



Workforce Development Division
Senior Community Service Employment Program

Stand Alone State Plan Program
Year 2024 to 2027

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Introduction

Governor Josh Green delegated the State of Hawaii, Department of Labor and Industrial Relations, Workforce Development Division (DLIR, WDD), as the state agency responsible for the administration and oversight of the State SCSEP funds in Hawaii. DLIR has the responsibility of developing and submitting the SCSEP State Plan and elected to do a stand-alone SCSEP State Plan.

This State Plan is designed to ensure that the State, Local Workforce Development Boards, employers, and a variety of social service, economic development, education, and training entities, among others, collaborate to improve SCSEP services.

Hawaii SCSEP is committed to providing unemployed low-income individuals 55 years of age and older an opportunity to engage in useful community service activities which may foster their individual economic self-sufficiency and increase their ability to secure unsubsidized employment.

I. Economic Projections and Impact.

A. Discuss long-term projections for jobs in industries and occupations in the state that may provide employment opportunities for older workers. (20 CFR 641.302 (d)).

Hawaii, along with the rest of the United States, has seen significant increases in its 65-and-older population since 2010. Data from *The Elderly Population in Hawaii* issued by Hawaii's Department of Business, Economic Development and Tourism (DBEDT) in December 2021, stated almost one in five persons in Hawaii is now at age 65 or older. The elderly population is expected to continue to increase at a faster rate than the overall population until 2030 when all baby boomers will be 65 or older.

The State of Hawaii Department of Labor and Industrial Relations (DLIR) published its "*Employment Projections for Industries and Occupations 2030*"¹, a summary of long-term employment projections by industry and occupation in July 2022. Industry employment was obtained from the U.S. Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) program which includes employment covered by unemployment insurance. The data in this report used the North American Industry Classification System (NAICS) codes and the employment projections by occupation as classified under the Standard Occupational Classification (SOC) codes.

The forecast period begins in 2020 at the low point of the COVID-19 induced recession and includes the subsequent recovery. Jobs started to return in the Fall of 2020 when the Delta variant arrived and continued growing despite the widespread Omicron variant in late 2021. By the end of 2021, jobs had rebounded nearly 5% over 2020. With visitor arrivals approaching pre-COVID levels during the Spring of 2022, the expectation is that Hawaii's economy is well on its way to a successful recovery. All major industries are projected to create jobs, except for utilities, making for a well-rounded rebound.

The primary driver of the recovery is tourism, accounting for approximately 60% of the new jobs anticipated during this forecast period. Food services and drinking places, though only partially reliant on visitors, is expected to generate most of the job increase. This sector was the hardest hit when the pandemic prompted a shutdown of certain segments of the economy to prevent the spread of the coronavirus. When the restrictions were lifted, businesses had difficulty finding enough workers. This situation may have provided businesses the opportunity to establish a new normal in terms of improving efficiency.

The accommodation sector was also severely affected by the pandemic when tourism was virtually shut down by quarantine requirements instituted for incoming travelers. The visitor industry rebounded due to pent up demand for vacations and the perception that Hawaii was a

² A workforce product funded by a grant awarded by U.S. Department of Labor's (DOL) Employment and Training Administration. This report is produced biennially and provides long-term industry and occupational projects for the State of Hawaii. It uses actual 2020 employment as the base year and projects out to 2030.

safe destination. Visitors from the U.S. mainland and some international travelers from Canada have boosted tourism numbers in 2022. Once the Asian market returns, tourism will get an additional boost. The hotels are expected to lead all industries with growth exceeding 83% over the ten-year period while producing at least 18,000 jobs.

