

# **WIOA TITLE I AND III ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE**



**PY 2020 ANNUAL NARRATIVE REPORT**  
**July 1, 2020 To June 30, 2021**

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December 1, 2021

The Honorable Marty J. Walsh  
United States Secretary of Labor  
U.S. Department of Labor  
Office of the Secretary  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

Dear Secretary Walsh:

On behalf of Governor David Ige and the State of Hawaii Department of Labor and Industrial Relations' Workforce Development Division (WDD), we are pleased to submit Hawaii's Workforce Innovation and Opportunity Act (WIOA) Annual Performance Report for Program Year 2020.

Hawaii's workforce system has never faced more complicated and challenging times with the continuation of the COVID-19 pandemic and its impact on our State's economy and workforce. Our department's staff has been resilient throughout this time, taking the opportunity to assess weaknesses in the system that will help us to innovate and ultimately improve upon our service delivery. During this time, WDD helped the American Job Centers to leverage services virtually and in-person to offer skill-building, training, and employment services via our robust Registered Apprenticeships, Dislocated Worker, Rapid Response programs, and others. Collaborations with local partners and Workforce Development Boards remain strong and help to deliver WIOA Title I and III programs across the local counties (Oahu, Maui, Hawaii, and Kauai).

We join Governor Ige in his vision for a Hawaii that promotes economic diversification and policies that support growth. Hawaii's workforce system is ready to recover from the recent challenges it has faced with the rest of the nation. With a renewed commitment to serve our community, the Aloha Spirit has never been more vital to bolster our workforce system. Every part of this spirit (kindness, unity, gentle(ness), humility, and patience) will be required to succeed.

The Honorable Marty J. Walsh  
December 1, 2021  
Page 2

Thank you for your support as we continue to serve the people of our State.

Sincerely,

A handwritten signature in black ink, appearing to read "Anne Eustaquio", with a stylized flourish at the end.

ANNE PERREIRA-EUSTAQUIO  
Director

# **TABLE OF CONTENTS**

Aloha Spirit	1
State Strategic Goals and Vision in 2020	3
Powerful Partnerships	5
Partnership with Title IV Agency	6
Partnership with DHS	6
Educating the Workforce	7
Programs and Initiatives Advancing the Unified State Plan	7
Disability Employment Initiative (DEI) Round VIII	8
Employment & Training Fund (ETF)	8
HireNet Hawai'i (HNH)	8
Migrant Seasonal Farm Workers (MSFW)	9
National Dislocated Worker Grants (NDWG)	9
Rapid Response (RR) and Layoff Aversion	9
Registered Apprenticeship Programs	10
Senior Community Service Employment Program (SCSEP)	11
Trade Adjustment Act (TAA)	12
Veterans Services & Jobs for Veterans State Grants (JVSG)	12
Workforce Information Grants to States (WIGS)	12
Hawai'i Workforce Informer (HIWI)	12
Work Opportunity Tax Credit (WOTC)	13
WIOA Title I (Adult, Youth, & Dislocated Worker)	13
WIOA Title III (Wagner Peyser (WP) Act Employment Service)	13
Partnership with UI/RESEA	13
Performance Accountability System	17
Effectiveness in Serving Employers Measure	17
Common Exit Policy	18
Data Validation (DV)	18
Customer Satisfaction	19
Technical Assistance Needs	20
Waivers	21
Statewide Fund Activities	21
Studies for Research and Evaluation	22
Appendix	24
Success Stories	26



# ALOHA SPIRIT

(a) “**Aloha Spirit**” is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, **Aloha**, the following *unuhi laula loa* may be used:

**AKAHAI** meaning kindness, (grace) to be expressed with tenderness.

**LŌKAHI** meaning unity, (unbroken) to be expressed with harmony.

**OLU`OLU** meaning agreeable, (gentle) to be expressed with pleasantness.

**HA`AHA`A** meaning humility, (empty) to be expressed with modesty.

**AHONUI** meaning patience, (waiting for the moment) to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawai'i's people. It was the working philosophy of native Hawai'ians and was presented as a gift to the people of Hawai'i. "Aloha" is more than a word of greeting or farewell or a salutation. "Aloha" means mutual regard and affection and extends warmth in caring with no obligation in return. "Aloha" is the essence of relationships in which each person is important to every other person for collective existence. "Aloha" means to hear what is not said, to see what cannot be seen and to know the unknowable.

(b) In exercising their power on behalf of the people and in fulfillment of their responsibilities, obligations and service to the people, the legislature, governor, lieutenant governor, executive officers of each department, the chief justice, associate justices, and judges of the appellate, circuit, and district courts may contemplate and reside with the life force and give consideration to the "Aloha Spirit". [L 1986, c 202, §1]

**From the Hawai'i Revised Statutes (HRS) §5-7.5**





## STATE STRATEGIC GOALS AND VISION IN PROGRAM YEAR 2020


The Workforce Innovation and Opportunity Act (WIOA) Unified State Plan for the State of Hawai'i 2020-2023 remained the driving force behind workforce activities in Program Year (PY) 2020.

The goals and vision remain:

- To provide coordinated aligned services to clients through the American Job Centers (AJCs).
- To develop sector strategies and a career pathways system for in-demand industries.
- To engage employers in the workforce development system.
- Prioritize services to vulnerable population with barriers to employment per WIOA.
- To increase access to employment services for clients in remote locations.

These goals have served the State well as key indicators of Hawai'i's continued progress towards fulfilling the promise of the WIOA. Since its creation, continual progress has been made to embed the vision into all aspects of the DLIR's workforce development programs and policies. This vision has never been more important to honor as Hawai'i and the world faced a global healthcare crisis as experienced in Program Year 2020 (July 1, 2020 – June 20, 2021).

Due to the COVID-19 pandemic, the year 2020 ended with Hawai'i having experienced some of the most tumultuous economic hardship of its modern history. Like much of the rest of the nation, there was a drastic slowdown in workforce activities due to mandated closures of businesses and shifting of emphasis into other sectors, with Hawai'i reaching a second high of unemployment during the pandemic at 15.3% in September 2020. (The highest rate of unemployment since the beginning of the pandemic was 21.9% in April 2020. The previous month, March 2020, unemployment was only 2.1%.) Hawai'i was fortunate not to see a high rate of cases but dealt with the serious economic ramifications of the reductions of major industries, particularly hospitality and travel industries. Healthcare remained solid with the State's increased vigilance of well-organized COVID-19 testing and vaccination administration, along with a preventative deployment of medical services. Government was a sector that remained relatively healthy. Divisions within the Department of Labor and Industrial Relations (DLIR) such as Unemployment Insurance (UI) and other labor divisions assisted in administering the increased federal and State




benefits provided to the ailing workforce during this period. Budget concerns impacted the entire State eventually requiring several DLIR agencies to be slated for abolishment or absorption by other Labor divisions by the beginning of PY 2021. By the end of PY 2020 (June 2021) the State had realized some aspects of recovery, with the unemployment rate reaching 7.8%, and trending towards consistent improvement. Labor professionals in the Workforce Development Division (WDD) took this time to evaluate the underlying issues that have made Hawai'i vulnerable in some aspects of its economy and yet resilient in others. WIOA Title I and III programs during Program Year 2020 showed some mixed outcomes. Despite the economic landscape, median income for participants in Wagner Peyser (WP) met outcome goals Statewide and in all four counties. The closure of schools and prohibitions against meeting in person impacted the credential attainment rates across all programs. WDD staff for the most part, kept their offices open, but due to the pandemic, did not open to the public, using a combination of virtual and offsite meetings to meet the needs of participants. This exposed a vulnerability about our workforce's overall lack of digital literacy, which now serves as the subject of further inquiry into digital literacy. Enhanced development of training programs and services will positively impact recovery efforts, while strengthening Hawai'i's future workforce.

The Workforce Development Council (WDC), assigned to administering WIOA Title I programs in conjunction with the local area boards and service providers, continued to host the variety of committees and subcommittees comprised of its advisory commission of public and private sector representatives. The Sunshine Law, Hawai'i's open meetings law which governs how all State and county boards must conduct their official business, was adapted due to the pandemic. The unofficial Sunshine Law with Act 220 amendments was put into practice during this time, allowing for public meetings to be conducted remotely while still requiring at least one in-person meeting location for those unable or unwilling to participate online. Due to the new practice, the quarterly committee meetings continued uninterrupted virtually and in-person during PY 2020. Ongoing committees that met included the Executive Committee, Finance, Employer Engagement, Military and Veterans Affairs Committee, Performance Measures and Accountability, Sector Strategies and Career Pathways, and Youth Services Committees.

The Employer Engagement Committee, focused on their sector partnerships with the industry-driven employer partnerships initiative emphasizing engineering, agriculture, healthcare, and technology. Priorities identified across sectors included the creation of partnerships that shared workforce development and economic development issues, collaboration on opportunities to strengthen and grow each sector, and support for partners (workforce development, economic development organizations, community-based organizations, Chambers of Commerce, universities, community colleges, elementary schools, adult education, and career technical education schools) as they leverage resources.

Formed out the Employer Engagement Committee, a survey which was conducted by Olomana Loomis in 2019, resulted in the paper "Employer Outreach & Engagement Strategies," the results of which have informed the further improvement of the AJC Business Service Team in the latter part of PY 2020. Tasked with coordinating Statewide employment engagement out of Oahu, the Business Services Team members met on a regular basis to strategize on how to best



communicate with the business community and market the variety of services of the AJCs, including the HireNet Hawai'i (HNH) Talent/Job Bank, Employment Training Fund/On-the-Job Training, Work Opportunity Tax Credit (WOTC), Recruitment Fairs, and assistance from the employment consultants. With staff members from WIOA programs and other program services, including Title I Adult, Dislocated Worker, and Youth, WP and Veterans programs, the efforts to streamline outreach has created expectations that the *effectiveness in serving employers* outcome, such as the repeat business customer rate will improve in the next program year. We noticed stagnancy in these measures during PY 2020, most attributable to business closures and restrictions. With awareness rising among employers about AJC services, the coordinated efforts of the Business Services Team will surely help to improve outcomes across all programs.

