

WIB report to the WDC
(For February 11, 2010 WDC Meeting)

Date:	February 8, 2010
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

Maui County WIB is working through a transition period with the recent appointment of a Chair, Vice-Chair, and Executive Director.

Maui County WIB held their first meeting of the 2010 year on January 21, 2010. Ron Nelson, formerly our MCWIB Vice-Chair and more recently held the seat as our interim Chair, was approved as the new MCWIB Chair. The Board also confirmed Leslie Wilkins as the new MCWIB Vice-Chair.

Also at this meeting, the Youth Council Chair, Gwen Ueoka, presented a report on the new RFP for the WIA Year Round Youth Service Provider for period beginning July 1, 2010. This RFP received approval from the MCWIB and staff has moved forward to publish the announcement as required under WIA. Closing date for proposals will be on March 17, 2010.

Chair Nelson also appointed a sub-committee to draft the Standard Operating Policies for the MCWIB and its programs.

The County of Maui Office of Economic Development welcomed new staff member Marlene Burgess in mid December. Marlene will serve as the new MCWIB Executive Director and provide oversight to the local service providers as it relates to WIA and other workforce development programs. Marlene is getting familiar with the programs and preparing for upcoming program monitoring to be held in February.

Both WDD/WorkSource Maui and Molokai, along with the Ku`ina Program have been busy with their own respective programs. Program reports are included in this report.

2) INDIVIDUAL PROGRAMS

A) Workforce Development/WorkSource Maui:

Assisted the following employers with their respective recruitment efforts:

- Jobline Express (13)
- Maui Economic Opportunity (8)
- University of Hawaii (4)
- Kehalani Community Association (2)
- Exceptional Inc. (2)

- Employment Experts (15)
- Minit Stop
- Maui Country Club
- Valley Isle Electric
- Blue Hawaiian Helicopters
- Aloha Patio Cover & Awning
- Women Helping Women
- St. Anthony Jr/Sr High School

Daily maintenance of current and newly posted job listings from personal and/or telephone contacts, email, faxed or postal service orders is on going.

Outreach activities are conducted on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is also provided to the Department of Education on a regular once per week service to Maui High and Baldwin High Schools. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate schools are provided services periodically throughout the school year. Maui Community College and Maui Community School for Adults are provided services as requested.

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

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On going assistance provided to the 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
- ✓ Overview of WDD/WSM to graduating students of Maui Community School for Adults GED program
- ✓ Monitoring for Certified Nurse Assistant (CNA) program conducted by representatives of the Department of Health (DOH) on 11/3/09. (Contract with the DOH for CNA program ended September 2008 for Maui County.)
- ✓ WDD/WSM participated in the following Webinars and teleconferences:
 - Geographic Solutions – HireNet Hawaii (HNH) version 10.5
 - Trade Adjustment Assistance (TAA) – Reporting
 - Georgia Works! – Recently named VIP (Volunteer Internship Program) in Hawaii
 - REA – Reemployment and Eligibility Assessment
- ✓ Provided Rapid Response services to Maui Land and Pineapple Company (approx. 240 attendees 12/1-12/2/09). Services also provided on Jan. 6 at the ILWU building
- ✓ Staff participated in the Academy of Hospitality and Tourism's Student Conference held at Maui Community College. More than 150 students from Lahainaluna, Maui and Baldwin High Schools were provided a tour of the campus and information of the College's Hospitality and Tourism program; opportunity to meet with hiring representatives from a variety businesses; and participate in breakout sessions which included mock interviews

- ✓ Participated in the Maui Economic Development Board's Holiday Career Fair

Workforce Investment Act (WIA)

- ✓ WIA staff continues its efforts in recruiting eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Management continues to work on strategies to improve enrollment, performance, counseling and case management of WIA programs
- ✓ Dual enrollments of participants are being conducted under formula WIA funding and the American Recovery and Reinvestment Act (ARRA) Adult and Dislocated Worker funds
- ✓ Ongoing assistance to participants from Aloha Airlines and Molokai Ranch through the National Emergency Grant (NEG). Participants are enrolled in credit classes for Nursing Program, Automotive Technology, Hawaiian Studies, Sociology, Psychology, Accounting and Criminal Justice
- ✓ Monthly WIA staff meetings have been scheduled.
- ✓ Local Office Standard Operating Procedures (SOP) for WIA screening, recruitment, assessment and input into HNH have been revised

Other Items:

- ✓ Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our military personnel through outreach at the Maui Veteran's Center and weekly employer relations which also includes contacts with the Trade Unions.

