

STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL  
RELATIONS  
WORKFORCE DEVELOPMENT DIVISION

**WIOA TITLE I & III ANNUAL STATEWIDE  
PERFORMANCE REPORT NARRATIVE**

**Program Year 2022**

**July 1, 2022 – June 30, 2023**



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# STATE STRATEGIC GOALS AND VISION IN PROGRAM YEAR 2022 (July 1, 2022 to June 30, 2023)

Hawai'i's recovery from the economically devastating pandemic continued at a noticeable pace in Program Year (PY) 2022. The unemployment rate improved to a rate of 3.15% in 2023 Q2 from the modern historic high of 20.27% in 2020 Q2 per [University of Hawai'i Economic Research Organization](#). By that time, trends included a workforce that had become disincentivized to seek employment or dissatisfied with salaries and work culture. The recovery presents an opportunity to reevaluate strategies and resources for future workforce efforts. The Department of Labor and Industrial Relations' (DLIR's) [Workforce Development Division \(WDD\)](#), at the front line of the recovery efforts, looked to internships and work experience opportunities to augment job development and industry engagement and career pathway development.

Some sector industries that were hardest hit during the pandemic facing the economic precipice between April 2020 to April 2021, such as Food Service & Drinking Places, Accommodation, and Retail trade, had not entirely bounced back by July 2023, according to wage and salary Labor Market information from DLIR (Source: [Recovery from COVID-19](#)). Performing respectively at 93.1%, 91.8%, and 91.7% of their 2019 performance levels, those sectors had some signs of potentially continuing recovery after a two-year period of fluctuating growth and contraction.

Despite great community demand during the pandemic, the Healthcare and Social Assistance sectors also had fluctuations with modest growth or slight decline during the same period. Some sectors have since shown growth, surpassing 2019 pre-pandemic levels: Information, Education Service, Federal, and State governments (109.8%, 108.7%, 103.2%, and 100.5%, respectively). The Information sector shows the most irregular variation, with spikes and valleys of employment over the two years since the pandemic, although the pattern is historic. Both Education and Information Technology (IT) were identified as areas to explore and develop. For State government jobs, however, such growth has not adequately begun to fill the number of positions needed and added since the pandemic. Recognizing that need, the State intends to leverage federal and State funding, including the federal award to Hawai'i of the [Quality Jobs, Equity, Strategy, and Training \(QUEST\) National Dislocated Worker Disaster Recovery](#) grant from U.S. Department of Labor (USDOL) in July 2022. Providing paid internships and work experiences, QUEST has several paths to placement targeting public service jobs, either in State or local governments, and in private sector. Recognizing trends in the workforce, including declining population and the ongoing brain drain of young workers to the mainland, DLIR's State internship program that was a pilot program for high school and college students in PY 21 was continued into PY 22. Now called [Hele Imua](#), and with additional State funding, it allows college students and recent graduates to explore careers in government via paid internships.

These initiatives help to advance many Statewide goals and visions as outlined in the [WIOA Unified State Plan for the State of Hawai'i 2020-2024](#) submitted to USDOL in March 2022, which was later conditionally approved. The modification of the WIOA Unified State Plan for the State of Hawai'i for 2024 - 2026 is in the planning stages along with the State Workforce Development Board's Strategic Plan. The State's vision still seeks:

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

WDD continues to administer the WIOA Title I programs in conjunction with counties, local area boards, and service providers. Hawai'i was granted a waiver of the requirements of WIOA Section 107(b), to allow the State to carry out the roles and responsibilities of a local board for Kauai County. As of June 30, 2022, the State was approved by USDOL's Employment and Training Administration (ETA) to assume the responsibilities of administering service delivery for Kauai upon that county's local elected officials' request that the State do so to ensure the Kauai residents were served. WIOA allocations to the Kauai local area have been made available for service delivery by WDD's American Job Center (AJC) staff to Kauai local residents.

[The Workforce Development Council \(WDC\)](#), absorbed by WDD in PY 2021, hosted the Employer Engagement, Executive Committee, Military and Veterans Affairs, Sector Strategies and Career Pathways, Youth Services, Special Projects, and Performance Measures and Financial Accountability Committees in PY 2022. More of the public meetings moved to hybrid meetings conducted in-person with remote options in compliance with the Sunshine Law.

DLIR convened meetings with all WIOA core partners including the Title IV provider, the State of Hawai'i Department of Human Services, Division of Vocational Rehabilitation; and Title II provider, the Department of Education Community School for Adults. Title II and Title IV partners contributed to the completion of the PY 22 Annual Narrative report. Written with Title II (Department of Education) and Title IV (Department of Vocational Rehabilitation) partners, the plan for Workforce activities in PY 22 and beyond maintain the State Plan's goals and vision outlined in the Unified State Plan, as does its partnership in completing this Annual Narrative Report.

## **POWERFUL PARTNERSHIPS**

### **TITLE IV PARTNER – THE DIVISION OF VOCATIONAL REHAB**

WDD had a robust partnership with the [Division of Vocational Rehabilitation \(DVR\)](#), working together as one of the sponsors of the State's application for the National Expansion of Employment Opportunities Network (NEON) grant offered by the Office of Disability Employment Policy (ODEP). It was awarded to Hawai'i in July 2022. Intended to help ease collaboration among

provider entities, the NEON grant provided technical assistance from national-level Subject Matter Experts on how to extend Employment First tenets into State-led policy efforts.

Initial stakeholders included grant lead Hawai'i's State Council on Developmental Disabilities ([DD Council](#)), the non-profit disability group [Work Now Hawai'i](#), DVR, Child & Adolescent Mental Health Division, and WDD. Activities included the formation of the Hawai'i Employment First Taskforce, which began drafting an initial strategic plan that outlined the possible mission, vision, and timeline in exploration of establishing a Hawai'i Office of Employment First.

A diverse group of community partners, in addition to the core NEON Group, attended the first ever Hawai'i Summit on Employment First. Spearheaded by Work Now Hawai'i and sponsored by Hawai'i's chapter of the [Association of People Supporting Employment First \(APSE\)](#), the one-day event was held in March 2023 at the Hawai'i Convention Center in Honolulu. Topics ranged from Equity, Diversity, and Inclusion practices, Employment First tenets crucial for formation of Employment First offices, and how to build capacity in Employment Services. Speakers included staff from New Zealand non-profit Community Connections, Colorado's Office of Employment First staff, and a representative from ODEP's NEON Initiative.

The DVR provides a variety of services to strengthen opportunities for Hawai'i's residents with disabilities to prepare for, obtain, and/or retain and advance in employment. Productive partnerships with other State agencies, including DLIR, pave the way for DVR consumers to find successful competitive integrated employment through training, support, and career placement activities. WIOA Title I programs remain one of the key fulcrums used to serve the disabled community in line with the State's vision per the Unified State Plan to "[p]rioritize services to vulnerable population with barriers to employment per WIOA."

### **DVR's Employment Team Initiatives and Collaboration with DLIR, State, Federal and Public Partners:**

- Training:
  - Veteran's Services training provided at the AJC Honolulu by DLIR WDD staff including Mr. Ramon Ruiz, Local Veterans' Employment Representative, appointed by Governor Green to the State Rehabilitation Council.
  - Disability Awareness Training and Accessibility Training provided by DVR for various DLIR workgroups and partners.
- Business Highlights - remote meetings regularly hosted by DVR to engage employers with DVR staff learning about job skills and employment opportunities available Statewide, as well as exploring work-based learning experiences with employers for vocational rehabilitation participants and Students with Disabilities.
  - DLIR staff and partners continue to be included in monthly Business Highlights to enhance and continue the sharing of employment opportunities for job seekers.
- MOU for the Social Security Ticket to Work Partnership Program with Hawai'i's Employment Networks prepared by DVR. The agreement reinforces DVR's collaboration

and coordinates services for those individuals receiving SSI and/or SSDI to achieve successful competitive integrated employment.

- Work Opportunity Tax Credit
  - DVR and DLIR continue to partner on providing tax credit information and filing instructions for businesses.

## SERVING PEOPLE

### WITH BARRIERS TO EMPLOYMENT

### PARTNERING WITH THE DEPARTMENT OF HUMAN SERVICES

#### First-to-Work Job Development and Job Preparedness Services

In Hawai'i, Temporary Assistance for Needy Families (TANF) is administered by the Department of Human Services (DHS) Benefit, Employment & Support Services Division (BESSD) via a federal block chain grant, supplemented with State funds. WDD's subcontract from BESSD continued in PY 22 with WDD providing Employment Services in [First-to-Work \(FTW\)](#), a program designed to prepare eligible recipients for employment and eventual financial self-sufficiency. DLIR Job Developers (deployed to DHS sites and American Job Centers) provided Job Development throughout the State to FTW participants. Job Readiness Training (JRT) was provided by WDD on Kauai, Hawai'i, and Maui counties. Emerging from the pandemic, DHS offices slowly opened up to participants allowing them to meet with eligibility and assessment staff. In tandem, JRT staff moved from a hybrid model (available simultaneously in person and online via video platforms) for their classes, to more solely in-person classes in DHS or WDD offices and/or in AJCs. Overall, FTW served nearly 500 participants, who received job development and other job readiness services.

#### Supplemental Nutrition Assistance Program Employment and Training Program

The Supplemental Nutrition Assistance Program (SNAP) [Employment and Training \(E & T\) Program](#) is a voluntary program for individuals who receive those benefits out of State and federal funding. The subcontract between DLIR and DHS allowed for the provision of E&T services to people in Kauai and Hawai'i counties receiving SNAP benefits. The Hawai'i Nutrition Employment and Training program of the University of Hawai'i Community Colleges enables SNAP participants to attend skills training at the colleges at no cost or reduced cost. Due to the COVID-19 pandemic recovery, mandatory work requirements for SNAP participants, which had been lifted in 2021 and 2022, were mainly reinstated in 2023 (part of PY 22).

# EDUCATING THE WORKFORCE

## PARTNERSHIP WITH TITLE II AGENCY (DEPARTMENT OF EDUCATION)

DLIR's strong relationship with the University of Hawai'i (UH) and the University of Hawai'i Community Colleges (UHCC), allows for significant partnering for grants and other initiatives, several of which were kicked off in PY 22.

