

Hawai'i County Workforce Investment Board (HCWIB)

Report to the WDC

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County: Hawai'i

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1) Summary

Hawai'i County continues to look for ways to help support residents and businesses struggling with job losses, closures and the slow recovery of the economy. The One Stop network continues to be a valuable tool for collaboration and communication between partners. Workforce Development Division is administering the DHS summer youth employment program. Funds for Summer Internships are being well utilized in Hawaii County, when possible we are leveraging those dollars by co-enrolling youth in other allowable activities. Cross collaboration helps the community and the individuals served.

2) Individual WIA Programs

Workforce Development Division - Adult Program:

Unemployment for Hawai'i County rose to over 10.4% in June, 2010. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market. 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 continue 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 recent Greg Newton training, Career Exploration workshops and Job Clubs will also be added activities. Training opportunities have been utilized to nearly exhausting program service monies.

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.

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.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program.

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 are making it possible for WIA participants to receive basic education and basic keyboard training.

In Kona, the Kona Community School for Adults provides Competency-Based High School Diploma training at the one-stop location.

Orientation sessions have grown from two per month to eight per month and are 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.

Through the end of the 4th quarter (June 30, 2010) enrollments are at 119.23% or 155 enrollments accomplished with an annual planned goal of 130.

WDD offices continue to report they are grossly understaffed due to a hire freeze and the loss of staffing.

ARRA Adult

The receipt of ARRA funds has greatly aided our backlog of qualified adult applicants and has provided much-needed training dollars. The recent modification for extension has allowed us more time to serve more eligible participants.

Notable partnerships that supported the sustained quality and quantity of services included: direct linkage with Going Home (prison-to-community reentry program) and its Co-Case Management Subcommittee; referrals from Workforce Solutions (consortium aiding persons with disabilities); referrals from Judiciary to support adjudicated adults; and referrals from Huiana, DOE officials and youth agencies (for youth 18 years and older).

In keeping with the intent of ARRA, staff puts an emphasis on “green industries and occupations” when seeking Work Experience and OJT opportunities.

As of June 30, 2010, ARRA Adult enrollees are at 104% or 104 enrollments accomplished with an annual planned goal of 100.

Workforce Development Division - Dislocated Worker Program:

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants has 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 becomes paramount to their re-employment.

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. Participant’s also take advantage of financial aide workshops and orientations.

Business closures and multiple layoffs are generating many unemployed applicants seeking re-employment and re-training services under our Dislocated Worker Program. Several former State Employees affected by layoffs have entered as participants in this program.

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.

As of the 4th quarter (June 30, 2010) enrollments are at 73.33% or 132 enrollments accomplished with an annual planned goal of 180.

WDD continuously receives referrals from the Reemployment and Eligibility Assessment program. As well as general walk-ins which have increased due to the poor economy. WDD has also increased the number of scheduled orientations to training programs. The increase went from two orientations per month to eight in order to generate more interest among target group.

Individuals are more apt to ask for what's available, versus what they really want to do or interested in. This trend seems to be the result of needing employment in any field as compared to wanting to take training in a desired area that may be limited in the chances of placement. Our counselors have found a need to be very skillful career navigators and less passive than in a strong economy where job choices are more abundant.

ARRA DW

The influx of ARRA funds for this program has greatly aided us in serving this population. Unfortunately, many of our training slots and the availability of desired opportunities are rather limited.

Recent extensions in unemployment insurance benefits have kept some eligible participants from enrolling. We have accelerated our enrollment efforts and have asked our LWIB Oversight Committee to pursue additional Eligible Training Providers.

As of June 30, 2010, ARRA DW enrollees are at 49.04% or 103 enrollments accomplished with an annual planned goal of 210.

WDD continuously receives referrals from the newly appointed Reemployment and Eligibility Assessment program, as well as general walk-ins which have increased due to the poor economy. WDD has also increased the number of scheduled orientations to training programs. The increase went from two orientations per month to eight in order to generate more interest among target group.

Servicing the DW workers have been challenging with the downturn of the economy. There are many skilled applicants with many transferable skills but no jobs available to send them to. Training has also been a challenge as the types of relevant training is limited. Moreover, the current training modules available may not likely lead to positive employment.

Individuals are more apt to ask for what's available, versus what they really want to do or interested in. This trend seems to be the result of needing employment in any field as compared to wanting to take training in a desired area that may be limited in the chances of placement.

