

Hawai'i County Workforce Investment Board (HCWIB)

Report to the WDC

Date: Aug 11, 2011, Created Aug 8, 2011

County: Hawai'i

Compiled by: Kathleen Nielsen

1) Summary

"A New Day in Hawaii" to Hawaii County means extending services to our rural communities despite budget shortfalls and program eliminations. On July 21, 2011, Governor Abercrombie, Labor Director Takamine, local community leaders and over 200 community residents participated in the opening Hawaii County's very first Rural Outreach Services Initiative (ROSI). In all, over 40 agencies have volunteered to provide services on a rotational basis to residents along the Hamakua Coast.

In May, a historic Workforce Summit was held at the Imiloa Astronomy Centre where over 80 employers, community agencies, lawmakers and interested residents addressed several key workforce issues: 1) better serving our rural communities despite severe funding restrictions; 2) responding to industry needs—particularly with the "green" and emerging industries like astronomy; 3) sustaining home-grown initiatives (Huiana, Going Home, Workforce Solutions, Business Services, etc.) with depletion of funds. Director Takamine provided the keynote address and Mayor Kenoi pledged his support to all of our workforce issues. After a very successful event, a follow-up Workforce Summit II is scheduled for August 18, 2011.

Internally, WDD and Big Island Workplace Connection staff have been experimenting with new assessment tools and labor market data. A pilot project with Hilo High School is going on with students utilizing TORQ (Transferable Occupational Relationship Quotient) TORQ is also being used for gathering and interpreting workforce intelligence for employers, economic development pundits, and industry leaders.

Recent and innovative programs such as NEG OJT, VIP, and SESP are all playing a vital role in providing tools and resources for our job seekers and employers alike.

2) Individual WIA Programs

Workforce Development Division - Adult Program:

Unemployment rate for Hawai'i County was 10.6% in June 2011. Unfortunately, this has brought Hawaii County back to the levels of a year ago. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market and a lack of new job openings during this sluggish economy. Hawai'i Branch, with its local offices in Hilo and Kona, has stepped up its job preparation activities for our participants to increase their competitiveness.

Despite employment opportunities remaining scarce, WDD staff continues to provide an array of job readiness workshops with heavier emphasis on career navigation and counseling. Continuous engagement is a common theme for all levels of unemployed individuals. Participants have opportunities to seek local college financial aide assistance through orientation and application workshops at the One-Stop. As a direct result of a Greg Newton training in early 2010, Career Exploration workshops and Job Clubs have been added Core and Intensive activities. Training opportunities have almost exhausted program service monies. Job readiness workshops and veteran counseling services have been expanded to the Hamakua Coast through the Rural Outreach Services Initiative.

WIA counselors continue to take part in an accelerated employer relations campaign (at the State and local levels) in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

With modest budgets and limited training dollars, program staff continues to refer to other BIWC E & T agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc. Further, we continue to look to HIWEDO, non-profit arm, for support.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, WDD is a referral source for ex-offenders reentering the labor market. They are given priority services to WIA orientation and testing. Co-case management services are offered while enrolled in WIA Adult program. WDD also participates in job readiness workshop delivery to furloughs.

at Hale Nani Correctional Facility. Recently, BIWC has partnered with HIWEDO, our workforce system's non-profit entity, and its Mentoring Program for ex-offenders.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers. A very successful inaugural recognition event was held to recognize business leaders who advocate for the self-sufficiency of employees with disabilities with plans to coordinate another scheduled for October 15, 2011

Due to Hawai'i County's high per capita poverty rates and double digit unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy. In Hilo, a computer training room and the valuable resources from the Hilo Community School for Adults instructor and volunteer instructor are making it possible for WIA participants to receive basic education, introduction to computer basics and basic keyboard training.

Job Clubs for Veterans who are dually enrolled in WIA programs are also made available.

In Kona, the Kona Community School for Adults provides Competency-Based High School Diploma training at the one-stop location. Orientation sessions have been reduced from eight a month to 4 a month primarily due to reaching a more stable degree of lay offs. These orientations however, are still at capacity as many are interested in training and retraining. Specifically, there is overwhelming interest in Certified Nurse Assistant Training. Unfortunately, many of our graduates are taking a longer time obtaining gainful employment upon completion due to the poor economy.