A DLIR-sponsored committee (via the WDC) with significant goals included the Sector Strategies and Career Pathways Committee. Out of this committee the Reimagine Workforce Preparation Grant was developed, resulting in an award of over \$13 million for the Hana Career Pathways program. The 3-year grant (2020 – 2023) from the Coronavirus Aid, Relief, and Economic Security Act via the U.S. Department of Education, provided funding to the University of Hawai'i Community Colleges in partnership with the WDC and other partners, including the Hawai'i Community School for Adults. Outcomes will include development of workforce training programs for high-wage, in-demand jobs in healthcare, technology, and skilled trades. Creating pathways between short-term training, leading to apprenticeship or work-based learning, stackable industry-valued credentials, and culminating in post-apprenticeship advancement opportunities, the Hana Career Pathways program targets underserved populations (Native Hawai'ian, Pacific Islander), low-income families, and rural residents in Opportunity Zones. Work experiences for youth and adults will be covered under these auspices. The Registered Apprenticeship Programs (RAPs) administered by WDD will seek to align when possible with Hana Career Pathways.


## **POWERFUL PARTNERSHIPS**

### **IMPROVING SERVICES FOR PEOPLE WITH DISABILITIES**

#### **TITLE IV PARTNER – THE DIVISION OF VOCATIONAL REHAB (DVR)**

The DLIR and its ongoing partnership with the WIOA Title IV agency, the DVRs continued to be fruitful in PY 2020, moving to enact the goals of the Unified State Plan in multiple ways, particularly in aligning employment services and prioritizing those services for populations with barriers to employment. For example, the DVR Employment Team partnered with Hawai'i's AJCs this year, to include working with Jobs for Veterans State Grants (JVSG) and Local Veterans' Employment Representatives (LVER) veterans' staff at local AJCs allowing for the sharing of mutual clients, provision of job readiness/recruitment/placement/job shadowing, and participation in Recruitment Fairs initiated by either DVR or the AJCs. DVR provided Accessibility Training and Disability Awareness training for all the staff at AJCs and included them in their Business Highlights efforts during which they featured speakers from businesses or industries of interest to all participants. Job orders were mutually shared.





Another important partnership between DLIR and DVR is the UI and the State Wage Interchange System which allows for wage data to be shared between participating State agencies for the purpose of reporting on WIOA programs.

The Disability Employment Initiative (DEI), Round VIII, was an Employment and Training Administration (ETA) grant program for youth with disabilities to be served under WIOA programs. Providing work-based learning services, including training, work experience stipends, and support service funding, in PY 2020 the partnership with DVR allowed for referral of their participants to the program, particularly helpful while DVR has an Order of Selection mandate in place. This allowed for their participants to receive services without an extended wait, in particular training that allowed at least one participant to complete their schooling.

The Partnership Plus Memorandum of Understanding (MOU) (Ticket to Work) via the Social Security Administration is a pending formal partnership with an MOU between DVR and WDD to be finalized in PY 2021. In PY 2020, while waiting for the MOU's formal completion, the solid relationship between the two agencies allowed for DLIR to receive referrals from DVR in the interim. As one of its regular community resources for their clients, DVR confidently refers their eligible work-ready participants with Social Security benefits to DLIR's local AJCs for Employment Services.

The WOTC program serves businesses seeking tax credits upon hiring employees with several eligibility criteria, including disability status. An MOU with DVR has been in place for numerous years but will be updated to allow for more comprehensive sharing of information with WDD, as there has been an increased demand to process these WOTC requests, along with a concerted effort to reduce backlogs in approvals.

## **PRIORITIZING SERVICES TO PEOPLE WITH BARRIERS TO EMPLOYMENT PARTNERSHIP WITH THE DEPARTMENT OF HUMAN SERVICES (DHS)**

### **First-to-Work (FTW) Job Development and Job Preparedness Services**

Providing employment and training services to people in Hawai'i receiving Temporary Assistance for Needy Families, FTW is a Statewide subcontract between the DHS and DLIR from a federal block chain grant. During PY 2020, due to COVID-19, services to participants were primarily conducted via phone with Job Developers (JD) since DHS closed their offices to participants as a health precaution. In turn, JDs improvised their job development duties, conducting informational meetings with potential employers by phone or with online meetings. The suspension of work requirements for FTW participants during PY 2020 allowed some JD staff to be reassigned to help out the UI division process the overwhelming number of claims.

## **Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program**

Another subcontract between DLIR and DHS, the SNAP Employment and Training Program provided services to people in Kauai and Hawai'i counties receiving SNAP benefits. Like FTW, work requirements were lifted during much of PY 2020. Meetings occurred via phone while DHS offices remained closed to participants.

## **EDUCATING THE WORKFORCE**

DLIR has a strong relationship with the University of Hawai'i and the University of Hawai'i Community Colleges, partnering for grants and initiatives whenever feasible. In PY 2020, following the early results of DLIR's Workforce Resiliency Initiative study, University of Hawai'i Community Colleges partnered with Labor, Hawai'i State Libraries, and the Department of Business, Economic Development and Tourism (DBEDT) to offer free introductory computer classes throughout the State. Open to all Hawai'i residents over 18, the classes were designed to improve the digital literacy of those with minimal computer skills.

## **PROGRAMS AND INITIATIVES**

### **ADVANCING THE GOALS & VISION OF OUR UNIFIED STATE PLAN**

#### **DISABILITY EMPLOYMENT INITIATIVE (DEI), ROUND VIII**

In its 8<sup>th</sup> and final round, the DEI grant from the U.S. Department of Labor's ETA in conjunction with the Office of Disability Employment Policy, awarded to Hawai'i in 2018 (extended to 2021), focused on serving youth with disabilities via the WIOA Title I Youth program; implementation in Hawai'i required expansion to include WIOA Title III (WP) co-enrolled participants. With the services provided to three counties, Maui, Hawai'i, and Honolulu, (with City and County of Honolulu's Work Hawai'i Youth Program serving as a subcontractor for the latter), the program's Disability Resources Coordinators (DRC) were able to recruit and enroll 120 youth in work-based learning and pay them stipends for their work, the majority of them in the last grant year.

Innovation in the program was significant, with Urban Hawai'i (Work Hawai'i Youth Program-WHYP) participating in a national panel webinar, "Inclusive Recovery: Employment for Youth with Disabilities" hosted by the ILR-Yang Tan Institute of Cornell University and CAPE-Youth (Center for Advancing Policy on Employment for Youth). WHYP's partnership with the Hawai'i Chamber of Commerce to provide virtual career exploration tours was highlighted and featured as an innovative best practice. Numerous success stories from the program included youth who received paid work for the first time or who had work experiences that coincided with their chosen post-secondary education goals.

Ongoing partnerships with local schools and school boards continued through the last year of the DEI grant, which leveraged AJCs' ties with schools to create worksites for work-based learning for

youth with disabilities. MOUs and Memorandums of Agreement between AJCs and DEI service providers and school boards formalized these partnerships with DLIR. The result of partnerships with local schools was the creation of many worksites for students, with one worksite in particular at Hilo High School, incorporating work-based learning experiences at the school's greenhouse, kitchen, and school store. The DEI students planted, grew, and harvested various vegetables in their aquaponic garden using repurposed school desks housed in the greenhouse, as well as in containers lining the garden area on the school's grounds. Students then used the kitchen to prepare vegetables and baked goods, eventually selling them at the school. A video showing the work at that worksite and other sites was created by Hawai'i county (Hilo and Kona) that served to highlight the success of the program there: <https://player.vimeo.com/video/602287112?h=c7085b3a3b>

Maui County had the largest influx of enrolled youth participants for the program in PY 2020, with a variety of worksites developed at local schools, with a huge positive impact to both participants and employers in a relatively short time. Testimonies from the participants and their worksite supervisors, it displayed the participants on-site at their worksites: <https://drive.google.com/file/d/18A0wwbF-HEDfnDxUw2uqNXnJY4ubFV-J/view?usp=sharing>


Aside from the obvious benefit to participants, businesses also found worth in the program, with 100% of business respondents participating in Hawai'i county agreed; 82% in Maui County agreeing that "[h]osting a DEI Youth Participant was beneficial to our workplace." Responses were even better with 100% responding agreeing to the statement that "[i]f the opportunity presented itself, my worksite would partner with WDD in program similar to DEI."

## **EMPLOYMENT & TRAINING FUND (ETF)**

From its inception, ETF has helped employers train over 90,000 workers to learn invaluable new skills for their jobs. With these new skills, employees are now able to better perform in their jobs and seek out increased pay or promotions. Hawai'i's companies and the State of Hawai'i saw record unemployment. Despite economic uncertainties in 2020, 18 active ETF training vendors continued to provide training to employees of employers looking to strengthen and/or upgrade the skills of their workforce. Through the ETF program, 66 employers helped over 280 of their employees train in various areas to improve their employability. Details are provided in a separate ETF Report.

## **HIRENET HAWAII (HNH)**

HNH is the State's electronic job board, database and case management system found at [www.hirenetHawaii.com](http://www.hirenetHawaii.com). HNH was sponsored through a collaboration of DLIR's WDD, WDC, and the Research and Statistics Division (R&S) to connect employers and jobseekers at all AJCs Statewide. At least 5,544 participants who used HNH received individualized services during PY 2020. HNH is accessible to jobseekers and employers at no cost. Those with Internet access and a computer can self-register and benefit from online services, while those who need individualized service can contact their nearest AJC Hawai'i.



Through a competitive sealed proposal Geographic Solutions was awarded the contract with the State of Hawai'i's DLIR for the period of February 3, 2020 through June 30, 2026. HNH is now integrated with the Hawai'i Workforce Informer (HIWI) for labor market information and features an Eligible Training Provider (ETP) module for reporting ETPs with the WIOA.

HNH received new enhancements in December 2020, with the new 'Sapphire' version. Some of the featured 'Sapphire' enhancements included new accessibility tools, intelligence logic on job search, data visualization, and infographic enhancements for labor market information.

### **MIGRANT SEASONAL FARM WORKERS (MSFW)**

Under the WP Act regulations, states have a responsibility to provide employment services, benefits and protections to MSFWs on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs. Maui County among the four counties was most active in its engagement with potential MSFW participants, conducting outreach and offering information to potential participants, which sometimes include interpretation services offered by staff.

### **NATIONAL DISLOCATED WORKER GRANTS (NDWG)**


Hawai'i was awarded two NDWG, one of which was the COVID-19 Employment Recovery Grant and the other was the COVID-19 Disaster Recovery Grant totaling \$3 million. Subcontractor HiEmployment is responsible for gathering eligible participants and worksites for the disaster recovery grant. HiEmployment works closely with the local workforce development boards (LWDBs) and AJCs to enroll participants. State rapid response activities and dislocated worker programs were coordinated via co-enrollment policies, seeking to effectively find employment for these workers during the pandemic.

