

**WIB report to the WDC**  
(For February 24, 2011 WDC Meeting)

Date:	February 17, 2011
Island:	Maui County (Maui, Molokai, and Lanai)
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**1) SUMMARY**

Maui County WIB is progressing under the leadership of Chair Ron Nelson and Vice Chair Leslie Wilkins. Contracts for PY2010 are currently in process. The contracts are currently under review and awaiting signatures from our WIA Service Providers. Maui County's SESP Grant contract with DLIR was executed on November 23, 2010. Contracts with our service providers for the SESP Grant are anticipated to be executed during the next quarter.

With regards to the programs, the service providers continue to provide quality services to the community of Maui County while facing the many challenges that come with an economy such as ours. Program reports of the Service Providers activities are as follows.

**2) INDIVIDUAL PROGRAMS**

**A) Workforce Development Division/WorkSource Maui (WIA Adult and Dislocated Worker Service Provider)**

Assisted the following employers with their respective on-site recruitment efforts: Hawaiian Commercial & Sugar (14), Jobline Xpress (9), Dorvin Leis (7), Maui Electric Company (3), Araki-Regan & Associates, LLC (2), Maui Economic Opportunity (2), US Government-Kalaupapa (2), The Gas Company (2), Maui Family YMCA (2), Aloha House (3), Molokai General (2), Quality Coast, Inc. (3), Sears Roebuck (5), Allied Maintenance Service (3), Maui Memorial Park (3), Hyatt Regency, Westin Maui/Starwood Resorts, Grand Wailea, Ritz Carlton, Marriott Maui Ocean Club, Sheraton Maui, Bradley Pacific, Alu Like, Anheuser-Busch, Cycle City, A+ Welding, Island Lock & Safe, Brady Shirota DDS, Royal Insurance, South Pacific Plumbing, Avis/Budget Car Rental and Napili Kai Resort to name a few. Daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is on going.

Outreach services are provided on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate

schools are provided services periodically throughout the school year. The UH Maui College and Maui Community School for Adults are provided services as requested.

Other events that the Workforce Development Division/WorkSource Maui have participated in:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On-going assistance provided to High Schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- ✓ WDD/WSM participated in the following Webinars and teleconferences:
  - Webinar – USDOL – Alien Labor Certification (ALC)
  - Monthly teleconference – USDOL – ALC
- ✓ Pacific Radio Group Job Fair – Queen Kaahumanu Center
- ✓ Maui Economic Development Board - Holiday Career Fair – Maui High Tech Park (Kihei)
- ✓ WDD/WSM overview of services presentation to students at Maui Community School for Adults
- ✓ Rapid Response services to:
  - Freeman Guard Inc. – 8 customers
  - County of Maui – 52 customers

#### WIA (Workforce Investment Act)

WIA staff continues its efforts in the recruitment of eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Management continues to work on strategies to improve recruitment, enrollment, counseling, case management, performance outcomes and overall services provided in the WIA programs

Continue dual enrollment of eligible participants under formula WIA funding and the American Recovery and Reinvestment Act (ARRA) funding

On going intensive screening for potential participants through HNH, walk-ins, UI claimants, referrals from other WDD programs (Wagner Peyser, Worker Profiling, REA and Veterans), development of Work Experience and On-the-job-Training components

#### Other Items:

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our Military personnel, conducting weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions

Outreach includes educating our businesses about the “Jobs for Veterans Act”, “Hire Vets First”, job order intakes including the monitoring of Federal Contractor Job Listings (FCJL), referrals of eligible veterans to jobs and/or training, work opportunity tax credits and other services with emphasis of keeping the lines of communication open on any and all updates regarding Veterans

LVER participated in MEDB’s Holiday Fair providing overview of services through WDD/WSM and the One-Stop Resource Center. LVER encouraged and referred Veterans to attend this event

- Disability Program Navigator (DPN) program staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff continues to provide monthly overview, program awareness and updates to all staff of WDD/WSM

DPN staff has attended numerous Webinar training sessions and attended monthly meetings with the Developmental Disabilities Council Maui Committee (DD Committee), Maui Disability Alliance, Medicaid Infrastructure Grant Committee and Vocational Rehab

