

In addressing the performance measures of Maui County's Workforce Development Board, program staff are reviewing the relatively low new enrollments in the WIOA Adult, Dislocated Worker, and Adult program. This is largely due to the change in youth provider from UHMC to Goodwill in 2022, loss of key Goodwill staff on Maui, and the change in the County administrative staff.

The MCWDB, County staff, and Goodwill are committed to addressing this situation and are continuing to increase their outreach efforts to attract more potential participants. The strengths of Maui County are the following:

- Continued leveraging and coordination between resources locally creates a seamless and expanded menu of services for maximum benefit to their WIOA Adult, Dislocated Worker, and Youth. MCWDB regularly coordinates Integrated Resource Team/American Job Center Partner meetings with local non-profits and other community agencies to share WIOA and other services provided. In these meetings, some clients have benefited where networking of other services were available to support and assist with the clients that they may have not been aware were available. This forum also provides another source of outreach and services among other partnerships for their WIOA programs.
- The strong connection with Maui County Office of Economic Development (OED) and co-location in the AJC, as well as the County DMV and other public services also widens the pool of persons who might benefit from AJC services and brings more resources to the table. The positive rapport and relationship between the OED, AJC and Goodwill is evident in the clients they do serve. Their ability to have regular and candid communication and meetings demonstrates their success to provide seamless and networking services in the best interests of the clients. Staff are very well connected in the community at all levels and maximize that in ways that are sometimes most likely to be positive accidents where it turns out to be an outreach opportunity.
- The AJC co-location with the WIOA core partners makes the "network of care" for program participants seamless when identifying the barriers and supportive services for the clients. For those agencies not co-located at the AJC have scheduled to make their rounds throughout the week. Those agencies are MEO, DVR, and McKinley Community School for Adults.
- Virtual job fair platform on the <https://mauicountyvirtualjobfair.com> has proven to provide successful employment connection opportunities for WIOA clients seeking job opportunities and offer good models for virtual job fairs elsewhere.
- Outreach efforts includes active involvement with agencies serving native Hawaiians, Pacific Islanders, and various non-US citizen groups, CORE (initiated by Maui Police Department to connect resources to youth and adults in need), Community School for Adults, Maui Youth and Family Services, Mental Health services, Department of Human Services, Maui Foodbank, and Hui Malama (an alternative secondary school).

Additionally, the MCWDB continues to stay on top of the Eligible Training Provider List, specifically those trainings available for the workforce area to ensure training providers renew the courses before the expiration date. There are nearly 200 training options on the list for enrolled program participants. This has been utilized as a talking point when sharing the benefits of the program.

On-the-Job Training (OJT) and Work Experience may also be offered as a supplement to classroom training to provide more diverse experiences that can develop skills and prepare participants for work. Goodwill continues to develop staff capacity to develop the (OJT) and work experience on Maui to expand training opportunities.

The following are also recommended corrective actions:

- Continue current outreach efforts to the community
- Expand outreach to the State Department of Human Services First-to-Work program for which Goodwill is a contractor for pregnant and parenting teens, which are among the WIOA youth target groups, and who also may be eligible for the WIOA Adult program depending on their age.
- Connect more closely with WDD 's RESEA program serving new UI claimants for the WIOA Dislocated Worker population.
- Continue to promote the AJC and help change the dialog that asking for assistance is not a negative concept, but rather a necessary tool towards self-sufficiency.
- Continue collaboration with community partners. This is evident in partnership with UHMC through the upcoming Maui County Career & Resource Fair on 11/18/23, held at Queen Kaahumanu Center. The event aims to connect job seekers and community members with a multitude of career opportunities and valuable resources. In honor of Veterans Day, we will reserve the first half hour (9:30 am - 10:00 am) to allow those who served in our military an opportunity to speak to Employers and several Resource Booths first then open up to the public at 10:00 am. The fair will be a comprehensive platform for both seasoned professionals and those new to the workforce, offering a wide variety of employment prospects from various industries.

Attendees can explore job openings, network with potential employers, and gain insights into different career paths. In addition to job opportunities, the event will feature information on educational resources and support services tailored to empower individuals in their professional endeavors.