

REED ACT PROGRAM ACCOMPLISHMENTS

Provider: OAHU WORKFORCE INVESTMENT BOARD	
Quarter end: 12/31/09	
Period From: 02/01/07 To: 11/30/09	Contract End Date: 06/30/10
Amount allocated: \$5,070,557	Amount spent at end of reporting period:\$3,794,312 (As of 11/30/09)
Percentage of total spent: 74.8%	Month: 11/30/09

Category	Initiative Description	Category allotment
Employer Outreach & Service	To improve upon our services to businesses by providing assistance with their human resource and workforce development needs.	\$1,040,522

TITLE OF PROGRAM: Satellite Business Resource Center in Kapolei

AMOUNT ALLOCATED: \$230,846

AMOUNT EXPENDED: \$159,955

KEY FEATURES AND ACTIONS OF PROGRAM: To improve services to businesses on the Leeward side of the island, Oahu WorkLinks' Business Services Section will operate the satellite Business Resource Center in Kapolei to assist businesses with their human resource and workforce development needs.

Kapolei's job market has grown by 24 % in the past five years, driven by residential, commercial and industrial development, and is expected to more than double by 2020. The number of jobs in the West Oahu community increased from 18,750 in 2000 to 24,516 in 2005, according to the City's Department of Planning and Permitting, which uses census and state land use data to project both population and job growth.

Oahu WorkLinks' (OWL) Business Services Section will operate a satellite Business Resource Center in Kapolei to assist businesses with their human resources and workforce development needs. Kapolei's job market has grown by 24% in the past five years, driven by residential, commercial and industrial development, and is expected to more than double by 2020. The number of jobs in the West Oahu community increased from 18,750 in 2000 to 24,516 in 2005, according to the City's Department of Planning and Permitting, which uses census and state land use data to project both population and job growth.

The Center will be staffed with two Business Developers (one full-time and one part-time employee) with the use of Reed Act funds. The center will serve job seekers and workers in Kapolei and the surrounding community to meet the recruitment and training needs of the businesses for qualified personnel. Counselors and volunteers from the Small Business Administration and Small Business Development Corporation, serving as consultants and guest speakers, may provide individual or group counseling to entrepreneurs, technical assistance sessions and training workshops. Workshops will include HireNet Hawaii training, compliance with Department of Labor and Industrial Relations regulations on workers' compensation, unemployment insurance requirements, Americans with Disability Act (ADA), occupational safety and health etc.

SELF SUSTAINABILITY: It is OWL's intent to establish successful relationships with other community agencies that will lead to a willingness of a number of parties to continue to partner and support this level of service in the Kapolei region. Examples of organizations that might consider collaborating to continue these services include the Small Business Administration, Small Business Development Corporation, various Chambers of Commerce, the City and County's Office of Economic Development,

the State Department of Business and Economic Development, Enterprise Honolulu, or one or several of the nonprofit organizations expanding with new facilities in the area.

Desired Outcome	Notes	% Completed
<p>Increase Leeward employer usage of OWL services (resource center, job posting, training, referral and hiring) by 40%.</p> <p>There will be 70 additional West Oahu businesses agreeing to participate with OWL by June 30, 2009.</p>	<p>The actual outcomes of OWLs' Business Service's activities in the Leeward area have exceeded our desired outcome. Since PY 07-08, OWLs' Business Services has conducted outreach to over 316 new businesses in the Leeward.</p> <p>In addition, we are planning to provide assessment activities via a unique workforce development tool called Transferable Occupation Relationship Quotient (TORQ) to customers. This tool will assist with assessing customers various skills from various occupations and matching them with particular occupations.</p> <p>Also, we have planned for two job fairs; one in January and another in May 2010.</p>	<p>73%</p> <p>The remaining funds of \$59,891 will be expended on personnel costs and other current expenses to include the new TORQ assessment service and two job fairs.</p>

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff assisted services in accordance with 20 CFR 652.207 and 208.

