

Hawai'i County Workforce Investment Board (HCWIB)

Report to the WDC

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County: Hawai'i

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1) Summary

Hawai'i County continues to look for ways to help support residents and businesses struggling with job losses, closures and the slow recovery of the economy. The One Stop network continues to be a valuable tool for collaboration and communication between partners. Additional formula funding next year will be used well. We were able to leverage the ARRA funding and serve more than double the clients this year with those funds. In an effort to jointly support our unemployed and our employer, Hawaii County is heavily promoting the new Volunteer Internship Program

2) Individual WIA Programs

Workforce Development Division - Adult Program:

Unemployment for Hawai'i County County rose to over 10% in March, 2010. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market. Hawai'i Branch, with its local offices in Hilo and Kona, has stepped up its job preparation activities for our participants to increase their competitiveness.

Despite employment opportunities remaining scarce, WDD staff continue to provide an array of job readiness workshops with heavier emphasis on career navigation and counseling. Continuous engagement is a common theme for all levels of unemployed individuals. Participants have opportunities to seek local college financial aide assistance through orientation and application workshops at the One-Stop. As a direct result of a recent Greg Newton training, Career Exploration workshops and Job Clubs will also be added activities. Training opportunities will be expanded without necessarily utilizing WIA Funds.

With modest budgets and limited training dollars, program staff continues to refer to other BIWC E & T agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, WDD is a referral source for ex-offenders reentering the labor market.

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

Our ARRA Youth Program has also served as a feeder to our WIA Adult Program and has represented the continuum of services for our youth 18 years of age and older.

Due to Hawai'i County's high per capita poverty rates and double digit unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy.

In Hilo, a computer training room and the valuable resources from the Hilo Community School for Adults instructor are making it possible for WIA participants to receive basic education and basic keyboard training.

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

Orientation sessions have grown from two per month to eight per month and are at capacity as many are interested in training and retraining. Specifically, there is overwhelming interest in Certified Nurse Assistant Training. Unfortunately, many of our graduates are taking a longer time obtaining gainful employment upon completion due to the poor economy.

Through the end of the 3rd quarter (March 31, 2010) enrollments are at 85.35% or 111 enrollments accomplished with an annual planned goal of 130.

We continue to be grossly understaffed due to a hire freeze and the loss of staffing.

ARRA Adult

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

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

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

As of March 31, 2010, ARRA Adult enrollees are at 79% or 79 enrollments accomplished with an annual planned goal of 100.

Workforce Development Division - Dislocated Worker Program:

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants has greater skill sets and sounder work maturity skills. However, with many participants, new occupational skills and skill sets need to be learned. Readjustment services in this very tight economy becomes paramount to their re-employment.

What is becoming more and more apparent is the increased desperation in our participants’ job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus. Participant’s also take advantage of financial aide workshops and orientations.

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

Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range. Many participants are opting to return to school and/or receive more training during this economic downturn.

As of the 3rd quarter (March 31, 2010) enrollments are at 62.22% or 112 enrollments accomplished with an annual planned goal of 180.

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

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

ARRA DW

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

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

As of March 31, 2010, ARRA DW enrollees are at 36.66% or 77 enrollments accomplished with an annual planned goal of 210.

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

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

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

Workforce Development Division – ARRA Youth Summer Program:

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

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

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

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

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

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

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

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

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

Goodwill Industries – Out of School Youth Program:

Number Served: Ola enrolled eleven new youth in Hilo this past month and is now serving forty-six older and younger youth. In addition, Ola is serving sixteen youth in our follow-up service that are not counted in this report. Ola I Ka Hana is actively recruiting in Hilo and Kona through schools, courts, the adult education programs, community agencies and current families to meet the target goal of ninety-one.

Success: Through the program's targeted marketing effort, Ola Hilo was able to enroll eleven new youth this past month and there are an additional four completing the enrollment process. Two Hilo youth completed all five CBHSD units and are preparing to take the Mastery exam in April. Literacy and Numeracy rates continue to increase among Ola youth as a result of on-going tutoring and basic skills development. Ola continues to provide leadership activities, mentoring and counseling to youth to increase life skills and independent living skills. Occupational exploration opportunities are offered monthly.

Most youth have developed elements in their ISS that focus on building positive relationships with their peers and adult mentors. Youth have been able to work on these goals through the independent living enhancement activities that youth do in small groups lead by a youth group Alaka 'i chosen by the Youth Specialist. Together the youth continue to budget, prepare shopping lists, prepare meals and clean-up. As a result, Youth Specialist have seen more cooperation and improved levels of responsibility during class time. One of the Kona youth took on a leadership challenge to plan and lead a Career exploration excursion. He is currently working with the Natural Energy Lab in Kona to develop an experiential tour.

