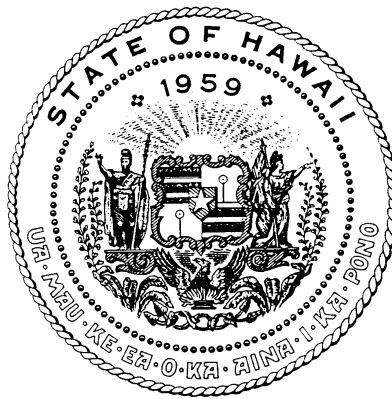

Year Nine

Workforce Investment Act Title 1-B Annual Performance Report Program Year July 2008 – June 2009



State of Hawaii

October 1, 2009
(Amended October 15, 2009)

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FOREWORD

An annual performance report serves many purposes. The Workforce Investment Act (“WIA”) Annual Performance Report’s primary purpose is to comply with WIA reporting requirements. It lets stakeholders know whether the State of Hawaii met its negotiated performance outcomes for the Workforce Investment Act Title I-B program. It also highlights activities that indicate continuing improvement at the strategic, programmatic, and ground levels.

Veteran stakeholders who have read Hawaii’s WIA Annual Performance Reports will find that the outline of this report remains the same as in previous years. However, the narrative section includes new requirements from the U.S. Department of Labor Employment and Training Administration (“DOLETA”). For example, DOLETA wanted to know the effects of waivers on performance results and the initial results on implementing the American Recovery and Reinvestment Act (“ARRA”).

New or first-time readers of a WIA Annual Performance Report will likely want more extensive background on WIA and Hawaii’s workforce development system. That information can be found on our website at www.hawaii.gov/wdc.

Although the Hawaii Workforce Development Council (“WDC”) prepared this report, it was a collaboration of many entities. The WDC Evaluation and Accountability Committee members provided the overall guidance to ensure the report complies with the requirements, lays out the foundation for future in-depth evaluation, and is submitted in a timely manner. The Department of Labor and Industrial Relations and its Workforce Development Division, Research and Statistics Office, and Administrative Services Office, provided accurate performance data and text. The four local workforce investment boards, i.e., Oahu, Kauai, Maui County, and Hawaii County, submitted quarterly reports that were used in many of the local area highlights. Throughout the year, the WDC listened to analyses and insights of key LWIBs and One Stop Center staff.

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EXECUTIVE SUMMARY

The economic environment in Hawaii was not conducive for implementing Hawaii Title WIA I-B program State and local area strategic plans. At the onset of PY 2008, the four local area WIA one stop delivery systems were strategically geared to addressing Hawaii's severe labor shortages, but instead were sought to address layoff aversion and rapid reemployment. In FY 2007, Hawaii's average unemployment rate was 2.63 per cent. By August 2009, Hawaii's UI rate was averaging 6.93 per cent. This rapid escalation of the state's UI rate, and subsequent deterioration of the economy, led the State and local areas, in turn, to reconfigure their strategies towards this new development utilizing funding allocated on better economic times. Fortunately, at the end of PY 2008, the State and local areas received a boost with the American Recovery and Reinvestment Act supplemental funding.

In PY 2008, Hawaii spent a total of \$6,182,656 in WIA Title I formula funds and \$435,053 in ARRA funds. This is the lowest expenditure level since the inception and implementation of WIA. As required by law, 85 percent of the funds were distributed to the local areas for the three WIA Title I programs—Adult, Dislocated Workers, and Youth. Average cost per participant is estimated at \$2,343.51 based on 2,076 reported participants and \$4,865,123 reported program expenditures. Fifteen percent of the funds were used at the State level for statewide activities such as planning, monitoring, information management, and technical assistance. Funds were also spent on rapid responses to mass layoff events.

Hawaii met or exceeded 11 of its 17 negotiated WIA Title I-B program performance targets. It met its negotiated outcomes relating to employment, retention, earnings, employability among adults and dislocated workers who have exited the program, and retention and skills development or employability of youth ages 14-18. It did not meet its older youth and customer satisfaction targets. It exited only 17 older youth ages 19-21 and missed all negotiated outcomes for older youth employment, retention, earnings, and credentials. It does not have data on customer satisfaction.

The State and its local areas were outstanding in local cooperation and/or regional coordination. The report highlights only a fraction of promising practices and/or indicators of continuous improvement at the strategic, programmatic, and ground levels. Among the highlights are:

- Completion of a 2009-2014 State Comprehensive Workforce Development Plan.
- Update and maintenance of HireNet Hawaii as a statewide resource for employers, jobseekers, and service providers, as well as a management information system. In PY 2008, HireNet Hawaii registered a user level of 75,461 jobseekers.
- Streamlining program operation tools such as the reduction of a 90-page training provider eligibility application package to 12 pages.
- Registered Apprenticeship Program ("RAP") Action Clinic resulting in four local area action plans for RAP and WIA alignment. Recognition of Kauai's Foreign Auto and Collision program as the first integrated WIA-apprenticeship program.
- Best practices presentation at the 2009 National Association of Workforce Boards on the "Rural Workforce Initiatives: Hawaii County's Collaborative Community Model."

Finally, Hawaii responded to new initiatives such as green jobs and the ARRA summer youth employment program (“SYEP”). Briefings, workshops, and information tools were launched on green jobs. Three local areas had their ARRA SYEPs up and running in the summer of 2009.

Section One • Workforce Investment Act in Hawaii

Background

The Workforce Investment Act of 1998 (“WIA”) led to the creation of Hawaii’s four local area one-stop delivery systems--Oahu WorkLinks, Kauai **WorkWise*, WorkSource Maui and Big Island Workplace Connection. As part of Hawaii’s workforce development system, these entities are designed to:

- Offer comprehensive employment, labor market and career information;
- Help individuals gain employability skills through targeted education and training;
- Help jobseekers and employers connect;
- Provide specialized assistance to individuals with barriers to employment;
- Assist businesses address workforce issues; and, overall;
- Offer services and information in an integrated and customer-driven atmosphere.

The networks of the four one-stop delivery systems extend beyond 14 physical locations through outreach staff for special populations and businesses. The four one-stop delivery systems are also supported by HireNet Hawaii, a virtual resource offering a wide variety of core employment services from any location with internet access. They are operated by four local workforce investment boards (“LWIBs”) and work with networks of partners including the state level Workforce Development Council (“WDC”) and the State Department of Labor and Industrial Relations (“DLIR”).

Funding from the federal WIA Title I-B program supports statewide and local area activities that improve the workforce system and deliver services to adults, dislocated workers, and eligible youth.

The performance measures of the WIA Title I-B program answer the following questions:

- Are program beneficiaries getting employed?
- Are they keeping their jobs?
- Are they becoming more employable?
- Are they earning more than before?

Performance Environment

Economy and Employment

Year nine or Program Year (PY) 2008 covers July 2008 to June 2009. In PY 2008, the record breaking low unemployment rate of PY 2007 vanished. There was an economic recession that was characterized by extraordinary uncertainty. Employers, jobseekers, and service providers experienced the impact of a rapid rise in unemployment from 4.3% in July 2008 to 8.0% in June 2009. The average unemployment rate or measure U3 was 6.3% and the fuller measure of unemployment or measure U6 was 13.3%. Table 1 compares Hawaii's unemployment rates with the country's rates.