As of the end of June 30, 2011, Adult enrollments for Hawaii Branch exceeded goals for the year by 77%. Planned was 152 and actual was 270

Staff are taking advantage of the Volunteer Internship Program (VIP), where private employers can experience firsthand, Dislocated Worker interns while helping to curb the unemployment fund.

Future revisions to OJT contracts should help promote and market the service, and make the process more user friendly for employers

Workforce Development Division - Dislocated Worker Program:

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants have greater skill sets and sounder work maturity skills. However, with many participants, new occupational skills and skill sets need to be learned. Readjustment services in this very tight economy become paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our Program.

What is becoming more and more apparent is the increased desperation in our participants' job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus. Participants also take advantage of financial aid workshops and orientations. Still others remain on, and collect their unemployment insurance benefits for longer periods of time since the approval and continuation of State and Federal extensions. These individuals seem to be lulled into complacency, not choosing to re-enter the labor force immediately, nor participate in training or educational enhancement. That said, we continue to be ahead of our enrollment goals for the year.

Business closures and multiple layoffs generating many unemployed applicants seeking re-employment and re-training services under our Dislocated Worker Program have stabilized but still has saturated the labor market with qualified enrollees with valuable transferrable skills for a very limited amount of job openings.

Business closures and multiple layoffs are generating a variety of high end specialized unemployed applicants. Seeking reemployment becomes more challenging with the absence of related or similar occupations in those fields.

Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range. Many participants are opting to return to school and/or receive more training during this economic downturn.

WIA counselors continue to take part in an accelerated employer relations campaign in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

As of the end of June 30, 2011, Dislocated Worker enrollments for Hawaii Branch have exceeded goals for the year by 1%. Planned was 216 and actual was 220.

Rapid Response funding available for former Kona Village employees laid off due to the tsunami. Program has enrolled 20+ participants thus far. Community School for Adults provided computer classes. Additional requests for CNA, and other HCC on-line classes.

NEG-OJT program to assist with serving the long term unemployed in obtaining retraining for growth occupations being implemented.

Future revisions to OJT contracts should help promote and market the service, and make the process more user friendly for employers

Goodwill Industries – Out of School Youth Program:

Number Served: The Ola I Ka Hana Program served ninety-four older and younger youth in the program year. Of these, eighty-one are age 14-18 and thirteen are age 19-21. The increase in enrollment is attributed to the tremendous effort of the staff to promote the Ola programs and conduct outreach services in Kona, Honoka'a and other rural areas.

Success: A total of 25 youth have attained their high school diplomas or certificates of completion in the program year.

There were nineteen youth who received their CBHSD in June 2011, sixteen youth in Hilo and three youth in Kona. Two graduates have applied to UH-HCC and are awaiting their results for admission in the fall. The other graduates have obtained employment or are working with their youth specialists to secure a job placement.

Six newly enrolled youth received their Certificates of Completion on May 21 during graduation ceremonies held at Honoka'a High School. All six youth are working with their youth specialist in making realistic career choices and exploring employment opportunities.

Five previously developed worksites proved to be an invaluable experience for six youth. One youth was hired on a part-time basis and will continue with his CB academic curriculum. More worksites are being developed island-wide to meet the immediate needs of both youth and prospective employers.

Individualized tutoring & self study on PLATO & SPARKS learning systems have been a focus in Hilo during the summer recess period of the Hilo Community School for Adults. The Community Resource Unit will begin on August 8 for the youth. The Kona Youth continue to receive basic skills instruction, leadership and life skills activities.

Staffing: New referrals to our Hilo and Kona offices continue to be received at our Hilo office by the Administrative Assistant. Intake/Orientation appointments are scheduled at both offices to accommodate the youth and their parents/ guardians.

Follow-up: The in-house staff development training is ongoing. Youth Specialist, Cassandra Varron and Program Coordinator, Sandra Nuha will participate in the CBHSD certification training on July 25, 2011 at the Kona Community School for Adults.

Outreach Efforts: Staff and youth plan to participate in the annual Relay for Life Cancer Campaign to be held at Wong Stadium on July 15 & 16 to support and promote community service and the Ola Program. Youth Council members are welcome to join us.