### **RAPID RESPONSE (RR)/LAYOFF AVERSION ACTIVITIES**

RR activities are conducted in partnership with local boards and chief elected officials for those boards in tandem with DLIR. Businesses that employ Hawai'i's workforce of 50 or more employees must provide DLIR a Worker Adjustment and Retraining Notification Act (WARN) letter at least 60 calendar days before covered plant closings and mass layoffs. A Statewide Layoff Aversion response to the closure of Love's Bakery served as a new model of action in which RR partnered with the ILWU union to serve its members directly, still coordinating with State, county and community resources.

During PY 2020, 165 WARN letters were issued Statewide and by local area. The breakdown by county:

- Oahu - 80
- Maui - 46
- Kauai - 20
- Hawai'i - 19



The total number of workers who were affected by layoffs were 32,587. In Oahu, there were 18,572 workers; Maui had 8,770 workers; Kauai had 1,882 workers; and Hawai'i County had 3,363.

Statewide there were 446 RR activities, with the following breakdown by local area:

- Oahu -189
- Maui - 149
- Kauai - 33
- Hawai'i -75

A summary of RR activities by local area (except for Kauai County):

### **Oahu County**

The Oahu Workforce Development Board (OWDB) supported the RR team by constant communication between the Board and the Executive Director (ED). The ED is responsible for the RR team and created a 5-person team that includes the RR Coordinator, AJC Comprehensive Manager, County Supervisor, LVER and other staff. The OWDB is led by members of the private sector, these key members in the community assisted the RR team with experience and connecting them to the community.

### **Maui County**

The Maui County Workforce Development Board (MCWDB) provided oversight of integrated programs under the WIOA for the County of Maui and lead efforts to engage with a diverse range of job seekers, training providers, program providers and businesses to implement career pathways for job seekers and essential services for employer businesses. The MCWDB is a nineteen (19) member Board which ensured that a minimum of 51% of its members are from the private sector. The MCWDB supported the RR Team and provided feedback and assistance to RR when necessary.


### **Hawai'i County**

The mission of the Hawai'i County Workforce Development Board (HCWDB) is to promote the development of a highly competent and productive workforce by coordinating the efforts of educational institutions, labor, business, economic development organizations, government agencies and the entire community in order to sustain a strong economy and lifestyle. The Office of Housing and Community Development (OHCD) manages the WIOA Programs for Hawai'i County including facilitation of the HCWDB and the Local Area Plan. Workforce development is a critical component of economic development. RR is a huge part of economic development in Hawai'i County. The HCWDB recognizes that RR efforts are vital to not only employees but businesses. The current ED is also the RR Coordinator and identifies areas for the Board to assist.

## **REGISTERED APPRENTICESHIP PROGRAM (RAP)**

With Hawai'i set to celebrate its 80<sup>th</sup> anniversary of RAP in November 2021, WDD has been running a robust apprenticeship program with funding from two federal grants, the State Apprenticeship Expansion (SAE) grant and the American Apprenticeship Initiative (AAI) since 2015. Despite both





grants scheduled to end in 2021, the sustainability of the program is expected with continuation of State funding. During PY 2020, 1,377 new apprentices registered and 590 apprentices completing their programs. Altogether, there were 6,507 active/registered apprentices as of June 30, 2021. Expanding equity, diversity and inclusion into the Hawaiʻian workforce, the demographics of apprentices included 462 women, 2,733 youth, 261 veterans, and 5,260 minorities enrolled in a RAP.

Construction and trade apprenticeship programs remained strong, with active participation from trades and their unions such as Cement Finisher, Construction Craft Laborer, Carpenter, Millwright, Ironworker, Painter, Roofer, Sheet Metal Worker, Plumber, and Plasterer, among many others. In the last program year, the grants helped Hawaiʻi develop numerous new RAPs, including vital non-traditional apprenticeships, notably Healthcare Apprenticeship Programs:

- CVS Health Pharmacy Technician Apprenticeship Program
- Kapiolani Community College Optometry Assistant Apprenticeship Program
- Hawaiʻi Optometry Association Optometry Assistant Apprenticeship Program

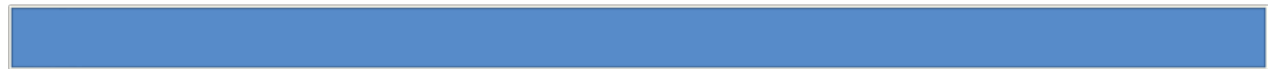
Other apprenticeship programs set up during the last program year included the Cyber Customer Service Representative Apprenticeship Program of Native Hawaiʻi an Institute of Technology and Business, the Computer User Support Specialist Apprenticeship Program of Native Hawaiʻian Institute of Technology and Business, and the Technical Customer Service Representative Apprenticeship Program of Concept Imagineering, LLC.

Technology was a vital addition to the apprenticeship program with SAE Subgrantee Pacific Center for Advanced Technology Training at Honolulu Community College partnering with Amazon Web Services (AWS), AWS Cloud Foundations & Solutions Architect Associate - Training Bootcamp, which was partially supported through a National Science Foundation grant. Kapiolani Community College was contracted by WDD as a sub-grantee under the AAI grant.

DLIR's WDD, as the State Apprenticeship Agency that administers the apprenticeship program in the State, has a long-standing partnership with the University of Hawaiʻi Community College (UH Community College) system. All four campuses of the UH Community College system in Oahu (Honolulu Community College, Windward Community College, Leeward Community College, and Kapiolani Community College) were intermediary sponsors and training providers of apprenticeship programs developed under the AAI grant, responsible for reviewing the course curriculum for the related training instruction component of RAPs, including newer RAPs in Healthcare and Information Technology. DLIR continued to work and collaborate with the neighbor island campuses of the UH Community College System in promoting apprenticeship to H1-B occupations and will serve as intermediary sponsor of RAPs.

### **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

SCSEP provides unemployed, low-income individuals who are 55 years and older and who have poor employment prospects with the opportunity to engage in training through part-time community service assignments. Through these assignments, participants will be able to develop



skills and experiences which they may be able to utilize to transition into unsubsidized employment.

Hawai'i SCSEP continued efforts in recruitment, eligibility, and selection of eligible individuals throughout the State. There are a total of five (5) SCSEP Operators providing SCSEP services Statewide. During the PY 2020, 133 seniors were served by the program Statewide out of 127 available slots. WDD Program staff worked closely with the SCSEP operators to collect feedback to plan and adjust service delivery models for the State SCSEP to enhance and assist in meeting goal objectives for the program. Discussions were begun to implement a seamless service delivery model with the WIOA Title I programs for fund leveraging and for co-enrollments. WDD updated its policies for the operation of SCSEP to incorporate recruitment of incarcerated individuals for the program, as well as to add measures and precautions to mitigate the spread of the COVID.

### **TRADE ADJUSTMENT ASSISTANCE (TAA)**

TAA is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment. Workers may be eligible for training, job search, and relocation allowances, income support, and other reemployment services. Maui County was most active in in PY 2020, successfully delivering TAA services, and in one instance, coordinating with other states to find employment for a participant.

### **VETERAN SERVICES & JOBS FOR VETERANS STATE GRANTS (JVSG)**

JVSG Disabled Veterans Outreach Program (DVOP) Specialists provided individualized career services and case management to veterans with significant barriers to employment that included those at risk of homelessness, with a VA-certified disability, low-income status, or were previously incarcerated. DVOPs partnered with the Veteran's Administration, Homeless Veterans Reintegration grantees, WIOA, and other resources to facilitate the veteran's transition to stable employment. In PY 2020, the JVSG-funded LVER on Oahu continued to work with businesses Statewide to help them fill their workforce needs with suitable veterans. A LVER has been a member of the Oahu AJC Business Services Team and participated in Job Fairs and special recruitments.

### **WORKFORCE INFORMATION GRANTS TO STATES (WIGS) & HAWAI'I WORKFORCE INFORMER (HIWI)**

WIGS allowed Hawai'i to design, develop, and disseminate essential State and local Labor Market Information (LMI) with goals to include maintenance of its database and website, development of employment projections to determine in-demand jobs, and staff training. HIWI is the database that was created to publish the results through a public-facing portal. It was embedded into HNH to achieve that purpose and is now where it publishes annual economic analysis reports.

## **WORK ADJUSTMENT OPPORTUNITY CREDIT (WOTC)**

WOTC program, jointly administered by the U.S. Departments of Labor and Treasury, has been a vital tool for advancing employment opportunities for people with a variety of barriers, including some eligible veterans, long-term unemployed, and people with disabilities. JDs at Hawai'i's AJCs have used it consistently to incentivize businesses to hire people from targeted populations with barriers to employment, well-aligned with at least three of Hawai'i's Unified State Plan goals. With applications for approval of the tax credits previously processed by the WDD local Branch offices in each county – based on the residence of the applicant/employee – funding was granted to Hawai'i in April 2021 by the DOL's ETA to address a backlog in the processing of applications. The \$100,000 award was used to bring in dedicated staff at the WDD administrative office level to centralize the certification process, as well as to set up systems to streamline future applications.

## **WIOA TITLE I (ADULT, DISLOCATED WORKER, AND YOUTH)**

WIOA Title I Youth Program provides services to eligible youth who face barriers to education, training, and employment. The WIOA Youth Program can service both in-school and out-of-school youth, but the primary focus of these programs was predominately out-of-school youth due to the mandate to spend 75% of WIOA youth funds on OSY. City and County of Honolulu had a well-integrated Youth Program with its Work Hawai'i Youth Program, as did the Ola I Ka Hana WIOA Youth Program in Hawai'i County.

WIOA Title I Adult Program services provided training funds most often via co-enrollment with other programs, including Veteran and Dislocated Worker services, among others. With in-person classes halted for much of PY 2020, challenges to trainings resulted in more online options when available. Oahu was able to meet the credential attainment rate for adults but not for youth.

