

**HAWAI'I COUNTY WORKFORCE DEVELOPMENT BOARD (HCWDB)
QUARTERLY REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL
MEETING**

Period: July 2025 – September 2025

Status Updates (July 1 – September 30, 2025)

This reporting period marks the beginning of Program Year (PY) 2025 and the commencement of PY 24 funding for WIOA Title I services.

Governance and Operations Milestones

1. **New One-Stop Operator (OSO) Award:** The HCWDB completed the competitive Request for Proposals (RFP) process (RFP No. 4728) for the Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator. The contract for PY 2024 (running from July 1, 2025, to June 30, 2026) was awarded to Change Makers Community Economic Development Corp., with a Notice to Proceed issued on September 22, 2025. The new OSO is expected to maintain a full-time presence at the American Job Center Hawaii (AJCH).
2. **WIOA Policy Framework:** The HCWDB continues to operate under policies revised in late 2024, and in early 2025 addressing key program areas such as Data Integrity, WIOA Adult and Dislocated Worker Eligibility, Youth Support Services, and Conflict of Interest.

Workforce Development Partnerships

HCWDB and its service providers actively cultivated partnerships to expand training and employment opportunities, leveraging community collaboration to enhance outcomes:

- **Employer Engagement and On-the-Job Training (OJT):** Staff maintain engagement with OJT providers, specifically naming Going Home Hawaii, Kohala Plants, and Hawaii Care Choices, to foster employment opportunities. Discussions are ongoing with companies like Minit Stop and Island Naturals regarding potential employment connections identified through their job listings.
- **QUEST Internship Program:** The QUEST program continues to successfully place participants, including one placed as an IT Clinical Specialist at Hawaii Care Choices. Approved employers for the QUEST program leading into this quarter included Ohana Foods Inc., Going Home Hawaii, Hawaii Care Choices, and YWCA. Future collaborations are projected with Na Maka Haloa and Men of Pa'a to broaden industry engagement.
- **Referral Networks:** WIOA Service Provider staff referred 9 participants to the Office of Community Services (an internal Goodwill of Hawaii program) for supplementary funding assistance for training. Additionally, WIOA Service Provider staff referred participants to various Eligible Training Providers (ETPs) such as Hawaii Institute of Healthcare & Training Services (HIHTS), Mid Pacific Medical Training Institute (MIDPAC), Island CPR, Medcerts, and 808 CDL.
- **VITA Services:** WIOA staff successfully assisted 6 WIOA participants in March 2025 with filing their free federal and state tax returns through the Volunteer Income Tax Assistance (VITA) program.

Challenges & Areas for Improvement

- **CDL Testing Backlog:** A high demand for Commercial Driver's License (CDL) training exists in Hawaii County. This backlog impacts participants' ability to complete testing in a timely manner, which could negatively affect credential attainment and measurable skill gain outcomes. Board Staff are working with the County of Hawaii Vehicle Registration to assist with filling emergency hire positions for examiners.
- **Employer Vetting Delays (QUEST):** Vetting and obtaining required documentation from employers to be designated as an approved QUEST site sometimes takes a considerable amount of time.
- **Staffing Vacancy:** The Administrative Assistant position for the Ola I Ka Hana Youth Program remains vacant as of March 2025 and has been placed on hold until further notice.

Upcoming Plans for the next Quarter (October – December 2025)

The HCWDB's primary focus for the second quarter of PY 2025 will be implementing policy changes, onboarding of the new One-Stop Operator, and working with community organizations, schools, and businesses.

- **OSO Contract Execution:** The OSO, Change Makers Community Economic Development Corp., will formally begin operating under its contract terms starting October 1, 2025.
 - **System Integration Focus:** In the upcoming quarter, the OSO will focus on coordinating integrated service delivery, providing training and technical assistance on system standards, and ensuring the overall operational effectiveness of the American Job Center Hawaii system.
 - **Continuous Improvement:** The OSO will support ongoing enhancement of the American Job Center by collecting and analyzing data to improve system efficiency and service delivery.
- **Expansion of Partnerships**
 - HCWDB Staff continue to work with partners and community organizations to expand its network of available resources. Collaboration efforts are being utilized to reduce the amount of return funds at the end of the program's fiscal year.