LVER continues to outline the Transitional Assistance Program (TAP) workshop for all returning military personnel. Mini versions of TAP are being provided to Recently Separated Veterans at the Maui Veteran's Center weekly.

- ✓ Disability Navigator Program (DPN) staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff has participated in numerous Workforce One Webinar training sessions, attended monthly meetings with the Development Disabilities Council Maui Committee, Maui Disability Council, Medicaid Infrastructure Grant Committee, Vocational Rehab and various other special needs service providers.

DPN assisted with and participated in the Fourteenth Annual Maui Disability Alliance Legislative Forum on October 22. Discussion groups addressed various issues that face persons with disabilities. Issues included health care, housing, employment, transportation and education to name a few. Overwhelmingly, lack of funding, limited resources and difficulty in accessing services due to insufficient information and knowledge resonated with each group; rising cost of care and health insurance, segregated services; time required for paperwork, etc. The forum with 200 plus in attendance was said to be a huge success once again.

- ✓ Trade Adjustment Assistance (TAA). Staff continues to provide case management and follow up services to former employees of Maui Land and Pineapple Company and preparing for next phase of lay offs scheduled to occur on December 31, 2009.
- ✓ 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 of an on-line resume with the Workforce Development Division.

From November 2nd through December 31st, 203 UI claimants have been provided with in-depth information including counseling services to facilitate their return to the workforce. Claimants are provided workshops on career exploration, labor market information, job outlook and occupational needs, resume assistance, overview of the WIA program and HireNet Hawaii operating system.

- ✓ On going assistance is being provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). This quarter we have received 55 requests for Wage Determination (ALC) and 93 Eligibility Determinations (WOTC).

B) KU'INA PROGRAM - (Youth Services Provider)

PY08 Performance Measure Outcomes

Program Year 2008 (July 01, 2008 to June 30, 2009) marked a great year for the Ku'ina Program at Maui Community College (MCC). *The Ku'ina Program met and exceeded all performance measures where youth qualified to be measured.* As you will see in the chart below, there were two performance measures (highlighted in blue) that have a zero percentage. These measures were: 1) Older Youth Entered Employment Rate and 2) Older Youth Employment and Credential Rate. In order to gain a percentage value, both measures require a youth to have exited within the timeframe of October 01, 2007 to September 30, 2008. During this timeframe, NONE of the Older Youth Exiters fit that category; therefore, the numerator and denominator reflect a "0" which equates to a percentage of 0.00%.

	PY08 - 07/01/08 to 06/30/09	
	Negotiated Goals	Actual-Maui
Older Youth		
Entered Employment Rate	74.00%	0.00%
Employment Retention Rate	81.00%	100.00%
Earnings Change	\$3,300	\$4,378.30
Employment and Credential Rate	69.00%	0.00%

Young Youth		
Skill Attainment Rate	70.00%	76.50%
Diploma Attainment Rate	44.00%	62.50%
Retention Rate	51.00%	65.00%

Key

Measures with no Exiters



Program Activities

In an effort to cultivate student success, MCC students are required to complete certain requirements throughout the semester. Listed on the table below are the requirements imposed by Ku'ina in the Fall'09 semester and the outcome of each activity. Please note, there were 30 students enrolled in the program during this time, 17 of which were MCC students.

Requirements	Outcome
1) Attend Start Smart Orientation	19 of 30 students attended
2) Complete the Free Application for Federal Student Aid (FAFSA) application	9 of 17 students completed
3) Receive Financial Aid Literacy training	19 of 30 students received Financial Aid Literacy training
4) Register and complete IS 105C "Orientation To Employment" course	2 of 2 students registered and completed the course
5) Attend Study Hall/Tutoring	13 of 17 students attended a total of 242 hours of study hall.
6) Attend Success Workshops	10 of 17 students attended a total of 26 Success Workshops
7) Attend the Ku'ina hiking trip (Bonding activity)	7 of 30 attended the hike
8) Complete Progress Reports and meet with staff to discuss progress	12 of 17 students completed and met with program staff
9) Meet with program staff during the semester	16 of 17 students met with program staff throughout the semester

Post-Secondary Education

In the Fall'09 semester, 17 students registered for one or more credits at Maui Community College. Five of the 17 students did not complete the semester. The five students either became unresponsive to program staff, moved to another location, or withdrew from classes due to a mental illness. Please see table below for a detailed description of their major, number of credits attempted and attained.