## **WIOA TITLE III (WAGNER PEYSER (WP) ACT EMPLOYMENT SERVICES)**

Under the large umbrella of WP Act Employment Services, with its liberal eligibility criteria, participants throughout the workforce pool benefitted from these services, with co-enrollments allowing for staff to intertwine funding sources to improve service delivery at the AJCs. Seniors, youth, and people with disabilities to veterans were eligible to be co-enrolled in the program, often remotely online via HNH during the pandemic, while AJCs in Hawai'i were closed for a period. With unemployment at a crippling high, WP funds were successfully used to leverage programs such as Reemployment Services and Eligibility Assessments (RESEA) to extend AJC services beyond specific-re-employment services to UI claimants most likely to exhaust their benefits. Outcomes for WP were mixed, missing employment outcomes, while attaining median income outcomes in all local areas.

## **PARTNERSHIP WITH UI/RESEA**

WP Act Employment Services were tied heavily to the UI system in PY 2020. Due to Hawai'i's long-standing MOU between WDD and UI to provide RESEA services in conjunction with WP under the UI RESEA Grant State Plan, the coordination between the agencies was already in-place to leverage and effectively administer benefits and services under the circumstances of the COVID-19 pandemic. Prior to the pandemic, UI provided the UI eligibility assessment, and WDD

provided re-employment services but during PY 2020, WDD provided all RESEA services. To promote WP program integration, RESEA participants were co-enrolled into WP during their Initial Session and when eligible, referred by WP staff to WIOA Title I programs for training. Veterans were also referred to a DVOP for more services, as applicable, upon RESEA program completion. In PY 2020, RESEA sessions were done over the phone to avoid any break in services despite the pandemic.

Due to COVID-19, by proclamation of Governor Ige, benefits to the unemployed were increased, however, some work search mandates were lifted for some of the program year. This led to opportunities for volunteer participation remotely. Services were made available through local AJCs in Honolulu (Oahu) which remained open during a portion of the program year with strict in-person protocols. Innovations such as virtual job fairs widened availability of services to Job Seekers, connecting them to employers with essential worker hiring needs mid-pandemic.

### WIOA OUTCOMES – PROGRAM YEAR 2020

Indicator	PY 19 Target	PY 19 Actual	PY 19 Score	PY 19 Participant	PY 19 Total	PY 20 Target	PY 20 Actual	PY 20 Score	PY 20 Participant	PY 20 Total	Yearly Change
<b>Adult</b>											
Employment Rate, Q2	69.6%	77.1%	110.8%	54	70	55.0%	57.6%	104.7%	72	125	33.3%
Employment Rate, Q4	64.9%	64.9%	99.9%	96	148	64.0%	66.0%	103.1%	62	94	-35.4%
Median Earnings	\$5,350	\$6,309	117.9%	NA	NA	\$5,450	\$6,674	120.6%	NA	NA	4.2%
Credential Rate	52.0%	58.2%	111.9%	39	67	65.0%	50.0%	76.9%	28	56	-28.2%
Measurable Skill Gains	—	20.6%	—	21	102	50.0%	53.6%	107.2%	90	168	328.6%
<b>Dislocated Worker</b>											
Employment Rate, Q2	75.0%	90.2%	120.3%	37	41	58.0%	71.1%	122.5%	54	76	45.9%
Employment Rate, Q4	71.4%	74.4%	104.2%	61	82	68.0%	76.1%	111.9%	54	71	-11.5%
Median Earnings	\$7,300	\$9,108	124.8%	NA	NA	\$7,400	\$8,171	110.4%	NA	NA	-10.3%
Credential Rate	67.0%	79.3%	118.4%	23	29	68.0%	48.7%	71.6%	19	39	-17.4%
Measurable Skill Gains	—	38.6%	—	22	57	50.0%	53.9%	107.8%	55	102	150.0%
<b>Youth</b>											
Employment, Education, or Training Rate, Q2	60.0%	65.1%	108.4%	108	166	55.5%	61.0%	109.9%	61	100	-43.5%
Employment, Education, or Training Rate, Q4	56.4%	67.2%	119.2%	39	58	54.0%	59.4%	110.0%	129	217	230.8%
Median Earnings	—	\$4,128	—	NA	NA	\$3,700	\$4,135	111.7%	NA	NA	0.2%
Credential Rate	62.1%	45.2%	72.7%	14	31	63.1%	41.2%	65.3%	49	119	250.0%
Measurable Skill Gains	—	19.8%	—	48	242	50.0%	30.8%	61.6%	73	237	52.1%
<b>Wagner-Peyser</b>											
Employment Rate, Q2	61.0%	58.0%	95.1%	1,657	2,857	54.0%	49.7%	92.0%	1,288	2,593	-22.3%
Employment Rate, Q4	59.0%	61.3%	103.9%	1,869	3,050	52.0%	51.5%	99.0%	1,464	2,844	-21.7%
Median Earnings	\$5,200	\$7,325	140.9%	NA	NA	\$5,500	\$7,294	132.6%	NA	NA	-0.4%

Figure 1

The State achieved most of its negotiated performance targets in PY 2020. Negotiated performance outcomes are referred to in the chart “WIOA Outcomes – Program Year 2020” (see Figure 1 above) as “PY 20 Target” (column 6 from the left) for various programs. Targets were met except for six performance indicators. The State fell far short in meeting all three credential rates in the WIOA Title I programs and the measurable skill gains indicator in the Youth program. The State also missed the targets for both employment rates in the WP program.

Figures 2 to 6 compare the primary performance indicators of the State and all four local areas.

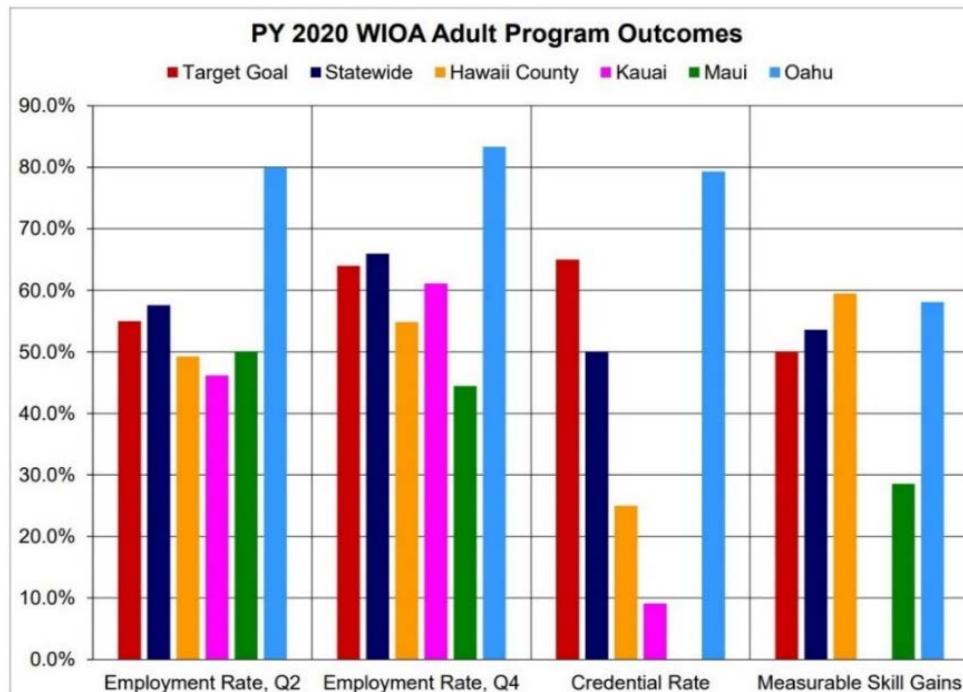


Figure 2

In Figure 2 showing the performance of the Adult program, the Oahu local area was the clear leader in achieving both employment rates and the credential rate. The three other local areas fell short in meeting the targets for both employment rates and the credential rate. The Hawai'i island local area exceeded the target for measurable skill gains. The Maui

local area did not have any Adult participants achieve a credential. The Kauai local area did not have any Adult participants achieve a measurable skill gain.

In Figure 3 showing the performance of the Dislocated Worker program, the Hawai'i island and Oahu local areas were competitive in achieving performance targets. Hawai'i island surpassed Oahu in both employment rates. The Maui local area did well to meet targets for both employment rates and measure skill gains. Both the Maui and Kauai local areas had no Dislocated

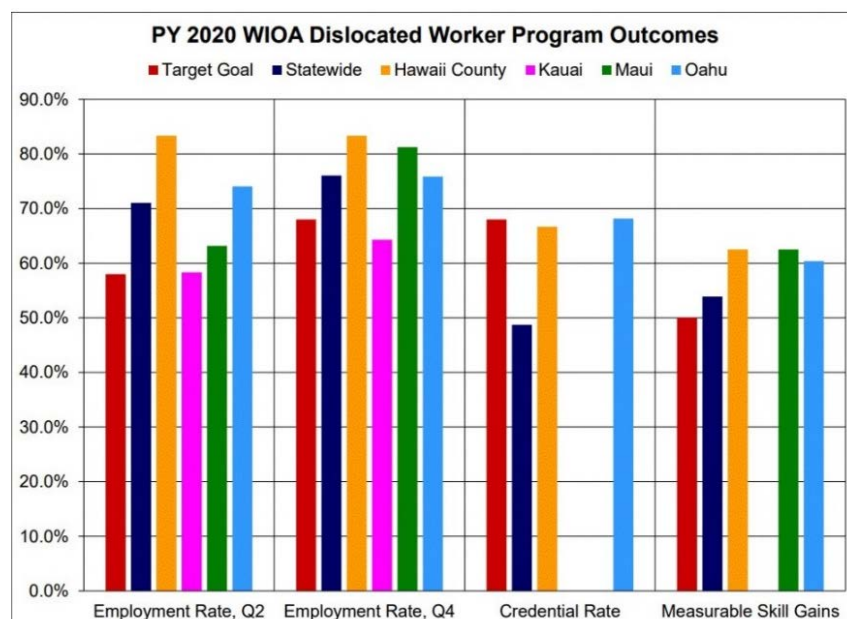


Figure 3

Worker participants who achieved a credential. Kauai also had no participants who achieved a measurable skill gain.



In Figure 4, showing the performance of the Youth program, the Hawai'i island local area performed well in both employment rates but not so well in meeting the targets for credential rate and measurable skill gains. The Maui and Oahu local areas were competitive in achieving targets for both employment rates, but Oahu outpaced Maui in credential rate and measurable skill gains. The Kauai local area had no participants to report in the Youth program.

