

WIB report to the WDC
(For May 13, 2010, WDC Meeting)

Date:	May 10, 2010
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

Maui County WIB is progressing under the leadership of Chair Ron Nelson. The WIB Chair, Vice-Chair, Youth Council Chair, and staff attended the NAWB Conference in Washington D.C. in March. Through this conference, the members were enlightened with the responsibilities and possibilities of WIA.

Members of the WIB are taking active roles to support various areas of upcoming programs, specifically in participating in the SESP planning and input; support of staff and program; participation in mock interviews, and other areas where help is requested.

During this period, the Youth RFP Committee, completed the task of publishing, reviewing and selecting the Youth provider for the next program year. The participation of the WIB members are greatly appreciated.

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 follows.

2) INDIVIDUAL PROGRAMS

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

Recruitment is on-going for the Adult and Dislocated Worker programs. WIA staff is working with possible clients to determine training need, regardless of the challenges with the employment outcomes. Approved training opportunities are in more general areas where the application would cover a broader spectrum of occupations. In the past, it was easier to offer training specific to occupations in demand.

Assisted the following employers with their respective on-site recruitment efforts: Maui Electric Company (11), Maui Economic Opportunity, Inc. (10), TC Kokua (2), Marriott's Maui Ocean Club (7), Hyatt Regency Maui (5), HC&S (10), Westin Maui Resort & Spa (10), VIP FoodService (5), Maui Memorial Park (2), Hawaii Family Dental, Dana Takashima DDS, Howard's Nursery, Longhi's Restaurant, Charley's Restaurant, Sears, Uncle Louie's Sausage, Coca Farms LLC, Safeway, Hopaco/Office Max, Molokai General Hospital and Rawlins Chevron Service 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 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 have 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
- ✚ WDD/WSM participated in the following Webinars and teleconferences:
 - USDOL – Trade Adjustment Assistance
 - ✓ Health Coverage Tax Credit (HCTC)
 - ✓ Re-Authorization information/comparison and overview including recent American Recovery and Reinvestment Act (ARRA) changes
 - USDOL – Alien Labor Certification (ALC)
 - ✓ H2A – Final Rule, Forms, Housing Issues/Concerns, FAQ's, Employment Verifications, Wage Determinations, Recruitment, etc
 - Volunteer Internship Program (VIP)
- ✚ Staff participated in the Community Resource Fair sponsored by United Way and AFL-CIO Community Services at the Queen Kaahumanu Center – February 25, 2010
- ✚ Data Validation for WIA Adult, Dislocated Worker and NEG programs- January 6, 2010
- ✚ WIA State Monitoring of Adult, Dislocated Worker and NEG programs- February 18, 2020

WIA (Workforce Investment Act)

Management continues to work on strategies to improve enrollment, performance, counseling and case management within the WIA programs. Currently, we have implemented the following:

- ✓ Selected specific staff to coordinate our efforts to better the WIA programs

- ✓ Dually enroll eligible participants
- ✓ Re-visited current operating procedures (on-going)
- ✓ Staff training (counseling/case management, understanding of the performance measures, customer service, conflict resolution) – this effort is on-going
- ✓ Increased collaboration with Maui Community College – Coop Program

On-going processes:

- ✓ Increasing enrollments for Core and Intensive services
- ✓ Intensive staff training
- ✓ Outreach services
- ✓ Increase collaboration with mandated partners and other agencies to assist with cost of training needs
- ✓ Continue improving standard operating procedures

Data Validation report received, corrective actions completed, closed. WIA State Monitoring conducted this quarter for Adult, Dislocated Worker and National Emergency Grants (NEG). Report is pending.

- ✚ WIA staff continues it's 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
- ✚ Continued dual enrollments of participants under formula WIA funding and the American Recovery and Reinvestment Act (ARRA) funding streams

ARRA

Staff continues to provide ARRA specific services to qualified individuals. Again, training opportunities in general areas are favored due to the unforeseeable employment future.