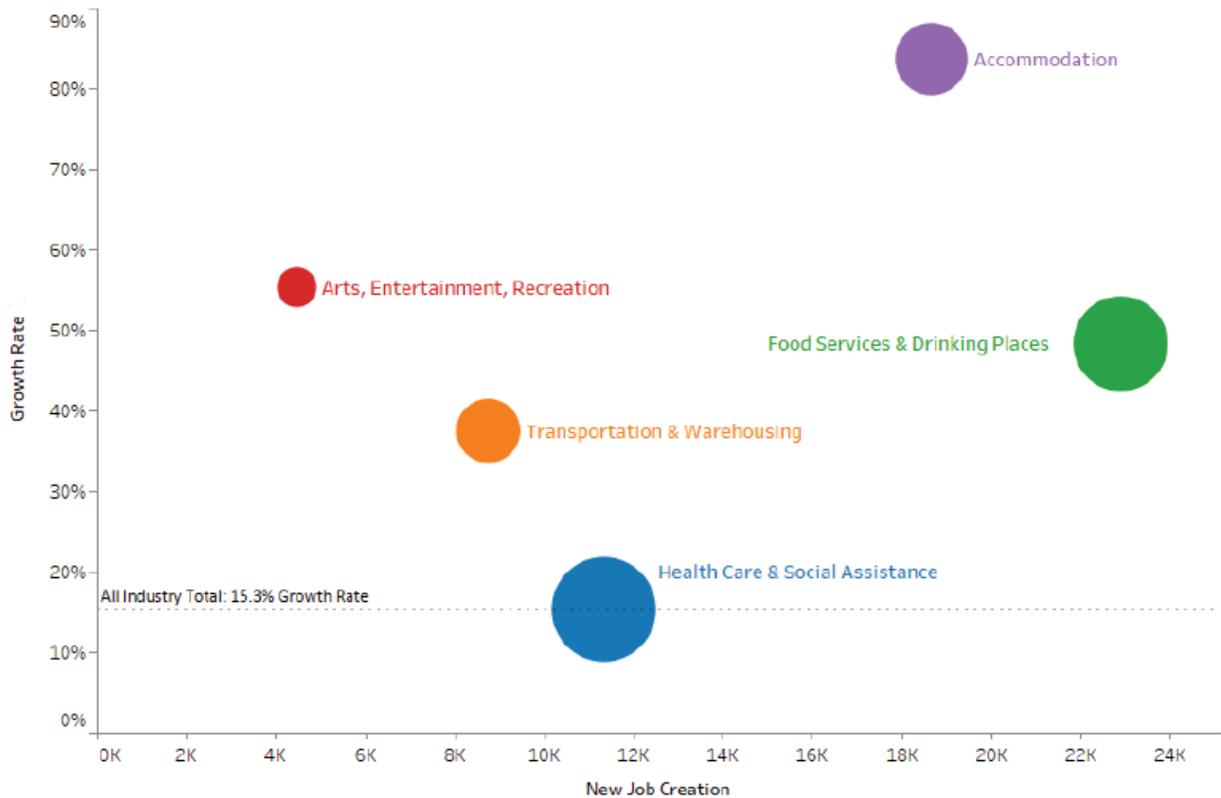
The second fastest growing industry will be arts, entertainment, and recreation increasing 55% over the forecast period. Some sectors in this industry will benefit from increased tourism, such as museums, historical sights, and amusement parks. The largest component in the industry is other amusement and recreation including golf courses, fitness centers, and bowling alleys which were affected by the government-mandated closures of non-essential businesses. Now free of restrictions, the jobs in this segment of the economy is expected to make a comeback.

Tourism-reliant transportation and warehousing industry will provide almost 9,000 new positions, approximately 37% increase during the ten-year projection period. The airlines is expected to create over 2,400 of the new jobs to meet future demand for international travel from Asia which has yet to resume. Another 2,300 jobs will be created by scenic and sightseeing transportation companies which offer both land- and water-based tours. Transit and ground passenger transportation (taxi, ride sharing, and school buses) is expected to produce about 2,100 jobs.

The state's largest industry, healthcare and social assistance, will expand by over 11,000 jobs or approximately 15%. Over half, around 6,000 jobs, will be in ambulatory health care services such as doctor offices, outpatient care, dentist offices, home health care, and laboratories. About 3,400 more jobs will be produced in social assistance agencies, mostly individual and family services but also including child day care, vocational rehabilitation, and community food, housing and emergency services. Hospitals, predominantly privately owned, is expected to create 1,400 positions.

INDUSTRY GROUPS WITH THE MOST JOB CREATION AND GROWTH, 2020-2030

(size of bubble indicates 2030 employment)