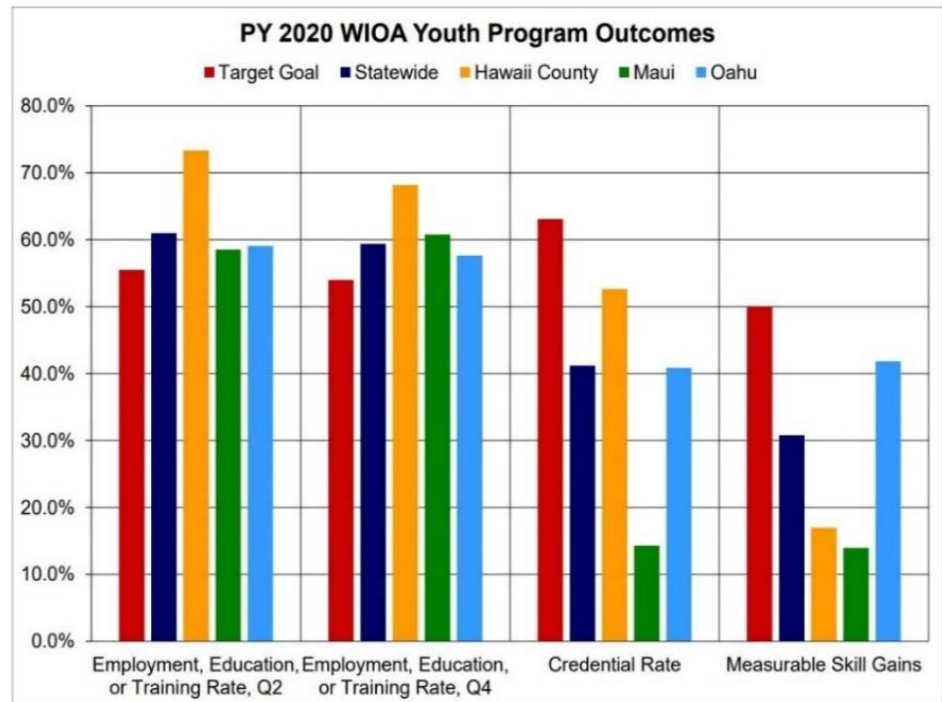


Figure 4

In Figure 5, showing the performance of the WP program, the Kauai local area outperformed the other three local areas in the 2nd quarter employment rate and just edged above in the fourth quarter employment rate. Both the Hawai'i island and Maui local areas missed the targets for both employment rates. The Oahu local area missed the target for the second quarter employment rate.

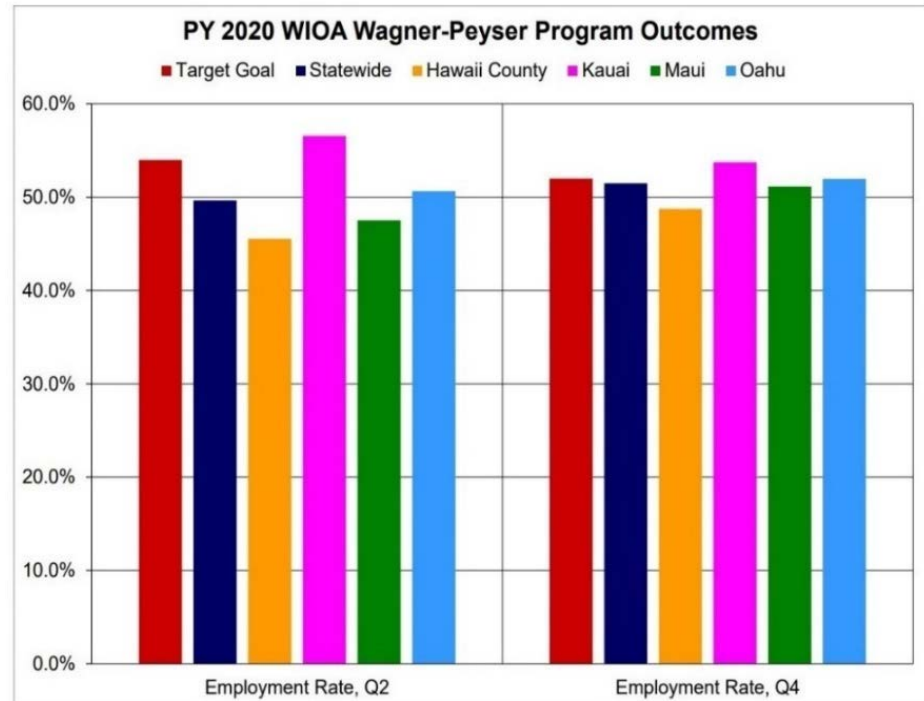


Figure 5

Showing the performance of median earnings across the WIOA Title I and III programs (Figure 6), the Oahu local area was the leader in exceeding targets in the Adult, Dislocated Worker, and WP programs. Oahu did not perform as well in the Youth program, but it still exceeded the median earnings target by a small margin.

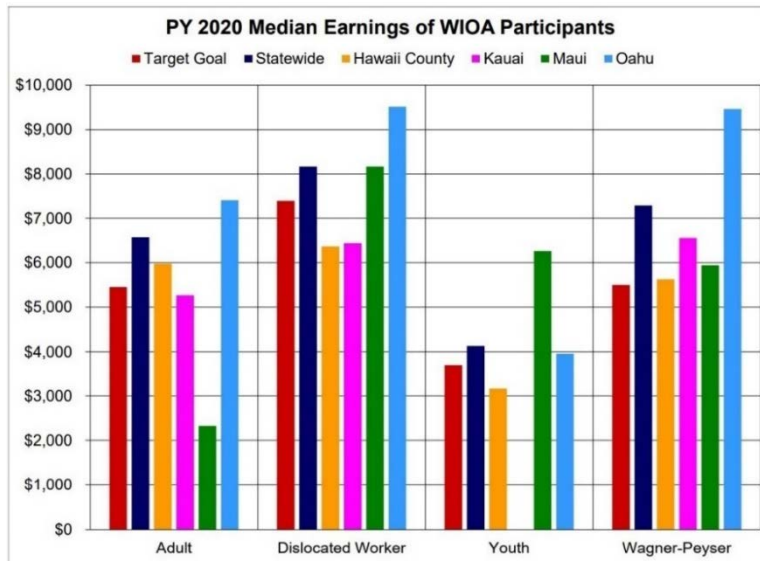


Figure 6

The Kauai local area fell short in the Adult and Dislocated Worker programs but did well in the WP program. The Hawai'i island local area fell short in the Dislocated Worker and Youth programs but did well in the Adult program. Hawai'i island exceeded the target by a small margin in the WP program. The Maui local area had very low median earnings in the Adult program but had high earnings in all other programs.

## PERFORMANCE ACCOUNTABILITY SYSTEM

### EFFECTIVENESS IN SERVING EMPLOYERS

Hawai'i continued to use its two primary indicators of effectiveness in serving employers:

- Retention (retention with the same employer)
- Repeat Business Customers (percentage of repeat employers using services within the previous three years).

In PY 2020, Statewide the rate for retention was just above 5%, with

all local areas matching or bettering it except for Maui County. This stagnancy is likely due to COVID-19 which saw many businesses laying off workers due to strain in key sectors such as tourism and food service.

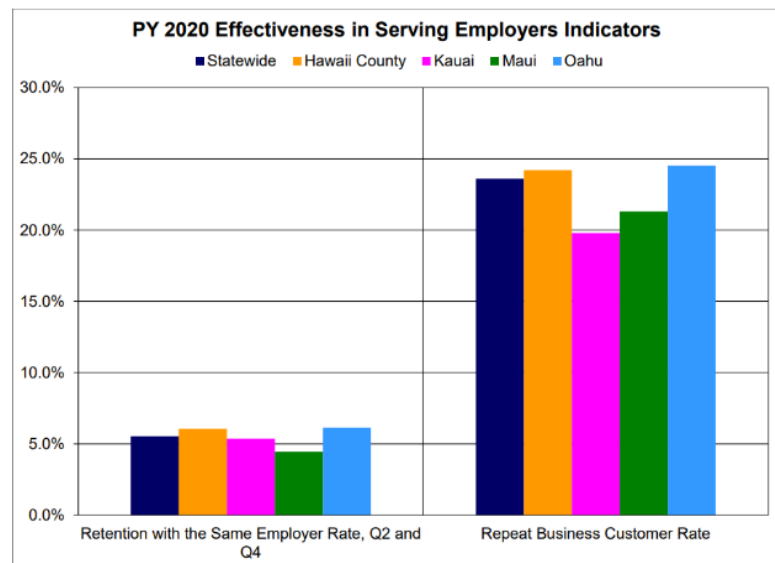



Figure A

Figure A compares the performance of serving employers effectively for the State and all four local areas. All of the local areas had very low retention rates with the same employer in PY 2020.



This indicates that there was a small number of WIOA participants who remained with the same employer in the second and fourth quarters after program exit. The Hawai'i island and Oahu local areas achieved slightly higher rates above the Statewide level by a small margin. The Kauai local area performed around the same level with the State. The Maui local area achieved a lower retention rate by one percentage point below the Statewide level.

For the repeat business customer rate, the Hawai'i island and Oahu local areas achieved slightly higher rates above the Statewide level by a small margin. Both the Kauai and Maui local areas achieved lower rates below the Statewide level.

## **COMMON EXIT**


Hawai'i's current common exit policy was finalized on June 7, 2021: <https://labor.Hawaii.gov/wdc/files/2021/06/Final-Joint-WIOA-Bulletin-001-21-Common-Exit-Policy-6.10.21.pdf>

A common exit is considered to have occurred when a participant is enrolled in more than one of the following programs funded by the U.S. Department of Labor as listed: Adult, Dislocated Worker, and Youth under Title I of WIOA, WP Employment Services under Title III of WIOA, NDWG; TAA; or JVSGs. Other criteria for exit will be that a participant has not received staff-assisted services, individualized career services, training services, or youth support services for at least 90 consecutive days; and no future services scheduled through any of these programs.

HNH the State's case management system considers all of these programs and applies a common exit when the participant who is co-enrolled in at least two of the programs has not received a service for 90 calendar days with no future services planned. HNH does not include self-service, information-only activities, or follow-up services when determining the common exit date (see 20 CFR §677.150(c)(1)(i)). The date of exit must not be recorded manually. The date of exit is calculated automatically in HNH, 90 days after the completion date of any one of the last aforementioned services. A database query programmed to a 90 day exit countdown is used by HNH to calculate common exits. Self-services, information-only services or activities, and follow-up services do not delay, postpone, or affect the date of exit.