- ✚ On going assistance to participants from Aloha Airlines and Molokai Ranch through the NEG. As the NEG will expire effective June 30, 2010, staff is prepared to grandfather participants into the WIA Dislocated Worker formula funding
- ✚ Monthly WIA staff meetings have commenced as of January 2010

3) Other Items

- ✚ Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our military personnel conducting weekly outreach at the Maui Veteran's Center, daily/weekly employer

relations to various businesses including the Trade Unions and a participant in the Community Resource Fair. LVER continues with providing mini Transitional Assistance Program (TAP) workshops at the One Stop Center and TAP is also provided weekly at the Maui Veteran's Center as needed

- ✚ 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 also provides monthly overview, program awareness and updates to all staff at WDD/WSM

Staff has attended numerous Webinar training sessions, attended monthly meetings with the Development Disabilities Council Maui Committee (DD Committee), Maui Disability Council, Medicaid Infrastructure Grant Committee, Vocation Rehab and participated in the Community Resource Fair

Staff participated in the "BIG MAC" HS Transition Group Planning Meetings and Event and the Job Accommodations Network (JAN) workshop

- "BIG MAC" HS Transition – Sponsored in part by the DD Committee, the DOE and DVR, this program addresses various topics of interest for students with disabilities who will be transitioning from high school and joining the community
- JAN – This services is provided by the USDOL Office of Disability Employment Policy (ODEP). JAN's mission is to facilitate the employment and retention of workers with disabilities and services to employers include one-on-one consultation about all aspects of job accommodations, including the process, ideas, product vendors, referral to other resources and ADA compliance assistance

- ✚ 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.

Laid off employees of ML&P (December 31, 2009) have been assessed and provided with Core, Intensive and Training information and services. Three (3) former employees started training this spring semester at Maui Community College (MCC) in the Culinary Arts Program and Sustainable Energy (2). One (1) participant enrolled at the Maui Community School for Adults English as a Second Language course and three (3) others will start the summer semester at MCC in the Human Services Program and Building Maintenance Program (2)

Maui Pine

Five dislocated individuals have taken advantage of the training opportunities in Sustainable Construction Technology (Green Jobs), Culinary, Human Services, ESL and possibly GED. Six individuals have returned to work. Many challenges exist with this population, however, staff provides every available resource and possible opportunity and encourages “customer choice”.

Case management and training needs assessment on-going for all former ML&P employees through the TAA program

- ✚ 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’s HireNet Hawaii operating system

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

REA has been extended beyond March 31, 2010

Volunteer Internship Program (VIP). Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. 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 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
Volunteer Internship Program (VIP)

The new VIP program provides internship opportunities for jobseekers wanting to experience a new occupation. The goal of the VIP is to allow the jobseeker to gain work experience as an intern with perspective businesses. It is hopeful that participating businesses will consider hiring the intern following the completion of a successful internship. Please refer to VIP Flyer and FAQ page.

(More information may be found at www.hawaii.gov/labor/vip)

- ✚ On going assistance is provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). No wage determinations at this time due to changes in Federal Regulations, however, processing two (2) H2A temporary employment applications. 76 new WOTC determination request have been received this quarter

Rapid Response

No formal rapid response activities have been provided since Maui Land and Pine in December 09.

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

1) Workforce Investment Act

Ku`ina participants are continually engaged in the program requirements discussed in the previous report. This report, will elaborate on four Ku`ina program services: Financial Literacy Opportunities, Financial Barrier Removal, Monitor Academic Progress, and Personal Counseling and Referral. These services are provided to increase student success.

Financial Literacy Opportunities

In the summer of 2009, Carole Ann Simpson, USA Funds Debt Management Consultant, lead training at the University of Hawai`i Maui College (UHMC) campus to introduce an online Financial Literacy curriculum. She shared research that concluded that those students who were able to manage their personal and financial lives, were more likely to complete post-secondary education with the least amount of debt.

With that, the Ku`ina program require students to complete financial literacy opportunities via a free online financial literacy course made available through USA Funds. These financial literacy modules cover two main topics: Financial Aid and Paying for College, and School and Personal Life Management.

Starting this past fall semester, Ku`ina introduced this course to the Ku`ina participants and monitored their progress throughout the year. Students are required to complete nine financial literacy modules. Currently, 8 of 15 students have completed this requirement. Collectively, Ku`ina students completed 88 modules in Financial Aid and Paying for College and 92 modules in School and Personal Life Management. According to a recent USA Funds report, Ku`ina students averaged a ten percent (10%) increase from their pre-assessment score to their post-assessment score.