Line	Student	Major	Credits Attempted	Credits Attained
1	R. A.	Food Service	6	0 (Temporarily moved back to Marshall Islands)
2	C. C.	Dental Hygiene	12	12
3	C. G.	Liberal Arts	3	3
4	J. H.	Liberal Arts	4	0 (Moved to Nahiku)
5	J. H.	Liberal Arts	10	10
6	H. J.	Liberal Arts	10	Incarcerated
7	T. K.	Business Technology	3	3
8	P. K.	Liberal Arts	15	15
9	K. M.	Electronic and Computer Engineering Technology	5	0 (became unresponsive)
10	A. M.	Food Service	10	3
11	E. M.	Electronic and Computer Engineering Technology	8	0 (Underwent therapy for depression)
12	T. M.	Liberal Arts	12	12
13	A. M.	Nursing	9	9
14	N. P.	American Justice	9	0 (became unresponsive)
15	C. P.	Liberal Arts	12	9
16	C. R.	Liberal Arts	6	6
17	A. S.	Liberal Arts	1	1

Secondary School Participants

Ku'ina has three participants in the Maui Community Schools for Adults program, one participant in the process of transferring from Hui Malama Learning Center to the Maui Community Schools for Adults program, and one Secondary school participant who moved to Oahu. Program staff remains in constant communication with teachers and students to discuss the progress of the students. Below you will find our five secondary school participants.

	Secondary Participants	School	5 participants
Line	Student		Status
1	P.H.		MCSA
2	J. H.		Moved to Oahu
3.	M.R.		MCSA
4	C. R.		Process of transferring to MCSA
5	B.V.		MCSA

Graduates

Recently, two students passed all 5 GED test required to attain their GED. The first student completed his first semester at Maui Community College – Food Service program and is currently enrolled for his second semester. The second student has not been in contact with the program.

	Graduates Students	Status
	A. M.	Attained GED on 9/28/09
	A. D.	Attained GED on 8/17/09

Unresponsive/Not Enrolled Participants/Employed

There are 10 participants who are unresponsive and not enrolled into secondary education or post-secondary education and two participants who are employed. Program staff has tried to contact unresponsive students through phone calls, emails, MySpace messages, and home visits.

	Unresponsive/ Not Enrolled CT's	9 participants
Line	Student	Status
1	R. A.	Moved to the Marshall Islands
2	C. B.	Employed
3	M. C.	Unresponsive
4	A. D.	Unresponsive
5	T. G.	Unresponsive
6	J. H.	Moved to Nahiku
7	L. H.	Graduated from MCC, Moved to mainland
8	H. J.	Incarcerated
9	S. K.	Employed
10	K. M.	Working on acquiring Financial Aid
11	G. N.	Unresponsive
12	N. P.	Unresponsive

WIA Program Improvements

This past June, the Ku'ina Program staff attended two day training with Laura Aron and Sandra Harvey from Social Policy Research Associates. During the course of the training each Hawaii County shared their Best Practice. After much discussion, in Fall'09, the Ku'ina Program implemented and pilot tested a "Pre-Enrollment Phase" that lasted for a semester. Three students were enrolled in the "Pre-Enrollment Phase". These three students were treated like an enrolled Ku'ina participant and were obligated to fulfill all requirements set forth by the Ku'ina Program. This process gave students the opportunity to decide if the Ku'ina Program was a program that fit their educational needs. No funds were used for the pre-enrolled participants. These requirements included two hours of study hall per week, three success workshops, 9 modules of financial literacy, the Orientation to Employment course, monthly progress notes from professors, and meetings with program staff. At the end of the semester, 0 of 3 students were qualified to be admitted into the program. One participant was admitted to a treatment center, one did not meet the requirements, and one withdrew from the "Pre-Enrollment phase".

	Pre Enrollment Phase	3 participants
Line	Student	Status
1	A. B.	Admitted to a treatment center
2	M. L.	Did not complete program requirements and is attempting to complete the process in Spring'10
3	M. V.	Withdrew from pre-enrollment phase

Reed Act Grant (staff-High School Career Liaison- HSCL):

Outreach to Maui County High Schools

As previously reported, the Ku'ina program has had the foresight to recognize that grant funding can be very unstable. As a result, the program's goal has been to be efficient with the funds received from the Reed Act to build a self-sustaining vehicle for Maui County youth to receive job readiness skills training. By working with the Personal Transition Plan (PTP) Coordinators to assist them in solidifying a *Uniform PTP Curriculum for Maui County* and developing the *How To Keep A Job* curriculum, Ku'ina has achieved this goal. The new curriculum is an excellent supplement to the existing job readiness skills taught via the PTP, and it was developed by Maui High PTP Coordinator Jeneen Fukuroku.

