

**WIB report to the WDC**  
(For August 11, 2011 WDC Meeting)

Date:	August 8, 2011
Island:	Maui County (Maui, Molokai, and Lanai)
Prepared By:	Roland Prieto

**1) SUMMARY**

The Maui County Workforce Investment Board (MWIB) underwent some changes during the last quarter. The membership roster was downsized from 25 members to 18 members. In addition, new faces were welcomed to the board, including the first member representing private business in the green industry. The new MWIB held its first meeting on July 19, 2011. Leslie Wilkins and Lisa Knutson were elected as Chair and Vice Chair respectively.

WIB Executive Director Roland Prieto continued to address pending matters left from the previous administration. Maui County's State Energy Sector Partnership (SESP) Grant contract with the State WDD was executed on July 26, 2011.

Maui County's contracts (Local Administrative Cost Pool, Adult, Dislocated and Youth Programs) with the State DLIR for the Program Year 2011 allocation were executed on July 14, 2011. The County's contracts with its WIA program service providers are in process and anticipated to be executed in August or September 2011.

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 (WDD)/WorkSource Maui (WSM) (WIA Adult and Dislocated Worker Service Provider)**

Assisted the following employers with their respective on-site recruitment efforts: Hawaiian Commercial & Sugar (15), Jobline Xpress (8), Molokai General (7), Sears Roebuck (9), Marriott's Maui Ocean Club (5), Joslin Group (4), Hyatt Regency Maui (11), Westin Maui/Starwood Resorts (13), K-Mart (4), The Salvation Army (3), Labor Ready (5), Lowe's (10), Employer's Options (5), Ritz Carlton, South Maui Motors, Maui Electric Company, The Gas Company, M. Toguchi Body Shop, Hopaco/office Max, Windward Air Conditioning, Bowman Termite & Pest Management, Skyline Eco Adventures, Better Brands, Stillwell's Bakery & Café, Ted K. Kanamori-DDS, Alii Linen Service, East Maui Irrigation, Maui Seaside Hotel, Sunrise Country Market, Home Maid Bakery, Avis RAC, Keystone II Auto Body & Paint Shop and Hale Makua 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 University of Hawaii Maui College (UHMC) and Maui Community School for Adults are provided services upon request.

Other events that the WDD/WSM has participated in include:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On-going assistance provided to High Schools for Guest Speakers to speak 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
  - Economic Modeling Specialist Inc. (EMSI) – EMSI provides high quality employment data and economic analysis via web tools and custom reports
- ✓ Pacific Radio Group Job Fair – Queen Kaahumanu Center
- ✓ UHMC Career Fair
- ✓ WDD/WSM overview of services presentation to students at Maui Community School for Adults (5)
- ✓ WDD/WSM overview of services presentation to Aloha House participants (10)
- ✓ Guest speaker UHMC Educational Center, overview of Distance Learning degree and certificate programs
- ✓ Rapid Response services to:
  - Borders Books-Maui Marketplace – 8 customers
- ✓ Staff Training:
  - SESP Grant
  - Hawaii's Green Workforce
  - HIWI and Green Portal-Career Kokua
  - Marketing Strategies for Workforce Development Division-Employer Relations/Outreach
  - Transferable Occupation Relationship Quotient (TORQ) – Assessment tool used to assist job seekers in determining career opportunities based on current abilities, skills and knowledge to re-enter the workforce in a new job requiring little or no additional training
  - HireNet Hawaii (HNH) upgrade to version 11.1 and Labor Market Information
  - Hawaii's Apprenticeship Programs – Bus tour of participating Union Apprenticeship Programs – Plumbers & Pipefitters, Carpenters and Electricians

#### Workforce Investment Act (WIA)

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

Materials and information provided to staff during training have been implemented, mainly the use of career assessment tools. Counselors are encouraging participants to explore the various career assessment web sites/tools (Career Kokua, HNH, My Future/My Skills, TORQ, ONet, etc) and utilize the results to better assess their employment goal/s.

After utilizing the various career assessment tools, participants have found that the results reflected hidden abilities, skills and knowledge they never knew existed, but felt confident in setting

achievable employment goal/s with little to no training. In the past, various pen, paper, question & answer, dexterity and spacial tools were used in career assessments. Administration of these tools including providing results would take approximately 1 – 2 days. With technology, on-line assessments can now be administered faster and what would take a few days, can be completed within a few hours including receiving results. Case management however, remains a huge part in participant success for achieving employment goal/s and securing employment

Monitoring visits were conducted by the County (grant recipient for WIA) and by State WIA program staff in April 2011. Monitoring conducted by the County was an initial site visit and staff was able to review several participant files and become familiar with the program's documentation. As such, a follow up monitoring visit will be scheduled in the very near future to completely satisfy the County's monitoring goals.