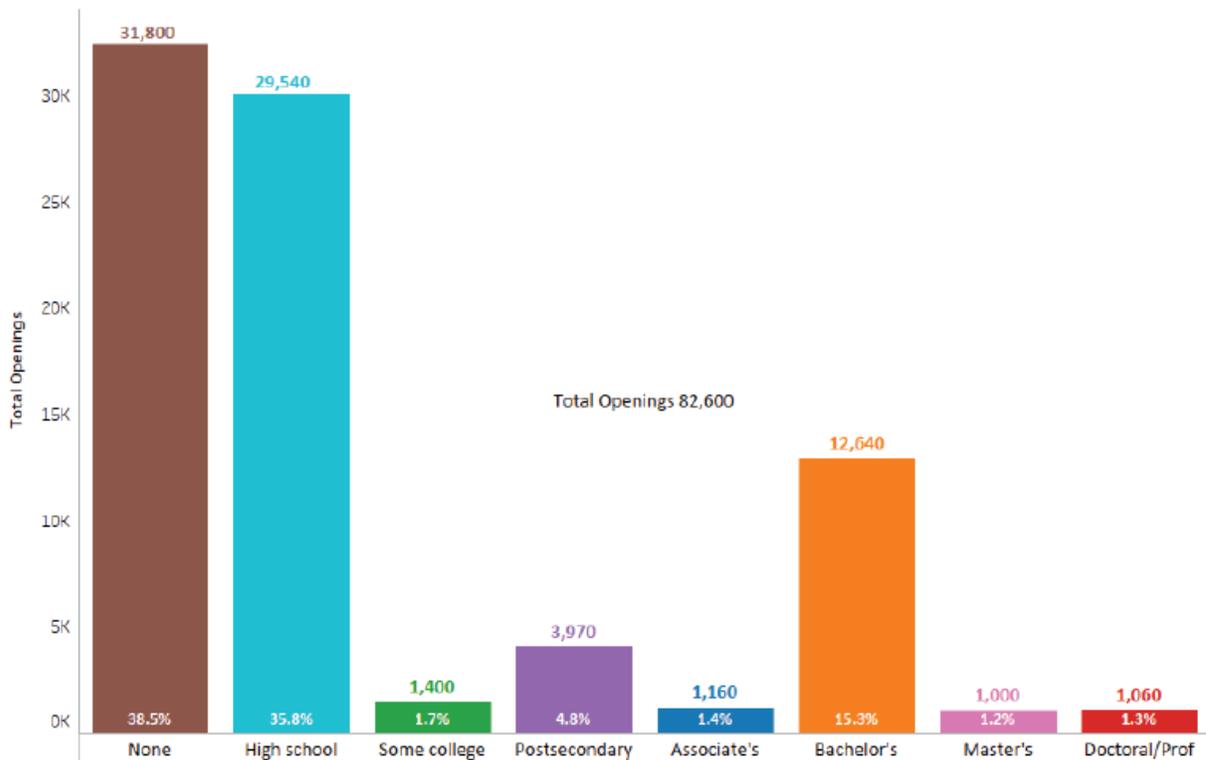


Unfortunately, the August 2023 wildfires on Maui, which destroyed the town of Lahaina, negatively impacted the state's recovery from the COVID-19 pandemic. The more than 1,100 structures destroyed by the fire included over 800 businesses employing about 7,000 individuals. Maui's unemployment rate tripled to 11% from 2.5% before the fire. The daily total business revenue lost by those establishments is estimated to be \$2.7 million a day.

Six months after the disaster, Maui is open for tourism. However, visitors are urged to stick to the south side, North Shore, and just a few areas above the burn area (Kapalua, Ka'anapali, Napili and Kahana.) A recent report from the University of Hawaii Economic Research Organization predicted that statewide visitor spending this year would decline about 5%, or \$1 billion, from 2023. According to the report, the decline in tourism is almost completely confined to Maui,

The following chart shows the forecasted job openings by education level through 2030.

JOB OPENINGS BY EDUCATION LEVEL, 2020–2030 (Percent distribution shown at bottom of bar)



Educational levels of the enrollees in the Senior Community Service Employment Program (SCSEP) are largely at the high school level with approximately 40% having a high school diploma or equivalent. Approximately 30% of the participants do not have a high school level education.

The jobs that are projected to grow are in the service-providing sectors: hospitality, food services and drinking places, and healthcare and social assistance. The minimum education requirements vary from no formal education and high school diplomas for entry level positions at the minimum rate of pay, to professional and scientific positions requiring a bachelor's degree or advanced degree at higher than minimum rate of pay.

When analyzing the characteristics, skills, and demographics of SCSEP participants throughout the state, emphasis is on identifying and matching the participant to the most relevant job placement within the scope of the participant's education level and work experience. Focus is on identifying specific job roles available in the current labor market that will provide participants opportunities in their sectors of interest and provide strategic work experiences.

B. Describe how the long-term projections discussed in the economic analysis section of strategic plan relate to the types of unsubsidized jobs for which SCSEP participants are trained and the types of skills training provided. (20 CFR 641.302 (d))

The long-term forecast anticipates more than 61,300 jobs requiring a high school diploma or less. The majority of SCSEP participants meet this education requirement making the participants

well suited to meet these projected job needs. The training and support that SCSEP participants receive as they complete their community assignments will build and broaden their skills and work experience, enabling them to compete for these positions. Through the combined counseling and support of the SCSEP participant's host agency supervisors and the SCSEP operator's employment subject matter experts, the SCSEP participant develops the much needed self-confidence and are able to overcome the various barriers to employment.

SCSEP participants are a valuable resource pool that can assist in addressing the state's projected labor market needs in the short- and long-term. By developing the needed transferrable skills through a SCSEP participant's community service assignment, the participant may qualify to pursue work in a related occupation. For example, participants assigned to parks or gardens may use their experiences and training to pursue work as landscapers, groundskeepers, custodians, or janitors. Participants who have been placed into assignments related to food service may pursue occupations in cafeterias, food concessions, coffee shops, or restaurants. Participants placed in an office setting may gain the skills to pursue jobs as general office clerks, receptionists, or customer service positions. The participants may also transition from their community service assignments into unsubsidized placements meeting the needs in some areas of projected labor shortages.

Many SCSEP participants enter the program with few marketable skills and multiple barriers to employment. For some, participation in the program represents their first opportunity to work outside of their household and/or their first attempt at employment in an unfamiliar environment or community. These individuals are often unaware of the jobs available or the skills necessary to adequately compete in the labor market. Many do not know how or where to look for employment, how to complete a job application, or how to conduct themselves during a job interview. Most participants do not possess basic computer skills necessary to seek and complete a job application.

To address these barriers, SCSEP participants have been provided acculturation assistance, orientation to the world of work, financial literacy training, job search skills training, and an introduction to computers. Short-term vocational trainings such as certified nurse aide training, landscape/maintenance training, clerical skills training, along with supportive counseling and referrals to supportive services are also available to SCSEP participants.

C. Discuss current and projected employment opportunities in the State (such as by providing information available under §15 of the Wagner-Peyser Act (29 U.S.C. 491-2) by occupation), and the types of skills possessed by eligible individuals. (20 CFR 641.325(c)).

The economic analysis of occupational projections reported in DLIR's "Employment Projections for Industries and Occupations – 2030" identified Food Preparation and Serving Related as the largest occupational group, leading the state in creating 27,750 jobs between 2020 and 2030. This group accounts for 30% of all projected new jobs and will also lead the state with the most job openings of about 15,800 per year. The most prevalent jobs will be food servers (waiters/waitresses), restaurant cooks and fast food and counter workers. Besides the restaurants, hotels also employ a lot of these food prep and serving related occupations.