Table 1. Two Measures of Labor Underutilization, Hawaii and US
July 2008 to June 2009

Measures	Hawaii	US
U-3, total unemployed, as a percent of the civilian labor force (this is the official unemployment rate)	6.3%	7.6%
U-6 total unemployed, plus all marginally attached workers, plus total employed part-time for economic reasons, as percent of the civilian labor force plus all marginally attached workers. (this reflects a more complete picture of labor underutilization)	13.3%	13.7%

Note: North Dakota and Nebraska had the lowest unemployment rates at 3.7% and 4.0% (U3), respectively. They also have the lowest underutilization at 7.0% and 7.8% (U6), respectively. U1, U2, U4, and U5 measures are discussed and presented in www.bls.gov/lau/stalt09q2.htm

The monthly average civilian labor force count between July 2008 to June 2009 is 651,838. A U3 of 6.3% is approximately 41,066 and a U6 of 13.3% is approximately 86,694

Source: www.bls.gov

In PY 2008, Hawaii had 39 mass layoff events involving 4,502 worker separations. About 2/3 of the worker separations occurred in either Accommodation & Food Services (1,610, 36%) or Construction Industry (1,382, 31%). In contrast, there were 21 mass layoff events in PY 2007 and they involved a total of 7,268 worker separations. Most of the layoff is from the Transportation & Warehousing industry (5,193, 71%). Table 2 lists the industries and number of laid off workers due to mass layoff events in PY 2007 and 2008.

Table 2. Mass Layoff Events in Hawaii Program Years 2007 and 2008
By Industry and Workers Laid Off

Mass Layoff Events By Major Industry PY 2007*			
<i>Industry</i>	<i>Events</i>	<i>Laid Off</i>	<i>Percent</i>
Transportation & Warehousing	6	5,193	71%
Accommodation & Food Services	3	915	13%
Construction	7	710	10%
Information	2	222	3%
Retail Trade	2	168	2%
Manufacturing	1	60	1%
Total	21	7,268	
Closures	4	4,890	
Transportation and Warehousing	3	4,827	
Retail Trade	1	63	

Mass Layoff Events By Major Industry PY 2008*			
<i>Industry</i>	<i>Events</i>	<i>Laid Off</i>	<i>Percent</i>
Accommodation & Food Services	11	1,610	36%
Construction	15	1,382	31%
Transportation & Warehousing	5	747	17%
Health Care & Social Assistance	3	239	5%
Information	2	223	5%
Retail Trade	2	211	5%
Administrative & Waste Service	1	90	2%
Total	39	4,502	
Closure			
Transportation & Warehousing	1	162	

*Original Source of Data reports in terms of Fiscal Year (FY).

PY 2007 is also FY 2008 covering July 1, 2007 to June 30 2008, PY 2008 is FY 2009 covering July 1, 2008 to June 30, 2009

By US Bureau of Labor Statistics definition, a mass layoff even constitutes 50 or more worker separations at an establishment for a duration of at least 30 days.

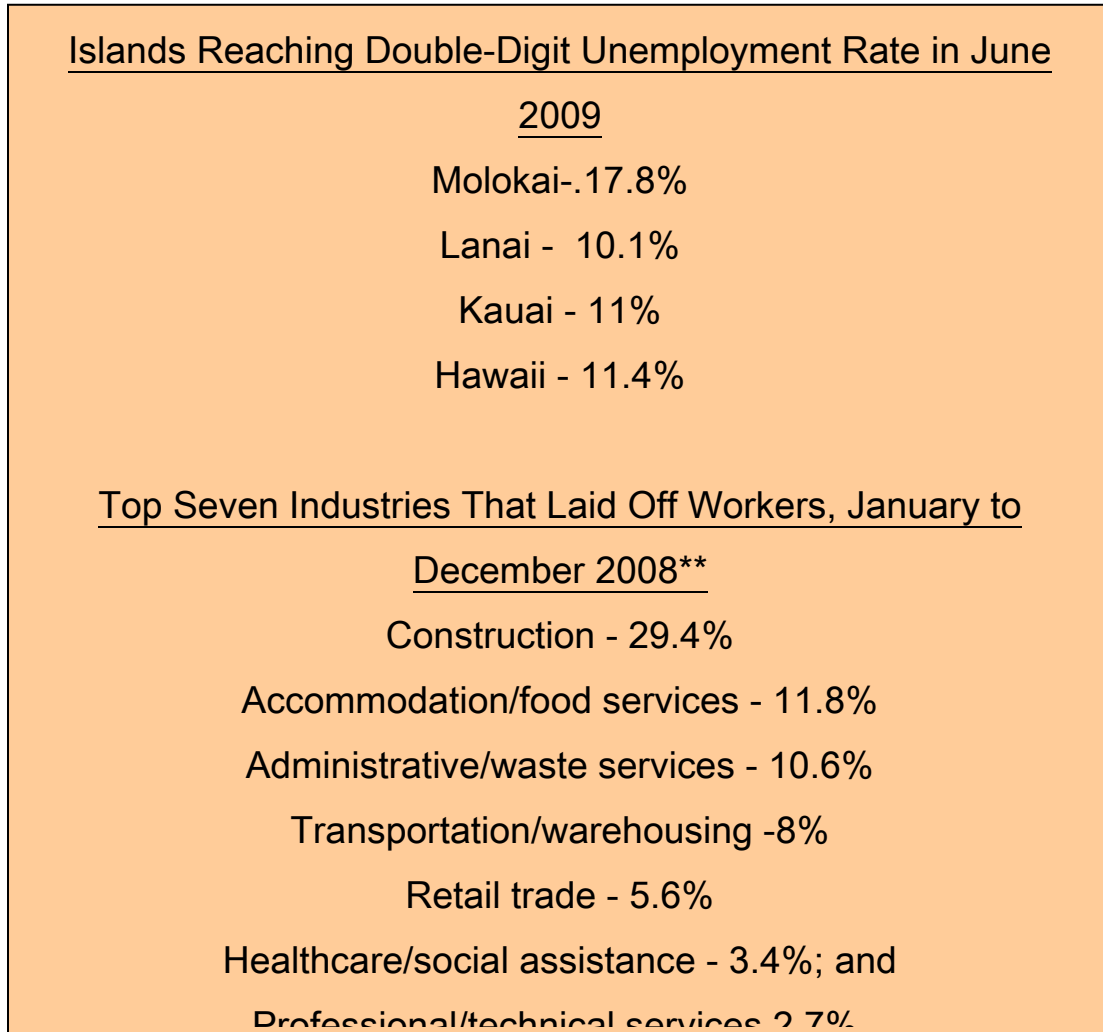
Source: “Mass Layoffs Statistics (MLS) Program”, DLIR Research and Statistics Office, September 2009

The impact of economic recession was greater on certain communities, industries, and groups more than others. Chart 1 presents a profile for the unemployed who claimed for unemployment benefits.

Chart I. Impact of Economic Recession and Layoffs in Hawaii, Program

Year 2008t

Based on Unemployment Benefit Claimants



Source: "Characteristics of the Insured Unemployed in Hawaii, 2008", DLIR
Research and Statistics Office