Workforce Development Division – ARRA Youth Summer Program:

This landmark federal initiative aimed at bringing immediate employment opportunities to economically disadvantaged in and out-of-school youth was granted to Hawai'i Branch WDD in February 2009. Recruitment, intake and placement activities were expedited to ensure that 203 (117 In-School and 86 Out-of-School) low-income youth received paid work experiences in areas where employment opportunities appear more prevalent. In late 2009, we were granted permission to request an extension till Mar. 2010. We are now targeting to serve 243 total youth. To date we have served 243 youth or 100% of our goal. The program enrollment and work experience portion ended at the end of March 2010 however follow up will continue until the end of the grant period.

The types of worksites and paid work experiences included, but were not limited to: Green Collar Technologies and the construction of homes made from earth materials; Kalalu rediscovering the Ahupua'a System and

sustainable agricultural jobs; HCEOC and weatherization jobs; and New Moon Foundation and land preservation jobs (establishing and maintaining nature's trails).

Targeted emphasis was on special needs youth populations including adjudicated youth and special needs (Title I) students in high school. In keeping with emerging industries in Hawai'i County, there was also strong focus on the integration of S.T.E.M. occupations and the crosswalks with the DOE's 6 Career Pathways. Plans are to conduct additional work experience opportunities for 40 more Out-of-School Youth and several job readiness events for In-School Youth already enrolled in our program.

Our ARRA Youth have had numerous opportunities to work in government and private, non-profit sites in "green" and energy conservation and self sustainability operations.

Targeted emphasis was to enroll Special Education individuals, ex-offenders, the disabled and welfare recipients. Twelve youth were enrolled as of the end of December 2009. (11 from Hilo and 1 from Kona).

During the extended period of Summer Opportunities, Out-of-School individuals were enrolled in the Work Experience component. Job readiness and youth resource services were provided during a session at WDD. All previously enrolled In-School Youth were invited. Students were treated to motivational discussions regarding careers choices and services and along with their parents, were able to get information on the Paxen Group, Alu Like and Huiana Internship Program. Students were provided applications for these programs as well. Refreshments were served. Those who did not attend received packets of all the information. 11 students were in attendance.

Nineteen additional Out-of-School participants were placed in work experience sites in East Hawaii in the first quarter of 2010. The Out-of-School Youth attended an employer session or Employer Close-Up, where a panel of employers provided students with business insights, employer expectations & employer application processes. Post presentation, the students were interviewed by the employers. No hires were made, 14 students attended.

Nine additional Out-of-School participants were placed in work experience sites in West Hawaii in the first quarter of 2010. A Motivational Workshop was presented to the in and out of school participants on March 17, 2010. Guest speakers included Laura Noonan, Michelle Guppy (Hualalai/Kona Village Resort), Eke Kekauoha and Keith Vashon (KBIG FM). Laura touched on becoming a millionaire just by putting a few dollars away and interview skills; Michelle Guppy followed with employer expectations and policies covering tattoos, body piercing, grooming. Eke shared his life experiences as an ex-offender and entering the labor market for the first time at 62; Keith grew up with a passion for music with excellent communication skills and has been able to secure the job of his dreams....CHOICES was the key to this workshop

Goodwill Industries – Out of School Youth Program:

Number Served: Ola is currently serving sixty-two older and younger. Eligibility is being determined for one youth in Kona and one youth in Hilo. Two Kona applicants were determined ineligible this month due to over income. Ola I Ka Hana continues to actively recruit in Hilo and Kona through schools, courts, the adult education programs, community agencies and current families to meet the target goal of ninety-one. Ongoing referrals are received from Hilo area high schools. Ola staff met again with vice-principal and counselors to strengthen the referral relationship with Kona area high schools and the First to Work program.

Success: On June 5th Hilo Community School for Adults held their commencement ceremony for the 2010 graduates. Nineteen WIA youth in Hilo completed Phase I and II of their Competency Based High School Diploma Program and received their CB High School Diploma. Four WIA youth in Kona completed Phase I and II of their Competency Based High School Diploma Program and received their CB High School Diploma. The commencement ceremony was held by Kona Community School for Adults on June 26th. Literacy and

Numeracy rates continue to increase among Ola youth as a result of on-going tutoring and basic skills development. Ola continues to provide leadership activities, mentoring and counseling to youth to increase life skills and independent living skills. This month the youth were invited to a Lo'i in Kohala as a result of their exemplary work at Kaiāo Garden for the past year. This Lo'i was featured in an episode of "Dirty Jobs" on the Discovery Channel. The youth were exhilarated by the experience and proud to be invited.