TEGL 24-01 #7: Computer equipment, network equipment, telecommunications equipment, application development, and other technology resources, including assisted technology, that support employment and workforce information service delivery.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Expansion of Business Services to Small Businesses

AMOUNT ALLOCATED: \$809,676

AMOUNT EXPENDED: \$503,363

KEY FEATURES AND ACTIONS OF PROGRAM: To enhance current services to small and medium size businesses by providing staff support for our Business Services Section to serve as business representatives and provide the following support:

- Conduct outreach, promote One-Stop programs and services to businesses (e.g. HireNet Hawaii) and disseminate promotional materials
- Assist small and medium size businesses with strategies for recruitment, placement and retention
- Coordinate or facilitate workshops/training sessions to address business need for rapid technological or organizational changes
- Assist businesses in planning and re-designing workplace practices to be more productive in working with special workers such as job accommodations for people with disabilities
- Attend industry/business organization meetings and utilize membership resources to promote assessment, advocacy, and services to meet industry workforce needs
- Assist in implementing recommendations from employer forums or focus groups convened by OWIB

- Assist in facilitating meetings to connect industry with secondary and post-secondary education to promote partnerships, internships, or mentoring opportunities
- Conduct labor market research for specific industry or business
- Conduct customized job fairs

SELF SUSTAINABILITY: To increase customer satisfaction from employers, it is crucial that OWL continues to build one-on-one working relationships with businesses in addition to encouraging them to participate in self-registration and self-service. When businesses recognize the value of OWL services, they will continue to utilize our services even after this project ends. It is also possible that

- One or more business organizations might adopt this initiative.
- A plan for charging businesses a fee for service may be developed.

Desired Outcome	Notes	% Completed
<p>Increase employer participation with OWL by 30% (expand the participation of an additional 300 businesses) through job posting, resource center use, training, referrals or hiring.</p>	<p>The actual outcomes of OWLs' Business Service's activities in the Honolulu area have exceeded our desired outcome. Since PY 07-08, OWLs' Business Services has conducted outreach to over 586 new businesses in the Honolulu area.</p> <p>In addition, we are planning to provide assessment activities via a unique workforce development tool called Transferable Occupation Relationship Quotient (TORQ) to customers. This tool will assist with assessing customers various skills from various occupations and matching them with particular occupations</p> <p>Also, we have planned for two job fairs; one in January and another in May 2010.</p>	<p style="text-align: center;">62%</p> <p>The remaining funds of \$306,313 will be expended on personnel costs and other current expenses to include the new TORQ assessment service and two job fairs.</p>

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

Category	Initiative Description	Category allotment
Labor Pool Expansion	To expand the labor pool by working in partnership with various organizations in the community by providing outreach to under represented populations	\$2,884,691

TITLE OF PROGRAM: Programs for under-represented groups

AMOUNT ALLOCATED: \$2,475,418

AMOUNT EXPENDED: \$1,845,678

KEY FEATURES AND ACTIONS OF PROGRAM: To expand the labor pool by working in partnership with education, non-profit organizations and other entities in the community by conducting outreach to populations that are currently under-represented in the workforce such as immigrants with limited English proficiency, ex-offenders, individuals with disabilities, discouraged workers and people experiencing homelessness. It is OWIB's plan to partner with interested providers of programs and services that engage these populations with special needs and develop strategies to prepare them for the workplace. Although occupational training will not be provided as it is not allowable under the Reed Act, programs that provide assessment, vocational counseling, workshops on job search assistance, career planning, job placement and retention services that demonstrate successful outcomes with these populations are eligible.

SELF SUSTAINABILITY: There is a return on investment in expanding the labor pool. Each unemployed person who becomes employed will increase contributions to the tax base. It is estimated that annual salary of \$16,000 to \$20,000 yields an annual tax contribution of \$3,240 to \$3,840. An annual salary of \$20,000 to \$30,000 yields an annual tax contribution of \$4,128 to \$5,628. In addition to increased tax contributions, returning unemployed people to the workforce will decrease the costs of current taxpayers' burden to fund services for prisons (\$40,150 per in-state inmate); General Assistance (\$5,016/person); TANF (\$9,600/person); SSI (\$7,236/person); SSI in foster care home (\$13,499/person) etc. It is possible that at the completion of these programs:

- The Community Colleges, Adult Education, non-profit or faith-based organizations, and OWL embrace the lessons and strategies learned from these pilot programs and leverage appropriate resources to continue outreach and job preparation efforts.
- Based on the success of the pilot programs, OWIB and other entities would seek necessary funding or grants to sustain the programs.