2010-2011 Collaborations:

The Ola program's ongoing collaborative relationships include BISAC, Ke Ala Pono –Drug Intervention Program, Hilo Community School for Adults, East and West Hawaii High Schools, Big Island Martial Arts, Boys and Girls Club Community Garden, Yoga Centered, GIH Waiver/ Adult Day Health Program, Yoga and Meditation Club, Alu Like, Na Leo Public Access Television Station, Regency Retirement Home Kona, Kaloko Auto Body, Men of Pa'a, Hilton Waikoloa Village, Puna Geothermal Ventures, Mokupapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Pana'ewa Zoo, American Lung Association, Hawaii Community College, Hawaii Fresh Products, Lava 105, Lihikai Hawaiian Cultural Learning Center, Hilo Medical Center, Dodo Mortuary and Native Flesh.

Paxen – In School Youth Program:

Currently, we are servicing an enrolled total of Sixty-Seven (67) participants. We have a total of Forty (40) “current enrollment participants” and Twenty-Seven (27) participants who have been exited during PY 2010-2011 and are in “follow up services”.

For the month of June majority of our participants have been placed in Summer Employment, Summer Work Experience & Summer School. We have coordinated efforts with Alu Like & other private work experience offers to ensure our participants with hands on experience with work sites of their interest. We have also enlisted a handful of participants in the STEM program. During this program they’ll be working on reading & math remediation through a computer software program provided by the Department of Defense.

During this month, we concluded Work Readiness Training for 8 “newly enrolled” participants for PY 2010-2011. During this training participants learned how to be effective employees, created resumes, applied for jobs and participated in “mock interviews” as one of their 5 “work readiness” focused modules. This PY participants were able to gain knowledge of renewable energy through our newest module “Greener Pastures”. During this module they were able to learn firsthand from guest speakers regarding “renewable energy” options here on the Big Island. They were also able to learn and represent the different sources of “renewable energy” during a debate. Our new participants’ ages range from 14-18.

We continue to provide follow up to participants who have been exited during PY 2009-2010. We continue to work with the local community colleges and University to establish a rapport between them and the participants who are of eligible age. We’ve assisted participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

Collaborations:

We continue to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Leo’s Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui ‘Ana, HCEOC, University of Hawaii system, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea’au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka’u High school, Konawaena High school, and Kealakehe High school, and local businesses (Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

Activities: June 03, 2011 – August 03, 2011 – Summer Experience

Big Island Workplace Connection (BIWC) One-Stop Activities:

May 12: West Hawaii Adult Education School Community Conference

May 20: Site visits to Hualalai Regency, Life Care Kona, Hilton Waikoloa, and Hilton Grand Vacations, ARCH Hoonani-Waimea,

May 23: PSW for FTW program instituted

May 25: Met with Dr. Leroy Laney to share information on workforce demographics, local initiatives

May 27: Participated in Veterans Stand Down promoting WIA services

May 27: Coordinated Workforce Summit at Imiloa Astronomy Center

May 29: Participated providing services to rural area at NHERC

May 31: Participated in Joint Chambers Education Chairs Meeting

June 1: Facilitated Health Care Recruitment & Retention Committee teleconference

June 3: Coordinated Entrepreneurs Expo

Jun. 4: Women in Transition Seminar

June 6: Met with HIEDB Board President and Astronomy Workforce Coordinator to further strategize delivery

June 9: Established two new health care working groups: Long-Term Workforce Pipeline and 3RNet (website with interested health care professionals wanting to work in Hawaii.

June 15: Participated providing services to rural area at NHERC

June 22: participated (monthly) in BIWC meetings

June 24: attended Long-Term Care Conference at Aging and Disabilities Center

Jun. 24: Kona Kohala Chamber Installation w/Governor Abercrombie as guest speaker

Jun. 20: Summer Career Exploration in Health and Human Services – Kealakehe High School 12 students

June 28: attended LWIB G.M., Outreach, Planning and Oversight Meetings (monthly)

Jul. 6: Kona Kohala Chamber Kuleana meeting with County Environmental manager

Jul. 7: Business Resources Council Meeting

July 12: participated in Beacon’s Community Engagement Committee Meeting (looking at health smart cards)

July 12: facilitated Going Home Employer Relations Committee; attended monthly Going Home Consortium Meetings