OCCUPATIONAL EMPLOYMENT AND GROWTH, 2020–2030 (sorted by numeric growth)

OCCUPATIONAL GROUP	EMPLOYMENT		GROWTH		AVERAGE ANNUAL OPENINGS			
	2020	2030	#	%	CHG	TRNSFR	EXIT	TOTAL
Total, All Occupations	606,320	698,960	92,630	15.3%	9,260	43,760	29,580	82,600
Food Preparation and Serving Related	59,700	87,450	27,750	46.5%	2,780	7,470	5,560	15,810
Transportation and Material Moving	45,150	54,380	9,240	20.5%	920	3,830	2,410	7,160
Building & Grounds Cleaning & Maintenance	32,110	39,200	7,090	22.1%	710	2,600	2,020	5,330
Management	47,230	53,040	5,810	12.3%	580	2,510	1,610	4,700
Personal Care and Service	16,180	21,680	5,500	34.0%	550	1,560	1,210	3,320
Healthcare Support	23,410	28,900	5,490	23.5%	550	1,640	1,490	3,680
Education, Training, and Library	39,300	44,200	4,900	12.5%	490	1,960	1,870	4,330
Healthcare Practitioners and Technical	33,190	36,650	3,460	10.4%	350	970	870	2,190
Sales and Related	53,360	56,740	3,380	6.3%	340	4,380	2,940	7,660
Business and Financial Operations	31,580	34,570	2,990	9.5%	300	1,910	880	3,090
Office and Administrative Support	71,760	74,740	2,990	4.2%	300	4,570	3,480	8,350
Installation, Maintenance, and Repair	23,430	26,210	2,770	11.8%	280	1,570	790	2,640
Protective Service	18,990	21,080	2,090	11.0%	210	1,310	910	2,430
Construction and Extraction	37,130	39,100	1,960	5.3%	200	2,520	1,130	3,840
Arts, Design, Entertainment, Sports, Media	9,600	11,460	1,860	19.4%	190	670	390	1,250
Computer and Mathematical	12,050	13,640	1,590	13.2%	160	640	260	1,060
Community and Social Service	10,950	12,450	1,500	13.7%	150	760	390	1,310
Production	13,530	14,720	1,190	8.8%	120	1,000	600	1,730
Life, Physical, and Social Science	7,800	8,170	380	4.8%	40	570	170	780
Legal	4,540	4,860	320	7.0%	30	180	130	350
Architecture and Engineering	9,820	10,040	220	2.3%	20	480	240	740
Farming, Fishing, and Forestry	5,530	5,690	160	2.9%	20	630	240	890

Totals may not add due to rounding to the nearest ten. Number and percent growth is calculated on unrounded data.

Growth is measured in two ways – by the number of new jobs created and by the rate of growth. A job can be fast growing but not have a lot of jobs created. To capture the best occupations in terms of both job creation and rapid growth, job opportunities that ranked in the top of each of the two criteria was identified.

The food service and hotel industry will dominate the economic recovery during the forecast period and transportation is a related industry when considering tourism as the overarching umbrella. Of the top ten best jobs, seven are food preparation and serving related.

OCCUPATIONS WITH THE BEST FORECASTED GROWTH, 2020–2030

Major Groups: Food - Transportation - Cleaning - Accommodation



II. Service Delivery and Coordination

A. Provide a detailed description of what actions will be taken to coordinate SCSEP with other programs, including:

1. Actions to coordinate activities of SCSEP grantees with WIOA Title I programs, including plans for using the WIOA one-stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g),641.325(e))

DLIR Workforce Development strives to co-enroll eligible participants in its various programs to enable the braiding of program services to maximize services and benefits to its participants.

American Job Centers:

The purpose of the American Job Centers (AJC) is to:

- (1) Create a seamless system of service delivery that will enhance access to the individual programs' services while improving the long-term employment outcomes for both job seekers and employers; and
- (2) Ensure workforce development activities are provided by one-stop partners and are accessible at not less than one physical center, thus providing access to a continuum of workforce activities.

This one-stop location co-locates various service providers who offer employment, training, and education services. Job search assistance and use of the resource center computers are free and available to anyone. Customized services are also available to unemployed and underemployed individuals seeking jobs and job search assistance at no cost. Additional services are available to those who meet federal eligibility guidelines: in depth career counseling, skill testing, and access to training for in-demand jobs. This is a resource available to SCSEP participants seeking unsubsidized employment once their SCSEP assignments have ended.

The AJC service providers are encouraged to:

- Co-enroll SCSEP participants into WIOA Title I adult programs statewide;
- Agree to register participants into HireNet Hawaii and other relevant programs necessitated by participant's assessments and job needs;
- Create a streamlined individual employment plan (IEP) with WIOA that is inclusive of SCSEP;
- Negotiate an intake process for the AJC that is inclusive of SCSEP; and
- Leverage resources and supportive services to assist SCSEP participants across programs and partners of the AJC.