"Current Unemployment Rates", www.hiwi.org

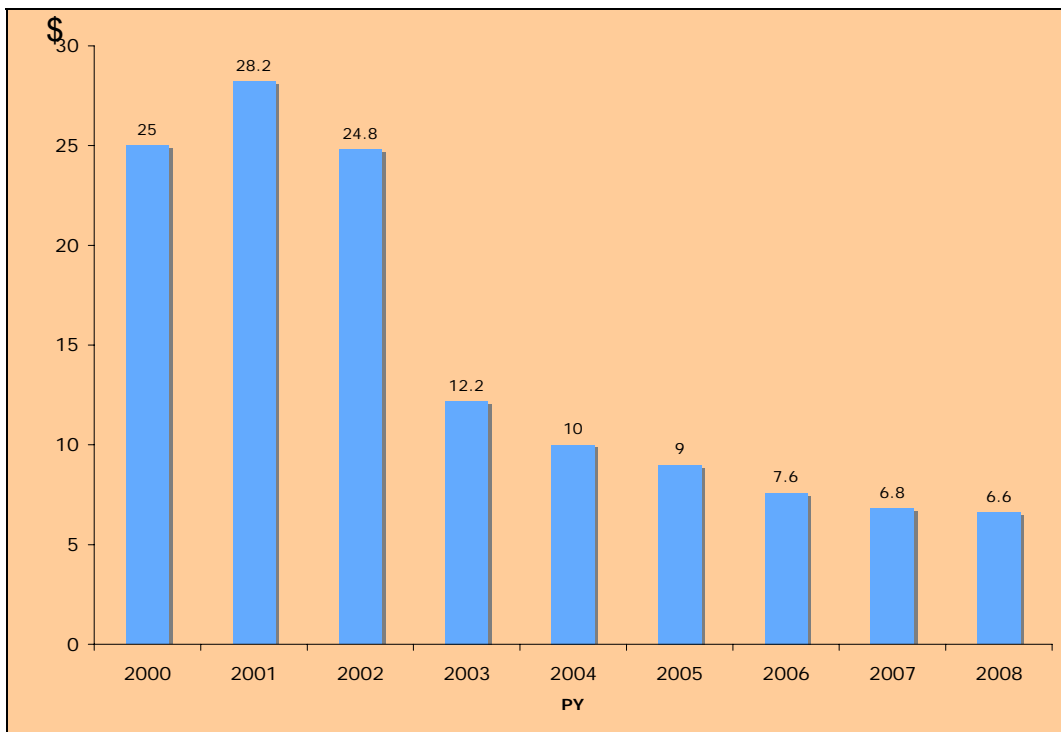
Skills Need and Education and Training Providers

In PY 2008, *Kumu'ao* or the State's consumer report card system listed 58 WIA eligible training providers and 1,021 available programs. Forty-seven providers offered long-term training while 33 provided short-term ones. The Oahu workforce investment area had the most training providers at 30, followed by Hawaii at 15, and Kauai and Maui at two each. (see www.hawaiicrcs.org).

WIA Title I-B Formula Grant Fund Expenditure

Hawaii spent a total of \$ 6,182,656 in WIA Title I formula fund and an additional \$ 435,053 in American Recovery and Reinvestment Act (“ARRA”) supplemental funding. The expenditure is indicative of the decreasing fund allocation to Hawaii since the inception of WIA. Chart 2 shows that the total PY 2008 expenditure level is lower than any previous program year.

Chart 2. Expended WIA Formula Fund Allocation 2000-2008



Sources: State of Hawaii WIA Annual Report PY 2007, DLIR ASO Office Table N Reports for PY 2008 WIA Regular and ARRA supplement.

Section Two • State and Local Area Highlights

The WIA-driven workforce development infrastructure includes the Workforce Development Council (“WDC”), the Workforce Development Division (“WDD”), and the Research and Statistics Office (“R&S”), all housed in the Department of Labor and Industrial Relations (“DLIR”); 14 One-Stop centers in six major Hawaii islands and the virtual HireNet Hawaii; and four Local Workforce Investment Boards (“LWIBs”). The system continued to engage stakeholders in economic development, education, workforce development activities that advance Governor Linda Lingle’s Hawaii Innovation Initiative and Clean Energy Initiative, and a demand-driven workforce development strategy that focuses on alignment of stakeholders in Hawaii’s workforce development system.

Workforce Development Council

The program year started with the appointment of a new WDC executive director followed by those of several WDC members and staff. The WDC held four regular meetings and one special planning meeting that included briefings on the following topics of strategic significance:

- *“Incumbent Workers Training”*
Jennifer Shishido, Department of Labor and Industrial Relations
- *“Green Jobs Initiative”*
Howard Wiig, Department of Business, Economic Development and Tourism
- *“Economic Conditions in Hawaii”*
Hawaii economists, Paul Brewbaker and Pearl Iboshi
- *”Big Island Going Home: A Landmark Prison Co-Community Initiative”*
Sandra Sakaguchi, Hawaii Island Workforce and Economic Development Organization (“HIWEDO”) et al., coordinated by Senator Will Espero and WDD
- *“Business Leadership Network-Medical Infrastructure Grant Project”*
Susan Miller, University of Hawaii Center for Disability Studies
- *“Unemployment Services: Best Practices”*
Signe Godfrey, Stan Fichtman and Anna Powell, WDC
- *“One Stops”*
Silvia Silva, Oahu WorkLinks
- *“American Recovery and Reinvestment Act”*
James Hardway and Mark Anderson, WDC and DBEDT respectively
- *“National Perspectives and Insights about USDOL Leadership”*
Linda Lawson, National Governors’ Association

In PY 2008, the WDC revisited the overall state of workforce development and completed a *2009-2014 State Comprehensive Workforce Development Plan*. Research and analysis were completed on the state of the economy, education, and employment. Workforce development issues were re-evaluated and strategic directions re-prioritized. Among others, the process mapped several other multi-stakeholder, multi-year plans that serve as implementation conduits. (e.g. Workforce Development Plans for Tourism, High Technology, Nursing Construction; Also P-20 Initiative, Early Education, Plan for Temporary Assistance for Needy Families program, Career and Technical Education/Carl Perkins Plan). The 2009-2014 Comprehensive Plan provided the overarching framework for subsequent PY 2008 WDC activities. Some of these activities are:

- Establishment of five WDC working committees for the purpose of implementing plan recommendations.
- *July 1, 2009 to June 30, 2010 Workforce Investment Act State Plan Modification* including performance level negotiation and waiver plan.
- Enhancement of workforce intelligence including the:
 - review and approval of the DLIR Research and Statistics Office’s *Annual Work Plan for the ETA Workforce Information Grant*;
 - commissioning the DLIR Research and Statistics Office to complete the initial green jobs report entitled “*Hawaii Green Report*”;
 - Collaboration with the Hawaii Science and Technology Institute in publishing a high technology jobs report entitled, “*Innovation and Technology in Hawaii: An Economic and Workforce Profile*”.
- Collaborative grant seeking for ARRA USDOL competitive grants.

DLIR Workforce Development Division (“WDD”)

As the State’s Workforce Agency, the DLIR assigned the WDD to be the program administrator of WIA program grants. The WDD also is a key partner with other state, county, and other organizations to help employers and jobseekers meet workforce needs.

For PY 2008, the WDD applied for and complied with requirements for receiving WIA Title I-B funds. On May 21, 2008, the state announced the receipt of the following allocation from the USDOL:

Adult Services Program	\$ 2,361,767
Dislocated Workers Program	\$ 1,543,687
Youth Program	\$ 2,404,095

Implementing Governor Linda Lingle’s economic stabilization strategy of maximizing federal dollars and partnerships, the WDD also complied with the contractual requirements for receiving supplemental WIA Title I-B funds from the ARRA. On March 10, 2009, the State received ARRA supplement funds for the three programs listed on the next page:

Adult Services Program	\$ 1,234,406
Dislocated Workers Program	\$ 2,161,193
Youth Program	\$ 2,918,025

The WIA requires that no less than 85% of Title I-B funds be allocated to local investment areas. It supports the use of up to 15% for state required and allowable activities, and rapid response. To distribute 85% of PY 2008 funds and the ARRA supplement, the WDD reviewed and approved 16 WIA contracts (four each for four local areas) for regular formula funds, 16 contracts for ARRA-WIA funds, and several modifications to PY 2007 and PY 2008 contracts. To distribute the remaining 15%, the WDD reviewed and approved funding for activities including the following:

- Maintenance and update of HireNet Hawaii as a virtual one stop support system. In PY 2008, the system registered a total of 75,461 jobseekers and tracked all WIA participants. The update includes modifications to accommodate changes that ARRA made to youth eligibility and outcomes. Specifically, the system could now capture data and produce monthly reports for ARRA. Its job search channel was also updated to clearly identify whether posted job is a “green” job (www.hirenethawaii.com).
- Maintenance and update of Kumu A’o, the Hawaii’s Consumer Report Card system. In PY 2008, the website information on eligible training providers was updated (see www.hawaiiicrs.org).
- Desk and on-site program and fiscal monitoring of four local area WIA programs; preparation, submission, and validation of quarterly participant and performance reports; generation and distribution of HireNet reports on a weekly and monthly bases to local areas for program management purposes; data validation of a sample of over 400 participant records statewide on all counties. The February 2009 site visit by the USDOL Region 6 team identified areas of positive practices as well as areas needing further compliance.
- On-site training to local areas on HireNet Hawaii as well as technical assistance by the Social Policy Research Associates, Inc. to improve youth outcomes.
- Financial and fiscal administration of the WIA Title I funds. These services were provided primarily by the DLIR Administrative Service Office.
- State Workforce Investment Board activities. The WDC highlights are presented in the previous two pages.
- Deployment of rapid response teams. The WDD in partnership with the DLIR Office of Director, DLIR Unemployment Insurance Division, DLIR Research and Statistics Office, One Stop Centers and partners mobilized rapid response teams to respond to mass layoff event including one closure. Some of the companies that sought help and were assisted are the Rehabilitation of the Pacific, Ilikai Hotel, Marriott Kauai

Lagoons, Castle and Cooke Lanai, SuperFerry, Maui Land and Pineapple, Nick's Fish Market, E&O Trading, Brew Moon, Hilo Hattie.

To increase the menu of workforce solutions in Hawaii, the WDD requested for and complied with requirements for other USDOL and State funds. Chart 3 lists these programs.

Chart 3. List of WDD-Administered and PY 2008-Funded Programs

- Reemployment Assessment (REA)
- Military Spouse and Career Advancement Account
- National Emergency Grant (NEG)
- Senior Community Service Employment Program (SCSEP) including ARRA supplement
 - Reed Act Funds
 - Disability Navigator Program
 - Local Veterans Employment Representative Program/Disabled Veterans Outreach Program (LVER/DVOP)
- Personal Reemployment Account (PRA)
- Work Opportunity Tax Credit (WOTC)
- Alien Labor Certifications (ALC)
- State Employment Training Funds (ETF)
- State Apprenticeship Program (State of Hawaii)
- Certified Nursing Assistant Program Earmark Grant (CNA)
- Wagner-Peyser Program (W/P)
- Reemployment Services-ARRA supplement

Source: State of Hawaii Workforce Development Division September 2009

The WDD supported two waivers that were designed to meet the Obama Administration's vision of summer youth employment. As a result, three out of the four local areas were able to launch their respective ARRA Summer Youth Employment Programs in the summer of 2009. As of June 30, 2009, the HireNet Hawaii database recorded a total of 421 ARRA-funded participants of which 353 were youth who were employed during the summer. As of August 31, 2009, the total of ARRA-funded participants increased to 700 of which 553 were youth who were employed during the summer. Chart 4 features a snapshot of ARRA implementation as reported by one local investment area. Maui hired additional personnel and engaged many employers to provide work readiness skills development for youth ages 14-24.

Chart 4. A Snapshot of Local Area Implementation of ARRA

Maui's Early Phase of ARRA WIA Implementation in Maui

WIA ARRA Adult and Dislocated Worker Program

Maui WDD hired two new staff to handle HireNet Hawaii registration and job seeking services. Once new hires have been fully oriented, the WDD Maui Branch intends to implement more in-depth job seeking services.

WIA ARRA Summer Youth Employment Program (SYEP)

Service Provider: Maui Economic Opportunity, Inc.

As of July 31, 2009, the Maui SYEP registered 57 youth. Each one is involved in 32 hours per week of on-the-job training and eight hours of classroom education. The employers supporting the development of work readiness skills for these youth include the Keiki Kokua Thrift Store, Hana Cultural Center, Community Work Day, Maui Coastal Land Trust, Boys and Girls Club of Maui, ALU LIKE Hana, Kihei Youth Center, County of Maui-Hana, Association of Fishponds of Maui, Maui Economic Opportunity Inc (Youth Services, Head Start, Community Services, Being Empowered and Safe Together or BEST, Administration, and Fiscal, Molokai Office), Hale

Mahaolu-Home Pumehana Senior Center, Molokai Community Service Council, Molokai Youth Center, State Parks Division-Pala`au State Park, and County Parks and Recreation, Building Maintenance.

Source: Workforce Development Council Quarterly Meeting Report from MWIB, August 2009

DLIR Research and Statistics Office (R&S)

The R&S is the State Labor Market Information entity and conducts major research activities and publish research results for different target audiences. To support workforce development solutions in Hawaii, the R&S requested and received a PY 2008 grant of \$ 323,871 for Workforce Information core Products and Services. The grant required that specific labor market information be delivered. Information was delivered primarily through the website, www.hiwi.org. In PY 2008, various workforce stakeholders had increased interest in unemployment conditions, employment projections, and green jobs. Among others, the R&S customized information products and services to support:

- Allocation of WIA formula funds among local areas;
- Workforce development planning;
- Preliminary research and analysis on green jobs in Hawaii;
- Kumu`Ao, Consumer Report Card System; and
- Green pathways in Career Kokua, Hawaii's Career Information Delivery System.

Oahu Workforce Investment Board (“OWIB”)

The OWIB covers the State’s largest local investment area in terms of resident population. Its Oahu WorkLinks one stop delivery system has the most number of physical locations (8) – five with full services and three with limited services.

In PY 2008, the Oahu Workforce Investment Board acted on demand-driven priorities. Among others, local coordination and regional cooperation focused on the following job tools:

- *Job Searching Tool.* The OWIB procured TORQ for piloting at Oahu WorkLinks sites. TORQ –the Transferable Occupation Relations Quotient- is an analytical tool that links occupations based on the abilities, skills and knowledge required by workers in a vast number of occupations. TORQ is a simplifying tool that promises to facilitate reemployment of workers from industries that are laying off and into industries that are hiring.
- *Job Training Tool - The Eligible Training Providers (ETP) program.* With the support of other LWIBs and State entities, the OWIB streamlined the State-provided WIA training provider eligibility application from a 90-page packet to a 12-page one. The OWIB also shifted the processing of ETP applications from once a year to a rolling basis. It is also working on an online version of the application.
- *Job Readiness Tool.* The OWIB held stakeholders’ seminar on two work readiness credentialing instruments namely the LRI Accuvision and ACT’s WorkKeys. Both instruments are tools that promise to simplify how employers can determine whether a worker or jobseeker has the basic work readiness skills. Through a pilot to be conducted with the University of Hawaii, the OWIB will determine which instrument will fit Oahu’s needs more.
- *Job Communication Tool.* The OWIB has a newly re-designed website, www.honolulu.gov/dcs/owib/. The website simplifies the steps to gain information about unemployment insurance benefits, job search workshops, and others.

In PY 2008, Oahu stepped up its effort to be more accessible to clients. For example:

- On January 30, 2009, OWIB members repeated their support for their adopted school, Roosevelt High School, and mentored approximately 340 junior high school students.
- On March 13, 2009, an Oahu WorkLinks Hauula center was formally opened by Honolulu Mayor, Mufi Hannemann. This “access point” is located where it can serve a large population of native Hawaiians and other Pacific Islanders.
- On March 16, 2009, Oahu WorkLinks’ administrator Rolanse Crisafulli was tapped by KGMB9 TV Morning Show to inform the growing number of unemployed about One Stop Center services.

Hawaii County Workforce Investment Board (“HCWIB”)

The Hawaii WIB covers the State’s largest local investment area in terms of land area. The Big Island Workplace Connection one stop delivery system has two physical locations in Hilo and Kona.