Desired Outcomes	Notes	% Completed
1. Develop a model program to engage an under-represented population successfully in the workforce.	<p>WorkHawaii developed a model work readiness preparation program that serves people experiencing homelessness with funding support from the Community Development Block Grant (CDBG).</p> <p>In FY 09 (PY 08) WorkHawaii continued our partnership with homeless service providers, churches, state and community agencies to implement the project funded under a Community Development Block Grant. People who are experiencing homelessness and have serious barriers to employment seldom access the resources and services that are available at Oahu WorkLinks. This project aimed at engaging the participation of these individuals by</p>	<p>76%</p> <p>The remaining funds of \$529,740 will be expended on personnel costs and other current expense to include the funding of a personnel services contract with DLIR-WDD</p>

	<p>providing a supportive and structured environment for them to develop basic socialization and life skills, to explore their interests, to develop career goals, and to build their confidence and ease their transition to the world of work. The program has been expanded to Leeward Oahu with a new component for legal support services, the Bench Warrant Recall Program. It was contracted through Volunteer Legal Services of Hawaii (VLSH) to assist eligible homeless individuals with resolving outstanding non-felonious bench warrants. With the support from the Chief Justice, the Public Defenders' office and the Prosecutors' office, VLSH established a streamlined process by coordinating with multiple jurisdictions to represent the homeless clients.</p> <p>Highlights in FY 2009</p> <ul style="list-style-type: none"> • 93 individuals attended work readiness workshops • 11 individuals received subsidized work experience training • 18 individuals entered employment • 9 volunteers (4 attorneys, 3 law students, 2 paralegal interns) worked in the Bench Recall Program • 20 homeless clients were represented in multiple courts • 10 bench warrants were recalled <p>In the current fiscal year, we have further enhanced our model program by implementing the Rent to Work program with HOME funds. We provide one year of rental assistance to persons who are homeless and have proven their commitment to becoming gainfully employed. Still in its infancy, 38 clients have completed the referral process, 35 vouchers have been issued and 19 people have found apartments to rent.</p>	<p>to conduct Core Services and an allocation for a employees' vacation trust fund</p>
<p>2. 500 people who are currently unemployed and from under-represented groups will receive information about OWL services and complete intake and registration as a result of the outreach.</p>	<p>Since PY 07-08, OWLs' has provided services to over 30,308 new job-seekers with a total of 3,846 individuals representing the under-represented population.</p>	
<p>3. 400 people will complete assessment of their career interests, aptitudes and skills. As well as career counseling and</p>	<p>Since PY 07-08 a total 623 of these individuals from the under-represented population have completed some level of career assessment service and/or counseling and job readiness</p>	

job-readiness training.	training.	
30 people will enter employment	Since PY 07-08, 145 individuals have entered into employment from the under-represented population.	
Access to information and services at Oahu WorkLinks will be improved for people with disabilities and limited English proficiency.	The Oahu WorkLinks centers have utilized resources from the Disability Program Navigator, UH Center on Disability Studies, Division of Vocational Rehabilitation and other partner agencies or programs to enhance our information and services to people with disabilities. ADA work stations are available at all centers and we are working on the installation of ADA doors. We contributed to the early development of the website www.Realchoiceshawaii.com which is a comprehensive resource directory for people with disabilities. We will continue to partner with the Office of Language Access, the City's Equal Opportunity Office and other community-based organizations with expertise in serving immigrants to develop informational materials for individuals with limited English proficiency	

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Programs for At-Risk Youth

AMOUNT ALLOCATED: \$466,229

AMOUNT EXPENDED: \$367,388

KEY FEATURES AND ACTIONS OF PROGRAM:

To increase the participation of at-risk youth such as youthful offenders, who have serious barriers to employment, in career development activities by providing the following:

- intensive outreach and recruitment services that assist youth with establishing positive working relationships with career development specialists;
- job readiness and preparation services such as assessment of employment skills, resume writing, labor market exploration, and career ladder development; and
- counseling and guidance services that address youth development issues such as developing positive working relationships with adults, appropriate behavior and coping skills at work, and developing work place values such as integrity and perseverance.

SELF SUSTAINABILITY: Youthful offenders who engage in career development activities are more likely to secure employment and not re-offend. The annual cost saving in reducing recidivism is \$48,000 to \$60,000 per youth. Furthermore, the return on investment on young people who earn a minimum wage of \$8.33 yields an annual tax contribution of \$3,240 to \$3,840.