Collaborations and Partnerships:

Many participants have limited English proficiency, and/or low literacy skills which adversely impact their ability to transition into unsubsidized employment. To address these barriers to employment, DLIR has active, collaborative partnerships to provide training opportunities for potential and current SCSEP participants. Due to SCSEP's limited training dollars, collaboration with the community college, adult education programs, and other programs or entities that can provide low or no cost training is vital.

Good Jobs Hawaii:

Good Jobs Hawaii, a partnership among the University of Hawaii Community Colleges, employers, and organizations, offers free

skills training in Hawaii's high-demand sectors including Healthcare, Technology, Clean energy/Skilled trades, and Creative Industries that can lead to a pathway for a better-paying job and accelerate one's career. This program provides an opportunity for SCSEP participants to pursue free training and explore other business sectors for unsubsidized employment.

University of Hawaii Community Colleges and Department of Education Adult Education:

To support SCSEP participants with disabilities and English proficiency, the state has strengthened relations with the University of Hawaii (UH) - Manoa's, Center for Disability Studies (CDS) and the Department of Education (HIDOE) Adult Education programs. English language classes are offered throughout the state at a reasonable cost. Work Incentive Planning and Assistance (WIPA) program for beneficiaries of the different Social Security Administration's cash benefits such as supplemental security income (SSI) and social security disability income (SSDI) educate participants of the financial impacts returning to work and any impacts to their benefits.

Division of Vocational Rehabilitation:

The Division of Vocational Rehabilitation (DVR) provides services to Hawaii community members who experience barriers to employment due to a physical or cognitive disability. DVR is designed to assist job seekers with disabilities prepare, secure and retain competitive employment in an integrated work setting. DVR furnishes the finest resources and opportunities for training, support, and career placement. Productive partnerships with other state agencies, private non-profits, and employers pave the way for consumers to find successful employment with the reality of competitive wages.

As a service provider in the AJC, DVR is operating under an Order of Selection (OOS) where priority of services is given to people who need them most. Open conversation with subject matter experts at DVR regarding the priority of services has helped our SCSEP operators understand the categories of most significantly disabled, not significantly disabled, and significantly disabled, allowing the planning for a participant's customized plan to access other resources and programs. The other resource used to assist people with disabilities is UH CDS' WIPA program as described earlier.

Flexible service-delivery strategies:

In addition to the permissible activities for SCSEP, operators are working with host agencies to discuss and plan remote/telework options for participants. Our participants are faced with multiple barriers relating to digital literacy. Some of these barriers include not having access to a smart phone, tablet, or computer daily. Another barrier is the cost of having internet service in the home. Some programs are available such as the Low-cost home internet service for residents, a discounted broadband program for qualifying households. Virtual training options are being offered as an option for operators to utilize and set up with their participants to gain valuable and basic knowledge on digital literacy.

2. Actions to coordinate activities of SCSEP grantees with the activities the State will carry out under the other titles of the OAA. (20 CFR 641.302(h))

The coordination and collaboration of SCSEP with other titles of the Older Americans Act (OAA) is delegated to the SCSEP program specialist at the statewide level and the WDD branches and contract operator at the local level. The State will continue to explore and execute various means of leveraging resources to increase services to SCSEP participants as well as other low-income seniors within

the State. These efforts are especially important as budget restrictions and short falls result in decreases in services in several programs while the proportion of older individuals within our population continues to increase.

DLIR continues to strengthen its relationship with the Department of Health's (DOH) Executive Office on Aging (EOA). SCSEP operators continue to have an established presence and connection to their local Office on Aging for the benefit of their participants. EOA offers services and program that are beneficial to SCSEP participants. This relationship helps the operators make connections with other providers in their areas and strategize recruitment efforts for participants and host agencies. In addition, operators are able to develop strategic plans for participants leading to self-sufficiency when exiting the program when reaching program durational limits.

3. Actions to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. (20 CFR 641.302(i))

Public and non-profit agencies are ideal for training participants in similar work as they provide flexibility when creating a work plan/job description for participants. In addition, they are more willing to customize a job description. These entities that are recruited as host agencies are predominantly in community service often serving minority populations.

For private business and employers, on the job training (OJT) is a valuable tool. DLIR has been awarded a National Dislocated Worker Grant, Quality _____ (QUEST), which provides subsidized temporary employment so participants, primarily those affected by the COVID-19 pandemic, to obtain on the job training what will lead to a good job paying a livable wage. While this grant program's goal is full-time, unsubsidized employment, this program may help those participants approaching the end of their term with unsubsidized full-time employment.

4. Actions to coordinate SCSEP with other labor market and job training initiatives. (20 CFR 641.302(j))

DLIR's Workforce Development Division (WDD) uses HireNet Hawaii (HNN), a standardized record collection data base utilizing a Virtual One-Stop (VOS) Participant Management Information System (PMIS). HNN provides core employment services to individuals and is the WIOA's data collection system for the state. One goal of the SCSEP program continues to be ensuring all SCSEP participants statewide are registered in HNN. This will ensure SCSEP participants are apprised of current job openings or announcements. Operators currently assist participants in creating an account in HNN so participants are able to generate and post their resume online, find available jobs in Hawaii, assess their skills, get career information, review the latest labor market data, and pursue suitable trainings. HNN has the capacity to match registered job seekers to available jobs and provides immediate notification when a match is found. The system also provides labor market information to all users. The system displays occupational wages and projections, unemployment statistics, economic indicators, and jobs by industry data. Other labor market information for the state can be found at www.hiwi.org.