In PY 2008, the HCWIB continued to make significant strides in establishing direct linkages and expanding infrastructural support entities including the Mayor’s Task Force on Employment Solutions, Hawaii Island Workforce and Economic Development Ohana (HIWEDO), Mayor’s Health Crisis Task Force, Pahoia Weed and Seed, Puna Roundtable, Joint Education Chamber Chairs Committee, DOE Community Alliance, Hawaii Tourism Authority’s Strategic Plan, Business-Education Partnership, and Big Island Workplace Connection. This is primarily due to the maturation of key local initiatives requiring major community stakeholders to collaborate to insure sustainability of these initiatives:

- “*Going Home*” Comprehensive Prison-to-Community Reentry Initiative;
- “*Huiana*” Islandwide Internship Program for High School Students;
- “*Workforce Solutions*” Consortium for Persons with Disabilities;
- Business Resource Centers and Employers Services

In the process, the Big Island has been paving the way for promising practices especially in labor pool expansion and collaboration. For example:

- The Hawaii County WIB and collaborators presented at the March 2009 National Association of Workforce Board National Conference. The presentation on best practices was entitled “Rural Workforce Initiatives: Hawai’i County A Collaborative Community Model”.
- “*Going Home*”, the initiative served 115 ex-offenders which is almost 200% more of the planned 40 participants. The initiative involved 15 community agencies and seven form a co-case management team.
- “*Huiana*”, the internship program engaged 142 high school students which represents 137% more than the target goal of 60. It involved 81 employers or eight times more than the target of 10 employers. It also reached 10 high schools or five times more than the targeted two students. Pre- and Post surveys show that participants improved in employability and career awareness/direction.
- “*Workforce Solutions*”, the consortium has 12 agencies collectively promoting Persons with disabilities.
- “*Business Resource Center and Employers Services*”. Early rapid response included a July 22, 2008 Workshop for Employers entitled “Surviving the Tough Times”. Classrooms began serving businesses in the early evenings and the Hilo Community School for Adults initiated more Adult Basic Education classes for an increasing number of laid off workers who lacked basic skills.

Looking ahead, the HIWEDO, the nonprofit organization established by the Hawai'i County WIB, began serving as the coordinating entity for *Huiana* and *Going Home* programs. This transition is one of the steps towards sustaining these collaboration-intensive programs.

Kauai Workforce Investment Board (“KWIB”)

The KWIB covers the State’s smallest local investment area in terms of land area and number of residents. The WorkWise-Kauai One stop delivery system has one physical location in Lihue.

In PY 2008, Kauai pursued solutions that had strong support from employers and other stakeholders. Amidst increasing demand for services, declining WIA regular funds, and with a supportive community, Kauai promoted local cooperation and promising practices such as:

- Data-driven planning and monitoring. In updating its Strategic Plan, Kauai held six industry forums, and a “Profile of the Kauai Workforce” presentation that was based on an extensive survey of employers, employees, and students. Kauai assessed its one stop operations with numbers. (e.g. one stop foot traffic versus staffing trends).
- New job fair practices. In PY 2008, the focus of Kauai’s job fairs was connecting job seekers with employers who were hiring by taking the events into the communities including the Northshore, Westside, and Southshore. Various social services agencies and our community college were available at all these events to make participants aware of the array of support and resources available in the community. Kauai also held its 9th annual island-wide job fair on a week day (versus Saturday) and in the new Kauai Community College One Stop Center, a facility that consolidates all student services under one roof, the same philosophy as WIA one stops. At this fair, Kauai focused on rapid reemployment and engaged employers who were seeking to fill positions immediately. The County’s “*Mobile computer classroom*” was introduced at all of these events enabling job seekers to use the laptops and access the job search resources of the State’s HireNet Hawaii system.
- New registered apprenticeship program. Among others, Kauai Foreign Auto and Collision program was recognized as the first integrated WIA-apprenticeship Program in the State of Hawaii.
- *Youth Leadership Academy and Career Awareness Program.* Leadership Kauai graduated 14 at-risk high school students from their Leadership Academy which equipped participants with leadership and basic work readiness skills that local employers strongly seek. In conjunction with the Department of Education, Leadership Kauai implemented a Reed Act-funded Ka Ulu Pono career awareness of jobs in demand program in all public high schools and one private, engaging students in project-based coursework specifically related to Kauai’s six high growth industries, also fostering deeper relationships with Kauai private businesses and employers.
- *5th Annual Industry Tour for Teachers and Counselors.* This annual event continues to bridge the gap between student preparation and employers need by educating the educators. In PY 2008, employers demonstrated the increasing demand for skilled workers in technologically advanced agricultural jobs that helped, at least among the participants, to dispel the myth that all agricultural jobs are low-paying and low-skilled ones.

Maui County Workforce Investment Board (“MCWIB”)

The MCWIB covers three major islands namely Maui, Molokai, and Lanai. The WorkSource Maui one stop delivery system has three physical locations – two full service centers in the islands of Maui and Lanai and a limited service in the island of Molokai.

In PY 2008, Maui remained steadfast in promoting a seamless transition of youth and adults to post-secondary education and/or high-skill jobs. In the process, Maui paved the way for promising solutions including the following:

- Tapping an array of learning, education and training entities including those beyond the confines of the three islands. Education and training needs for WIA participants were secured by tapping opportunities offered by several entities including the Hui Malama Learning Center, the Maui Community School for Adults, Leeward Community College, Kapiolani Community College, UH-West Oahu, and Honolulu Community College.
- Introducing a “Pre-Enrollment” Phase for the Ku`ina program, the local area’s youth program. The intent is to prepare potential WIA program youth enrollees to be successful in the WIA youth program setting. Without expending WIA funds, each potential student is provided a semester’s worth of hands-on experience if WIA youth program activities. The students who successfully meet threshold requirements are admitted as Ku`ina program students.
- Alignment with the Department of Education’s Personal Transition Plan (PTP) requirements and Maui Community College success. The MWIB leveraged Reed Act funds to help public high school students succeed in meeting the job readiness skills component of their personal transition plans, a new requirement for high school graduation. The effort included outreach and recruitment of 296 high school students to attend the Maui Community College Unmasked and E Ho`okama`aina, two events offering career exploration and educational enrichment. It included the participation of over 500 students in 5 orientations on and/or field trips to WorkSource Maui/WorkSource Molokai one stop centers. It includes pilot testing the use of an 11th grade English class to support student preparation for taking the COMPASS (or computer-adaptive placement assessment and support), a placement test used by Hawaii’s public community colleges.
- Alignment of Registered Apprenticeship and Workforce Investment Act programs. Maui spearheaded a regional coordination that implemented a June 25, 2009 Registered Apprenticeship Action Clinic. With active participation of the local WIBs and Al Valles of the USDOL Office on Apprenticeship, the well-attended event raised awareness about the array of registered apprenticeship programs that have led to viable career ladders and high-paying and satisfying jobs. The event produced five action plans (3 for Oahu and 1 for each other local areas) for improving registered apprenticeship and WIA program alignment.

Section Three • WIA Title I-B Results

Negotiated Performance Targets and Results

In PY 2008, the State met negotiated outcomes relating to employment, retention, earning and employability among adults and dislocated workers. It met negotiated outcomes relating to retention and employability for youth ages 14-18. It missed negotiated outcomes relating to employment, retention, earning and employability among youth ages 19-21. As reflected in Table 3, the State exceeded eight of its negotiated performance targets, has three within the 80%-100% threshold, and missed all four older youth performance targets. It does not have results for customer satisfaction measures.