## **DATA VALIDATION (DV)**

DV of the WIOA program outcomes for PY 2020 were conducted in August 2021 for outcomes of the program year (July 1, 2020 – June 30, 2021). DV procedures were updated with WIOA Bulletin: [WIOA-Bulletin-29-19-Change-2.pdf \(Hawaii.gov\)](https://labor.Hawaii.gov/wdc/files/2021/09/DataValidation-SOPManual-v1.0-July30-2021.pdf) and the Standard Operating Procedures (SOP) manual found here: <http://labor.Hawaii.gov/wdc/files/2021/09/DataValidation-SOPManual-v1.0-July30-2021.pdf>. These documents supersede the previous bulletin and manual of May 9, 2019. In updating the DV procedures WDD created clear procedures that included the methodology of gathering a randomized sample based on active versus exited participants, divided by local areas, and programs, better ensuring a sample that may be better extrapolated to the general populace. While the procedures factor in manpower and time (a critical aspect of DV for a small state such as Hawai'i), great attention to the eligibility and performance outcomes created a foundation to better assess quality assurance of all WIOA programs.



Procedures included notification of the WDD Offices and LWDBs who supplied the physical participant case files. The electronic printouts of participant records from HNH were reviewed against the physical participant case file and a review file checklist. Counts of appropriate documentation and matches between electronic printouts and physical files were taken for each participant in the random sample. Once the average percentages of fails were calculated, a qualitative analysis was done which went into a narrative of a report sent to WDD and LWDB offices. Once reviewed the offices would make corrections and then respond to the report. The error threshold for both missing source documentation and failed data elements is set at 10 percent with a standard deviation of 5 percent. The actual tolerated error rate was set within the range of 5 percent and 15 percent. Error rates ranged from 11.3% to 67%, with the wide variance likely due to small samples in some local areas, as well as differing procedures surrounding case management and data entry in the State labor MIS system (HNH). DV results and errors were captured as PDFs and will be kept for a minimum of 3 years in line with federal records retention policy. Ongoing data entry control and monitoring protocols will consist of program monitoring using the ETA Core Monitoring guide, periodic source documentation and data accuracy training for local area and provider program staff. Follow up training for local staff will be conducted in January 2021.

Timeline of the DV policies:

1. Final DV policy was approved July 29, 2021
2. DV for PY 2020 was completed (based on TEGL 23-19) September 20, 2021 based on submission of reports to the local boards.

PY 2020 DV covered WIOA Titles I and III programs plus JVSG, TAA, DWG, and NDWG programs. local boards and AJCs responded to the reports (except for Maui's AJC), confirmed corrections, or requested extensions. The trend in responses across the state were requests for additional training and technical assistance on the DV process and commitment to implement internal quality assurance procedures. Requests also included need for clarification of the wage data collection process with UI as well as a request for HNH features and modules to be added, improved, or turned on to ease initial eligibility determinations and ongoing case management tasks. DV will be performed by local areas and at AJCs on a quarterly basis internally going forward. In the future, annual DV of programs will be conducted (scheduled for July 2022 for program year 2021) by the WDD administrative office prior to certifying the next year's (PY 2021) outcomes.

## **CUSTOMER SATISFACTION**

A two-year survey of Job Seekers and Employers who used AJC services from 2017 to 2019 was finalized in a report completed by Ward Research in September 2020. The report is found here: <https://labor.Hawaii.gov/wdc/files/2020/10/FinalReport-AJC-CustomerSatisfactionStudy-09012020.pdf>

The WDC contracted Ward Research to conduct a Customer Satisfaction study using surveys to measure the following:

- the level of satisfaction of the AJC's key customers while also identifying strengths, weaknesses, and gaps in workforce system programs and operations
- the perceived value and usefulness of the AJC services while also identifying strengths, weaknesses, and gaps in workforce system programs and operations
- learn how the AJCs are serving the needs of employers and jobseekers

To meet these objectives, Ward Research conducted surveys among the following groups:

- Jobseekers who had previously used AJC's services within the last three years;
- Employers who had previously used AJC's services within the last three years; and  
AJC staff.

(A fourth group, among walk-in visitors at the AJC, was planned but was cancelled due to concerns relating to the COVID-19 pandemic.)

Ward Research conducted a telephone survey among Hawai'i jobseekers who used AJC services and programs during the last three years. WDC provided a database of n=912 jobseekers who met these criteria to Ward Research. From that list, n=155 jobseekers completed the survey, from June 11 through July 3, 2020, for a maximum sampling error of +/-7.8%.

The survey instrument was developed by Ward Research and reviewed by the WDC. Prior to data collection, an alert postcard, from WDC, was mailed to the jobseekers in the database. The survey was approximately 12 minutes average in length. All interviewing was conducted from the Ward Research Calling Center in downtown Honolulu, between 4:30 p.m. and 8:30 p.m. on weeknights and 10:00 a.m. and 6:00 p.m. on weekends.

Data processing was accomplished using SPSS for Windows. Final data were weighted by county to better reflect the actual jobseeker population. These surveys showed that there was high satisfaction among job seekers, however, moderate satisfaction among employers. Ongoing methods to track customer service continues in each AJC with comment boxes and the use of satisfaction questionnaires. Results are always used to determine the needs of participants and inform any improvements.

## **TECHNICAL ASSISTANCE NEEDS**

Hawai'i received technical assistance from the U.S. DOL and ETA Federal Program Officers (FPO) assigned to each of its federally funded programs. Throughout PY 2020, assistance was sought and received during scheduled trainings with program specialists and FPOs, as well as on ad-hoc basis as needed via phone, email, and on-line virtual meetings for a range of matters regarding program implementation and compliance, interpretation of Training and Employment Guidance letters, fiscal policy, performance accountability, and other issues. Programs and initiatives from DEI, SCESP, MIS implementation, to DV for WIOA Title I and III programs, received guidance and technical support from FPOs and quality assurance staff from U.S. DOL and ETA staff. Technical assistance to local boards and providers was needed which WDD admin staff provided upon request. Future plans will include scheduled annual and/or quarterly trainings.



Case management, including case noting has been identified as a great need among all AJC staff since standards have not been consistent office to office. Consistent standards will improve service delivery from eligibility questions, to co-enrollment, and subsequently to quality control activities and DV.

## **WAIVERS**

Hawai'i requested an ETP's waiver for the all-student data collection requirement for continued eligibility assessments of all training providers. Hawai'i was granted a waiver of the obligation of ETPs to report performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.430(b)(5). The waiver was granted in September 2020 and was approved through June 30, 2021.

The waiver was requested since the State's largest provider, the University of Hawai'i System requested time to implement their reporting system. To implement the reporting process, WDC worked with the DLIR's Electronic Data Processing Systems Office to set up a secure FTP site. This electronic system of transferring the ETP Reporting Tool provides security to protect personally identifiable information. WDC staff wrote a user's guide to provide instructions to the ETPs on entering student data in the ETP Reporting Tool and transferring the completed ETP Reporting Tool. The WIOA Bulletin 38-20, "Submission of Student Data by ETPs for Program Years 2018 and 2019," was issued on August 13, 2020.

The policy is available at this link: <https://labor.Hawai'i.gov/wdc/files/2020/08/Final-Signed-WIOABulletin-38-20-Student-Data-by-ETP-for-PY18-and-PY19-8.13.2020.pdf>.

Attachment 1 of the policy is available at: <https://labor.Hawai'i.gov/wdc/files/2020/08/Attachment-1-ETP-ReportingTool-UsersGuide-v1.2.2-8.6.2020.pdf>

The waiver allowed Hawai'i to report only WIOA participants rather than all students in the providers' programs. The performance outcomes affected were a comparison of performance by WIOA participants and the non-WIOA students. Also affected was the ability to publish provider information which would assist in customer choice. WDC added a new ETP module to its current participant management information system, HNH to assist with the overall management of the ETP list. Data transfer was started in PY 2020 and continues. Once the transfer is completed activated features will allow for better tracking capability and wage matching.

## **STATEWIDE FUND ACTIVITIES**

Hawai'i's State's discretionary funds totaling \$1,162,923 (up to 15% of its fund) were used to finance numerous projects including research and evaluation projects conducted under the auspices of several State WDC Committees. The Employer Engagement Committee spearheaded the following projects:

- Statewide AJC Videos – Kinetic Productions
- Statewide AJC Customer Satisfaction Survey – Ward Research
- Hawai'i is Hiring Website – Chamber of Commerce Hawai'i
- Sector Employer Partnerships – SMS Consulting

- UH Center for Nursing – University of Hawai'i

The Performance Measures & Accountability Committee sponsored the Statewide Evaluation of ETPs conducted through the Educational Data Systems, Inc. (EDSI) and the Statewide Evaluation of Title I Service Providers in AJCs via SMS. University of Hawai'i was funded for their Political Science Work-Based Learning Pilot Program.

The COVID-19 Response Committee spearheaded numerous initiatives including University of Hawai'i Digital Readiness Computer Classes (Train the Trainer) with a budget of \$150,000; there was a no cost extension until December 2021. Omnitrak started its Statewide Digital Literacy Assessment project funded with \$75,000, with oversight by Souza Consulting and Training. Coursera and Northstar Library licenses were purchased for jobseekers to improve their skills in a variety of topics.

## **STUDIES FOR RESEARCH AND EVALUATION**

As described in 20 CFR 682.220, states must conduct evaluations in coordination with State and LWDBs. The State of Hawai'i understands the benefit of evaluating its needs and finding viable solutions to the problems identified in its inquiries. Some of the recently completed and ongoing research informs the programs and initiatives it chooses to prioritize, always in collaboration with local boards.