Many of the youth have identified substance use and abuse as a barrier to success and as a result Ola is providing the Not on Tobacco program through the American Lung Association. This ten week sessions has proven to be successful when previously implemented in the Ola program. The feedback from the youth is consistently positive.

Follow-up: One CBHSDP graduate from Kona obtained an on-the-job training opportunity with Kaloko Auto Body and another youth has registered for a Phlebotomy Course to being in May. Youth Specialists connect with youth through telephone calls, one-on-one and small group sessions. Ola Hilo and Kona are working with seven youth to complete financial aid packets, file taxes and complete enrollment packets for successful enrollment into college this coming fall.

2009-2010 Collaborations:

The Ola program's ongoing collaborative relationships include BISAC, Ke Ala Pono –Drug Intervention Program, Hilo Community School for Adults, East and West Hawaii High Schools, Big Island Martial Arts, Boys and Girls Club Community Garden, Yoga Centered, GIH Waiver/ Adult Day Health Program and Center Stage Dance Studio, Yoga and Meditation Club, Alu Like, Na Leo Public Access Television Station, Regency Retirement Home Kona, Kaloko Auto Body, Men of Pa'a, Hilton Waikoloa Village, Puna Geothermal Ventures, Mokuapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Panaewa Zoo.

Paxen – In School Youth Program:

Our Annual Planned Cumulative total is at Ninety (90) participants for PY 2009-2010. For the month of March we have a total of sixty four (64) "current enrollment participants". For PY 2009-2010 our "new planned enrollment count" is Eighteen (18) new participants.

We have just completed Work Readiness Training for our last planned 8 participants for PY 09-10 on the East Side of the Island fed through our program by our About Face sister programs at both Hilo and Kea'au High Schools. These participants were fortunate enough to utilize bus transportation funded by HIWEDO through Cindy Ohigashi as well as Taxi Coupons. The participants whom completed this Work Readiness Training not only learned from the Curriculum, but the larger picture of learning came from the diverse background that each brought and how they each were able to "share" their experiences and feelings with what was being taught. Out of these eight participants, three were homeless. These three participants are currently Seniors in high school, and want to take the next step to becoming stable by becoming employed and continuing on with their education into a post-secondary setting.

We continue to case manage our ACTIVE participants on the West Side of the Island. We have participants who have begun their Work experience component with assistance of the Hui 'Ana program and Paula Thomas. The Furlough Friday Workshop was a complete success with a total of 27 in attendance. Through this workshop another 14 participants were able to sign up for the Hui 'Ana Internship and receive personal counseling by Paula Thomas and key personnel from Konawaena High School. Our West Case Manager continues to be a stable support to participants in school as she does her Weekly Visits/Case managing in school.

In Ka'u, participants have completed their Third Quarter. We are working on Hui 'Ana Internships there with Ka'u High School's Counselor, Laura Walker. Our participants continue to upkeep their grades and participate in afterschool sports.

We are currently servicing twenty six (24) participants who have been exited and are currently in follow-up services. We continue to strategize in transitioning our exits into our Adult Program to assist with that step up from high school into the Adult workforce. We are working with the local community colleges and University to establish an "enrollment" day full of information regarding the colleges and financial aid assistance as the new school year rounds about. We've assisted participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

Collaborations: We continue to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Acadia Health Care, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka'u High school, Konawaena High school, and Kealakehe High school, and local businesses (Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

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

Jan. 10: Working with Tradewinds on start up (forestry company to begin operations in approximately a year. Looking for training and workforce support)

Jan. to Mar.: The US Census Bureau used the BIWC One-Stop to conduct interviews and training of their newly hired surveyors)

Jan. 12: Navigating Hawaii Labor Law seminar to 30 West Hawaii employers. Overview of UI, Labor Laws, and changes to UI. Updated employers on BIWC services.

Jan. 13: Provided/committed partnership support from HCC and WDD(One-Stop) to Tradewinds, a logging employer

Jan. 20-22: Participated in 3-day Greg Newton Training (Subjects: Seismic Shifts in Workforce Development; Strategic and Sustainability Planning for Workforce Investment Board, HIWEDO, Huiana, Going Home, etc.

Jan. 21: Huiana Internship Strategic Planning Meetings for sustainability

Jan. 22: Livermore Laboratories of California used the One-Stop to conduct interviews and strategic for potential trainees and did strategic planning with manager.