Upon program completion, it is possible that:

- The Community Colleges, Adult Education, non-profit or faith-based organizations, and OWL embrace the lessons and strategies learned from these pilot programs and leverage appropriate resources to continue career development activities.
- OWIB and other entities could seek discretionary or earmark funding from federal and state agencies such as the Department of Education, the Department of Labor, Department of Justice, and Department of Health and Human Services to continue career development activities.

Desired Outcome	Notes	% Completed
A minimum of 300 youth will enroll in the one-stop system, Oahu WorkLinks.	Since PY 07-08, OWLs' one-stop system has enrolled a total of 1058 youths.	79% The remaining funds of \$98,841 will be expended on personnel cost and other current expenses.
A minimum of 150 youth will complete job readiness and preparation services-A minimum of 100 youth will complete counseling and guidance services.	Since PY 07-08, 1058 youths has received job readiness and preparation services, which included counseling and guidance services to assist them in career development and preparation for employment. In addition since PY 07-08, 140 youths have received employment	

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Expansion of OWL Services for Improved Job Matching

AMOUNT ALLOCATED: \$155,411

AMOUNT EXPENDED: \$122,153

KEY FEATURES AND ACTIONS OF PROGRAM: To enhance successful matching of employers with job seekers, OWL staff will use Reed Act funds to focus on systems designed to allow for more in depth screening, verification of qualifications and matching of interests and career goals, and coaching of job seekers. Additionally, the two employees, called Employer Liaisons, to be funded with Reed Act funds, will be better able to develop employer profiles which will contain desirable characteristics, job skill requirements, as well as more detailed descriptions of the work environment and the opportunities and benefits afforded by the employer.

Currently 60% of job seekers visiting OWL Centers do not have adequate computer skills or access to the Internet and have difficulty in navigating HireNet Hawaii on their own. These and other individuals with more challenges require one-on-one staff assistance in developing their resumes and job readiness preparation. The current 3-hour long job search workshops do not offer the support structure

for these customers to succeed in meeting employer expectations for job referrals. With the special populations that OWIB plans to target, it is anticipated that more customers will require intensive staff assistance.

To encourage these job seekers with limited skills to continue to participate successfully, OWL will develop a Job Club program for the customers that will provide opportunities for structured daily interactions with instructors/counselors/peers in a supportive small group environment.

Job Club members will learn about and participate in any or all of the following activities:

- Values and interest assessment
- Work ethic development
- Job retention strategies
- Communication skills
- Time management
- Problem-solving skills
- Life/work balance strategies
- Research on employers/jobs available that are of interest to the customer
- Mock interviews to reduce stress and practice successful interview strategies
- Job search activities such as networking, registering with employment agencies, utilizing job boards, etc.

SELF SUSTAINABILITY:

Once the front-end work of establishing a system to gather information from employers and job seekers is completed, and data is gathered from the employers, the program should be sustainable without additional funding. As with all of the other Reed Act funded activities, OWL intends to be successful and hopes to generate sufficient demand for these services whereby fees could be imposed to defray some of the costs.

Desired Outcome	Notes	% Completed
30% of the applicants referred to employers will be hired	Since PY 07-08, OWLs' expansion of our job matching activities have far exceeding the desired outcome. A total of 474 job-seekers were hired by employers out of 871 job-seekers in the applicant pool. Thus resulting in a 54% hiring rate.	79% The remaining funds of \$33,258 will be expended on personnel costs and other current expenses.

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TEGL 24-01 #10: Improving access for individuals with disabilities, including remodeling or retrofitting One-Stop Career Centers and purchasing appropriate software, hardware, furniture and supplies (e.g. Braille readers).

TEGL 24-01 #11: Improving access for individuals with limited English proficiency, including language line services, development of forms, automated voice messages, etc. in languages other than English.

TITLE OF PROGRAM: Career Advancement/Promotional Materials/Activities

AMOUNT ALLOCATED: \$167,746

AMOUNT EXPENDED: \$100,958

KEY FEATURES AND ACTIONS OF PROGRAM: To address the challenge of meeting businesses' need for workers who possess at least basic "work readiness" skills, the OWIB is developing a system for work readiness credentialing that will have buy-in from stakeholders such as businesses, unions, education agencies, economic development entities as well as training providers. A pilot project is established based on the research completed by a consultant to test two nationally recognized systems: LRI Accuvision and ACT WorkKeys.