UH and UHCC were awarded a Good Jobs Challenge grant from the Economic Development Administration and the U.S. Department of Commerce, with WDD as a sub-awardee. [Good Jobs Hawai'i](#), the resulting initiative, also includes partnerships with Hana Career Pathways, O'ahu Back To Work, Hawai'i Chamber of Commerce, and businesses from the Healthcare, Technology, Clean Energy/Skilled Trades and Creative industries. The award allows for the strengthening of coordinated wraparound services to clients through the AJCs and UH, while participants receive training to prepare for jobs in the targeted industries. The AJCs also help clients with job placement once training is completed.

DLIR was awarded a USDOL Community Project in PY 22, meant to address the need for digital literacy across the State based on its 2022 [Statewide Digital Equity Plan](#). Hawai'i Digital Work Skills Initiative, one segment of the multi-level digital work skills program, will provide program participants (WIOA participants and community members) with a digital work skill training pathway. With three tiers of digital literacy proficiencies including beginner, intermediate, and advanced levels, the project will provide digital literacy training classes in local public libraries through the State of Hawai'i Public Library System and in Continuing Education classrooms through the Department of Education Community School for Adults (DOE CSA).

# PROGRAMS AND INITIATIVES

## ADVANCING THE GOALS & VISION OF HAWAI'I'S UNIFIED STATE PLAN

### EMPLOYMENT & TRAINING FUND (ETF)

ETF provides employers training subsidies for their workers to learn new skills for their jobs. With rapid changes in technology, employees can continue to be competitive in their industries. Through ETF, training costs can be subsidized up to a maximum \$400 or 50% of the employers' cost. There are 13 ETF training vendors available to provide training to incumbent worker training. Over 70 employers participated by referring their employees to various training courses during PY 22. In PY 22 (FY 23), many training sessions that were conducted remotely during the pandemic (PY 20 – PY 21), moved to in-person sessions.

### FEDERAL BONDING

WDD operates a federal bonding program that is 100% federally funded. The Fidelity Bonding Demonstration Grant makes bonds for employers available for those who hire justice involved

individuals. The \$25,000 funds go towards bonds which are good until April 6, 2025, or until all funds are expended. During PY 22, three (3) bonds were issued.

## **HIRENET HAWAII and HI CAN**

[HireNet Hawaii](http://www.hirenetHawaii.com) ([www.hirenetHawaii.com](http://www.hirenetHawaii.com)), the State's electronic job board and management information system for case management system, connects employers and jobseekers at all [AJCs](#) Statewide at no cost to the public. The vendor, Geographic Solutions, has customized HireNet Hawaii (HNH) for Hawaii's workforce programs. Modules are continually updated to streamline aspects of case management, document management, or to add features for new programs (such as the QUEST NDWG grant) in PY 22. Those with internet access and a computer can self-register and benefit from online services, while those with individualized service needs can contact their nearest AJC Hawaii. A total 4,101 participants used HNH to obtain individualized services during PY 22. Registration videos in diverse languages help to facilitate registration.

Developed in partnership with the DLIR, the [Hawaii Career Acceleration Navigator](#) (HI CAN) uses Machine Learning (ML), Artificial Intelligence (AI), State administrative data, and cloud computing to generate custom recommendations and job matches. By combining technology with a human-centered approach, HI CAN gives jobseekers personalized, data-driven job and training recommendations. Referrals to supportive services are integrated to those conducting career research.

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

WDD implements the MSFW program under the Wagner-Peyser program, providing employment services, benefits and protections to MSFWs. The State's Agricultural Outreach Plan was updated in PY 21: <https://labor.Hawaii.gov/wdd/files/2022/03/Revised-AOP-3.3.2022.pdf> with plans for the State to streamline its outreach strategies, which continued in PY 22. The State Monitor Advocate based in Maui County continued outreach in Maui and as planned, expanded outreach to WDD staff in Hawaii County (Kona). Presentations were delivered to businesses, Hawaiian Honeybee and Greenwell Coffee, which included speaking to management about overall workforce services available to their workers. AJC staff on the island of Hawaii received technical assistance regarding the MSFW program and planned outreach services, so they might better identify potential participants. Future outreach will target AJC staff and specific agricultural businesses on Oahu and Kauai.

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

Hawaii's DLIR WDD was awarded \$10,595,171 under a [Quality Jobs, Equity, Strategy, and Training \(QUEST\) National Dislocated Worker Disaster Recovery](#) grant to assist individuals who have been adversely affected by the COVID-19 pandemic to enter, return to, or advance in high-quality jobs in growth industries. The two-year grant spans from September 2022 to September 2024.

Eligible individuals include those who were temporarily or permanently laid off as a consequence of the COVID-19 pandemic disaster, dislocated workers, long-term unemployed, or self-employed individuals who became unemployed or significantly underemployed due to the COVID-19 pandemic disaster. Groups targeted within the eligible population consist of historically



underserved communities including individuals who are low-income, long-term unemployed, Native Hawaiians, Pacific Islanders, senior citizens (55 years and older), women, persons with a disability, veterans, and individuals with low basic skills.

The Counties of Oahu, Hawai'i, and Maui and the WDD are the project operators within each AJC with the Chamber of Commerce of Hawai'i and [The Kalaimoku Group](#) (TKG) as contracted partners for [sector partnership](#) and outreach activities, respectively.

Various employment services are provided by the project operators with paid internships in government and the private sector to assist participants in gaining exposure and experience to qualify for unsubsidized jobs. Business engagement activities are coordinated with the Chamber of Commerce of Hawai'i.

In PY 22, activities focused mainly on administrative development of policies and contracts, coupled with staff training and development of relationships among the Chamber of Commerce of Hawai'i, TKG, and the AJCs for coordination of activities. It is anticipated that with this foundation, participant services and enrollments will take place at an accelerated pace in PY 2023 to meet the goal of serving 300 participants Statewide.

## **RAPID RESPONSE/LAYOFF AVERSION ACTIVITIES**

Rapid Response (RR) activities are conducted in partnership with local boards and chief elected officials for those boards in tandem with DLIR and AJC staff. In Hawai'i, businesses that employ 50 or more employees from Hawai'i's workforce must provide DLIR a Worker Adjustment and Retraining Notification Act (WARN) letter at least 60 calendar days before covered plant closings and mass layoffs.

During PY 22, thirty-seven (37) WARN notices were submitted to DLIR, down from a high of 144 in PY 20, at the height of the pandemic. At that time, 30,462 workers were affected throughout the State. Six RR events were held in PY 20. In PY 21, thirty (30) employers issued WARN notices. Of the thirty-seven (37) notices issued in PY 22, only twenty-one (21) companies had more than 50 employees. One company later cancelled their layoffs. Fourteen of the employers who issued WARN information included data about sales of the business to other entities which had intentions to hire or offer employment to employees facing layoff, rather than wholesale business closures. Overall, 4,355 workers were potentially affected in PY 22. Deducting those offered employment or rehired by new owners, 1,858 workers remained affected.

### **Breakdown of WARN notices by county:**

Oahu: 23 (1 cancelled WARN notice deducted from count)

Maui: 5

Kauai: 5

Hawai'i: 4

Total: 37 WARN letters; 34 unique companies

Three (3) WARN notices addressed Statewide layoffs, accounting for the total county breakdown being 37. All companies were contacted by RR team members with offers to provide orientation and layoff activities, all of whom declined services.

## **REGISTERED APPRENTICESHIP PROGRAM**

In PY 2022, there were 961 newly registered and reinstated apprentices within various construction and non-construction registered apprenticeship programs. This program year showed an increase in the number of apprentices who completed and issued a certificate of completion: 715 apprentices completing various programs as compared to 550 completers for the previous program year. As of June 30, 2023, there were 4,925 registered apprentices in Hawai'i.

As the [State Apprenticeship Agency \(SAA\)](#) in Hawai'i, the DLIR continues to promote and expand apprenticeship in non-traditional occupations including Healthcare and Education. Programs in non-construction trades that were established and registered in PY 22 include the Substance Use Disorder Counselor Apprenticeship Program of University of Hawai'i at Manoa, Hawai'i Behavioral Health Training Institute, that was approved and registered on November 10, 2022.

In conjunction with National Apprenticeship Week 2022, DLIR hosted their annual Hawai'i Apprenticeship Week (HAW) 2022. HAW 2022 consisted of events spread throughout the week, which included a hybrid (in-person and virtual) [Proclamation](#) signing ceremony by the City & County of Honolulu Mayor Rick Blangiardi, an in-person Career Fair in partnership with the Oahu American Job Center, and virtual events showcasing current registered programs in both the construction and non-construction trades (more information about HAW 2022 can be found at <https://labor.Hawai'i.gov/wdd/how-do-i-join-an-apprenticeship>).

DLIR applied for federal grants and at the end of June of PY 22 was awarded \$485,001 under the State Apprenticeship Expansion Formula grant from USDOL. The period of performance for the grant started on July 1, 2023, to run until June 30, 2024. The grant will be used primarily to help build Statewide capacity of DLIR as the State Apprenticeship Agency and expand Registered Apprenticeship throughout the State.

## **INTERNSHIPS**

DLIR's Statewide internship program, a pilot program in PY 21, became a full-fledged program, [Hele Imua Statewide Internship Program](#), in PY 22. Current college students and recent graduates were given 12-week internship opportunities at various State agencies including WIOA Titles II and IV partners. Annual funding for this initiative has been provided to the DLIR from the State legislature to continue internship placements at State agencies throughout the executive branch. One hundred fifteen (115) participants were served as of April 2023 with a rate of 20 new interns placed monthly.

State agency placements include the following offices and agencies:

- Office of the Governor
- Office of the Lieutenant Governor
- Department of Health

- Department of Agriculture
- Department of Business, Economic Development & Tourism
- Department of Land and Natural Resources
- Department of Labor and Industrial Relations
- Department of Human Resources Development
- Department of Human Services
- Attorney General
- Budget and Finance
- Department of Public Safety
- Enterprise Technology Services

Internship occupations vary but include IT specialist, HR Assistant, Program Specialist, Accountant, Environmental Health Specialist, Engineer, Research Statistician, Marketing Specialist, Housing Coordinator, and Elections Specialist.