Financial Barrier Removal

One of the largest barriers Ku`ina students face is the ability to finance their academic journey. To every extent possible, Ku`ina finds resources to cover the partial or full cost of the tuition, text books, uniforms, tools, travel cost, and exam fees of the student. This is accomplished by referring students to UHMC Financial Aid Office (FAO) and Educational Opportunity Center (EOC). If these financial avenues do not suffice, Ku`ina utilizes WIA funds to off-set the

remaining cost. Since Spring 2009, Ku`ina assisted 19 students in obtaining a cumulative amount of \$74,819 of free money: \$61,340 in scholarships and grants and \$13,479 in Ku`ina grant funds. This is an average of \$3,938 per student.

By removing these financial obstacles, Ku`ina has four GED graduates (three of whom enrolled at UHMC), two Liberal Arts graduates (one of whom is pursuing a bachelors degree), one Practical Nurse graduate (who is looking to attain a bachelor's degree in Nursing), and a few Culinary and Dental Assisting certificate completers.

In addition to meeting students' educational expenses, Ku`ina granted \$1,825 in supportive services funds to cover clothing, transportation, and housing costs for 11 students.

On other occasions, Ku`ina provided 14 monthly Maui Bus vouchers to students needing transportation assistance to attend their respected educational institution and \$1,000 for a student to reside at Kulana`ao.

Monitor Academic Progress

As the weeks quickly unfold throughout the semester, each Ku`ina student is required to submit a progress report for every class on a monthly basis. This is key to improving student success, enabling communication among instructor, student, and program. This allows Ku`ina to follow up on any "red-flag" issues such as frequent absences and incomplete assignments. Instructors also share valuable recommendations for the program staff to address with the students. These recommendations range from tutoring services, study skills, time management, or necessary educational supplies. Program staff meets with instructors, and make home, work, or school visits as often as necessary. It is important for program staff to act upon a progress note in a timely manner to assist students in removing any potential barrier that could impede students' academic progress or career goal.

Currently, Ku`ina meets with 50% of participants two to three times a semester. Due to uncooperative students and busy schedules, it is a challenge to meet with the remaining 50% of students.

Personal Counseling and Referral

Through individual appointments, program staff uncovers overwhelming personal obstacles that serve as hindrances to each student. It is imperative that program staff be sensitive to the needs of a diverse student population and address each difficulty head on.

In instances that are beyond the program's capacity and expertise, the program will often seek support from other resources. This past year, program staff has provided transportation and accompanied students to six community agencies such as the Social Security office for disability assistance; Department of Human Services for Medicaid, welfare, and food stamps; Department of Vocational Rehabilitation for employment services; Arbor Employment and Training for childcare assistance; Ka Hale A Ke Ola (homeless resource center) for temporary housing; and Adult Client Services for sessions with a student's Probation Officer. Program staff also worked with UHMC's Personal Support Counselor, Aris Banaag, to help their clinically depressed student seek medical

attention. These valuable resources provide hope for students and will help them to succeed in achieving their educational goals.

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

Mock Interview/Career Day

On April 16th, the Ku'ina program will host the second half of Maui High School sophomore students. These students will participate in a Mock Interview/Career Day on the UHMC campus. There are approximately 30 interviewers representing multiple companies within the business sector. Members of the Maui County Workforce Investment Board will also participate as mock interviewers. There are 200 students scheduled to tour two academic interest areas on campus. These tours will serve as a career shadowing experience.

****Note:** This event will serve as the last event for the Reed Act grant. The Ku'ina program hopes to receive additional funding to continue the efforts to reach the Maui County high schools.

3) ACTUAL vs. GOALS

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

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	0.0%	66.7%	65%
	Employment Retention Rate	100%	81.8%	74%
	Earnings Change	\$7845	\$7610	\$10,800
	Employment and Credential Rate	0%	0.00%	62%
DISLOCATED WORKER	Entered Employment Rate	100%	89.7%	57%
	Employment Retention Rate	100%	89.7%	57%
	Earnings Change	\$11,337	\$13,581	\$5,996
	Employment and Credential Rate	0%	0%	57%

OLDER YOUTH	Entered Employment Rate	0%	0%	33%
	Employment Retention Rate	0%	0%	60%
	Earnings Change	\$0	0	-\$244
	Credential Rate	0%	0%	38%
YOUNGER YOUTH	Skill Attainment Rate	77.8%	89.3%	71%
	Diploma Attainment Rate	100%	40%	44%
	Retention Rate	20%	47.1%	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 2nd Quarter report provided by the StateDLIR/WDD. Only preliminary information available for PY09 3rd quarter.

4) OTHER: NONE