OWIB is partnering with the public education system to offer students exposure to career options and opportunities to experience different careers. A pilot project is established with Roosevelt High School.

SELF SUSTAINABILITY:

- The City's Department of Information Technology will host and maintain the websites.
- Based on the success of these programs, OWIB and other entities would seek discretionary or earmark funding from federal agencies such as the Department of Labor, Department of Justice, and Department of Health and Human Services to continue these programs.

Desired Outcome	Notes	% Completed
<p>A Work Readiness Credentialing System will be established that has the support of the business community that sees it as a value-added service from the workforce development system.</p>	<p>OWIB held two seminars on work readiness credentialing instruments within the past twelve months. One instrument is the LRI Accuvision credential. The other instrument is ACT's WorkKeys credential. These two instruments represent different approaches to measuring soft skills. In order to help determine which may best fit our needs on Oahu, this summer with WorkHawaii, OWIB is running a pilot project of both instruments for assessing youth and adults.</p> <p>Status: Staff is being trained to administer the testing instruments. Business Services Team is preparing to meet with interested employer organizations. Collateral materials are being developed.</p>	<p>60%</p> <p>The remaining funds of \$66,788 will be expended on personnel costs and other current expenses related to staff training and program implementation.</p>
<p>Students have a better understanding of career opportunities and options through direct interactions with business and industry leaders.</p>	<p>On January 30, 2009, OWIB partnered with Roosevelt High School to provide career mentoring and guidance to approximately 340 junior high school students and about 60 senior students. OWIB sponsored the first career day at RHS for approximately 400 students in their junior year of school in May 2008. The purpose of career day is to expose students to a variety of careers or job industries with the intent of fostering greater interest and involvement in their academic studies, extracurricular activities, and/or personal development with a career goal in mind. OWIB is continuing this partnership</p>	

	and seeking other activities to complement this endeavor with Roosevelt High School.	
--	--	--

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TEGL 24-01 #10: Improving access for individuals with disabilities, including remodeling or retrofitting One-Stop Career Centers and purchasing appropriate software, hardware, furniture and supplies (e.g. Braille readers).

TEGL 24-01 #11: Improving access for individuals with limited English proficiency, including language line services, development of forms, automated voice messages, etc. in languages other than English.

TITLE OF PROGRAM: Establish a Satellite One-Stop Center in Hauula Civic Center

KEY FEATURES AND ACTIONS OF PROGRAM: The facility originally proposed for renovations in the first Reed Act Plan is no longer available. Fortunately, the City has a space available at the City’s Hauula Civic Center.

In 2009, OWL established a satellite One-Stop center in Hauula to provide services to the current underserved areas along Koolauloa and the North Shore. OWL plans to conduct outreach to the local communities and collaborate with faith-based and community organizations to promote employment services to under-represented populations such as people experiencing homelessness, immigrants with limited English proficiency, and individuals with disabilities.

SELF SUSTAINABILITY:

- The City’s Department of Facilities Maintenance will maintain the facility.

Desired Outcome	Notes	% Completed
Orientation and registration will be provided to a 100 individuals	Since January 2009, OWL’s Hauula Center opening we have registered 1070 visitors, with a total of 85 new individuals registering for services.	100%
50 individuals will receive career counseling and job referral services.	Since OWL’s Hauula Center opening a total of 58 individuals received career counseling and job referrals. A total of 5 individuals have entered into employment.	

Category	Initiative Description	Category allotment
-----------------	-------------------------------	---------------------------

Capacity Building	To build capacity for OWIB members and staff in order to improve on building our demand driven workforce development system.	\$182,557
--------------------------	--	------------------

TITLE OF PROGRAM: Training for OWIB Members and Staff

AMOUNT ALLOCATED: \$50,557

AMOUNT EXPENDED: \$0

KEY FEATURES AND ACTIONS OF PROGRAM: Training for OWIB members and staff to learn about globalization and emergence of completely new social, political and business models; to evaluate strategic plan and measure outcomes; to align vision and mission with a more demand-driven workforce system; to gather information about global or national issues related to economic development, education and workforce development; and to learn about best practices regarding board development and leadership as well as One-Stop operations. This activity will be conducted with Reed Act funds pending allowable use. Costs will be allocated to benefiting programs based on the ratio of participants registered in Wagner Peyser to those registered in WIA or other programs.