## **TRADE ADJUSTMENT ASSISTANCE**

[Trade Adjustment Assistance \(TAA\)](#) was established under the Trade Adjustment Assistance Trade Act of 1974, and then most recently, the Reauthorization Act of 2015, to provide aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased foreign imports. Administered jointly in Hawai'i by UI and WDD, TAA entered a phase-out termination status beginning July 2022, when it was not reauthorized by Congress. TAA was, however, included in the FY23 Omnibus Bill, giving it a 1-year extension. States were still required to provide services to those whose petitions had been approved prior to June 30, 2022; new petitions have not been reviewed after that date. Although States were given new allocations, Hawai'i was among several that did not receive an allocation for PY 22 (Hawai'i was granted a PY 23 allocation). Despite the program's status and lack of an allocation (funds from the PY 21 allocation were still available), outreach to potential TAA workers was required since funding for training and supports were available to participants under the category of employment and case management services.

Still in effect, a policy for joint TAA and Dislocated Worker co-enrollment was issued by WDD requiring co-enrollment when eligibility requirements are met, the TAA case manager makes the referral, and the participant agrees to be enrolled in the Dislocated Worker program.

## **VETERAN SERVICES & JOBS FOR VETERANS SERVICES GRANT**

Jobs for Veterans Services Grant (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 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 22, the JVSG-funded Local Veterans' Employment Representatives (LVER) on Oahu continued to work with businesses Statewide to help them fill their workforce needs with suitable veterans. The Oahu AJC Business Services Team counts an LVER as a member. Job Fairs and special recruitments catering to Veterans continued in PY 22. The LVER and DVOPs continued to work with the AJCs on each county to serve targeted

veterans. The LVER also was the lead contact for promoting [Hire Vets Medallion Program](#), a federal award that recognized local employers who hired and retained veterans in their workforce in 2022.

## **WORK OPPORTUNITY TAX CREDIT**

The Work Opportunity Tax Credit ([WOTC](#)) program, (administered by the USDOL and the U.S. Department of Treasury) has helped advance employment opportunities for people with barriers, including people with disabilities, veterans, ex-felons, economically disadvantaged, and long-term unemployed, incentivizing the hiring of these target groups. DLIR's WDD administrative staff process these federal tax credit applications from hundreds of participating employers. In PY 2022, 10,560 WOTC applications were submitted (a monthly average of 880 applications), with potential total tax credits to participating employers running into several millions of dollars.

To ease the processing of applications, WOTC data is currently being migrated between the current system to Geographic Solutions system.

- Unemployment Insurance information has been automated with weekly batch uploads.
- SNAP and TANF documentation automation is currently being configured by the DHS IT staff.
- File Transfers with Requests made as early as possible will allow adequate time to fulfill the request.

## **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. Statewide, the WIOA Youth Programs serves youth, focusing on out-of-school youth. Fourteen core elements are made available to Youth which may include counseling, mentoring, and financial literacy. City and County of Honolulu's [Work Hawai'i Youth](#) Program serves Oahu, while [Ola I Ka Hana of Goodwill](#) now serves both Hawai'i and Maui Counties. WDD provided services to youth via the AJC in Kauai.

Title I Adult services are available to individuals who meet eligibility requirements. Priority of service is given to recipients of public assistance, other low-income individuals, those who are basic skills deficient, and veterans. Services including training, job development and placement are provided in Hawai'i and Maui Counties by Goodwill. City and County of Honolulu's Work Hawai'i serves Oahu. Kauai WDD AJC staff provides services for the local area for the Adult program.

Title I Dislocated Worker Program services are for workers who have been terminated or laid off, or who have received a notice of termination or layoff from employment; and are eligible for or have exhausted entitlement to unemployment compensation; and are unlikely to return to a previous industry or occupation or workers who have exhausted UI benefits. Services are provided in Hawai'i and Maui Counties by Goodwill. City and County of Honolulu's Work Hawai'i serves Oahu. Like the other programs, Kauai AJC staff provide Dislocated Worker program services.

## WIOA TITLE III (WAGNER-PEYSER ACT EMPLOYMENT SERVICES)

Wagner-Peyser funds continue to be used to support various employment related services such as labor market information, information about resources, and referrals to jobs for jobseekers and businesses. These funds also were used to augment Reemployment Services and Eligibility Assessments (RESEA) to extend AJC services beyond specific re-employment services to UI claimants determined to likely exhaust their benefits. Outcomes for Wagner-Peyser were good, surpassing all employment rate and median earnings outcomes Statewide.

## PARTNERSHIP WITH UI/RESEA

Wagner-Peyser Act Employment Services continued its partnership with the UI system in PY 22. The MOU between WDD and UI which allowed WDD to provide RESEA services in conjunction with Wagner-Peyser under the UI [RESEA](#) Grant State Plan, continued with WDD providing all RESEA services including re-employment services as well as eligibility assessment. Innovations such as mandated virtual and hybrid in person and online classes widened availability of services to Job Seekers. Overall, there were 2,427 distinct individuals who completed initial RESEA services (group and individual). Out of those, 2,134 completed subsequent services.

Indicator	PY 21 Target	PY 21 Actual	PY 21 Ratio	PY 21 Participant	PY 21 Total	PY 22 Target	PY 22 Actual	PY 22 Ratio	PY 22 Participant	PY 22 Total	Yearly Change
<b>Adult</b>											
Employment Rate, Q2	55.0%	63.3%	115.1%	95	150	60.0%	76.3%	127.2%	167	219	75.79%
Employment Rate, Q4	64.0%	60.6%	94.7%	80	132	65.0%	77.3%	118.9%	174	225	117.50%
Median Earnings	\$5,450	\$7,123	130.7%	NA	NA	\$6,800	\$7,385	108.6%	NA	NA	3.68%
Credential Rate	65.0%	44.6%	68.6%	25	56	58.0%	36.7%	63.3%	47	128	88.00%
Measurable Skill Gains	50.0%	48.5%	97.0%	64	132	55.0%	65.6%	119.3%	86	132	34.38%
<b>Dislocated Worker</b>											
Employment Rate, Q2	58.0%	63.8%	110.0%	67	105	71.0%	80.2%	113.0%	97	121	44.78%
Employment Rate, Q4	68.0%	60.3%	88.7%	41	68	76.0%	81.7%	107.5%	107	131	160.98%
Median Earnings	\$7,400	\$8,602	116.2%	NA	NA	\$8,500	\$9,576	112.7%	NA	NA	11.32%
Credential Rate	68.0%	61.3%	90.1%	19	31	68.0%	48.1%	70.7%	37	77	94.74%
Measurable Skill Gains	50.0%	61.4%	122.8%	27	44	57.0%	53.3%	93.5%	16	30	-40.74%
<b>Youth</b>											
Employment, Education, or Training Rate, Q2	55.5%	64.9%	116.9%	61	94	68.0%	69.4%	102.1%	84	121	37.70%
Employment, Education, or Training Rate, Q4	54.0%	65.8%	121.9%	50	76	62.0%	73.0%	117.7%	65	89	30.00%
Median Earnings	\$3,700	\$3,910	105.7%	NA	NA	\$4,300	\$4,881	113.5%	NA	NA	24.83%
Credential Rate	63.1%	69.0%	109.4%	40	58	65.0%	81.0%	124.6%	51	63	27.50%
Measurable Skill Gains	50.0%	34.7%	69.4%	68	196	53.0%	44.4%	83.8%	59	131	-13.24%
<b>Wagner-Peyser</b>											
Employment Rate, Q2	54.0%	59.4%	110.0%	2,439	4,106	54.0%	58.0%	107.4%	1690	2916	-30.71%
Employment Rate, Q4	52.0%	57.5%	110.6%	1,843	3,205	52.0%	63.7%	122.5%	2227	3497	20.84%
Median Earnings	\$5,500	\$8,506	154.7%	NA	NA	\$7,300	\$8,814	120.7%	NA	NA	3.62%

Figure 1 – WIOA Outcomes – Program Year 2022

## WIOA OUTCOMES – PROGRAM YEAR 2022

Negotiated performance outcomes are referred to in the chart “WIOA Outcomes – Program Year 2022” (Figure 1) as “PY 22 Target” (column 6 from the left) for various programs. Targets were met except for performance indicators, Credential Rate in Adult and Dislocated Worker programs, and Measurable Skills Gain (MSG) in Youth. All targets were met in the Wagner-Peyser program. The Yearly Change column shows there were large gains in Employment Q4 for both Adult and

Dislocated Worker programs (117.5% to 160.98%), however, Median Earnings had more modest gains (3.68% to 11.32%). Wagner-Peyser showed a drop-off in Q2 employment from PY 21 yet exceeded PY 22 Q2 and Q4 goals; PY 22 goals were the same as PY 21.

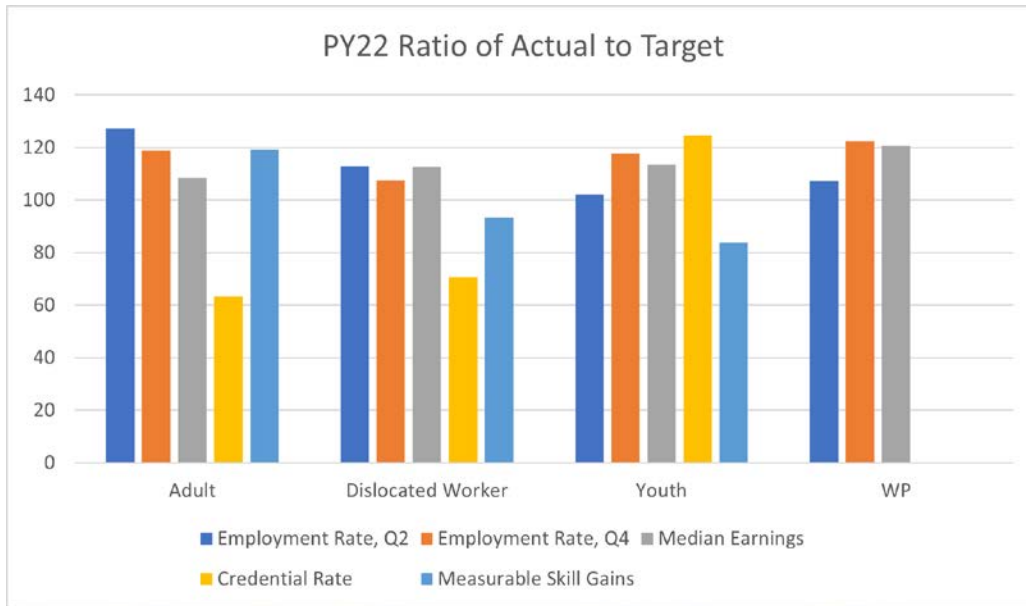


Figure 2 – PY 2022 Program Indicator Performance Scores

Figure 2 shows PY 2022 primary performance indicators across the State per program. Bars represent the ratio of the target goal to the actual performance of those served in PY 22.