5. Actions the State will take to ensure that SCSEP is an active partner in the one-stop delivery system and the steps the State will take to encourage and improve coordination with the one- stop delivery system. (20 CFR 641.335)

Regular review of the memorandum of understanding (MOU) with the One Stop Delivery Centers in the local areas ensure that it: 1) is clear on the services to be provided by each party; 2) is clear and specific regarding the costs attributed to the infrastructure funding agreement; 3) delivers services and referrals for SCSEP participants; and 4) maintains flexibility to adjust or amend the document as

needed. Coordination will be especially important as SCSEP strives to increase its emphasis on providing training in areas such as basic skills, literacy, computer literacy, and short-term vocational skills training to better enable participants to meet the needs of employers in the coming years. SCSEP activities include, but is not limited to, providing staffing services in the AJC Resource Rooms, assisting at Job Fairs coordinated by the AJC, and participating in training activities.

The state has and will continue to take a proactive role in ensuring that the local areas present plans and Memorandums of Agreement reflecting alignment of policies, operations, administrative systems, and other procedures to ensure coordination and reduce/remove duplication of workforce programs operated by the mandated AJC Partners. The Local Boards present written and oral reports at each of the quarterly State Board meetings.

Through active review and oversight, the state will continue to evaluate all programs for opportunities to streamline intake and service delivery of customers across a variety of workforce programs. The review will help ensure the workforce system maintains a coordinated customer-centric focus with full-partner access to both local and statewide programs. Integrated service delivery continues to be a focus for the State as it works to improve both performance and accountability of the entire workforce system while eliminating duplicative efforts between partners.

B. Describe the long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. (20 CFR 641.302(e)) (Alternately, the State may discuss this in the State strategies section of strategic plan if submitting a Combined Plan.)

WDD continues to expand outreach efforts to employers by engaging the business community and meeting with employers, labor organizations and partners. These efforts align with WIOA's emphasis on employer engagement. Continued outreach will help the operators identify employer needs in filling current job vacancies and matching the desired skills and experiences to training SCSEP participants.

The development of strong employer relations is a key factor in the continued success for SCSEP. The State acknowledges the key role employers play in the success of SCSEP and other employment programs and continues to foster relationships with employer communities. By understanding the employer's needs, operators can ensure that SCSEP provides its participants with the tools and skills needed to obtain unsubsidized employment in their communities. Possessing a strong knowledge of an employer's culture and work environment can assist the operators in conducting assessments to better match participants to work sites and provide counseling services to increase a participant's chances of being hired.

The state has recently implemented various initiatives to engage the workforce in the age of automation by insuring its programs evaluate and offer training in digital literacy. Some of these initiatives are focused on Information Technology (IT) relevant job descriptions and identifying user friendly application/software that can be recommended for use. Training operator staff to be digitally literate is part of the process in ensuring that what they are trained on can be duplicatable and taught to our participants with multiple barriers to employment. Digital literacy is at the forefront of training to close the gap on ageism. The majority of SCSEP participants are digitally illiterate, another barrier to unsubsidized employment. The State seeks to remove these barriers and tackle digital literacy through mandated trainings. Support for these initiatives can be bridged between the non-traditional apprenticeships registered through the state, through the UH community college systems, and through a recently received Community Grant that will offer free digital literacy classes in public libraries located throughout the State.

C. Describe the long-term strategy for serving minorities under SCSEP. (20 CFR641.302 (c))

Hawaii is a melting pot of many ethnic groups. The State Department of Business, Economic Development and Tourism's *State of Hawaii Data Book 2022 Table 1.34 – Resident Population for Detailed Races: 2022* shows the State's population breakdown by race.

Based on our current data, more than 80% of SCSEP participants are of a minority race. Historically, a large proportion of Hawaii's SCSEP population represent minority groups. The SCSEP operator's outreach programs are effectively reaching minorities and providing SCSEP services.

Table 1.34-- RESIDENT POPULATION FOR DETAILED RACES: 2022

[Based on a sample and subject to sampling variability]

Race alone 1/		Race alone or in combination 2/	
Race	Estimate	Race	Estimate
White	319,118	White	631,327
Filipino	198,648	Filipino	367,525
Japanese	152,062	Native Hawaiian	328,724
Native Hawaiian	83,655	Japanese	299,756
Chinese, except Taiwanese	60,262	Chinese, except Taiwanese	236,912
Black or African American	26,010	Black or African American	56,951
Korean	18,422	American Indian and Alaska Native	46,105
Other Micronesia 3/	14,818	Korean	46,099
Samoan	13,123	Samoan	42,162
Marshallese	9,576	Other Micronesia 3/	17,355
Vietnamese	9,277	Vietnamese	15,075
Okinawan	6,051	Okinawan	13,057
Chuukese	5,443	Marshallese	11,121
American Indian and Alaska Native	4,100	Chuukese	8,073
Other Asian 4/	3,601	Tongan	8,021
Asian Indian	2,573	Other Asian 4/	7,122
Thai	2,503	Other Polynesian 5/	6,621
Tongan	2,352	Thai	5,677
Laotian	1,766	Chamorro	5,462
Other Pacific Islander 6/	1,483	Other Pacific Islander 6/	4,640
Taiwanese	1,466	Asian Indian	4,605
Chamorro	1,354	Laotian	3,082
Other Polynesian 5/	932	Fijian	3,069
Fijian	678	Taiwanese	2,304
Indonesian	631	Indonesian	2,061
Other Melanesian 7/	421	Cambodian	813
Cambodian	414	Guamanian	569
Nepalese	385	Other Melanesian 7/	527
Kazakh	150	Nepalese	467
Hmong	137	Burmese	281
Burmese	113	Malaysian	213
Pakistani	93	Mongolian	164
Guamanian	65	Sri Lankan	161
Sri Lankan	63	Kazakh	150
		Pakistani	138
		Hmong	137
		Bangladeshi	90
		Mien	77