DPN staff is assisting with the Maui Disability Resource Fair known as “BIG M.A.C.” (Moving Across the Community) which will be held in February 2011. The “BIG M.A.C.” transition affair is for students with an Individualized Educational Plan and their families. Students and their families will learn about and develop a transition plan once students leave high school. Resources and services include employment, transportation, guardianship, how to obtain a State ID and referrals to other supportive agencies

- Trade Adjustment Assistance (TAA) Staff continues to provide case management and follow up services to former employees of Maui Land and Pineapple Company (ML&P) laid off since 2007

Case management and training needs assessment is on-going and enrollment to the Spring Semester has been completed. Tuition and support services (books, tools, etc) have been requested and requisitioned. Courses of study include Sustainable Energy, Human Services, Accounting, Business Administration and Building Maintenance

TAA staff has also assisted participants with updated information on COBRA, Unemployment Insurance, TRA/ATAA (trade associated benefits), job search, development and referral services

TAA staff has begun the exiting process for participants that are no longer receiving TAA related services due to various reasons such as back to work, retirement, relocation, no need of services, etc. These participants

continued to receive 12 months of follow up service even after services were no longer required/requested by them

- Re-employment & Eligibility Assessment (REA) The goal of the REA program is to ensure that claimants meet UI eligibility requirements as well as registration for work and posting an on-line resume with the Workforce Development Division's HireNet Hawaii operating system

REA participants are provided with in-depth labor market information including counseling services to facilitate their return to the workforce in the shortest timeframe possible. Claimants are provided workshops on career exploration, job outlook, occupational needs, resume assistance, overview of the WIA programs and HNH

WDD receives 40 UI claimant referrals per week. As of August 17, 2010, WDD and UI entered into a new agreement to service UI claimants under the REA program from August 2010 through August 2011. Maui is expected to service 1422 REA/UI claimants and as of December 2010, WDD has serviced 806

- Volunteer Internship Program (VIP) Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. Former Governor Linda Lingle developed this innovative project in response to Hawaii's growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits to gain workforce training. Upon successful completion of training, interns receive a certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to a maximum of 32 hours per week for up to 8 weeks

For Maui County, 54 customers have completed the VIP application process on-line, 50 have been provided VIP overview and orientation and 11 have been placed into VIP agreements with various employers

More information may be found at [www.hawaii.gov/labor/vip](http://www.hawaii.gov/labor/vip)

- On-going assistance is provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). In this past quarter, no applications were received for ALC/H2A however, assistance was provided to Hawaii County in their efforts to recruit US workers for an H2A employer. WDD received 120 new request for WOTC determinations

## **B) KU'INA PROGRAM – (Youth Services Provider)**

### **Post-Secondary Education**

This Fall 2010 semester, Ku'ina supported 27 post-secondary education students at the University of Hawai'i Maui College (UHMC). Of the 27 students enrolled, 26 of them completed the semester and persisted to the Spring 2011 semester (96.3%). In an effort to cultivate student success, UHMC students are

required to complete certain requirements throughout the semester. Listed in the table below are the requirements imposed by Ku`ina in the Fall 2010 semester and the outcome of each activity.

<b>Requirements</b>	<b>Outcome</b>
1) Attend Start Smart Orientation	20 of 27 (74%) students attended
2) Complete the Free Application for Federal Student Aid (FAFSA) application	25 of 27 (92%) students completed
3) Complete an online career exploration modules through EUREKA	18 of 27 students completed 6 modules therefore completing a total of 108 modules (9 students did not participate in this activity)
4) Register and complete IS 105C "Orientation To Employment" course	8 of 8 (100%) students registered and completed the course
5) Attend Study Hall/Tutoring	27 students attended a total of 838.19 hours of study hall (average of 31 hours per student).
6) Attend Success Workshops	27 students attended a total of 48 Success Workshops (average of 1.7 workshops per student)
7) Attend the Ku`ina hiking trip (Bonding activity)	5 of 27 students attended the hike
8) Complete Progress Reports and meet with staff to discuss progress	23 of 27 (85%) of students completed progress reports and met with program staff

Additionally, Ku`ina students received \$96,498 in financial aid award. This was a big help as Ku`ina only incurred \$28,348 for tuition, textbook/supplies, stipends, and basic living expenses.