Figures 3 to 6 break down the primary performance indicators of the State from PY 21 to PY 22, against targeted levels for PY 22.

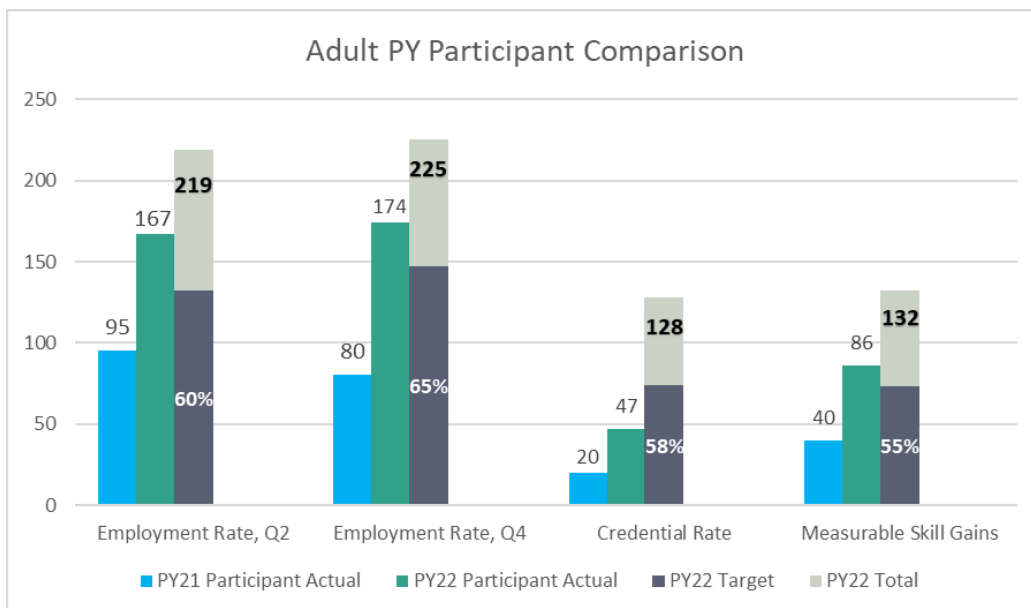


Figure 3 – Adult Participant Comparison of PY 21 and 22 Performance

The Adult program performance, displayed in Figure 3, shows PY 21 levels were surpassed in PY 22. All target goals were met except for the Credential Rate. Post-COVID-19, the number of jobs increased, thereby improving employment outcomes.

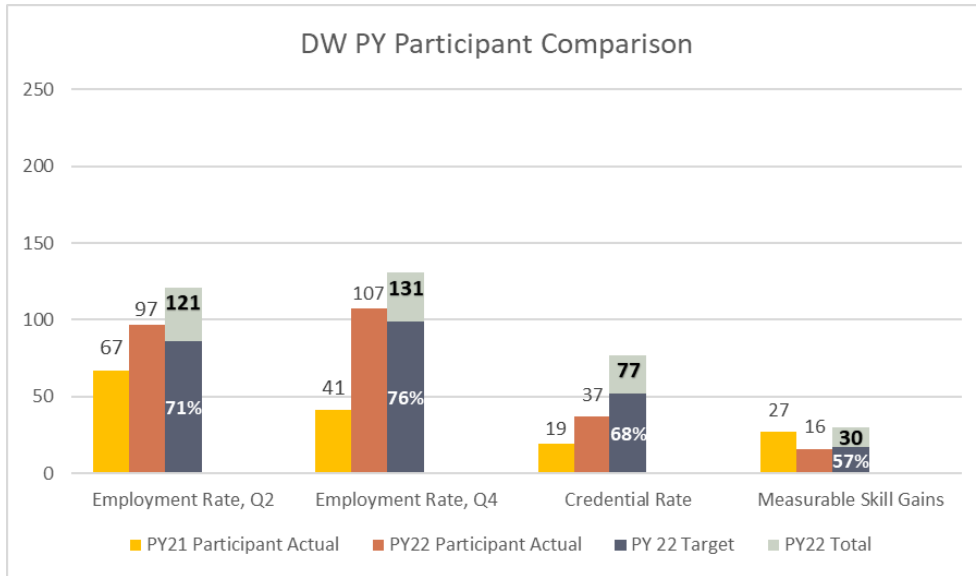


Figure 4 – Dislocated Worker Participant Comparison of PY 21 and 22 Performance

Figure 4 shows that Statewide, the Dislocated Worker program in PY 22 missed meeting the Credential Attainment targeted goal by nearly 20 percent (37 individuals out of 77 achieved the goal). However, employment measures for Q2 and Q4 both surpassed last year’s performance (individuals served) and PY 22’s goals. Figure 4 shows the Dislocated Worker program performance with the actual number of participants served in PY 21 and PY 22. Dislocated Workers may be opting to seek employment rather than enrolling in credentialed training programs via WIOA as the State emerges from the Pandemic. The Good Jobs initiative via UH is an option for training that has not yet resulted in co-enrollments in Title I.

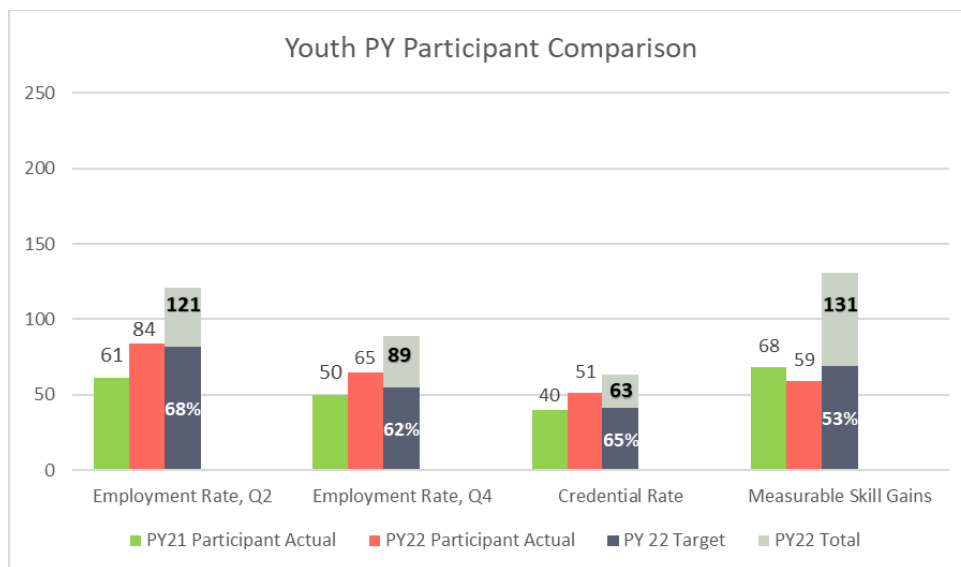


Figure 5 – Youth Participant Comparison of PY 21 and 22 Performance

Statewide Youth performance shown in Figure 5 saw improvement in all indicators from PY 21, except for MSG, which had a 13.24% decrease. All other targets improved from 24.83% to 37.70%. Half of the States' Youth programs had transitions (e.g., Kauai restarted Youth services after being unavailable for two years; Maui's youth program transitioned from one provider to another), which impacted service delivery. Based on data and anecdotal evidence from USDOL, accurate reporting of the MSG measure has been challenging on a national and Statewide level. Revised data collection and validation requirements issued by USDOL with a new PIRL, and technical assistance and training provided to Hawaii staff will help improve outcomes.

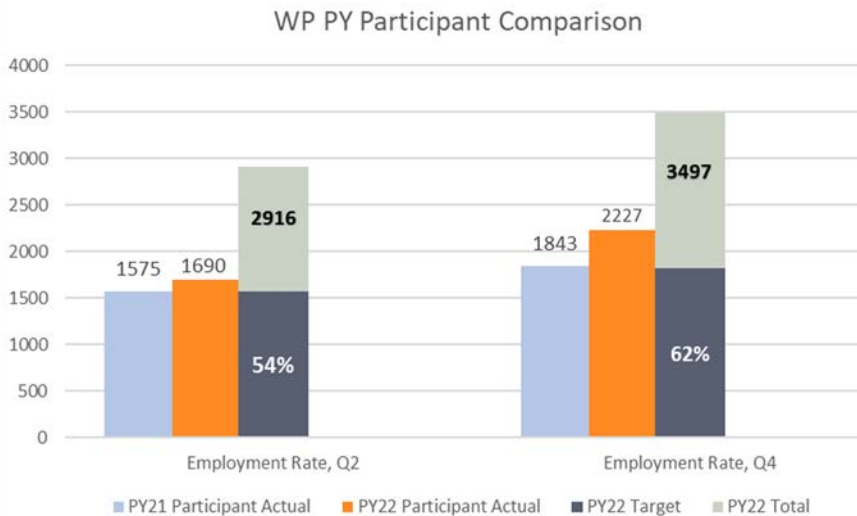


Figure 6 -Wagner-Peyser Participant Comparison of PY 21 and 22 Performance

Figure 6 shows WP results with all goals met. There was a decrease in Q2 Employment of 30.71% from PY 21 but performance exceeded goals.