Table 3. PY 2008 Statewide Performance Measure Results Summary

Performance Measure	State Negotiated Performance Levels	State Results	Rating
Entered Employment Rate - Adults	79%	75.8%	Met 80% of target
Entered Employment Rate- Dislocated Workers	79%	83.8%	Exceeded
Entered Employment Rate Older Youth	73%	50%	Did not meet 80%
Employment Retention Rate- Adults	85%	83.2%	Met 80% of target
Employment Retention Rate- Dislocated Workers	86%	92.5%	Exceeded
Employment Retention Rate- Older Youth	80.5%	56.3%	Did not meet 80%
Education Retention Rate-	51%	47.5%	Met 80% of

Younger Youth			target
Average Earnings -Adult	\$ 10,800	\$13,402 .90	Exceeded
Average Earnings -Dislocated Workers	\$ 14,000	\$15,885 .30	Exceeded
Six Months Earning Increase – Older Youth	\$ 3,900	\$ 2,932	Did not meet 80%
Credential /Diploma Rate-Adults	62%	74.8%	Exceeded
Credential/Diploma Rate-Dislocated Workers	66%	81.3%	Exceeded
Credential/Diploma Rate-Older Youth	69%	30.8%	Did not meet 80%
Credential/Diploma Rate-Younger Youth	44%	60.2%	Exceeded
Skill Attainment Rate-Younger Youth	70.5%	89.5%	Exceeded
Customer Satisfaction-Employers	72%	-	-
Customer Satisfaction-Participants	82%	-	-

Source: Appendix Table 0

The performance targets of each local area are the same as the State’s negotiated performance levels. Compositely, the four local areas exceeded 52% of their targets, met 17%, and missed 32%. Chart 5 summarizes the performance variation across the local areas. There are a total of 60 boxes for 4 local areas with 15 outcomes each. ”Gold” boxes are for goals that were exceeded, ”silver” ones for goals were met, and ”bronze” ones for goals that were not met. The number in each cell is the total number of PY 2008 exiters recorded by the local area.

Chart 5. PY 2008 Performance Results of Local Areas

Color Coded Summary and Overall Exiter Count

			Hawaii	Kauai	Maui
Entered Employment Rate	STATE	Oahu	C	C	C
Adults	273	146	87	29	11
Dislocated Workers	295	186	72	6	31
Older Youth (19-21)	17	9	3	3	2
Retention Rate	STATE	Oahu	Hawaii	Kauai	Maui
			C	C	C
Adults	273	146	87	29	11
Dislocated Workers	295	186	72	6	31
Older Youth (19-21)	17	9	3	3	2
Younger Youth (14-18)	279	193	54	20	12
Average Earnings/6 Mos			Hawaii	Kauai	Maui
Earning Increase	STATE	Oahu	C	C	C
Adults	273	146	87	29	11
Dislocated Workers	295	186	72	6	31
Older Youth (19-21)	17	9	3	3	2
Credential/Diploma Rate	STATE	Oahu	Hawaii	Kauai	Maui
			C	C	C
Adults	273	146	87	29	11
Dislocated Workers	295	186	72	6	31
Older Youth (19-21)	17	9	3	3	2
Younger Youth (14-18)	279	193	54	20	12
Skill Attainment Rate	STATE	Oahu	Hawaii	Kauai	Maui
			C	C	C
Younger Youth (14-18)	279	193	54	20	12

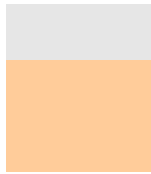
Legend:

“Gold” Exceeded (Above 100% of negotiated level)



“Silver” Met (80% to 100%)

“Bronze” Did not Meet (Below 80%)



Note: The exit count in each cell is listed for purposes of reflecting the relative scale between local areas.

Source: Appendix Table O

As Chart 5 reflects, local areas were most consistent with each other in exceeding the goals for “adult average earnings”, “retention rate of dislocated workers and “younger youth skills attainment rate”. They were also most consistent with each other in missing the goal of “older youth credential/diploma rate”. The outcomes for younger youth in all four local areas were dramatically much better than the outcomes for older youth. Consistent with its population size and funding level, Oahu had far more participants and exiters than the three other local areas. Maui though had the least number of exiters and not Kauai.

The local areas were consistent with each other in having few older youth participants and exiters. The pattern is different in the adult and dislocated workers programs. Oahu and Maui exited more dislocated workers than adults while Kauai and the Big Island of Hawaii had more adults exiting than dislocated workers.

Based on number of targets met, Hawaii did better in the prior program year (i.e. Year 8 or PY 2007). Then, it missed the target for older youth credential rate but hit the remaining 14 measures at 100% or higher. The interplay of several factors has contributed to PY 2008 results. Some of the factors in play were:

- Over projection: The PY 2008 performance targets were negotiated when Hawaii was experiencing a record-low unemployment rate. Thus, the rapid economic downturn was not foreseen at negotiation time but factored in actual performance. The rapid rise in unemployment rate made it challenging for all one stop centers to adjust their program services. The double-digit unemployment rates in some communities made it more difficult for some exiters to find jobs or retain their jobs.
- Unemployment lower in Oahu: Oahu’s performance was affected by the recession but not as much as other areas’. Because of the heavier weight of Oahu on overall State performance, the State met at least 80% of some employment-related goals.
- Innovations in program design and use of non-WIA resources: There were program push backs due to dwindling WIA resources, leadership changes, and staff turnover. Some found solutions through collaboration. For example, co-enrollment and co-case management between programs and agencies allowed more WIA participants to get the support services and training that they needed. These participants’ positive outcomes were credited in WIA and the other programs.
- Small number of older youth exiters: The performance outcomes for older youth were based on the results of 17 exiters. Mathematically, the weight of one outcome is

greater when there are few exiters. Some of the negative individual outcomes were attributed to: a) lost of contact and hence the inability to follow-up. Loss of contact occurred despite the practice of establishing three points of contact at program registration time; and b) Non-certifiable training. An employer provided training that increased the employability of a person with disability. Nevertheless, the gain for this particular exiter did not meet the requirements for certifiable training.

- Lack of credentials: The smaller islands or local areas did not have the array of training programs that can meet the needs of different participants.
- Attention to details: Local workforce investment area's expertise in managing cases factored in performance outcome accounting. For example, the Social Policy Research Associates, Inc. ("SPRA") provided technical assistance and WIA staff learned that simple adjustments in exit and activity schedules can affect performance outcomes. Trained staff employed this flexibility and improved some of the outcomes. On the other hand, Region 6 federal monitors established that there was confusion and misunderstanding of the definitions of data elements, what source documentation was required, and how participants were identified. The lack of understanding led to the under-accounting of some outcomes.
- Different focus: The WDD did not conduct a customer satisfaction survey and focused its efforts on the anticipated implementation of the new Workforce Information Streamlined Performance Reporting ("WISPR"). Following the recommendation of Region 6 federal monitors, the State will resume survey and establish customer satisfaction results for PY 2009.

Tables A-O in the appendix provides more details on State and local area performances. The WDD has verified the data to be correct and accurate. It is based on a September 11, 2009 run of performance data that has been submitted to USDOL.

Waivers and Impact on Performance Measures

In March 2007, the State submitted five waiver requests and provided more flexibility in the implementation of the WIA program in Hawaii. The DOLETA approved the following:

1. Waive the requirement to provide incentive grants to local areas for regional cooperation among local boards and local coordination of WIA activities;
2. Waive the requirement to provide incentive grants to local areas for exemplary performance by local areas on performance measures;
3. Waive the 20% limit on transferring local WIA funds between the Adult and Dislocated Workers programs;
4. Waive the required 50% employer match for customized training;
5. Waive subsequent eligibility for eligible training providers.

The effect of waivers on performance outcome has not been formally evaluated. A review of the 2007 waivers was conducted as part of the last State Plan modification process. The review established the following:

- The waiver to eliminate incentive grants did not prevent local workforce investment areas from pursuing regional cooperation and local coordination. Instead, the waiver freed up the local area time that was previously spent on completing the cumbersome application papers. The time was used by local area staff to promote cooperation and collaboration on various activities and ideas (e.g. cooperation on work readiness credentialing, apprenticeship program).
- The smallest local area, Kauai was negatively affected by the waiver to eliminate incentive grants. As the smallest local area, Kauai receives the smallest share of formula-based allocation. The incentive grant was a substantial boost to the regular WIA funds that Kauai received.
- The other waivers were not applied because of limited funding. Although the waiver on subsequent eligibility encouraged eligible providers to stay with the WIA system, more funds were needed to actually increase the number of participants engaged in training. Although the employer match was adjusted, more funds were actually needed to increase the number of on-the-job training opportunities.