To date, Hawai'i completed the following research and evaluation projects via the WDC, its committees, and at times, in collaboration with R&S:

### **CUSTOMER SERVICE SURVEY OF AJC**

**American Job Center Customer Satisfaction Study (Ward Research Incorporated):**

<https://labor.Hawai'i.gov/wdc/files/2020/10/FinalReport-AJC-CustomerSatisfactionStudy-09012020.pdf>

### **GIG ECONOMY HIENET SURVEY**

**On-Demand Economy Survey: Characteristics of Hawai'i Residents Who Worked in the Gig Economy (Workforce Development Council):** <https://labor.Hawai'i.gov/wdc/files/2020/10/GigEconomy-Baseline-and-Model-HI-US.pdf>

Research projects currently underway include the following:

#### **Statewide evaluation of eligible training providers** by EDSI

RFP issued January 11, 2021

Awarded February 12, 2021 for \$155,450

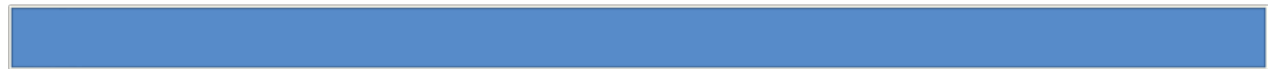
Contract executed May 27, 2021

Final report due by December 31, 2021

#### **Statewide evaluation of service providers** by SMS Research

RFP issued March 22, 2021

Awarded April 5, 2021 for \$54,932



Contract executed June 7, 2021  
Final report due by November 30, 2021

**Understanding the On-demand Workforce** by DBEDT and Anthology

The Research, Economic Analysis Division (READ) of DBEDT has contracted and is working with Anthology, a local research firm to survey both Hawai'i employers and employees to address business readiness and household appetite for remote work.

Surveys are being conducted through a random sample of employers and employees. Matches will be conducted using this data and the established wage match process.

Employers n=1,600  
Employees n=4,700  
Target survey completion date: November 15, 2021  
Final Report: December 31, 2021

**Statewide digital literacy and readiness survey** by Omnitrak

RFP issued January 19, 2021  
Awarded February 19, 2021 for \$75,000  
Contract executed April 8, 2021  
Final report due by November 30, 2021

Hawai'i's DLIR with Omnitrak created a Workforce Resiliency Initiative (WRI) to help lead Hawai'i's economy towards recovery and resiliency. The National Skills Coalition estimates that 30% of the U.S. workforce lacks basic, fundamental computer skills. In Hawai'i, that's roughly 200,000 people who are struggling with day-to-day computer tasks. One core aspect of the WRI is ensuring that everyone in our workforce is digitally literate, ready, and capable.



## APPENDIX

# SUCCESS STORIES

## Hawai'i County Local Area

### WIOA Title I Adult Program – Morning-Glory Navor

#### The Start – The Power of People

Morning-Glory was referred to the WIOA Program Coordinator, Siniva Pota, by her family member—who had received services at the AJC in Hilo, prior to COVID-19. Though Morning-Glory was frustrated with her current employment and living situation, she was determined to make the necessary contact with Siniva Pota, as she was ensured by her family member that she would get “the greatest support, direction, and assistance” from the program. She was sold and enrolled into the program in April 2021.

At the age of 19, Morning-Glory was searching for stability, and a career that would lead her to the greatest impact, while giving her the flexibility to enjoy life. Through her individual, career-guidance, and planning sessions with Siniva, it became clear that Morning-Glory wanted more out of life. She lamented, that she had feelings of being, “unmotivated, overworked, underpaid, and not satisfied” with the direction her life was taking. Though she was currently enrolled in a degree-seeking program, she felt that she was not pursuing her passion, nor did she feel she was benefiting from it. She informed Siniva that she would not continue her education beyond the Spring 2021 term in hopes of exploring alternative options.

#### The Journey – Exploring and Creating Individualized Plans

Morning-Glory and Siniva worked together to develop an individualized employment plan, and career-map that would serve as the foundation on which to build. She shared that she wanted “to do something that would be meaningful, office-type based, or even as far as, helping our local kupuna as a Certified Nurse Aide (CNA).” Her main priority was to find employment that would afford her the opportunity to leave her current employer and take on new employment with opportunities for advancement.


After conducting several career and personality-type assessments, she found she possessed the basic skills needed for either office-type or CNA fields. Siniva went over LMI to look at the trajectory of several different careers: CNA, Medical Billing and Coding, Office Administration, etc. Morning-Glory instantly gravitated to the outlook of the CNA profession on Hawai'i Island. She felt this was something she could work towards but cited her reluctance towards pursuing



**Finding Success: Participant makes the most while working remotely. WIOA Title I Adult Program Participant, Morning-Glory Navor (left) with Siniva Pota (right), Program Coordinator for Career Services, Goodwill, outside of the American Job Center in Hilo, Hawai'i.**

the CNA pathway immediately, as she felt she could not afford to quit her part-time job, balance out her degree-seeking classes, while attending CNA courses. Taking an unexpected detour, for the better, Siniva discussed the Remote Ready Hawai'i Program, which was a new initiative launched by the State of Hawai'i as a means to putting the community back to work, remotely, and quickly. Morning-Glory expressed interest in pursuing the "Customer Support" pathway.





Morning-Glory was so overwhelmed with joy stating, “I am so glad for this program, and for you, for not giving up on me! I came in here dazed and confused, and now feel like I am achieving something good with my life!” She started her paid training in early May 2021 and completed training in mid-May 2021, successfully passing all certifications and requirements, with flying colors. She even instantly got matched with several remote employers—and a guaranteed position, pending her interview.

### **Never Too Good to Be True**

Within a few short weeks, Morning-Glory was able to demonstrate stellar strength, confidence, resilience, and perseverance. She utilized the skills and confidence gained and interviewed with several employers and was offered a position as a Qualifying Guide (Customer Support) for Instant Teams, earning \$14.50/hour (+ \$4.25 more than her previous employer), with full benefits and a full-time schedule, that she could create. In addition to assisting Morning-Glory with her employment, the program explored the possibility of supporting her career through purchasing required technology and supplies, so she was prepared to start employment in June 2021.

Speaking of her, Kara Smith, the Director of Workforce Growth Initiatives at Instant Teams said, “Morning-Glory has been fantastic. She has been responsive, professional, and is right on track.”

Morning-Glory commented, “At first, I thought this program was too-good-to-be true! I am forever grateful to both Siniva and the WIOA Program for guiding me to being where I am today—I was finally able to leave my dead-end job, and step into a career I never could’ve imagined doing—working from home, helping people meet their customer service needs!” In addition, she cheerfully expressed, “I love how I always have somewhere to go for guaranteed help, and the assistance I get each time is worth every minute of my time! I love this program and the flexibility it gives me to manage my own time, to make a good living for myself, and to live life on my terms. This was not too-good-to-be true!”

### **Hawai‘i County Local Area WIOA Title I Youth Program (In School)**

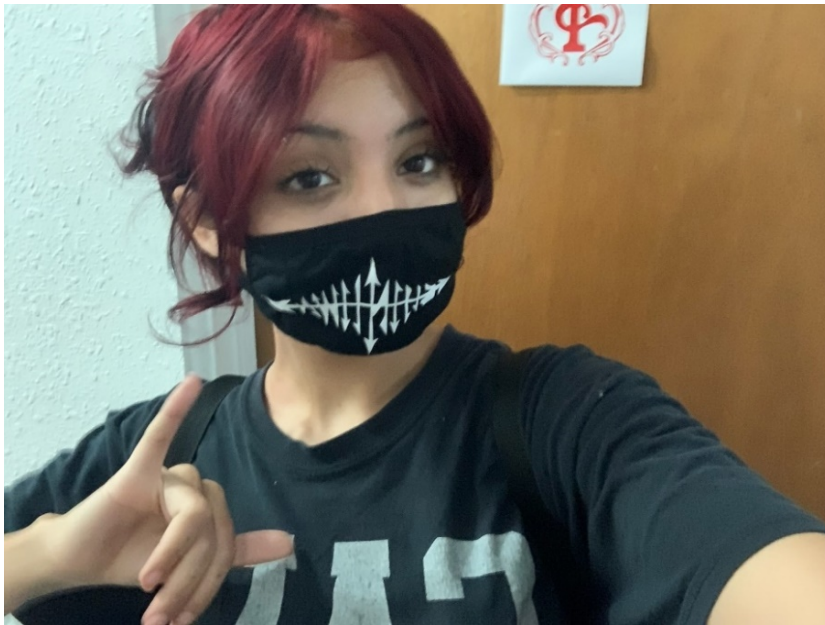
A 17-year-old male came to the Ola I Ka Hana WIOA Youth Program in June of 2018 with his grandmother to inquire about employment services. He was interested in working as a Custodian at the high school he graduated from. At the time of his Intake/Orientation he stated that he aspired to one day become an Electrician. However, the youth changed his interest as many youths do. He was going to enroll in the electrician program at HawCC but later decided he wanted to pursue a career in Carpentry. Program staff supported him.

In the Fall of 2018, he qualified for financial aid and enrolled in the Carpentry courses. His financial aid also included his books and tools. He was interested in working while he was attending school and participated in the Community Work Experience Program (CWEP). He gave his Youth Specialist the contact information for the CWEP worksite and began work as a janitor at the high school he had attended. He was then moved to the elementary school in the same capacity as additional resources were needed. He had opened a bank account prior to entering the In-School Youth program and came in occasionally to complete Financial Literacy and Job Readiness

Training activities with his Youth Specialist. Prior to Fall 2019 semester, this young man decided to work instead of continuing college as he obtained part-time employment. In the latter part of 2019. The youth relocated to Oahu as he had difficulties on Hawai'i Island finding full time employment.

After dealing with some health issues, he obtained full-time employment on Oahu in February 2021, is making a decent wage of \$17+ an hour working at Mobile Audio Concepts as an audio installer, which incorporates his initial electrical interest. The youth in this case received his high school diploma, entered into post-secondary education and then dropped out of college to pursue employment. Program staff were diligent and very fortunate that after so much time had passed, they were able to regain contact and produce employment verification documents to successfully exit him from the program.

After reaching his goal of unsubsidized full-time employment he was placed in employment follow up for 12 months and is considered a successful WIOA In-school program participant.



Autumn shares a *shaka*, a gesture in Hawai'i that signifies aloha. Her future is much brighter after participating in WIOA Title I Youth services.

#### **Hawai'i County Local Area WIOA Title I Youth Program (Out of School) – Autumn**

Autumn Franco is an 18-year-old, soft-spoken, unassuming young woman who entered the Ola I Ka Hana WIOA Program with the intention of earning her High School Equivalency Test (HiSET) credential and to gain entry-level work experience. Upon entering Ola, the youth informed staff that she had been having issues with her "family" and that she was currently staying with a friend and her family in the meantime. The youth informed

staff that she had dropped out of high school as it had become overwhelming for her.