Indicator	Statewide Actual	Statewide Participant	Hawaii Actual	Hawaii Participant	Kauai Actual	Kauai Participant	Maui Actual	Maui Participant	Oahu Actual	Oahu Participant
<b>Adult</b>										
Employment Rate, Q2	76.3%	153	80.4%	74	33.3%	2	60.8%	29	85.7%	48
Employment Rate, Q4	77.3%	174	75.0%	87	50.0%	5	63.6%	12	88.3%	53
Median Earnings	\$7,385	NA	\$6,945	NA	\$10,236	NA	\$8,976	NA	\$7,379	NA
Credential Rate	36.7%	47	18.3%	13	0.0%	0	50%	1	70.2%	23
Measurable Skill Gains	65.6%	88	74.2%	49	50.0%	5	58.3%	5	57.7%	31
<b>Dislocated Worker</b>										
Employment Rate, Q2	80.2%	97	81.3%	26	83.3%	5	74.2%	23	82.7%	43
Employment Rate, Q4	81.7%	107	76.5%	39	80%	12	85%	17	86.4%	39
Median Earnings	\$9,576	NA	\$8,511	NA	\$18,398	NA	\$9,002	NA	\$10,294	NA
Credential Rate	48.1%	37	27.3%	9	0%	0	66.7%	4	80%	24
Measurable Skill Gains	53.3%	17	72.7%	8	0%	0	40%	2	54.5%	7
<b>Youth</b>										
Employment, Education, or Training Rate, Q2	69.4%	84	63.6%	14	-	-	75%	36	66.7%	34
Employment, Education, or Training Rate, Q4	73%	65	88.9%	16	-	-	77.8%	14	66%	35
Median Earnings	\$4,881	NA	\$5,381	NA	NA	NA	\$7,592	NA	\$3,683	NA
Credential Rate	81%	51	33.3%	3	-	-	0%	0	90.6%	48
Measurable Skill Gains	44.4%	59	23.3%	10	-	-	52.6%	10	55.7%	39
<b>Wagner-Peyser</b>										
Employment Rate, Q2	53.9%	1,690	53.9%	424	61%	169	60.4%	369	58.7%	729
Employment Rate, Q4	63.7%	2,227	63.7%	482	68%	240	65.9%	552	61.5%	953
Median Earnings	\$7,069	NA	\$7,069	NA	\$8,625	NA	\$8,152	NA	\$10,001	NA

Figure 7 – PY 2022 WIOA Program Outcomes by County



The Counties' performance in Figure 7 displays the comparison across the Adult, Dislocated Worker, Youth, and WP programs in PY 22 with number of participants and the percentage.

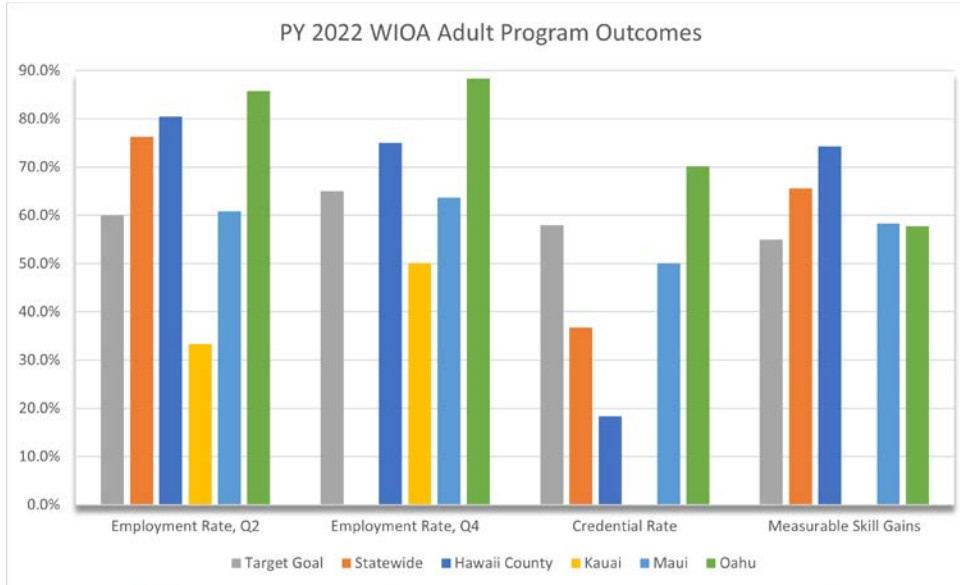


Figure 8 – WIOA Adult Program County Performance Comparisons

Figure 8 shows the PY 22 Adult program results (except Median Earnings). Hawai'i County, Maui, and Oahu surpassed goals for Q2 and Q4. Credential Attainment was relatively low across the State (Kauai had no results for this indicator; there were no ETP sites located on Kauai in this period). In the Adult program, only Oahu met the target. Oahu also readily met the Credential Attainment goal in the Youth program, while no other counties met this indicator target. Measurable Skills Gains targets were inconsistently met across the State. Only the counties of Hawai'i and Maui met their MSG goals in the Adult program. MSG targets in the DW program were only met by Hawaii County. Only Maui met the target in the Youth program although Oahu missed their target by 1.3%.

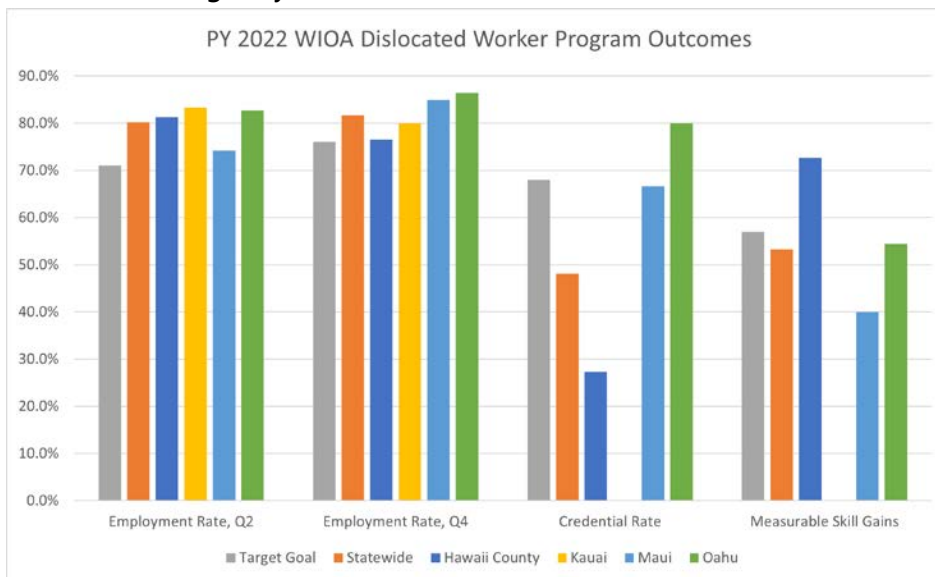


Figure 9 – PY 2022 WIOA Dislocated Worker Program Outcomes by County

The PY 22 Dislocated Worker program indicator results (except Median Earnings) across counties (Figure 9) shows that all of them met the Q2 and Q4 targets. Credential Rate was a difficult indicator for all counties. Oahu came within 3% of meeting the target. Kauai had no results. Measurable Skill Gains targets were not met by any of the counties except Hawai'i County which did better than their targeted goal.

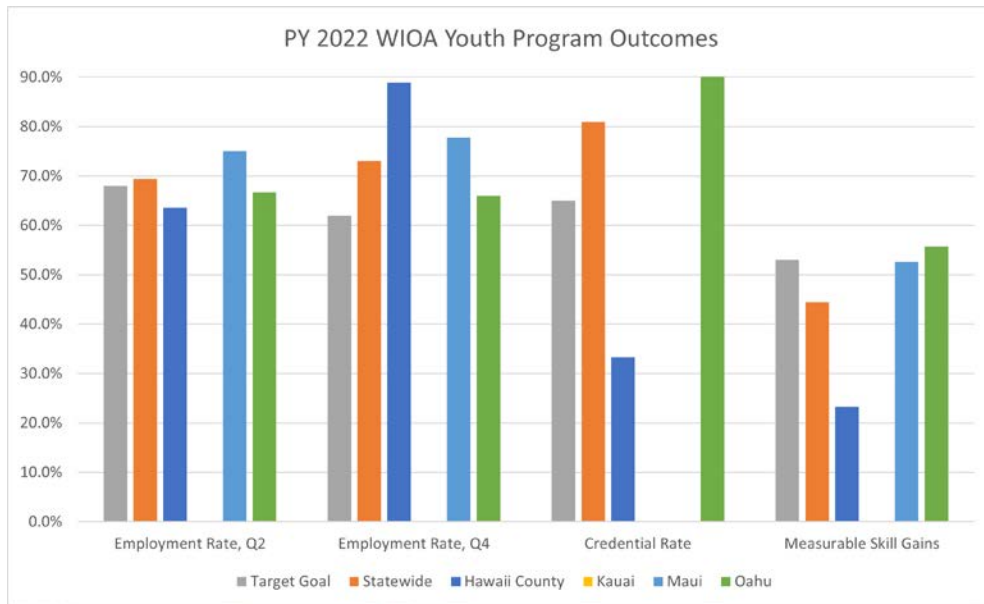


Figure 10 – PY 2022 WIOA Youth Program Outcomes by County

Youth results for PY 22 were low or modest with new providers in two (2) of the four (4) counties. During this state of transition and rebuild, several counties had no recorded participants that met Credential Rate or Measurable Skills Gains during PY 22. Kauai County recently restarted the Youth program subsequent to a pause of several years after the previous provider ended services.

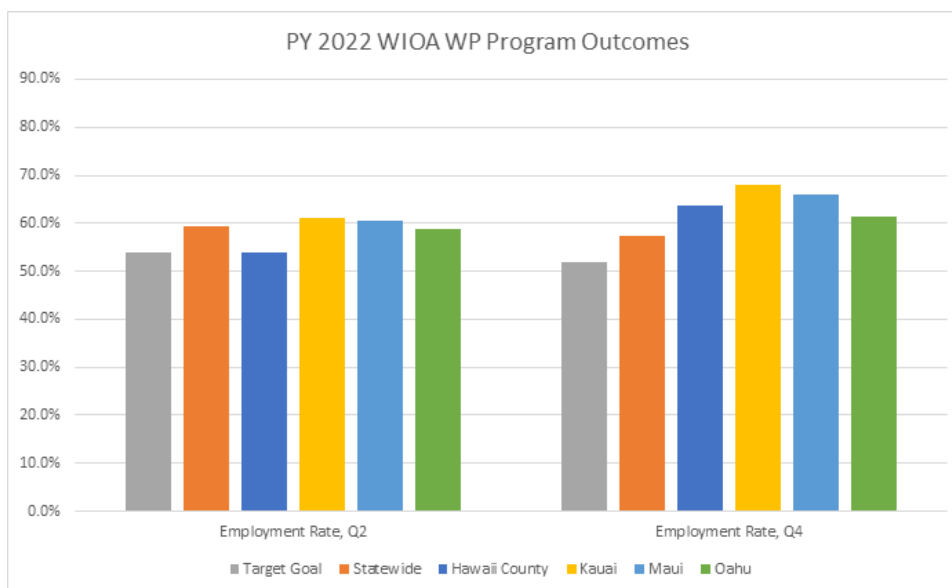


Figure 11 – PY 2022 Wagner-Peyser Program Outcomes by County

Wagner-Peyser outcomes were met or exceeded on all counties as shown in Figure 11.