With ARRA supplemental funds, there will be more funding available in PY 2009 and 2010 for program services and training. This situation and the flexibility given in the approved waivers will allow the local areas more options in:

- Providing a variety of educational opportunities for participants;
- Increasing the transfer of funds between the Adult and Dislocated Worker Program to serve additional laid off workers; and
- The use of customized training to benefit both the employer and the participants.

For PY 2009 and 2010, the WDC will work with the WDD in examining the correlation between the use of waivers by local areas and their respective performance results.

Program Cost

Hawaii spent a total of \$6,182,656 in regular WIA Title I funds and \$ 435,053 in ARRA funds. The details of regular fund expenditure are presented on Table N in the Appendix. As part of the continuing effort to explore program efficiency and cost allocation, Hawaii is again reporting cost per participant based on program cost divided by number of participants. Table 4 shows that the overall cost per participant is \$ 2,343.51. In contrast to previous years, the cost per adult participant is highest instead of lowest. The cost per participant for dislocated workers is less than previous years. The cost per participant for youth is at its lowest level since 2005 when Hawaii started tracking this data.

As in previous years, the cost per participant under each program should be used cautiously and with the understanding that the methodology applied is biased towards exaggerated “cost per participant” estimates. The number of participants captured in the negotiated performance

represents only a fraction of the total WIA customers. Reported expenditures apply to activities that also benefit customers other than participants and exiters.

Table 4. Cost Per Participation for Three WIA Title 1-B Programs

Program	Reported Expenditure	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$ 1,554,523	421	\$ 3,692.45
Dislocated Workers	\$ 1,379,685	855	\$ 1,613.67
Youth	\$ 1,930,915	800	\$ 2,413.64
Total	\$ 4,865,123	2,076	\$ 2,343.51

Note: Hawaii has estimated cost per participant since PY 2004. Past annual reports are available at www.hawaii.gov/labor/wdc

Source of Data: Appendix, Tables M and O

Program Evaluation

In PY 2008, the WDC established and assigned the newly created evaluation and accountability committee to address the evaluation requirements of the WIA. On February 12, 2009, the committee was assigned to facilitate performance evaluation of all publicly-funded workforce development programs in Hawaii, and address recommendations relating to evaluation and accountability such as:

- Development of an evaluation model for all workforce development programs
- Mapping of barriers to implementing an integrated evaluation of all programs
- Policy development to implement evaluation
- Assessment of one stop centers

An evaluation study has not been attempted in PY 2008. Instead, the newly established committee sought to understand the WIA Title I-B program better.

Appendix: Tables A to O

Table A – Workforce Investment Act Customer Satisfaction

Customer Satisfaction	Negotiated Performance Level – ACSI	Actual Performance Level – ACSI	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number Included in the Sample	Response Rate
Participants	82%	1	1	2	2	50
Employers	72%	1	1	2	2	50

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79%	75.8%	157
			207
Employment Retention Rate	85%	83.2%	237
			285
Average Earnings	\$ 10,800	\$ 13,402.90	\$ 3,122,870
			233
Employment And Credential Rate	62%	74.8%	160

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	74.1%	60 81	50%	5 10	40%	2 5	93.8%
Employment Retention Rate	82.9%	58 70	60%	6 10	100%	4 4	56.3%	9 16
Average Earnings	\$ 10,303. 60	\$ 577001 56	\$ 19,767. 50	\$ 118,60 5 6	\$ 10,787.5 0	\$ 43,15 0 4	\$ 10,917. 40	\$ 98,257 9
Employment And Credential Rate	70.5%	43 61	50%	2 4	0%	0 2	71.4%	5 7

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	80.7%	96	69.3	61
		119		88
Employment Retention Rate	86.9%	153	77.1	84
		176		109
Average Earnings	\$ 13,610.70	\$ 2,041,612	\$ 13,027.20	\$ 1,081,258
		150		83

Table E - Dislocated Worker Program Results

Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79%	83.8%	218
			260
Employment Retention Rate	86%	92.5%	197
			213

Average Earnings	\$ 14,000	\$ 15,885.30	\$ 3,018,208
			190
Employment And Credential Rate	66%	81.3%	65
			80

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	72.7%	8	100%	2	72.9%	43	66.7%	2
		11		2		59		3
Employment Retention Rate	100%	9	0	0	91.7%	44	100%	3
		9		1		48		3
Average Earnings	\$	\$	0	0	\$	\$	\$	\$
	16,079.60	144,716			14,179.10	567,165	12,363.30	37,090
Employment And Credential Rate	75%	3	100%	1	55.6%	5	66.7%	2
		4		1		9		3

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	87.5%	70	82.2%
		80		180
Employment Retention Rate	91.5%	75	93.1%	122
		82		131
Average Earnings	\$ 15,085.90	\$ 1,071,096	\$ 16,362.30	\$ 1,947,112
		71		119

Table H.1 - Youth (14-21) Program Results

	Negotiated Performance Level	Actual Performance Level	
	Placement in Employment or Education	na	51.1%
			235
Attainment of Degree or Certificate	na	55.6%	139
			250
Literacy and Numeracy	na	25.5%	16

Gains			55
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Table H.2 - Older Youth (19-21) Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73%	50%	5
			10
Employment Retention Rate	80.5%	56.3%	9
			16
Earnings Change	\$ 3,900	\$ 2,932	\$ 43,980
			15
Credential Rate	69%	30.8%	4
			13

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	50%	1	0	0	0	0	50%
		2		1		3		10
Employment Retention Rate	50%	2	0	0	0	0	50%	7
		4		1		1		14
Earnings Change	\$ 3,681.30	\$ 11,044	0	0	0	\$0	\$	\$
							2,600.3	33,80
							0	4

		3		1		1		13
Credential Rate	50%	1	0	0	0	0	33.3%	4
		2		1		3		12

Table J - Younger Youth (14-18) Results

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	70.5%	89.7%	497
			554
Youth Diploma or Equivalent Rate	44%	59.8%	125

			209
Retention Rate	51%	47.5%	95
			200

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	87.9%	138	93.5%	144	89.6%
		157		154		376
Youth Diploma or Equivalent Attainment Rate	58.5%	31	59%	23	52.9%	83
		53		39		157
Retention Rate	44.9%	22	21.4%	3	46.9%	68
		49		14		145

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Mo. Earnings Increase (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements in Nontraditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
	%	Count	\$	\$		%	Count	\$	\$	%
Adults	83.2%	278	\$ 5,854.90	\$ 1,896,988	1.9%	3	\$ 5,073.50	\$ 771,173	44.8%	43
		334		324		157		152		96
Dislocated Workers	88.8%	206	88.2%	\$ 3,260,955	3.2%	7	\$ 7,400.50	\$ 1,576,300	41.4%	29
		232		\$ 3,698,127		218		213		70
Older Youth	70%	14	\$ 2,149.30	\$ 40,837	0%	0	\$ 3,328.40	\$ 16,642		
		20		19		5		5		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	1,249	558
Total Adults (self-serve <u>only</u>)	73,516	62,187

WIA Adults	421	273
WIA Dislocated Workers	855	295
Total Youth (14-21)	800	296
Younger Youth (14-18)	746	279
Older Youth (19-21 yrs)	54	17
Out-of-School Youth	420	199
In-school Youth	380	97

Table N - Cost of Program Activities (WIA Regular Funds Only)

July 1, 2008– June 30, 2009

Program Activity		Total Federal Spending
Local Adults		\$ 1,554,523
Local Dislocated Workers		\$ 1,379,685
Local Youth		\$ 1,930,915
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)		\$ 53,009
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$ 1,112,985
Statewide Allowable Activities WIA Section 134 (a) (3)	Program Service (WDC)	\$ 151,539
Total of All Federal Spending Listed Above		\$ 6,182,656

