCI has also recruited 6,500 Volunteers (many of them visitors) and the program participants have planted 600 native Ohia Lehua trees as well as over 15,000 Koa trees and a mixture of other native trees. The path to full-time positions for our four interns has opened with SCI and Skyline Eco Tours planning to hire all four on staff. Joe's next steps are to continue to work with the Visitor Industry to recruit volunteers that desire a meaningful experience in the beauty of Upcountry Maui and to continue to grow his partner base including an amazing collaboration with Hawaiian Airlines, Disney Channel, and West Coast ABC Affiliates.

There is no stopping this crew and Supervisor Joe Imhoff is extremely grateful for the funding that supported this initiative through the USDOL ETA Employment Recovery Grant which will not only benefit the four participants but sets the stage for revitalization of our precious watershed.



Success Story #2 – Dawn Harris, Molokai’s Ambassador of Hope

GOODWILL OF HAWAII, Provider

WIOA Adult & Dislocated Worker Program Success Story (March 2022)

DAWN HARRIS, ETA: Employment Grant Placement

Dawn Harris is the true *Ambassador of Hope* for the Island of Moloka‘i. Her story is truly an inspiration to us all. The Workforce Development Team recently visited the Moloka‘i Kuha‘o Business Center and had a first-hand view of Dawn’s work and the value of WIOA and ETA Employment Grant Program funding.

Due to low travel demand attributed to the COVID-19 pandemic, on October 1, 2021, Hawaiian Airlines suspended its ‘Ohana by Hawaiian services to Moloka‘i and Lana‘i. Client Dawn Harris was adversely affected and laid off from Worldwide Flight Services, a ground contractor that serviced Hawaiian Airlines on Moloka‘i. Over the years, there have been several times that Dawn has had to leave her island home of Moloka‘i to find work due to the fragility of the workforce in this remote community. She was determined not to leave again.

Dawn was referred by the Moloka‘i Kuha‘o Business Center to Goodwill Industries of Hawaii’s WIOA Adult and Dislocated Worker Programs. The program staff supported Dawn throughout this transition by first performing self and objective assessments, and then by creating an individual employment plan to meet goals and measurable objectives in securing employment. Dawn was also provided career counseling and encouragement during this process.

Early in Dawn’s career, she had worked at a school computer lab that sparked an interest in the IT world. In pursuing this path, while off from the pandemic, Dawn enrolled in CCNA & A Hardware courses. During our initial interview, Dawn expressed a strong interest in the Employment Disaster Grant internship position with CIWRX, Inc. The CIWRX internship offered another opportunity for Dawn to expand IT knowledge and possibly work remotely.

While Dawn entered the position with little IT experience, she exhibited every intent to absorb the information presented to her. Dawn has now experienced training in cybersecurity, programming, analytic and data management. She has applied those skills and is working on projects and actively engaging with CIRWX customers.

Dawn shared a recent project with the Workforce Development Team. Another colleague that is working with CIRWX and Dawn were tasked with building a website for a CIRWX client. In this project, they had to incorporate the skills learned from designing, coding, and managing the site. The feedback from the CIRWX customer was very positive and CIRWX trainers expressed to Dawn and her colleague that they exceeded their expectations and “knocked it out of the park”.

CIRWX has indicated to MCWDB Executive Director informally that Dawn will be offered a permanent position at the end of the internship. The future for IT remote work offers the fragile Moloka‘i workforce a ray of hope that residents have an opportunity to remain in their community with their families. Dawn is determined to continue to work hard, assist, and advocate for other residents as they search for training and remote work in the IT industry.



Dawn Harris, Molokai Ambassador of Hope



Maui County Workforce Team visits Molokai