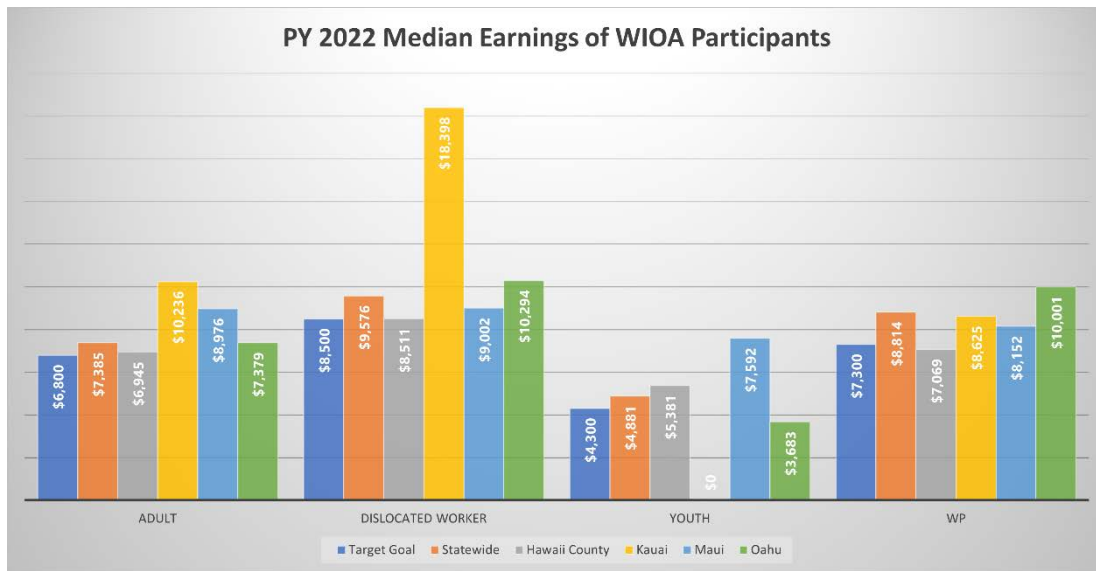


Figure 12- PY 2022 WIOA Median Wages Across Programs

Median Wages across all the programs are displayed in Figure 12. Adult targets were met by all local areas (except Oahu). All Counties met this target for the Dislocated Worker program. Again, Kauai far surpassed the targets set for this program, with Oahu in second. In the Youth program, only Oahu did not meet the goal. Maui’s Youth program topped the median earnings; for this measure Kauai did not rank in this program as it was rebuilding in PY 22. In the Wagner-Peyser program, Oahu had the highest median earnings, with Kauai in second. Only Hawaii county did not match the Statewide level or meet the target.

## PERFORMANCE ACCOUNTABILITY SYSTEM

### EFFECTIVENESS IN SERVING EMPLOYERS

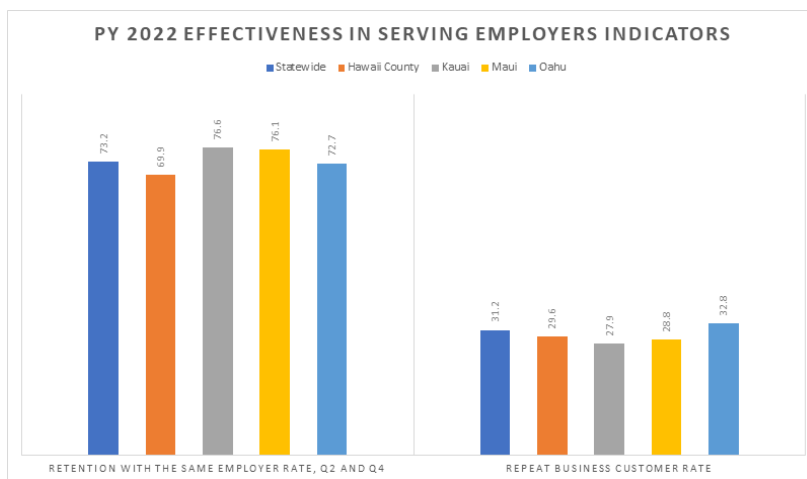


Figure 13 – PY 2022 Effectiveness in Serving Employers Indicators

Hawai'i used two primary indicators of effectiveness in serving employers:

- Retention (retention with the same employer in the 2<sup>nd</sup> and 4<sup>th</sup> Quarter).
- Repeat Business Customers (percentage of repeat employers using services within the previous three years).

Figure 13 compares the performance of serving employers effectively for the State and all four local areas. Maui and Kauai local areas performed just above the Statewide level. In PY 22, Statewide the rate for retention with the same employer was substantially improved to 73.70%. Economic recovery along with meaningful engagement with industries through Workforce initiatives, including job fairs, WDC committees and subcommittees, is likely to have helped with this measure. All local areas saw noticeable improvement from PY 21 around this indicator. Statewide levels improved for the repeat business customer rate by a little over 3 points to 31.20%. Oahu and Hawai'i County improved slightly, while Kauai and Maui also had slight decreases in their rates. Oahu's rate was slightly ahead of the State level.

## **COMMON EXIT**

Hawai'i's common exit policy: <https://labor.Hawai'i.gov/wdc/files/2021/06/Final-Joint-WIOA-Bulletin-001-21-Common-Exit-Policy-6.10.21.pdf> was finalized in June 2021. A common exit is considered to have occurred when a participant is enrolled in more than one of the following programs funded by the USDOL as listed: Adult, Dislocated Worker, and Youth under Title I of WIOA, Wagner-Peyser Employment Services under Title III of WIOA, National Dislocated Worker Grant; Trade Adjustment Assistance; or Jobs for Veterans State Grants. Other criteria for exit are 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 will 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**

Data Validation of the WIOA program outcomes for PY 2022 (including Adult, Dislocated Worker, Youth, NDWG, Wagner-Peyser, JVSG, and TAA) were conducted from August through September 2023 for outcomes of the PY 2022 (July 1, 2022 – June 30, 2023). Updates to data validation procedures necessitated by ETA USDOL's Training and Employment Guidance Letters (TEGL) No. 23-19, Change 1 (issued October 25, 2022) and 2 (issued May 12, 2023), appeared within WIOA Bulletin: <https://labor.Hawai'i.gov/wdc/files/2023/08/WIOA-Bulletin-29-19-Change->

[3.pdf](http://labor.Hawaii.gov/wdc/files/2021/09/DataValidation-SOPManual-v1.0-July30-2021.pdf) and the Standard Operating Procedures manual found here: <http://labor.Hawaii.gov/wdc/files/2021/09/DataValidation-SOPManual-v1.0-July30-2021.pdf>.

The data validation procedures WDD created include the methodology of gathering samples based on active versus exited participants, divided by local areas, and programs. The procedures factor in manpower and time (a critical aspect of data validation as Hawai'i is such a small State) and eligibility and performance outcomes to assess quality assurance of WIOA programs.

Procedures included training of WDD Offices and Local Workforce Development Board (LWDB) staff in June 2023 and training in July 2023 for WDD staff performing data validation. Notification went out to the WDD Offices and LWDBs notifying them that a team of data validators comprised of State WWD staff would be conducting the validation in their offices. The electronic printouts of participant records from HNH were reviewed against the physical participant case file and a review file checklist on site at each of the AJC offices in Kauai, Hawai'i, Maui, and Honolulu. Counts of appropriate documentation and matches between electronic printouts and physical files were taken for each participant in the random sample. Errors that impacted the accuracy of the Performance Report were corrected prior to September 29, 2023, by the WDD administrative office. 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. Statewide error rates (mean percent) for missing source documentation ranged for from 0% to 16.4% with standard deviations ranging from 0% to 9.8%. Error rates for failed data matches ranged from .5% to 19.4% with standard deviations ranging from 1.5% to 15.3%. Mean percent error ranges vastly improved from the previous program year (0% to 68.4%).

The improvement in variance can be attributed to in-person training from WDD Admin staff to local offices and providers, which allowed Admin staff to tease out issues that had been problematic for provider staff to adequately resolve, such as procedures surrounding case management and data entry in the State labor MIS system (HireNet Hawai'i). The change in the PIRL, which included expanded documentation sources, also gave providers more opportunities to meet data validation requirements. HNH features and modules have been added, improved, or turned on to ease initial eligibility determinations and ongoing case management tasks. Features to allow for upload of documentation were turned on in PY 22, with scanners provided to AJCs and training provided for digital documentation standardized in PY 23.

Data validation results were captured as PDFs and will be kept for a minimum of three years in line with current federal records retention policy, subject to revisions in the federal records retention policy. Ongoing data entry control and monitoring procedures 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 February 2024.

The Data Validation policy was approved July 29, 2022, with an update on August 7, 2023 (based on TEGL No. 23-19, change 2). Data Validation for PY 2022 Title 1 programs (including NDWG) was completed by September 26, 2023; errors impacting the PY 22 Performance Report were

corrected prior to September 29, 2023. Annual data validation of programs will be fully digital in PY 23, to be conducted by the WDD administrative office prior to certifying the outcomes.

## **CUSTOMER SATISFACTION**

Customer Satisfaction surveys are conducted as part of each AJC certification every three years. Local areas have either completed or are in the process of completing their surveys for their certification process during PY 22. Continuous quality improvement is a feature of the ongoing certification process for each AJC and includes community feedback and a process for capturing and responding to that feedback. Feedback is incorporated into constructive changes to the workforce system. Customer feedback that has or will lead to changes in the AJC Hawaii system include better accessibility, change in available hours, and direct staff to meet the needs of the participants.