Many of the youth have identified substance use and abuse as a barrier to success and as a result Ola is providing the Not on Tobacco program through the American Lung Association. This ten week session has proven to be successful when previously implemented in the Ola program. The feedback from the youth is consistently positive. Twenty-eight youth began the program and twenty-one completed sessions. Of these twenty-one, eleven identified themselves as smokers, five quit during the ten week session, four reduced smoking and two remain at the same smoking level but with increased awareness of potential dangers.

Twenty-six youth participated in Hawaii Community College's Career Exploration Program. The course options were: Electronics, Hawaiian Lifestyles, Agriculture, Health and Human Services. Two of these participants are enrolled to start HCC in the fall and reported that this experience helped alleviate fears about starting college and increased their confidence.

Three youth continue to participate in the paid work experience program. One is working at Lava 105 and two are working in carpentry at Ka Wai Ola O Umauma.

Follow-up: Youth Specialists continue to connect with youth through telephone calls, one-on-one and small group sessions.

2009-2010 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, Mokuapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Pana'ewa Zoo, American Lung Association. Hawaii Community College and Lava 105

Paxen – In School Youth Program:

We are ending Program Year 2009-2010 with a total of Ninety (90) participants. We have a total of sixty four (64) "current enrollment participants" and twenty six (26) participants who have been exited and are in "follow up services"

Our main focus for the Summer is to provide and assist with Summer Work Experience for all participants. At least Eighty percent of our participants are laboring in the work field during the Summer months. The twenty percent of our participants who are not in the work field are in Summer School or some other Educational programs. Some of the In-School participants will continue to work in an after-school setting until September 25, 2010 and the entire Out of school participants will continue working up until September 25, 2010 as well.

We are currently using the In-School opportunities for tutoring because it's ideal for participants who attend these classes right after their regular school hours. However, we are looking into other venues for tutoring. We are working on partnering up with the Education program at the local colleges who'll be able to provide tutors who'll be able to apply the tutoring hours toward their certification.

We are currently servicing twenty six (26) participants who have been exited and are currently in follow-up services. We continue to strategize in transitioning our exits into our Adult Program, FORWARD MARCH, to assist with that jump from high school into the Adult workforce. 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, Acadia Health Care, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, 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).

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

Apr. 2: Huiana interns at Oceanic and Kona Business Center complete internships.

Apr. 6: Meeting with various "green" industry leaders for SESP grant.

Apr. 6: Coordinated Passport-to-Work Event (BIWC partners provided information and resources to Pahoa High School Special Education Students)

Apr.13: Supporting all Going Home Committees and initiatives (including grant submittals)

Apr. 13: Provided VIP information at WH Town meeting.

Apr. 14: CBHSD class at Kona WDD monitored by accreditation team.

Apr. 14: Supporting SESP initiative with LWIB, Hawaii County, etc.

Apr. 15: Continuing heavy promotion of Volunteer Internship Program to employers and U.I. Claimants

Apr. 29: Supported Huiana Hoike Ceremony at Sangha Hall

Apr. 29: Began promotions for DHS/WDD ARRA Summer Program

May-Sept.: Running TANF Summer Youth Program island wide (to date: 450 participants; 1,248 applications received)

May.-June: Began new Sci & Tech Advisory Team to support State S & T Plan

May.: Business Leadership Network planning inaugural banquet to honor employer advocates for hiring persons with disabilities

May.: Working with numerous employers and vendors re: SESP Grant

May.: directly supporting new Hawaii Island Health Care Alliance and Recruitment & Retention Committee

Apr-June: Supported several grants written by HIWEDO (i.e. USDA , Health care , etc.)

May 4: conducted Business Survival Tips (employer workshop)

May: supported 2 Employer Appreciation Luncheons for Going Home participants

May 19: Going Home Luncheon for employers. Judge Strance presented information to Kona employers and getting employers involved.

May 26: Press conference held with Lt. Governor Duke Aiona present to kick - off Summer Employment program.

May 27: Presentation on BIWPC programs on Na Leo.

Jun 2: Presentation to Kona Sunrise Rotary on BIWPC services.

Jun 2: Hilton Grand Vacations conducted job fair at Kona WDD.

June: participated in Huiana Strategic Planning Session (to support sustainability)

June: Planning for first Entrepreneurs Fair (estimated Oct. 2010 date)

July 27: serving on Public Safety's Mental Health Advisory Committee (Ex-Offender Grant)

July 29: Summer Hoike for Huiana students

Jun 30: Monitoring of Paxen Group - site visit for Youth Council.

Jul 21: Meeting with TMT to discuss recruitment strategies for new telescope to be built on Mauna Kea Mtn.

Jul 22: Training on Oahu for managers - workplace violence, sexual harassment, performance appraisals.