Feb. 2: Job Corps. of Hawaii used the One-Stop to conduct orientation, assessments and interviews for recruitment of potential participants.

Feb. 2: Participating in Health Recruitment and Retention sub committee meetings. Working with Ali'i Health to access community resources for new physicians.

Feb. 4: Job Corp utilizing One Stop in Kona to interview potential enrollees.

Feb. 10: Participated in HCWIB meeting held at Keck Observatory.

Feb. 21: Hamakua Resource Fair

Feb. 24: Sponsored Job Accommodation Network (JAN) session at Hilo Hawaiian Hotel (40 employers attended)

Feb. 24: Site visitation to Goodwill Youth program in Kona.

Feb. 25: One-Stop manned booth at Office Social Ministries Meth Awareness Day (Mo`oheau Park)

Feb. 25: Attended Homeless Veterans event and coordination meeting to plan for activity for May 2010.

Feb. 25: WH Employment Solutions meeting held at ARC of Kona. Working on grant to serve graduating students with transitioning into the workforce.

Mar. 2: Supported Journey Through the Universe (S.T.E.M.) Initiative with schools and employers

Mar. 3: Provided to the Hawaii Community College Human Service class - One-Stop orientation and Job Readiness workshop. (27 students attended)

Mar. 3: Continue to support Health Care Alliance by chairing Recruitment & Retention Subcommittee

Mar. 15: One-Stop manned booth at the Hawaii Community College Career Fair (252 students attended)

Mar. 16: HCC – UH Center, WH did presentation on course offerings at Kona WDD.

Mar. 17: New Business Leadership Network planning Inaugural Event to honor employers supporting persons with disabilities

Mar. 17: Motivational workshop for SOWE participants.

Mar. 17: Attended HCC regents meeting to promote building of new WH campus at Palamanui.

Mar. 18: Participated in Kona Kohala Chamber Business Expo.

Mar. 19: One-Stop manned booth for Thy Word Ministries Resource event for the homeless (Mo`oheau Park)

Mar. 21: One-Stop manned booth at the Honoka`a Resource Fair – (150 employers in attendance)

Mar. 22: Supporting DOE Community Alliance and its initiatives (Journey Through the Universe, Huiana, Junior Achievement, Business-Education Partnership, etc.)

Mar. 23: Distributed backpacks to agencies working with homeless Going Home participants.

Mar. 25: Attended Homeless Veterans event and coordination meeting to plan for activity for May 2010

Mar. 25: H2A housing inspection.

Mar. 27: Supporting LWIB's Oversight, Outreach and Planning Subcommittees

Mar. 29: Provided Job Readiness Workshop to Hilo High School STEM students in preparation of Huiana Internship program (12 students attended)

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

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

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

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

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

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

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

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

Apr. 29: Supported Huiana Hoike Ceremony at Sangha Hall

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

3) Other Items/Programs

Certified Nurse Aide (CNA):

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

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

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

Reed Act II: see attached report

Hawai'i Island Workforce and Economic Development Ohana, Inc (HIWEDO): Going Home is continuing to develop their website and committees are pursuing the creation of a brochure to conduct outreach. As a result of HIWEDO's strategic action planning, grant research and writing is being outsourced on a continuous basis. Many proposal opportunities have been made available to the Public Safety division and as a result of these proposal requirements, HIWEDO works diligently with their intake services division and Hale Nani facility to develop projects that will help generate an income stream for HIWEDO. This includes a comprehensive mentoring program component and an organic farming initiative at their Hale Nani facility.

Huiana is continuing to seek corporate sponsorship for their means of sustainability. Strategic action planning will begin in June. A mentoring consultant was invited to meet with important coordinators of the Huiana program to enhance the mentoring piece and enhance program components that will allow replication.

The success of our Huiana internship program has created a niche for HIWEDO. The Huiana strategic planning process will also be used to design an internship/ pre-work onsite training for a larger market. This will allow the model to be transferred to other populations and industries. HIWEDO would like to expand to other markets after creating written formulized processes. This also includes developing an academic component that will help interns who have completed certificated programs to gain the practical experience they need.

The transportation program has done successful outreach and is now providing rides for youth throughout the entire island. We are in the process of delivering a transportation conference in partnership with County Mass transit.

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

4) Quantitative Report 3rd Quarter numbers not finalized

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

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

5) Other

HCWIB Quarterly Meeting:

Wednesday, April 13, 2010. The HCWIB held its quarterly meeting at the County Building, Aupuni Center in Hilo. Our speaker Was James Hardway who addressed us about the WDC SESP grant. Our Next HCWIB meeting will be August 11, 2010 in Kona.