#### Other Items

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to Military personnel, conducting weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions. LVER provides reminders and updates on services for Veterans to WDD/WSM personnel during weekly staff meetings

Outreach includes educating businesses about the "Jobs for Veterans Act", 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 collaboration meeting between UHMC counselors/educators, Office of Veteran Affairs personnel and representatives from the Army and National Guard. The focus of this meeting was to assess how this group may better support student veterans at UH-Maui College. Collaboration meetings will continue monthly

LVER met with Executive Director of Power Up (Homeless Veteran Reintegration Program). This program is focused on assisting homeless Veterans across the state secure quality jobs. The program is looking to utilize the resources available through the One Stop and assistance from the LVER on housing, training, job referrals and other supportive services

- 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

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 attended the annual Pacific Rim International Conference (Pac Rim) on Disabilities held on Oahu. This annual event encourages and respects voices from "diverse" perspective across numerous areas including persons representing all disabilities; family members and supporters; diverse cultural and language differences; researchers and academics studying disabilities; stories of persons providing powerful lessons; examples of program providers, natural supports and allies of persons with disabilities and; action plans to meet human and social needs in a globalized world

- 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 and/or 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 HNH 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-Wailuku office 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. Wailuku is expected to service 1422 REA/UI claimants and as of June 30, 2011, our total count is 1872

- 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, 82 customers have completed the VIP application process on-line, 72 have been provided VIP overview and orientation and 11 have been placed into VIP agreements with various employers. Due to staffing loss and changes, development of agreements placed on hold for the past quarter, although overview and orientation continued. Development of agreements with interested employers will resume in the upcoming quarter

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, 1 application was received and processed for ALC/H2A for a Maui employer. Continued assistance provided to Hawaii County in their efforts to recruit US workers for H2A employer. WDD received 124 new WOTC determination request. At this time, there is a backlog on processing WOTC requests as we await current MOU between the Labor Department and Human Services

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

### Post-Secondary Education

This past semester, Ku'ina graduated thirteen students. All thirteen students attained a credential. There were three students who graduated with their RN degree, one of which is working for Maui Memorial Medical Center as a registered nurse. The other two are contemplating on entering the workforce or continuing their education towards a Bachelor's degree.

Four students graduated with their Liberal Arts degree. Of the four students, two are entering their Bachelor's of Education program, one is transferring to Georgia for her Bachelor's in Environmental Science, and one is working at UH Maui College as a Dental Assistant Teachers Aid.

Three students attained their GED a few years ago and are still enrolled at UHMC. They were enrolled these past semesters and are making some progress towards their educational goals. In a few semesters, they too will be earning a post-secondary credential.

Two students attained certificates in Sustainable Construction and both of them are currently looking for work.

Finally, one of Ku'ina's Dental Assisting graduate was hired as a dental assistant in a private practice. The Ku'ina staff is very proud of this student's efforts and accomplishments.

### Pre-vocational Training/Summer Work Experience

Ten students completed a 16 hour pre-vocational training this summer. The Ku'ina staff used the "A-Game" curriculum that is also widely used with other WIA programs across the nation. The "A-Game" focuses on seven workplace values that give the student the knowledge to excel on the job. The seven values are Attitude, Attendance, Appearance, Ambition, Accountability, Acceptance, and Appreciation. All ten students completed the course and the mastery exam. This allowed them to attain a certificate of completion as well as have their names entered on a national database where employers can verify the students' completion of the "A Game."

Of the ten "A-Game" participants, four were placed in a six week summer work experience program. One student attained a job on her own. The highlight of the summer was the program's non-traditional automotive student. Initially, the employer had reservations about the student because she was female. After the six week program, the employer was very pleased with the student's effort and job performance. As a result, the employer hired the student and gave her a dollar per hour raise. This is a perfect example of how a program can train a youth and develop an internship site that transpires into paid employment.

### Outreach

The Ku'ina program is working towards recruiting more students from the County's outlying areas of Lana'i, Moloka'i and Hana. In the last two months, the Ku'ina program did outreach to each of these areas. Although the numbers were small, the Ku'ina program hopes to enroll students as a result of the outreach efforts.

### Other items

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**3) ACTUAL vs. GOALS**

Maui County's Performance Measures for period ending June 30, 2011 (4<sup>th</sup> Quarter PY10):

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	0.0%	70.0%	65%
	Employment Retention Rate	0.0%	100.0%	74%
	Earnings Change	\$0.00	\$8,1657.7	\$10,800
	Employment and Credential Rate	0.0%	0.0%	62%
DISLOCATED WORKER	Entered Employment Rate	0.0%	85.7%	57%
	Employment Retention Rate	0.0%	91.7%	57%
	Earnings Change	\$0.00	\$13,205	\$5,996
	Employment and Credential Rate	0.0%	50.0%	57%
OLDER YOUTH	Entered Employment Rate	0.0%	0.0%	33%
	Employment Retention Rate	0.0%	100.0%	60%
	Earnings Change	\$0.00	\$5,475	-\$244
	Credential Rate	0.0%	0.0%	38%
YOUNGER YOUTH	Skill Attainment Rate	25.0%	54.5%	71%
	Diploma Attainment Rate	0.0%	25.0%	44%
	Retention Rate	0.0%	42.9%	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 Preliminary 4<sup>th</sup> Quarter report for PY2010 provided by the State DLIR/WDD. Please be advised that wages were not provided in this report.

**4) OTHER: NONE**