## **TECHNICAL ASSISTANCE NEEDS**

USDOL and ETA Federal Program Officers (FPO) and Fiscal Staff travelled to Hawai'i to provide technical assistance to approximately 60 people comprised of Region 6 Workforce development professionals and local board members and staff from Guam, Marshall Islands, CNMI (the Commonwealth of the Northern Mariana Islands), and host State, Hawai'i, during a USDOL Convening in September 2022. In particular, members of Hawai'i's local boards, AJC staff, and some WIOA providers attended the trainings over the course of four days. Delivered on-site at the WDD offices in Honolulu and at space provided by nearby agency, Department of Commerce and Consumer Affairs, USDOL kicked off the convening by sharing updates from the Regional and National Offices. State Workforce Initiatives and Economic Landscape reports from the Region 6 administrators were shared with the attendees. USDOL presented training on topics including WIOA Fiscal (Allocation and Allotment, Obligation, Recapture, and Reallotment, Financial Reporting, Capital Expenditures,) Grants Management, WIOA Service Delivery, and WIOA Performance (Eligible Training Provider List, QRA, Data Validation, Supplemental Data), WIOA Youth).

WDD staff provided two-day trainings, "Navigating Through the Workforce Innovation and Opportunity Act (WIOA)" to local providers and local board members on June 22 – 23, 2023 and June 27 – 28, 2023, held at the DLIR administrative offices in Honolulu. Topics included Case Management – Note taking, HireNet – Case management data entry, Data Validation, Needs Assessment, and Contract Review – Responsibilities and Requirements.

Throughout the program year, State-level staff administering WIOA Titles I and III programs, JVSG, TAA, and other programs received guidance and technical support from FPOs and quality assurance staff from USDOL and ETA.

Provider staff also received technical assistance during virtual scheduled trainings with State program specialists and FPOs, as well as 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, review of draft bulletins, fiscal policy, performance accountability, and other issues.

Technical assistance to local boards and providers was given by WDD admin staff as requested, as well as before, during, and after program monitoring for each local area. Training on case management, including case noting were given in Spring PY 22. Topics requested for future technical assistance to local areas will include Youth elements and recording Measurable Skills Gains.

## **WAIVERS**

Hawai'i was granted a waiver of the requirements of WIOA Section 107(b), to allow the State Board to carry out the roles and responsibilities of a Local board. As of June 30, 2022, the State was allowed by ETA of the USDOL to assume the responsibilities of administering service delivery for Kauai upon the county's local elected officials request that the State assume responsibilities to ensure the provision of services to Kauai residents. WIOA allocations to the local area have been made available for the delivery of the services for the county, with staff of the local Kauai WDD staff in the AJC providing Adult, Dislocated Worker, and Youth services. Kauai WDD staff received training, and in PY 22 began to provide services to local area youth participants. Kauai WDD staff had been providing services for WIOA Adults and Dislocated Workers and continued to do so in PY 22. Outcomes are expected to improve with additional outreach to all programs, particularly youth.

## **STATEWIDE FUND ACTIVITIES**

### **HUB Workshops**

WDD offered live interactive mini sessions to help make jobseekers' job search smoother by connecting them with "Helpful, Useful, & Basic" tools. The workshops were originally developed to cater to participants of the Summer Youth Financial Literacy Internship and were later made open to the public but specifically targeted to WIOA Title I participants.

JOB HUB topics included Internet & Web Basics, Email Basics, Zoom Basics, Google Drive and Docs Basics. Three (3) Job HUB Summits were virtually conducted that included participation by businesses and other resources. Summit titles were "Finding You", "Finding the Job for You", and "Taking Action & Getting the Job", each held over three days in August and December 2022, and March 2023.

Staff HUB workshops were provided to partner State agencies on Teams and PowerPoint in August 2022 and September 2022. All interns who started in the Hele Imua Intern Job Workshop participated in the Work Skills HUBs: Workplace & ALOHA, starting in October 2022 with the last HUB session in April 2023.

## **STUDIES FOR RESEARCH AND EVALUATION**

Per 20 CFR §682.220, states must conduct evaluations in coordination with State and local workforce development boards. The State of Hawai'i conducts evaluations to access the needs

and to identify viable solutions to the problems located in its inquiries. The completed research was selected and supported in collaboration with local boards.

### **COMPLETED RESEARCH**

Hawai'i completed the following research and evaluation project via the Workforce Development Council:

#### **Hawai'i Career Acceleration Navigator (HI CAN) User Research Testing Project by Omnitrack Group**

RFP issued June 24, 2022

Awarded July 8, 2022, for \$79,899

Contract executed October 3, 2022

Data collected between January 25 – February 23, 2023

Report issued June 9, 2023

Omnitrak conducted research on a Statewide level to assess HI CAN, the digital hub for job seekers and employers, which uses ML, AI, State administrative data, and cloud computing to provide job matches and recommendations to users. In order to better identify barriers to employment, Omnitrak linked results from the Digital Literacy and Readiness Study (2021). Research investigators collaborated with Research Improving People's Lives to conduct interviews, conduct surveys, and collect data about their job seeking and training experiences, needs and challenges. Comparison of WIOA participants outcomes to all-student data is to be included in a proposed addendum.

Developed in partnership with the Hawai'i Department of Labor and Industrial Relations, the Hawai'i Career Acceleration Navigator (HI CAN) is a digital initiative that has been integrated into the State's MIS program, HireNet, working to develop sector strategies and a career pathways system for in-demand industries, while increasing access to employment services for clients in remote locations. This has had the added benefit of integrating sector partnerships with the industry-driven employer partnerships including technology, engineering, healthcare, and agriculture. This creation of partnerships centered on workforce development and economic development will allow for partner and stakeholder growth to maximize resources.



# APPENDIX

## SUCCESS STORIES

### **Hawai'i County Local Area - American Job Center WIOA Hawai'i NDWG - QUEST Program – Charmaine**

Charmaine is a receptionist at the American Job Center Hawai'i (AJCH) in Hilo. Her journey towards success began in 2019 when she registered with Goodwill Industries' Ola I Ka Hana Youth program to study for and obtain her General Education Development. While participating in the Youth program, she was placed at the AJCH located at Kilauea Avenue, which later moved to Kanoelehua Avenue in Hilo. There she underwent a six-month Community Work Experience Program (CWEP) to gain the necessary skills to become a receptionist.

After completing the CWEP program, she enrolled in a Quality Jobs, Equity, Strategy, and Training (QUEST) internship through the State of Hawai'i's DLIR. The QUEST program helped her identify her learning style, interests, and the career that she wanted. The staff encouraged her to step out of her comfort zone and build confidence. Before her position, Charmaine noted she was very shy and soft-spoken, especially when speaking in public. Staff made her feel like she could do anything if she put her mind to it. She learned how to work with the public, how different departments in State and county programs work, and how an office operates.

Charmaine stated, "The QUEST program is an excellent opportunity to help find a career pathway. Thanks to the skills and knowledge I gained from these programs, I recently secured a permanent position as a receptionist with Hawai'i County Rural and Development. I will continue to work at the American Job Center Hawai'i, Hilo location. I am grateful for the opportunity to learn and acquire the abilities necessary to become a successful and self-sufficient individual."

### **Hawai'i County Local Area – American Job Center First-to-Work (FTW) – Mr. Underhill**

Mr. Underhill participated in the FTW JRT for hybrid training over Zoom. His participation stood out during group discussions and activities because he graciously allowed others to speak before himself. Mr. Underhill shared that his goal was to open up a business in landscaping but did not feel he had the clientele to succeed. After many discussions, brainstorming on ways to build a list of clients, and taking in all that he has gained through the JRT program, Mr. Underhill officially opened up his own business and became the owner/entrepreneur of Underhill Landscaping in December of 2022. He is no longer a participant in TANF and has successfully become self-sufficient, determined to become a success by setting and reaching his goals.

## **Maui County Local Area - Goodwill**

### **WIOA Maui Youth - Kaiyah**

Kaiyah was referred to the Ola I Ka Hana Youth Program in July 2022 by Workforce Development staff. She was 19 years old, had recently graduated from King Kekaulike High School and was unsure of what she wanted to do. During her assessment meeting, Kaiyah was administered the RIASEC assessment and was then able to identify some of her interests which assisted staff in mentoring her to narrow down some possibilities for employment and post-secondary transition. Monthly meetings were scheduled with Kaiyah to ensure a smooth transition from high school to college to employment. However, barriers at home and transportation issues put a halt to things. Her assigned Youth Specialist – Jenna S.- offered the idea of putting college entrance on the back burner until Kaiyah was able to find herself in a more stable position. Kaiyah was open to the idea and worked with Jenna on finding entry-level work experiences. Based on Kaiyah’s work preferences, Jenna worked with community businesses to see which employer would be the best fit for Kaiyah to learn. After developing relationships with the employer, Jenna and Kaiyah were able to do a meet and greet. Fortunately for Kaiyah and the youth program, Oshima Surf Shop welcomed the idea of Ola’s Community Work Experience Program (CWEP) and provided Kaiyah with entry level work experiences to include basic skills of retail. Kaiyah was hired on as a full-time employee. Currently, Kaiyah is still employed with Oshima Surf and credits her experiences to participating in CWEP as well as being afforded the opportunities to attend JRT and Soft Skills training with Goodwill.

## **Maui County Local Area - Goodwill**

### **WIOA Maui Dislocated Worker**

A young man sought program services for employment and educational services after his employment was directly affected by COVID-19. His last day of employment was in March 2020 with the DOE at Maui High School in the Arts and Communication Department. The young man was also working in the Extended Learning and Workforce Development Program at UHMC as an assistant. On becoming a client, he disclosed he was diagnosed at birth with neurogenic bladder, spina bifida, and a cognitive disability. His overall goal was to obtain a full-time teaching position in Creative Media. Through the supports and services from Goodwill’s workforce programs, he went on to receive his bachelor’s degree in creative media and has since been building his professional portfolio. He is now a substitute teacher at Maui High School and sees the need to continue this route of work due to the lack of schoolteachers. He was encouraged by his fellow co-workers to obtain his Career and technical education teachers (CTE) licensure in the Career Technical Department. He applied and was accepted to the program at Leeward Community College via their online course. He is scheduled to start classes in Fall 2023. The CTE program will take up to 1 year to complete. Client shared that he had competed in the 2023 Pele Awards and won 5 awards Best in Show, Best Logo and 2 golds and 1 silver award. He was extremely pleased about his progress and due to the recognition, has received multiple work offers from local companies. He will be adding these to his portfolio. This young man credits hard work, focusing on his goals, and doing what’s needed to accomplish them, despite bumpy roads.

