

Hawai'i County Workforce Investment Board (HCWIB)

Report to the WDC

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County: Hawai'i

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1) Summary

Hawaii County is seeking various alternatives for clients to generate additional monthly earnings including an Entrepreneurs Expo in June 2011 as a way to create jobs or supplement income during our economic downturn. This will be preceded by our first Workforce Summit focusing on a collaborative model of growing and sustaining community-driven initiatives, responding to industry workforce needs, and creatively supporting communities in consideration of current staffing limitations.

The Hawaii County Workforce Investment Board, in partnership with our Big Island Workplace Connection and other community partners, is creating various forums to catalyze community leadership and pool resources.

Recent and innovative programs such as NEG OJT, VIP, and SESP are all playing a vital role in providing tools and resources for our job seekers and employers alike.

2) Individual WIA Programs

Workforce Development Division - Adult Program:

Unemployment rate for Hawai'i County was 9.5% in March 2011 . Although this represents a slight improvement on the job front, enrollees continue to be the hardest to serve: welfare participants, persons with disabilities, individuals with multiple barriers, etc. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market and a lack of new job openings during this sluggish economy. 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 continues 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 Greg Newton training in early 2010, Career Exploration workshops and Job Clubs have been added Core and Intensive activities. Training opportunities have almost exhausted program service monies.

WIA counselors are taking part in an accelerated employer relations campaign in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

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. Further, we continue to look to HIWEDO, non-profit arm, for support.

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. They are given priority services to WIA orientation and testing. Co-case management services are offered while enrolled in WIA Adult program. WDD also participates in job readiness workshop delivery to furlougees at Hale Nani Correctional Facility

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers. A very successful inaugural recognition event was held to recognize business leaders who advocate for the self-sufficiency of employees with disabilities.

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 and volunteer instructor are making it possible for WIA participants to receive basic education, introduction to computer basics 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.

As of the end of March 31, 2011, Adult enrollments for Hawaii Branch exceeded goals for the year by 34 %. Planned was 152 and actual was 204.

Staff are taking advantage of the Volunteer Internship Program (VIP), where private employers can experience firsthand, Dislocated Worker interns while helping to curb the unemployment fund.

Workforce Development Division - Dislocated Worker Program:

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants have 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 become paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our Program.

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. Participants also take advantage of financial aid workshops and orientations. Still others remain on, and collect their unemployment insurance benefits for longer periods of time since the approval and continuation of State and Federal extensions. These individuals seem to be lulled into complacency, not choosing to re-enter the labor force immediately, nor participate in training or educational enhancement. That said, we continue to be ahead of our enrollment goals for the year.

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.

Business closures and multiple layoffs are generating a variety of high end specialized unemployed applicants. Seeking reemployment becomes more challenging with the absence of related or similar occupations in those fields.

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.

WIA counselors are taking part in an accelerated employer relations campaign in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

As of the end of March 31, 2011, Dislocated Worker enrollments for Hawaii Branch are at 60% of the planned goal. Planned was 216 and actual was 130.

NEG-OJT program to assist with serving the long term unemployed in obtaining retraining for growth occupations being implemented.

Goodwill Industries – Out of School Youth Program:

Number Served: The Ola I Ka Hana Program served sixty-one older and younger youth in the program year. Of these, fifty-five are age 14-18 and six are age 19-21. Enrollment activities for West Hawaii are ongoing with staff from Hilo providing intake/ orientation for new referrals and curriculum services to three active youth.

Success: Two youth, R B. and T. L. continue to represent our youth on the Hawaii County Youth Council Website/Community Activities committee. Both youth are eligible to receive CBHSD Phase II hours for their participation in these approved HCSA activities.

The Occupational Knowledge Unit ended on February 23, 2011. All fifteen youth passed their exams that were administered by HCSA staff on March 1 & 7, 2011. The Government and Law Unit began on March 28, 2011.

K. O. passed the mastery exam taken on March 14, 2011 at HCSA and should receive his CBHSD after he completes the required Phase II hours.

Vocational and Career Development and Alternative Secondary School offerings were encouraged by visits to Dodo Mortuary, Native Flesh, Hilo Medical Center and Hawaii Community College.

In the community, youth continue to pick up litter at various locations and volunteer weekly at the Kaiiao Community Garden and the Lihikai Hawaiian Cultural Learning Center.

Staffing: Effective April 1, 2011, Cassandra Varron was hired as the new youth specialist in Kona. She will work with the Hilo staff to continue providing CBHSD and/or Basic Skills instruction and services to the youth. All referrals to our Hilo and Kona offices are received at our Hilo office by the Administrative Assistant. Intake/Orientation appointments are scheduled at both offices to accommodate the youth and their parents/guardians.