SELF SUSTAINABILITY: N/A

Desired Outcome	Notes	% Completed
A system will be developed to allow for every board member to understand his role and responsibilities	In addition to attending national leadership conferences such as the ones sponsored by the National Association of Workforce Boards and the U.S. Department of Labor, and local conferences such as those sponsored by the Chamber of Commerce and the Society of Human Resource Management, OWIB members and staff have organized themselves effectively into committees and sub-groups that provide opportunities for members to share their expertise and exercise their roles as business leaders. A mission and a vision statement are clearly articulated. The OWIB website has been redesigned and the hosting was transferred from an outside vendor to the City' server to allow users to access timely information in a more expedient manner. For example, hyperlinks were added to the Unemployment Insurance Office and a calendar of Oahu WorkLinks workshops is also being posted. A Twitter feature was added to expand the ways in which we can communicate with our customers. Status: Website is now online at www.owib.org . In two months, it has become the 72 nd most visited city government website out of the over 500 city government websites.	0 % The funds of \$50,557 for this category will be reallocated in modification 4 to Employer Outreach Svcs, Labor Pool Expansion, and Technology & Equipment categories.
A current and dynamic plan to meet Oahu's workforce needs as prioritized by the board will be developed and implemented.	OWIB has submitted their local strategic plans that describe its priorities. OWIB continues research on its matrix of leading economic indicators as a tool to gauge the job environment. The matrix includes information	

	<p>from Hawaii economic research organizations, US and international economic think tanks, and highlights economic and labor news from the top 5 points of geographic origin for Hawaii tourists.</p> <p>Status: Research is ongoing. News updates from around the world may be found on www.owib.org.</p> <p>OWIB is also investing in a new technology to increase the efficiency of job matching and retraining for job seekers. To help job searchers find jobs that match their capabilities or that are in related fields, OWIB received approval from DLIR to utilize Reed Act Funds for this project. We are now in the process of procuring TORQ for implementation at Oahu WorkLinks sites. TORQ – the Transferable Occupation Relationship Quotient – is an analytical tool that links occupations based on the <i>abilities, skills, and knowledge</i> required by workers in a vast number of occupations. TORQ™ expands the notion of career pathways into an interconnected web of possibilities based on the factors that really matter for career mobility – not a specific job that someone is doing or has done, but what someone is <i>capable</i> of doing.</p> <p>Status: We have cleared expenditure approval process and are now reviewing contract language.</p>	
--	---	--

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #9: Training, technical assistance, and professional development of staff who deliver employment and workforce information services.

TITLE OF PROGRAM: Certification and Training for OWL Staff and Partners

AMOUNT ALLOCATED: \$100,000

AMOUNT EXPENDED: \$12,144

KEY FEATURES AND ACTIONS OF PROGRAM: To provide training and development for staff and one-stop partner agencies to improve customer services to both job seekers and employers; enhance knowledge of labor market trends and needs of specific industry clusters; improve understanding of service integration of one-stop system; follow up on additional training on HireNet; attain and maintain competencies as workforce development professionals through credentialing or certification process. Costs will be allocated to benefiting programs based on the proportion of staff in Wagner Peyser program versus staff in WIA or other non -WIA programs.

SELF SUSTAINABILITY: N/A

Desired Outcome	Notes	% Completed
90% of OWL professional staff obtain credential or certification as workforce development professional	As to date a total of 12 OWL professional staff has obtained credentials. Further progress in our efforts will depend upon receiving approval from the employee's union contract agreement.	12% The remaining funds of \$87,856 will be reallocated in modification 4 to Employer Outreach Svcs, Labor Pool Expansion, and Technology & Equipment categories.
All OWL professional staff will be proficient in the use of HireNet.	Training and support have been provided by State and the private contractor Geographic Solutions at no charge.	

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #9: Training, technical assistance, and professional development of staff who deliver employment and workforce information services.