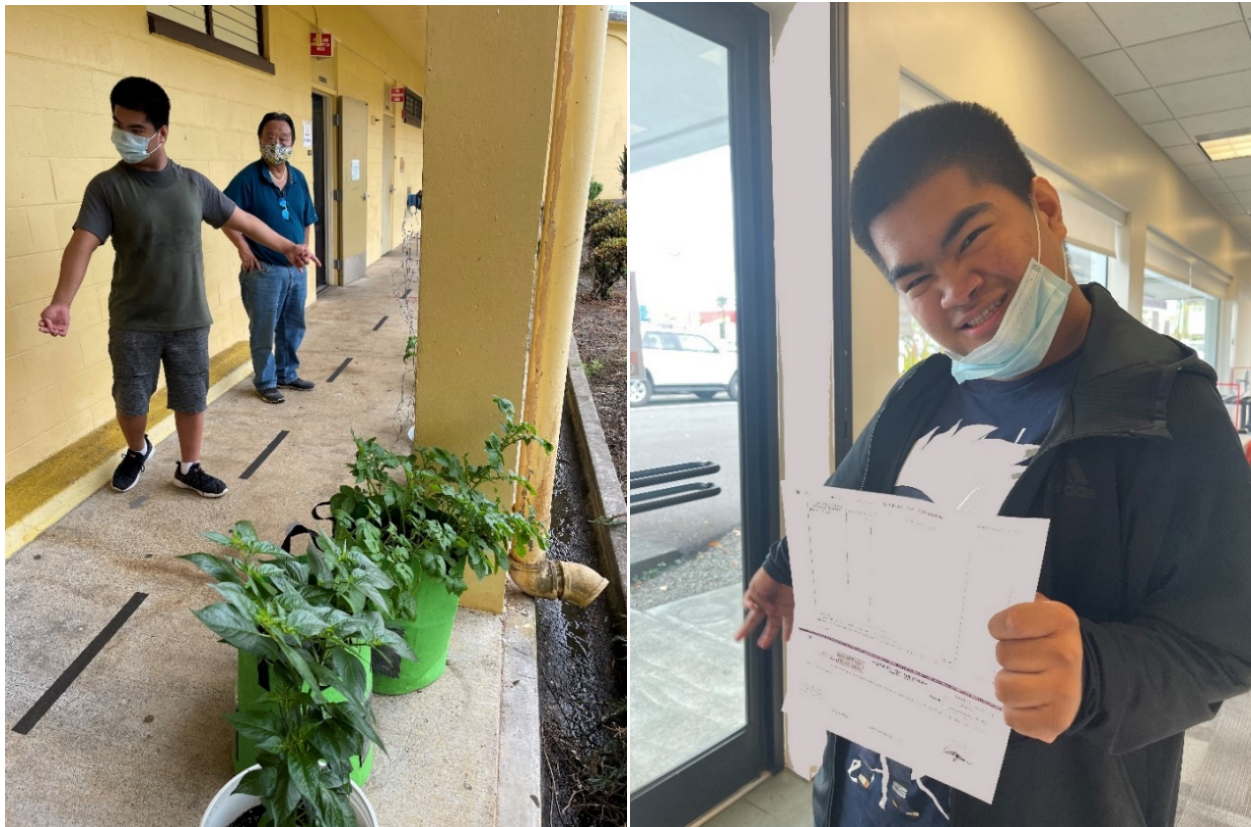
During her assessment meeting, Autumn informed staff that her long-term goal was to become a tattoo artist, a cosmetologist, or something involving digital art. Since beginning regular classes with Ola, the youth displayed incredible tenacity and consistency in class attendance, completion of assignments, as well as open channels of communication with program staff. Within two short months of participation, she accumulated 60 hours of Basic Skill instruction. The youth met with Ola's Assistant Director of WIOA Youth Services in early May to discuss a possible job/apprenticeship placement and then took the CASAS placement test in late May. She was successful and was placed into HiSET Prep course. She was scheduled for her HiSET test in July.

Autumn's assigned Youth Specialist was able to create a new Program CWEP partnership with T-Pak Tattoos as a CWEP worksite. She began her CWE program at T-Pak Tattoos where she is learning the skills needed to become a certified tattoo artist, an entrepreneur, and ultimately gainfully employed.

### **Hawai'i County American Job Center Co-enrolled in WP and DEI – KSK**

KSK, a student at Hilo High School worked at the aquaponic garden in the greenhouse there which had collaborative assistance from University of Hawai'i (seed selection and technical assistance). KSK and other DEI students tended to the garden as part of their Work Experience. Once harvested, the lettuce was cleaned, bagged, and sold to the school staff, with proceeds going to maintain the greenhouse. The experience, which ranged from work to entrepreneurial, also gave KSK life skills and financial literacy. KSK was proud to be able to earn his stipend, which he used to supplement his family's grocery budget, while also saving some for his future. In addition to the DEI stipend KSK received for his work, he received DEI supportive service including boots, gloves, and other protective gear to help with his work in the greenhouse. KSK continues to attend Hilo High School and will work with Hilo AJC staff to find part-time employment.

### **Hawai'i County Local Area Co-enrolled in Adult and Dislocated Worker Programs – Naomi Marks**



Hilo High School Student, KSK and Hilo High School Teacher, Walter Atebara (left), with the pepper plants they've grown from seeds. (Right) Hilo High School Student/DEI Participant, KSK, picking up his first DEI Work Experience stipend check from the AJC in Hilo.



Naomi Marks was laid off from her previous job and was referred to the AJC by the UI Office. She had not worked in a few months and expressed the interest to change her career to a more stable well-paying job. Knowing that she needed training, Naomi enrolled in a health-care administration program at one of Hawai'i's ETPs in January 2020. MedCerts provided the training program in an online format that allowed Naomi to learn the lessons from home. An AJC case manager further assisted Naomi in finding new employment. And in May 2020, Naomi secured employment as a case manager at Going Home Hawai'i, a non-profit organization that provides services to ex-offenders. She completed her training on July 8, 2020, earning a Certificate of Completion. She will then take the Certified Professional Coder examination in the near future.

### **Maui American Job Center Co-enrolled in WP and DEI – Raina Ouye**

Raina Ouye entered into the Maui DEI program, co-enrolled in WP to take advantage of the Work Experience services. Assisted by the Maui DRC, she was placed at the Nisei Veterans Memorial Center where she helped with events and wrote a food column in the monthly newsletter. Under the supervision of Deidre Tegarden, who holds a Degree in Asian History, Raina was excited since she was slated to start college at the University of Hawai'i at Hilo and considering a major in Asian History. Shortly after her Work Experience was completed, Raina entered college and as planned, will now be pursuing her own degree in Asian History. Raina said, "The DEI experience was helpful for me because it made me realize what subject I should major in and gave me experience of what it's like to work at a job. Learned how to do excel sheets, plan events for the community, and basics of being a good salesperson...Grateful to have had the experience that I wanted."

### **Maui American Job Center TAA – Paul Emerson Valdez**

Hawai'i's last Sugar Plantation company was affected by foreign trade and scheduled to close at end of 2016. When Paul Emerson Valdez received his layoff notice, he didn't wait until his last day to meet Maui TAA staff at the local WDD office. After discussing his vocational options as an adversely affected trade worker, his eligibility into the TAA program and wrap around services provided by WDD, Paul decided to utilize his transferable mechanical skills and join Hawai'i's booming airline industry. An Associates of Applied Science Degree in Aeronautical Maintenance Technology (AMT) would jump start his new career. Paul's training pathway came to a halt when the state's college announced a delay in the AMT program with a shortage of instructors. Retaining Hawai'i as his TAA liable/agent provider, he secured appropriate training in the state of Washington, where he could reside with family. Paul completed his AAS degree and FAA Certification with flying colors and decided to remain in Washington with the acceptance of an airline job. Paul said that the TAA training was a "tough



**No matter where he sits, Paul Emerson Valdez is now going places after getting TAA services in Maui.**

road” with both school and work, adding that it was “an awesome experience.” He also said, “I’m glad where I’m at and for the support given throughout the process.” He remained full-time despite the pandemic and saw multiple pay raises and even a promotion to an Aircraft Line Technician, doubling his pre-layoff wage.



**Kelvin P. outside of his new workplace, Barnes & Noble.**  
Interviewed in June, he started the following month.

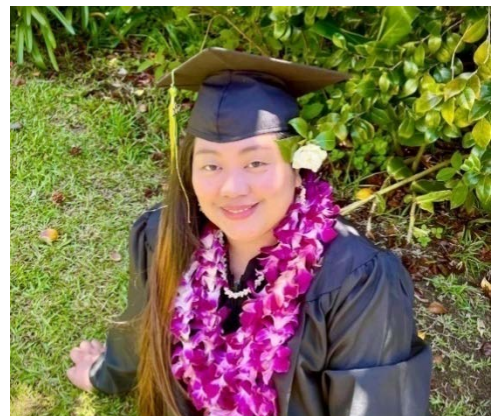
#### **Oahu Local Area** **Co-enrolled in WIOA Title I Youth and DEI – Kelvin**

Kelvin P. was dual enrolled into WHYP in October 2019. He graduated from Waipahu High School and came to the program seeking occupational training and job readiness training. He first completed the Office Administration and Technology training conducted by Leeward Community College in December 2019. He then continued his participation in the program attending various Work Based Learning activities including resume building and interviewing. In December 2020, for his Work Experience he interviewed at Lanakila Pacific and was placed in their kitchen services where he helped prepare

meals for the Meals on Wheels program. He successfully completed work experience (WEX) in March of 2021. In May 2021, he was introduced to one of WHYP’s service providers partners, Pride Industries. Working with Pride Industries, Kelvin applied at the Barnes & Noble bookstore at Hawai’i Pacific University. He interviewed in June of 2021 and was quickly hired for a July 1 start.

#### **Kauai Local Area** **WIOA Title I Adult Program – Joan Grace Panon**

Joanne Grace Panon came to the AJC in December 2019. She asked for financial assistance to take Medical Assisting Training at Kauai Community College. At that time, she a cashier in a grocery store earning a minimum wage. After gathering all her documents, she was eligible to participate in the WIOA Adult Program. She completed her training in May 2021 and made the Dean’s list. On June 1, 2021, she started work as a Medical Assistant in a Medical Clinic earning a higher wage. Joanne’s next goal is to advance her education to become a nurse.



**Joan Grace Panon graduated to better things**  
after being a WIOA Title I Adult program participant.