July 14: panelist at WDC's Skills Panel Update at the Hilo Medical Center
July 15: met with Director Takamine, Rep. Nakashima and Honoka`a leaders re: ROS Initiative (semi-monthly)
July 19: participated in planning meetings with Jeff Matsu, R & S, re: upcoming Green Conference in Waimea
July 19: facilitated Business Leadership Network meeting re: upcoming 2nd Annual Ho`omohala Awards Banquet
July 19: participated in joint leadership meeting with LWIB and BLN re; Workforce Summit II (follow up)
July 20: attended Workforce Solutions monthly meeting (planning Disabilities Awareness Conference at NHERC)
July 21: participated in NHERC roll out with Governor, Director, UHH officials, Mayor's rep and community
July 25: participated in Business Engagement Webinar
Jul. 26: Business Engagement Webinar
July 26: participated in planning for upcoming Math Summit (key coordinators: Rep. Mark Nakashima, UHH Don Straney, HawCC Noreen Yamane, DOE major officials)
July 28: participated in Huiana's Summer Hoike at Waiakea High School
Aug. 1: participated in U.S. Census Bureau Data Training at UHH Library

3) Other Items/Programs

REA- Re-Employment & Eligibility Program continues with approximately 30 U.I. Claimants per week. A series of follow-up sessions are conducted by WDD staff with these targeted individuals with the intent to reduce the overall duration of U.I. benefits. This, as well as most programs, takes advantage of ongoing, relevant workshops at our one-stop locations. Continuation of this program through 2011 is very likely.

VIP – Utilizing VIP as a precursor to OJT negotiations and in tandem with ETF.

Volunteer Internship Program – recently, this initiative has been extended and being incorporated with our Employment & Training Fund Program. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but this program allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment.

ETF Program – This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with employers, business organizations and incumbent workers have already begun. This ETF Program will be working in tandem with our VIP.

SESP: Provider agreements were executed effective April 1, 2011. We are enrolling participants in training; several of whom are dual-enrolled in WIA. WDD is continuing to meet with Hawaii Community college and additional training providers. To date, Hawaii Branch is ahead of its projected enrollment goals. A Hawaii Island Green Conference is scheduled for Nov. 1, 2011 at the Hawaii Preparatory Academy in Waimea.

TORQ Usage: Hawaii Branch has received training and utilizing TORQ with several real-time projects: health care industry, working with high school students—particularly with Huiana, green industry workforce preparedness for SESP job seekers and employers.

4) Quantitative Report – 3rd Quarter PY 2010

Actual vs. Goals (3rd Quarter PY 2010)	3rd Qtr ACTUAL	3rd QTR. - 4 QTR. CUMULATIVE	GOAL For Year	% of GOAL Cum./Goal
Youth Program				
Older Youth Entered Employment Rate	100.0%	100.0%	40.0%	250%
Older Youth Retention Rate	*0.0%	0.0%	60.0%	0%
Older Youth Earnings Increase	*\$0	\$613	\$1,750	35%
Older Youth Credential/Diploma Rate	100.0%	100.0%	38.0%	263%
Younger Youth Skill Attainment Rate	87.5%	96.4%	71.0%	136%
Younger Youth Diploma or Equivalent Rate	81.8%	77.4%	46.0%	168%
Younger Youth Retention Rate	91.7%	57.5%	44.0%	131%
Adult Program				
Entered Employment Rate	44.4%	50.6%	50.0%	101%
Retention Rate	100.0%	92.3%	82.0%	113%
Average Earnings	\$12,951	\$9,932	\$10,800	92%
Employment and Credential Rate	66.7%	64.0%	55.0%	116%
Dislocated Worker Program				
Entered Employment Rate	59.0%	68.0%	65.0%	105%
Retention Rate	88.9%	88.7%	86.0%	103%
Average Earnings	\$13,894	\$12,785	\$14,750	87%
Employment and Credential Rate	61.5%	65.6%	60.0%	109%

* 0/0 - does not negatively affect the rest of the state

5) Other

HCWIB Quarterly Meeting:

Wednesday, August 10, 2011. The HCWIB held its quarterly meeting at the new West Hawai'i Civic Center in Kona. The group heard from Roger Thomas from the Kona Target store. This is good timing as the Hilo Target store just opened at the end of July. Our Next HCWIB meeting will be November 9, 2011 in Hilo.