D. Provide a list of community services needed and the places that need these services most. Specifically, the plan must address the needs and location(s) of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330)

Hawaii continues to distribute SCSEP positions to the respective counties based on the Equitable Distribution formula and encourage coordination with other programs and initiatives within each local area to enhance the training and supportive needs of SCSEP participants. The state's counties are separated by ocean and transportation to and from each of the operators require a plane flight. As a result, participants are enrolled in the county of their residence. The County of Maui, Hawaii, and Kauai are predominantly rural areas. Rural communities face various barriers to employment including transportation and the availability of job opportunities. The City and County of Honolulu has the most job opportunities since most of the available jobs are on Oahu.

The SCSEP community service training assignments include non-profit and government agencies whose services target the general community and elderly community. Priority is given to the agencies providing services to the elderly such as senior centers, senior nutrition programs, social services, health services, and senior day-care centers. DLIR will ensure that SCSEP will provide the training, experiences, and employment counseling necessary for the participants to successfully obtain unsubsidized employment and meet employer needs of the community.

E. Describe the long-term strategy to improve SCSEP services, including planned long-term changes to the design of the program within the State, and planned changes in the use of SCSEP grantees and program operators to better achieve the goals of the program. This may include recommendations to the Department as appropriate. (20 CFR 641.302(k))

SCSEP has an established presence in the AJC's in three of the four counties to serve the general public. SCSEP services on Maui are provide by the Maui Economic Opportunity, Inc. (MEO), a non-profit business development organization in Maui County. MEO is not located in the AJC but is actively engaged in the workforce community. MEO actively engages with the Local Workforce Development Board, the AJC, and employers through their business center.

Changes are necessary to meet the demands of the changing workforce environment. Co-enrollments into WIOA and other core programs are a primary goal to promote positive outcomes for program participants. Operators are initiating discussions at the local levels with the LWDB's on the importance of integration through co-enrollments to help more participants meet their employment goals sooner to allow for the program to serve more eligible elderly adults needing work experience to gain self-sufficiency. Understanding the structure of WIOA and its operations are crucial to affect intentional co-enrollments with WIOA. Another tool that continues to be utilized is the data from the Customer Satisfaction Surveys that assess the quality of the program's services and how these services relate to desired outcomes.

F. Describe a strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA Section 513(a)(2)(E)(ii). (20 CFR 641.302(f))

Employer engagement and partnerships with other program providers at the AJC is the strategy for continuous improvement to

address recruitment, supportive services, co-enrollments, training, job counseling, job search skills, retention counseling and other supports and services. Having a well- developed partnership and engagement plan with the various businesses and programs are the goal of “seamless transition” for participants/customers. Increasing efficiency requires that the strategy involve planning with the different workforce communities and programs to ensure the different needs of each participant at the time they enter the program are met.

III. Location and Population Served, including Equitable Distribution (ED)

A. Describe the localities and populations most in need of the type of projects authorized by title V. (20 CFR 641.325 (d))

Jurisdiction	Ratio of Eligible Senior Population to total County Population	Positions Based on Equitable Distribution	PY 2023 Positions Allocated
City and County of Honolulu	.3139	102	76
County of Hawaii	.3676	25	27
County of Kauai	.3604	9	7
County of Maui	.3451	19	15

B. List the cities and counties where the SCSEP project will take place. Include the number of SCSEP authorized positions and indicate if and where the positions changed from the prior year.

The state was allotted 154 slots for PY 2022 and PY 2023. However, due to the state’s minimum wage being higher than the federal minimum wage, the actual slots available is reduced to 125 for each program year. Please see chart below.

PY 2022	PY 2023
Kauai – WDD: 7 slots	Kauai – WDD: 7 slots
Hawaii – WDD: 27 slots	Hawaii – WDD: 27 slots
Maui – MEO: 15 slots	Maui – MEO: 15 slots
Oahu – DHS: 76 slots	Oahu – DHS: 76 slots

C. Describe any current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.

None.

D. Explain the state’s long-term strategy for achieving an equitable distribution of SCSEP positions within the state that moves positions from over-served to underserved locations within the State in compliance with 20 CFR 641.365 and;

When new equitable distribution data or changes in funding levels result in an increase or decrease in slot levels, adjustments will be made in the slot levels of the operator that will be affected as soon as possible.

Should there be a need to move positions from over-served locations within the State, Hawaii SCSEP operators will work with participants in subsidized community service positions to obtain unsubsidized employment to make positions available for the state to serve more eligible individuals in the areas where there has been an increase in the eligible population, and placing time limits on a SCSEP community service assignment in accordance with a participants durational limit which will permit positions to be transferred over time.