This report has a dual purpose. It will highlight the HSCL accomplishments for the months specified and serve as a final report. It is important to remember that during

the 2009 – 2010 School Year, there were staff changes at four schools: Baldwin, Kihei Charter, King Kekaulike, and Lahainaluna. There were a combined total of 312 students the HSCL assisted at these four schools the previous year. Due to these staff changes, it affected the number of students the HSCL assisted during Fall Semester 2009. The following high schools participated in the *Career Awareness for Youth* program: Lahainaluna ALC, Maui High, Maui High SMP, and Puunene ALC. The following table highlights the HSCL’s outreach for Calendar Year 2009:

Spring Semester	430
Summer School	30
Fall Semester	236
Total	696 students

Mock Interview/Career Day

On November 13th, the Ku’ina program hosted Maui High School students (Grade 10) at Maui Community College (MCC). These students participated in a Mock Interview/Career Day on campus. There were 33 interviewers representing multiple companies within the business sector. During the mock interviews, employers were encouraged to discuss job openings with students who they rated as a *Definite Hire*. Students also toured two academic interest areas on campus, which offered a career shadow experience. A total of 200 students attended.

The HSCL also collaborated with the Career and Life Planning teacher at Baldwin High School. On September 22nd and December 10th, approximately 180 total students completed their Mock Interview. The HSCL provided Joyce Miyamoto at Baldwin High with 24 business contacts interested in being a Mock Interviewer that were obtained at a SHRM Maui Chapter meeting and a job fair hosted by Pacific Radio Group.

Summary

Due to the elimination of the HSCL position, multiple projects as previously identified were no longer feasible to complete. They are as follows:

- Collaboration with SHRM Maui Chapter to assist high school students with participating in a mentoring program. As part of the Senior Project, students need to complete a Career Project (Job Shadowing/Mentoring). This is defined as a student that works with a community mentor (30 hours), one-on-one, in a specific area related to the student’s desired goals and interest.
- Promotion to high school students and administrators about the Summer Youth Employment Program, which is a six-week training program that enables youth to earn money while also gaining job training and skills. During Summer 2009, this program was offered by MEO.
- Partner with Cooperative Education and Job Placement at MCC. A change was made to their *Job Order Form*, and now employers can check an additional box titled *Employment or Job Shadow for high school student (16-18 yrs. old)*. Employers complete this form to post jobs through Coop at no charge.

There have been many projects the HSCL and Ku'ina program were able to complete with Reed Act funds. They are identified as follows:

- Hosted a PTP Coordinators' Day at Maui Community College (MCC). This day established a final draft of a **Uniform PTP Curriculum** for Maui County, because Ku'ina ensured the participation of all PTP Coordinators including the Outlying Areas (Hana, Lanai, and Molokai).
- Developed a series of workshops at MCC for Maui High (Grade 10) students to complete their missing PTP requirements. This was an initial Pilot Test meant to be expanded to the other high schools had the funding continued.
- Assisted MCC with a coordinated outreach to Maui County high schools with an initial pilot test at Maui High. MCC will have activities for students related to Compass Prep and the Compass Test along with an Orientation of Programs/Requirements (i.e. application, financial aid, MCC programs, etc.). This is now a coordinated rather than disjointed effort.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending December 31, 2009 (2nd Quarter of PY09).

CATEGORY	MEASURES	ACTUAL		GOALS
		Current Qtr	4 - Qtr	
ADULT	Entered Employment Rate	0.0%	66.7%	65%
	Employment Retention Rate	100%	81.8%	74%
	Earnings Change	\$7,525	\$7467.80	\$10,800
	Employment and Credential Rate	0.0%	0.0%	62%
DISLOCATED WORKER	Entered Employment Rate	100%	89.7%	57%
	Employment Retention Rate	100%	94.60%	86%
	Earnings Change	\$11,337.2	\$13,581.0	\$5996
	Employment and Credential Rate	0.0%	0.0%	57%

OLDER YOUTH	Entered Employment Rate	0.0%	0.0%	33%
	Employment Retention Rate	0.0%	0.0%	60%
	Earnings Change	\$0	\$0	-\$244
	Credential Rate	0.0%	0.0%	38%
YOUNGER YOUTH	Skill Attainment Rate	66.7%	86.40%	71%
	Diploma Attainment Rate	100.0%	50%	44%
	Retention Rate	20.0%	41.2%	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 WIA Quarterly Report (ETA Form 9090).

4) OTHER: NONE