Of the seven students in the pre-enrollment phase, three of them successfully completed the semester and therefore are enrolled in Ku`ina in Spring 2011 semester with financial privileges (tuition/book assistance, etc).

### **Outreach**

In the month of November, the Ku`ina program visited four Maui Community School for Adults centers on Maui (Kahului, Kihei, Lahaina, and Upcountry) and presented the Ku`ina program to students in the GED and CBASE classes.

To address the drop-out issue, Ku`ina staff met with Lahainaluna High School (LHS) counselors to present them with a possibility of implementing a tutoring and mentoring program for at-risk seniors. This program is named Maui Loa, meaning "Breath of Life". The four components of this program will be the following: 1) Tutoring in the subjects of English and Math, 2) Mentoring 4-6 hours a month, 3) Service learning with an organization such as Habitat for

Humanity, and 4) Life and career skills through an online training program. Ku`ina is working diligently to deem students eligible and take them through the pre-enrollment phase.

Ku`ina is working with Maui High School (MHS) to implement and execute a transition plan for at-risk seniors. Ku`ina did a presentation to MHS special population (teen pregnancy, ESL, 504, disability) in January. Currently, Ku`ina staff is sorting through the applicants to find eligible students.

Ku`ina is working diligently on doing outreaches to Baldwin High School, Lanai High School, Molokai High School, Hana High School, and King Kekaulike High School.

### **Focus Group**

In the 2010 Youth Symposium conference put on by NAWDP, Ku`ina staff learned that the best way to keep students engaged is to ask their opinion and have students be part of the planning process. With that, Ku`ina conducted a focus group for 20 current participants in January. Specific questions were asked about the services, requirements, satisfaction, and possible improvements Ku`ina could work on. After the focus group, Ku`ina staff analyzed the data. Ku`ina will keep the positive elements and improve the what needs to be improved.

### **Strategy to Increase Performance Measures**

One major accomplishment through the focus group was the development of policy regarding length of enrollment in Ku`ina. It was agreed that each student will have 12 months to attain a credential. If a student does not get a credential in that time period, they may have another 12 months to complete it. This two year maximum timeframe will allow Ku`ina to regulate a constant flow of students exiting the program with a credential and therefore attaining a "positive hit". In the past, students were able to participate in Ku`ina for as long as they remained in an educational institution regardless of the amount of credentials the participant attained. Because Ku`ina kept the "positive hit" students, students were not exiting and therefore our performance were at it's minimal.

### 3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending December 31, 2010 (2<sup>nd</sup> Quarter PY10).

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	33.3%	66.7%	65%
	Employment Retention Rate	0.0%	100.0%	74%
	Earnings Change	\$0.00	\$13,147	\$10,800
	Employment and Credential Rate	0.0%	0.0%	62%
DISLOCATED WORKER	Entered Employment Rate	50.0%	75.0%	57%
	Employment Retention Rate	100%	100%	57%
	Earnings Change	\$13,607.5	\$12,034.4	\$5,996
	Employment and Credential Rate	33.3%	33.3%	57%
OLDER YOUTH	Entered Employment Rate	0.0%	0.0%	33%
	Employment Retention Rate	0.0%	0.0%	60%
	Earnings Change	\$0.00	\$0.00	-\$244
	Credential Rate	0.0%	0.0%	38%
YOUNGER YOUTH	Skill Attainment Rate	0.0%	64.0%	71%
	Diploma Attainment Rate	0.0%	50.0%	44%
	Retention Rate	50.0%	50.0%	44%
CUSTOMER SATISFACTION	Employer	State to provide at a later date		72%
	Customer	State to provide at a later date.		82%

Note: The information on the above report was taken from the 2<sup>nd</sup> Quarter report for PY2010 provided by the State DLIR/WDD.

**4) OTHER: NONE**