1. Equitably serves both rural and urban areas (20 CFR 641.302(a)(2) and

Based on the U. S. Census Bureau, urban is defined as “all territory, population and housing units in urban areas, which include urbanized areas and urban clusters”.

The U. S. Census Bureau identifies two types of urban area:

- Urbanized Areas (UAs) of 50,000 or more people;
- Urban Clusters (UCs) of at least 2,500 and less than 50,000 people.

Rural encompasses all population, housing, and territory not included within an urban area.

In the State of Hawaii, almost the entire island of Oahu (City and County of Honolulu) is considered urban and all neighboring island areas are considered rural. According to PY 2023 total participant data reflects that approximately 38% of our SCSEP population resides in rural areas of

the State. The allocation of positions between urban and rural using the equitable distribution formula will see changes in the upcoming program year.

2. Serves individuals afforded priority for service under 20 CFR 641.520. (20 CFR 641.302(a), 641.365)

SCSEP operators recruit applicants from a variety of sources and make every effort to serve individuals who have multiple barriers to employment and/or who have poor employment prospects. The state has updated the enrollment priority policy for the operators to include formerly incarcerated individuals.

The state’s priority of service is as follows:

- 1) Individuals who are veterans (or eligible spouses of veterans) who possess at least one or more of the other priority of service characteristics.
- 2) Eligible individuals who are not veterans (or eligible spouses of veterans) who possess at least one or more of the priority of service characteristics.

3) All eligible individuals who do not possess any priority of service.

Within these three categories, consideration is provided to minorities, Indian or Native American decent, income below the 100 percent poverty guideline, or have the greatest social and economic need.

E. Provide the ratio of eligible individuals in each service area to the total eligible population in the state. (20 CFR 641.325(a))

Jurisdiction	Ratio of Eligible Senior Population
City and County of Honolulu	0.1608
County of Hawaii	0.6625
County of Kauai	0.0564
County of Maui	0.1203

F. Provide the relative distribution of eligible individuals who:

1. Reside in urban and rural areas within the state

2. Have the greatest economic need

3. Are minorities

4. Are limited English proficient

5. Have the greatest social need. (20 CFR 641.325(b)) and

6. Formerly incarcerated individuals, as defined in TEGl 17-20

Although a specific percentage of participants who may be deemed as having the “greatest social need” is difficult to determine, the large percentage of individuals with limited English proficiency,

literacy skills, residing in rural areas, receiving public assistance, and who are old enough but not receiving SS Title II benefits is an indication of the proportion of our participants who have the greatest social need. Many of the participants who are old enough but not receiving social security benefits are recent immigrants who do not have enough work quarter to qualify. Many of these immigrants are functionally illiterate, lack English proficiency skills, and have multiple cultural and social barriers. It is estimated that approximately 50% of our current participants are immigrants.

Hawaii is a melting pot of many ethnic groups, approximately 2,452 individuals were admitted into Hawaii as a permanent resident in 2021 as reported in DBEDT’s 2022 State of Hawaii Data Book. Of these immigrants, approximately 40% is from the Philippines. Due to their inability to qualify for other governmental assistance, many older immigrants have applied for SCSEP services. As more immigrants move to Hawaii, the need for SCSEP services to minorities will increase.

Based on the Final Report for Program year 2023, the following indicates the percentage of participants in each of these specific populations’ groups:

Is aged 65 or older	65%
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Has a disability	6%
Has limited English proficiency	34%
Reside in rural areas	43%
Reside in urban areas	57%
Is homeless or at risk for homelessness	15%
Has income at or below poverty level (Greatest economic Need)	71%
Is a participant receiving public assistance	64%
Is old enough but not receiving SS Title II	7%
Is of a minority race	82%

Not much data is available on the amount of previously incarcerated individuals residing in the State however operators are and will continue to build partnerships with public and non-profit agencies and conduct outreach with support groups for previously incarcerated individuals for recruitment.

G. Describe the steps taken to avoid disruptions to service for participants to the greatest extent possible, when positions are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data becomes available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b))

To avoid disruption in services to participants, should a reduction occur, the subprojects will follow the following procedures.

1. Any vacant positions over the new slot level in the affected copy will be eliminated.
2. If necessary, enrollment of new participants will be temporarily curtailed.
3. All participants will be encouraged and assisted to seek unsubsidized employment.
4. If all allocated positions are filled, position will be eliminated through attrition whenever possible.
5. If possible, DLIR/WDD staff will assist subproject operators to transition from one subproject to another.

The State will develop a Contingency Plan which describes:

- How and when the participants will be notified should there be a reduction or total loss of positions.
- How records will be transferred to a new provider, if applicable;
- What efforts will be made to place participants into unsubsidized employment or other employment and training opportunities;
- What services will be provided to ease the transition; and
- How final payroll payment will be made.

In the past, when operations under an operator ceased, the Program Specialist met with the affected participants and assisted with the transition activities to a new service provider. Arrangements were made to transfer case files, update assessments, prepare new host agency agreements, and to transfer equipment, as applicable. Participants were informed when and how their last paycheck from the former operator will be available and when they may expect their first paycheck from their new operator. Such arrangements helped to ensure that the transition for participants was as transparent and non-disruptive as possible.