TITLE OF PROGRAM: Training for Youth Staff and Providers

AMOUNT ALLOCATED: \$32,000

AMOUNT EXPENDED: \$0

KEY FEATURES AND ACTIONS OF PROGRAM: To improve the delivery of services to youth and employers by providing training and professional development for Youth Services Center staff who delivers employment and workforce information services. Costs will be allocated to benefiting programs based on the proportion of staff in Wagner Peyser versus staff in WIA or other non-WIA programs

SELF SUSTAINABILITY: N/A

Desired Outcome	Notes	% Completed
90% of the Youth Services Center staff that participate in training and development will obtain credential or certification as workforce development professionals	Training and development activities were provided by partner programs, such as the City's YouthBuild and WIA-Youth Programs. Thus, no funds were needed to support this initiative.	0 % The funds of \$32,000 for this category will be reallocated in modification 4 to Employer Outreach Svcs, Labor Pool Expansion, and Technology & Equipment

		categories.
--	--	-------------

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #9: Training, technical assistance, and professional development of staff who deliver employment and workforce information services

Category	Initiative Description	Category allotment
Technology and Equipment	To replace and update out-dated equipment, software, and IT infrastructure in order to improve efficiency and productivity.	\$337,987

TITLE OF PROGRAMS:

Upgrade computer equipment/software for OWL (\$140,000) and YSC (\$59,426) to replace old equipment that does not meet City standard; improve computer network infrastructure; upgrade existing computer software; acquire new software (Plato)

Install fiber optic cables to connect Waianae OWL to City network (\$7,500)

Purchase video conferencing equipment/televisions to connect Dillingham, Waianae, Kapolei and Kapiolani offices to other OWL offices (\$106,061)

Purchase tables, carts, racks, hand trucks, display boards, easels etc. for training/conference/meeting/office use (\$5,000)

Purchase ADA door openers for Dillingham, Waipahu, and Honolulu offices (\$20,000)

AMOUNT ALLOCATED: Individual figures presented in each project

KEY FEATURES AND ACTIONS OF PROGRAM: Features are noted in each of the programs presented in the "Title of Programs section".

SELF SUSTAINABILITY:

- Computer equipment will be maintained by City's Department of Information Technology.

Desired Outcome	Notes	% Completed
With the installation of fiber optic connections and upgraded computer equipment, the speed with which data travel is improved by 6,500 times, thereby enhancing efficiency and productivity significantly	The installation of the fiber optic cables as well as the new hardware systems has dramatically improved the efficiency and productivity of our staff and center customers. The fiber optic cable expenditure was supported 100% by WIA Program. The majority of the funds supported the new hardware systems to include computers and system upgrades	100%
Compliance with ADA requirements.	We continue to make progress on our plans to install ADA door openers in our centers.	

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 42-01 #2: Equipment and resources for resource rooms.

TEGL 24-01 # 6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #7: Computer equipment, network equipment, telecommunications equipments, application development, and other technology resources, include assistive technology, that support employment and workforce information service delivery.

TEGL 24-01 #10: Improving access for individuals with disabilities, including remodeling or retrofitting One-Stop Career Centers and purchasing appropriate software, hardware, furniture and supplies (e.g. Braille readers).

Category	Initiative Description	Category allotment
Proportionate Share of Operational Costs of One-Stop Centers	Funds used to support administration and service delivery of employment and workforce information services in One-Stop centers for the purpose of payment for rent, utilities, and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines.	\$360,113

TITLE OF PROGRAM: Proportionate Share of Operational Costs of One-Stop Centers

AMOUNT ALLOCATED: \$360,113

AMOUNT EXPENDED: \$259,225

KEY FEATURES AND ACTIONS OF PROGRAM:

SELF SUSTAINABILITY: N/A

Desired Outcome	Notes	% Completed
To appropriately allocate one-stop operational costs.	One-stop operational costs are continuously monitored and reported on a monthly basis.	72% The remaining funds of \$100,888 will be expended for its' stated purpose by June 30, 2010.

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 18-01 Attachment I: Funds used to support administration and service delivery of employment and workforce information services in One-Stop centers for the purpose of payment for rent, utilities,

and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines

Category	Initiative Description	Category allotment
HireNet Hawaii	To improve the delivery of services to businesses and job seekers by funding the necessary maintenance and enhancements to the HireNet Hawaii system.	\$264,687

TITLE OF PROGRAM: HireNet Hawaii

AMOUNT ALLOCATED: \$264,687.00

AMOUNT EXPENDED: \$264,687.00

KEY FEATURES AND ACTIONS OF PROGRAM: To improve the delivery of services to businesses and job seekers by funding the necessary maintenance and enhancements to the HireNet Hawaii system

SELF SUSTAINABILITY: N/A

Desired Outcome	Notes	% Completed
N/A		100%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

N/A