Follow-up: The in-house staff development training is continuing to ensure all program requirements are met. Continued efforts by youth specialists to follow-up with youth as required through telephone calls, one-on-one interviews and small group sessions are ongoing.

Outreach Efforts: Letters, fliers, Ola program brochures and business cards were mailed to all area middle schools, high schools and charter schools in March.

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, 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, Mokupapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Pana'ewa Zoo, American Lung Association, Hawaii Community College, Hawaii Fresh Products, Lava 105, Lihikai Hawaiian Cultural Learning Center, Hilo Medical Center, Dodo Mortuary and Native Flesh.

Paxen – In School Youth Program:

Currently, we are servicing an enrolled total of Fifty Nine (59) participants. We have a total of forty two (42) "current enrollment participants" and seventeen (17) participants who have been exited so far in PY 2010-2011 and are in "follow up services".

For the month of March, we continue to work with Senior participants who are interested in attending College and FAFSA classes/trainings that are being offered by the case managers. We continue to strive on attaining a 75% total of all Senior participants who will not only be accepted into a college, but be able to attend with some sort of grant or scholarship to help defray the attendance cost.

During the month of March we continued offering opportunities for participants to gain "leadership development", "occupational skill training", "unpaid experience" and "adult mentoring" by partnering them outside community resources. Our participants have been working with the American Red Cross & doTERRA in helping the situation at Japan. They have been at drives and assisted in creating emergency kits for IPC's in Japan. We are moving forward in creating a "family fun day" activity for our communities to assist a free family event to help give back to our communities.

We continue to be excited with the Youth Website Committee as we continue to look for new participants to be a part of the committee, so that they may be a voice heard by our Youth Council. These great opportunities offer great leadership development, unpaid work experience, adult mentoring and occupational skill training.

We continue to provide follow up to participants who have been exited during PY 2009-2010. We continue to work with the local community colleges and University to establish a rapport between them and the participants who are of eligible age. 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, Leo's Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, University of Hawaii system, 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, Pahoia 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).

Activities: May 30-June 03, 2011 ~ West Hawaii Work Readiness Training

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

Mar. 1: Met with newly-formed Sci and Tech Task Force to coordinate efforts with APEC in Nov. 2011.

Mar. 2: Continuing to chair Recruitment and Retention Committee of the Hawaii Island Health Care Alliance

Mar. 2: Presentation by Alex Frost to Kuleana Committee on green economy.

Mar. 3: Participated in statewide adult education advisory meetings.

Mar. 3: Continuing meetings with LWIB Planning and Outreach Committees to strategize: support to astronomy industry, health care, etc.

Mar. 7: Partnering with Hawaii County Beacon Grant re: workforce development and support to its information system conversion.

Mar. 9: Supporting Business Leadership Network

Mar. 10: Presentation on BIWP services to Ulumau Leadership group.

Mar. 14: Tsunami damage – assisting Altres Staffing and Labor Ready in getting temporary workers.

Mar. 16: Supporting Workforce Solutions Consortium (persons with disabilities)

Mar. 17: Staff attended Red Cross appreciation event.

Mar. 22: Staff attended disability training on Oahu.

Mar. 22: Working with Joint Education Chamber Chairs with education and training for business community

Mar. 30: Participated in TORQ Training

Apr. 1: Staff attended green LMI training and employer relations training on Oahu.

Apr. 1: Presented WDD and BIWC initiatives at DOE's Community Alliance

Apr. 1: Participated in Green Training

Apr. 3: Job and resource fair for 251 Kona Village employees laid off due to tsunami damage.

Apr. 4: Sears Home store using One Stop to conduct interviews.

Apr. 5: Rapid response for Borders employees.

Apr. 7: Participating in Huiana Governance Committee

Apr. 10: Planning Employer Appreciation Event for Going Home Consortium

Apr. 12: BIWPC presentation to Konawaena High School PTSA.

Apr. 14: Met with North Hawaii Education and Research Center to plan Rural Outreach Services (ROS) Initiative

Apr. 14: Going Home presentation/meeting with Kona probation dept.

Apr. 15: Orientation to BIWP for Hooman Na Opio students.

Apr. 15: Attending Small Business Administration's Small Business Awards Luncheon (LVER Melvin Arai was winner of Veteran Champion Award)

Apr. 18: Electrician apprenticeship recruitment.

Apr. 20: Healthcare meeting to establish summer program for Kealakehe HS students.

Apr. 20: Strategizing with Big Island Workplace Connection at monthly meetings

Apr. 28: Participated in webinars re: Help Wanted On Line and EMSI (labor market tools)

May 3: Final preparations for upcoming 2011 Workforce Summit (May 27

May 4: Participated in 21st Annual Business-Education Partnership Golf Tournament

May 5: Participated in Huiana's Hoike for high school interns

May 5: Final preparations for Entrepreneurs Expo (June 3, 2011)

May 10: Going Home Employer Appreciation Event for employers who have been supporting our ex-offender population with employment, training, site visits, goods and services, etc.