## **Maui County Local Area WIOA Maui Adult - IM**

When DVR referred IM to WIOA, he had been unemployed for seven years. Previously he had worked for 30 years in the court system, but this came to an end when he suffered a stroke. It took him seven years to recover enough that he felt he could return to work. By then, he just wanted a job that would give him reason to get ready in the morning and to get out of the house. What he really wanted was to work helping kids and families. He had experience with this in his job and his volunteer work, but he was willing to take any job – even at minimum wage – that allowed for his physical limitations. He did not think he could work more than four hours at a time and physical exertion was out of the question. This and his long-term unemployment made it very difficult to find viable job, despite his openness to various types of work. His Employment Counselor assisted him with job searches, revamped his resume, wrote cover letters, and helped him fill out applications. He got one job interview, but they told him the job that was advertised was not the one they wanted to fill. Unfortunately, it became one that he could not do. This went on for months, when suddenly a new Mayor was elected. IM had worked on the Mayor's campaign and that caught some people's attention. He was hired as a full-time consultant and given his own office. Now he is hard at work helping people and trying to make the county a better place to live. He is so happy and he credits his new job to the resume the EC created for him, saying that even the mayor commented on it. While that may have contributed to his success, it is really because of his impressive background and all his hard work.

## **Oahu American Job Center WDD/Jobs for Veterans' State Grant - Aaron A.**

During the COVID pandemic, Aaron A. was laid off due to a lack of work. He was referred to a Disabled Veterans' Outreach Program Specialist through the unemployment office's Reemployment Services and Eligibility Assessment (RESEA) program representative. Through his experience with the DVOPs, he was able to learn about many professional certifications which could help highlight his education. This information on free certification programs proved to be valuable as he continued improving his marketability. The JVSG program also allowed him to network with many companies during military and civilian job fairs, and connections established by his DVOP.

Currently, Aaron is working full-time as a Project Manager at Banyan Networks. He got this position through TekSystems, a temporary resourcing agency that recruited him. Aaron completed his six-month contract and was successfully hired as a full-time employee. Aaron intends to further his managerial knowledge through Project Management Professional and Agile project management certifications. Aaron is grateful for all the assistance and would like to offer continued support by identifying and hiring qualified veterans participating in the JVSG program.

## Oahu American Job Center WDD/Jobs for Veterans' State Grant – Jvonte R.

Jvonte R. met Ramon while Jvonte was employed at American Savings Bank in Honolulu, Hawai'i during Summer 2023. Ramon's team was conducting a tour of the bank facility and they were interested in the employment opportunities that the bank offered for military veterans. Jvonte told Ramon and the team about his journey to employment, and they had meaningful conversations about the struggles that veterans encounter seeking employment.

After their conversation, Jvonte mentioned his plans of leaving Hawai'i to move to North Carolina and his desire to seek federal employment, as he had begun to apply for federal jobs previously with no success. Ramon invited him to a job fair at Dole Cannery where he expected several federal agencies to attend.

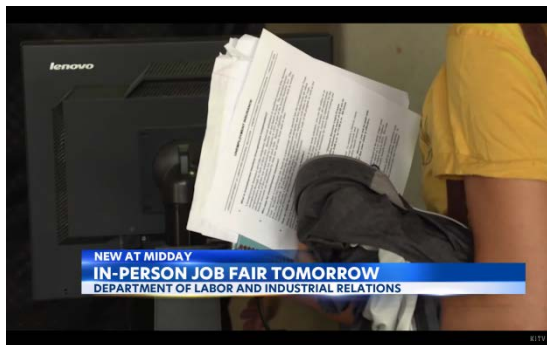
According to Jvonte it was a great event. "When I showed up to the event, Ramon personally introduced me to several agencies like FBI, DHS, and IRS. When he introduced me to the IRS, I loved the information I received and set my goal to one day work for the IRS. After the job fair, Ramon connected me with additional professionals with federal government connections in North Carolina. I received amazing advice on my resume and networking to achieve my goal. Three months after that job fair, I landed an interview with the IRS and successfully secured a role with the IRS. I appreciate everything Ramon and his team assisted me with. I am not confident I would have been able to accomplish this goal without their help."

# OUTREACH

## Engaging with and Serving the Public

### Job Fairs

Many in-person job fairs were held across the State in various locations, hosted by DLIR, AJCs, and other community partners, a change from the virtual fairs that had become the norm during the pandemic. Each fair had impressive attendance and [media](#) and [social media](#) coverage, with follow up with participants and employers, leading to strengthening of partnerships and services.



Local News KITV story on DLIR Job Fair

Throughout the program year, the AJCH, City and County of Honolulu, Oahu Workforce Development Board, and the DLIR, and others collaborated to host numerous job fairs in Honolulu at the Dole Cannery or at Ke'ehi Lagoon Memorial. Job Fairs were also held on neighbor islands, notably Kauai.

The April 11<sup>th</sup> Job Fair held at Ke'ehi Lagoon Memorial in particular was extremely well-attended. There were 604 attendees, 152 of them veterans. The event was a first-of-its-kind partnership in Hawai'i, a job fair exclusively for federal agencies.

Selection of Job Fair posters and flyers for Job Fairs sponsored by DLIR, WDD, and local areas in PY 22.

## HAWAII APPRENTICESHIP WEEK 2022 (NOV. 14-18, 2022)

HAW 2022 Flyer

HAW 2022 Agenda

HAW 2022 Proclamation

**HAW 2022, Day 1:**  
November 14th  
Signing of Proclamation in Recognition of Apprenticeship Week



**Mayor Rick Blangiardi**  
15th Mayor of the City and County of Honolulu



**Mayor Blangiardi and Maricar Pilotin-Freitas**  
WDD Administrator

*HAW 2022, Day 1 - Mayor Blangiardi and WDD Administrator, Maricar Pilotin-Freitas*

**HAW 2022, Day 2:**  
November 15th  
In-Person Career & Job Fair with the AJCH Oahu, Featuring Registered Apprenticeship Programs



*HAW 2022 - Job Fair at the AJCH Oahu*

**HELE IMUA**



*Hele Imua = learn+earn+intern web marketing*

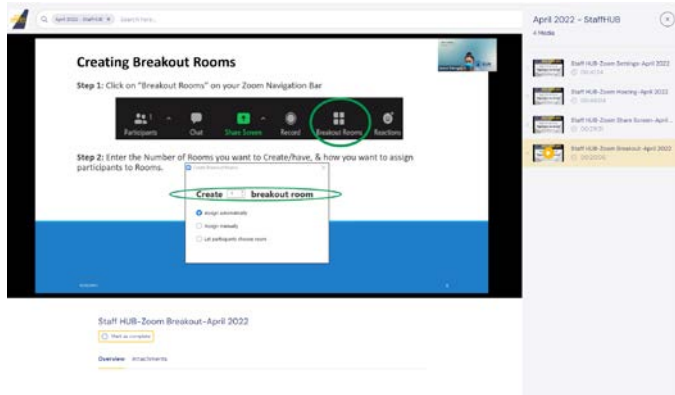
**QUEST Internships**



[QUEST Internship Commercial - YouTube](#)



## HUB WORKSHOPS



*HUB Workshop on using Zoom for State employees*

Industry experts sharing real world  
**Knowledge to Action**  
**Tips & Insights**  
 for the Jobseeker

**December 13, 14, & 15**  
 Tuesday-Wednesday-Thursday  
 10-11am

[Registrar@jobSummit3.eventbrite.com](mailto:Registrar@jobSummit3.eventbrite.com)

**Day 1 - Finding You**  
 Workplace Skills - Contracting to Resources - Assessing You

**Day 2 - Finding the Job for You**  
 Researching & Aligning yourself to a Job-Career-Organization

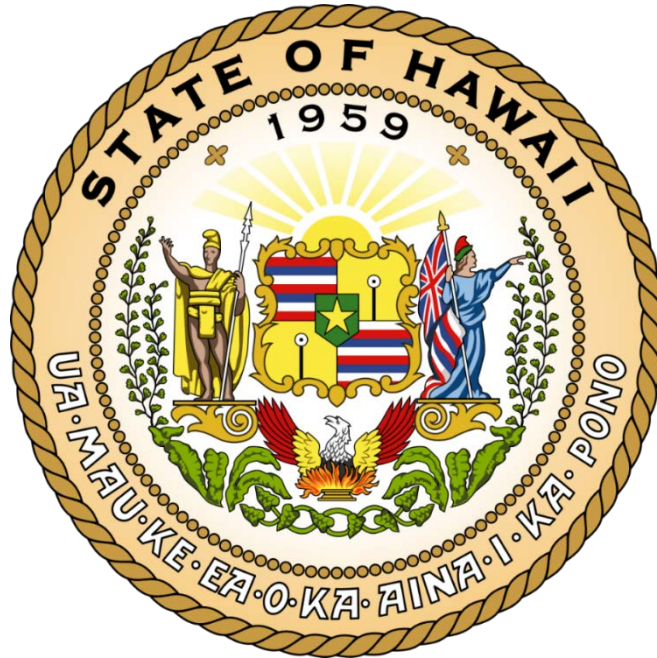
**Day 3 - Getting the Job!**  
 Applications - Resumes & Cover letters - Interviewing

For more information [www.labor.hawaii.gov/wdd](http://www.labor.hawaii.gov/wdd)

**THE JOB H.U.B. SUMMIT**  
 LEARN. INSPIRE. CONNECT. & ADVANCE YOUR CAREER.

AmericanJobCenter HAWAII STATE OF HAWAII Department of Labor and Industrial Relations (DLIR)

*HUB Flyer for Job H.U.B. Summit*



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