Table O – STATE Performance

STATE OF HAWAII	Total Participants Served	Adults	491
		Dislocated Workers	760
		Older Youth (19-21)	30
		Younger Youth (14-18)	343
ETA Assigned # 15000	Total Exiters	Adults	387
		Dislocated Workers	766
		Older Youth (19-21)	31
		Younger Youth (14-18)	488
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82%	-
	Employers	72%	-
Entered Employment Rate	Adults	79%	75.8%
	Dislocated Workers	79%	83.8%
	Older Youth	73%	50%
Retention Rate	Adults	85%	83.2%
	Dislocated Workers	86%	92.5%
	Older Youth	80.5%	56.3%
	Younger Youth	51%	47.5%
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$13,402.90
	Dislocated Workers	\$14,000	\$15,585.30
Six Months Earnings Increase (Older Youth)	Older Youth	\$3,900	\$ 2,932
Credential/Diploma Rates	Adults	62%	74.8%

	Dislocated Workers	66%	81.3%	
	Older Youth	69%	30,8%	
	Younger Youth	44%	60.2%	
Skill Attainment Rate	Younger Youth	70.5%	89.5%	
Placement in Employment or Education	Youth (14-21)	---	50.9%	
Attainment of Degree or Certificate	Youth (14-21)	---	55.4%	
Literacy or Numeracy Gains	Youth (14-21)	---	23.6%	
Overall Status of STATE Performance Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level, ** between 80% to 100%, ***over 100%		Not Met*	Met**	Exceeded***
		3	4	8

Table O – Local Performance

Local Area Name O`AHU	Total Participants Served	Adults	231
		Dislocated Workers	632
		Older Youth (19-21)	36
		Younger Youth (14-18)	526
ETA Assigned # <u>15005</u>	Total Exiters	Adults	146
		Dislocated Workers	186
		Older Youth (19-21)	9
		Younger Youth (14-18)	193
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82%	---
	Employers	72%	---
Entered Employment Rate	Adults	79%	83.7%
	Dislocated Workers	79%	89.8%
	Older Youth	73%	28.6%
Retention Rate	Adults	85%	82.8%
	Dislocated Workers	86%	94.1%
	Older Youth	80.5%	60%
	Younger Youth	51%	43.4%
Average Earnings (Adults, Dislocated Workers)	Adults	\$ 10,800	\$ 13,648.50
	Dislocated Workers	\$ 14,000	\$ 16,928.90
Six Months Earnings Increase (Older Youth)	Older Youth	\$ 3,900	\$ 3,475.50
Credential/Diploma Rates	Adults	62 %	86.5%

	Dislocated Workers	66%	90.9%	
	Older Youth	69%	22.2%	
	Younger Youth	44%	66.2%	
Skill Attainment Rate	Younger Youth	70.5%	92%	
Placement in Employment or Education	Youth (14-21)	---	47.2%	
Attainment of Degree or Certificate	Youth (14-21)	---	56%	
Literacy or Numeracy Gains	Youth (14-21)	---	40%	
Overall Status of OAHU Performance		Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included.		3	3	9
*Met within 80% of target level				

Table O – Local Performance

Local Area Name HAWAII COUNTY	Total Participants Served	Adults	150
		Dislocated Workers	171
		Older Youth (19-21)	4
		Younger Youth (14-18)	123
ETA Assigned # 15010	Total Exitors	Adults	87
		Dislocated Workers	72
		Older Youth (19-21)	3
		Younger Youth (14-18)	54
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82%	-
	Employers	72%	-
Entered Employment Rate	Adults	79%	69.7%
	Dislocated Workers	79%	74%
	Older Youth	73%	-
Retention Rate	Adults	85%	83.3%
	Dislocated Workers	86%	88.2%
	Older Youth	80.5%	-
	Younger Youth	51%	45.8%
Average Earnings (Adults, Dislocated Workers)	Adults	\$ 10,800	\$ 10,982.40
	Dislocated Workers	\$ 14,000	\$ 13,968.50
Six Months Earnings Increase (Older	Older Youth	\$ 3,900	- \$ 2,000

Youth)			
Credential/Diploma Rates	Adults	62%	67.5%
	Dislocated Workers	66%	68.8%
	Older Youth	69%	-
	Younger Youth	44%	34.3%
Skill Attainment Rate	Younger Youth	70.5%	74.1%
Placement in Employment or Education	Youth (14-21)	---	57.9%
Attainment of Degree or Certificate	Youth (14-21)	---	56.8%
Literacy or Numeracy Gains	Youth (14-21)	---	18.8%
Overall Status of HAWAII COUNTY Performance	Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level	3	5	7

Table O – Local Performance

Local Area Name KAUA'I	Total Participants Served	Adults	22
		Dislocated Workers	7
		Older Youth (19-21)	1
		Younger Youth (14-18)	67
ETA Assigned # <u>15020</u>	Total Exiters	Adults	29
		Dislocated Workers	6
		Older Youth (19-21)	3
		Younger Youth (14-18)	20
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82%	-
	Employers	72%	-
Entered Employment Rate	Adults	79%	81.3%
	Dislocated Workers	79%	62.5%
	Older Youth	73%	100%
Retention Rate	Adults	85%	81.4%
	Dislocated Workers	86%	90%
	Older Youth	80.5%	-%
	Younger Youth	51%	69.2%
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$ 16,371.10
	Dislocated Workers	\$ 14,000	\$ 14,980.80
Six Months Earnings Increase (Older Youth)	Older Youth	\$ 3,900	-\$ 1,910.00
Credential/Diploma Rates	Adults	62%	40.7%

	Dislocated Workers	66%	50%	
	Older Youth	69%	50%	
	Younger Youth	44%	50%	
Skill Attainment Rate	Younger Youth	70.5%	95.9%	
Placement in Employment or Education	Youth (14-21)	---	66.7%	
Attainment of Degree or Certificate	Youth (14-21)	---	40%	
Literacy or Numeracy Gains	Youth (14-21)	---	-	
Overall Status of KAUAI Performance				
Note: Two Customer Satisfaction Outcomes not included.		Not Met*	Met	Exceeded
*Met within 80% of target level		5	3	7

Local Area Name MAUI COUNTY	Total Participants Served	Adults	18
		Dislocated Workers	45
		Older Youth (19-21)	13
		Younger Youth (14-18)	30
ETA Assigned # <u>15015</u>	Total Exiters	Adults	11
		Dislocated Workers	31
		Older Youth (19-21)	2
		Younger Youth (14-18)	12
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82%	---
	Employers	72%	---
Entered Employment Rate	Adults	79%	50%
	Dislocated Workers	79%	77.8%
	Older Youth	73%	-
Retention Rate	Adults	85%	100%
	Dislocated Workers	86%	93.9%
	Older Youth	80.5%	100%
	Younger Youth	51%	65%
Average Earnings (Adults, Dislocated Workers)	Adults	\$ 10,800	\$ 13,570.10
	Dislocated Workers	\$ 14,000	\$ 14,918.10
Six Months Earnings Increase (Older Youth)	Older Youth	\$ 3,900	\$ 4,378.30
Credential/Diploma Rates	Adults	62%	-
	Dislocated Workers	66%	-
	Older Youth	69%	-

	Younger Youth	44%	62.5%	
Skill Attainment Rate	Younger Youth	70.5%	76.5%	
Placement in Employment or Education	Youth (14-21)	---	50%	
Attainment of Degree or Certificate	Youth (14-21)	---	62.5%	
Literacy or Numeracy Gains	Youth (14-21)	---	38.5%	
Overall Status of MAUI COUNTY Performance Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level		Not Met*	Met	Exceeded
		4	1	10