3) Other Items/Programs

Certified Nurse Aide (CNA):

As of March 31, 2010, enrollment stood at 74 and 27 placed in employment. The next CNA class was scheduled for January 25, 2010, however the grant period for the program ended December 31, 2009.

REA- Re-Employment & Eligibility Program was expanded in November. Numbers of participants has increased in both Hilo and Kona and the initial orientation with UI claimants is now at the 2nd week of filing for UI benefits. Program requires 4 sessions with each participant and intense follow up for the first 8 weeks that a person is unemployed with the intent of getting these job seekers back to work immediately. To date, 853 were referred (Hilo-444, Kona-409).

VIP – Volunteer Internship Program –allows UI claimants to continue to receive UI benefits, but allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment. Several employers have already expressed willingness to participate in this new program. Policies and procedures for the VIP have been established. Intranet access and online employer and claimant application process in place. Orientations to all UI claimants and REA participants are ongoing. Matches are forthcoming.

DHS Youth Summer Employment Program: Our TANF Youth Program has also served over 450 in and out of school participants. Older youth, ages 18 to 23 will be invited to enroll in the WIA Adult program upon completion of their summer work experience and require additional services.

Reed Act II: see attached report

Hawai'i Island Workforce and Economic Development Ohana, Inc (HIWEDO): Going Home has published their website and is in the final stages of development for outreach material. HIWEDO has started an initiative that will expand Going Home in both East and West Hawaii to include a Drug-Court Alumni group. As a result of HIWEDO's strategic action planning, grant research and writing is being outsourced on a continuous basis. HIWEDO works diligently with their intake services division and Hale Nani facility to develop projects that will help generate an income stream for HIWEDO.

Huiana is continuing to seek corporate sponsorship for their means of sustainability. Strategic action planning held in June was a major success and resulted in a plan-on-a-page strategic plan. Huiana student participation increased from 93 students in July 2009 to 209 students in July 2010.

The transportation program has done successful outreach and development which has led to improvement in participation by providing rides for youth throughout the entire island. We are still in the process of delivering a transportation conference in partnership with County Mass transit. Surveys have been distributed and are being completed by organizations, students, and community members (adult).

Finally, HIWEDO is still looking at delivering training for micro-entrepreneurs within various industries. We are still working with a videographer on a business plan for the music industry. This will include an online training component that delivers practical training for musicians.

4) Quantitative Report 4th Quarter numbers not issued yet.

| Actual vs. Goals (3rd Quarter PY 2009) | 3rd Qtr ACTUAL | 3rd QTR. - 4 QTR. CUMULATIVE | GOAL For Year | % of GOAL Cum./Goal |
|---|--|--|--------------------------------|--------------------------------------|
| Youth Program | | | | |
| Older Youth Entered Employment Rate | 0.00% | 33.3% | 33.0% | 101% |
| Older Youth Retention Rate | 0.00% | 0.0% | 60.0% | n/a * |
| Older Youth Earnings Increase | \$0 | \$0 | \$2,500 | n/a * |
| Older Youth Credential/Diploma Rate | 0.0% | 33.3% | 38.0% | 88% |
| Younger Youth Skill Attainment Rate | 54.5% | 49.2% | 71.0% | 69% |
| Younger Youth Diploma or Equivalent Rate | 60.0% | 60.0% | 44.0% | 136% |
| Younger Youth Retention Rate | 62.5% | 59.1% | 44.0% | 134% |
| Adult Program | | | | |
| Entered Employment Rate | 47.1% | 59.6% | 65.0% | 92% |
| Retention Rate | 83.3% | 81.0% | 74.0% | 109% |
| Average Earnings | \$9,311 | \$9,086 | \$10,800 | 84% |
| Employment and Credential Rate | 60.0% | 60.0% | 62.0% | 97% |
| Dislocated Worker Program | | | | |
| Entered Employment Rate | 75.0% | 73.4% | 57.0% | 129% |
| Retention Rate | 85.0% | 87.8% | 86.0% | 102% |
| Average Earnings | \$15,778 | \$13,676 | \$5,996 | 228% |
| Employment and Credential Rate | 40.0% | 50.0% | 57.0% | 88% |

* No youth exited for this measure, not a negative number, not applicable

5) Other

HCWIB Quarterly Meeting:

Wednesday, August 11, 2010. The HCWIB held its quarterly meeting at the Kona Community Hospital in Kona. The speaker was Earl Greenia who addressed the WIB about healthcare, specifically hospital, labor needs. Our Next HCWIB meeting will be November 10, 2010 in Hilo.