3) Other Items/Programs

REA- Re-Employment & Eligibility Program continues with approximately 30 U.I. Claimants per week. A series of follow-up sessions are conducted by WDD staff with these targeted individuals with the intent to reduce the overall duration of U.I. benefits. This, as well as most programs, takes advantage of ongoing, relevant workshops at our one-stop locations. Continuation of this program through 2011 is very likely.

VIP – Utilizing VIP as a precursor to OJT negotiations and in tandem with ETF.

Volunteer Internship Program – recently, this initiative has been extended beyond Dec. 31, 2010 allowing internship opportunities with the health and other emerging industries in Hawaii Island. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but this program allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment.

ETF Program – This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with

employers, business organizations and incumbent workers have already begun. This ETF Program will be working in tandem with our VIP.

SESP: Provider agreements were executed effective April 1, 2011. . . Enrolling participants in training; several of whom are dual-enrolled in WIA. Continuing to meet with Hawii Community college and additional training providers.

TORQ Usage: Hawaii Branch has received training and utilizing TORQ with several real-time projects: health care industry, working with high school students—particularly with Huiana, green industry workforce preparedness for SESP job seekers and employers.

Hawai'i Island Workforce and Economic Development Ohana, Inc (HIWEDO):

HIWEDO continues to work with the WIB and the community in order to further workforce and economic development. The nonprofit continues to develop sustainability options, including outsourcing grant writing, involving the HIWEDO board of directors in fund-raising for programs such as Going Home and the Huiana student internship program.

4) Quantitative Report - 2nd Quarter PY 2010

| Actual vs. Goals (2nd Quarter PY 2010) | 2nd Qtr ACTUAL | 2nd QTR. - 4 QTR. CUMULATIVE | GOAL For Year | % of GOAL Cum./Goal |
|--|---------------------------|---|--------------------------|--------------------------------|
| Youth Program | | | | |
| Older Youth Entered Employment Rate | 90% | 90% | 40.0% | 225% |
| Older Youth Retention Rate | *0.0% | 0.0% | 60.0% | 0% |
| Older Youth Earnings Increase | *0.0% | \$613 | \$1,750 | 35% |
| Older Youth Credential/Diploma Rate | *0.0% | *0.0% | 38.0% | 0% |
| Younger Youth Skill Attainment Rate | 93.3% | 94.4% | 71.0% | 133% |
| Younger Youth Diploma or Equivalent Rate | 50.0% | 53.1% | 46.0% | 115% |
| Younger Youth Retention Rate | 38.5% | 45.9% | 44.0% | 104% |
| Adult Program | | | | |
| Entered Employment Rate | 50.0% | 50.7% | 50.0% | 101% |
| Retention Rate | 78.6% | 86.5% | 86.5% | 100% |
| Average Earnings | \$6,715.50 | \$9,202.8 | \$10,800 | 85% |
| Employment and Credential Rate | 62.5% | 61.9% | 55.0% | 113% |
| Dislocated Worker Program | | | | |
| Entered Employment Rate | 62.5% | 75.6% | 65% | 116% |
| Retention Rate | 92.9% | 87.7% | 86.0% | 102% |
| Average Earnings | \$14,297.20 | \$13,347.50 | \$13,347.50 | 100% |
| Employment and Credential Rate | 55.6% | 75.0% | 60.0% | 125% |

* 0/0 - does not negatively affect the rest of the state

Quantitative Report – 3rd Quarter PY 2010 (DRAFT)

Final numbers not available prior to report.

| Actual vs. Goals (3rd Quarter PY 2010) | 3rd Qtr ACTUAL | 3rd QTR. - 4 QTR. CUMULATIVE | GOAL For Year | % of GOAL Cum./Goal |
|---|-------------------|------------------------------------|------------------|------------------------|
| Youth Program | | | | |
| Older Youth Entered Employment Rate | 100.0% | 100.0% | 40.0% | 250% |
| Older Youth Retention Rate | *0.0% | 0.0% | 60.0% | 0% |
| Older Youth Earnings Increase | *\$0 | \$613 | \$1,750 | 35% |
| Older Youth Credential/Diploma Rate | 100.0% | 100.0% | 38.0% | 263% |
| Younger Youth Skill Attainment Rate | 75.0% | 95.8 | 71.0% | 135% |
| Younger Youth Diploma or Equivalent Rate | 80.0% | 73.5% | 46.0% | 160% |
| Younger Youth Retention Rate | 66.7% | 50.0% | 44.0% | 114% |
| Adult Program | | | | |
| Entered Employment Rate | 22.2% | 43.2% | 50.0% | 86% |
| Retention Rate | 77.8% | 84.6% | 82.1% | 103% |
| Average Earnings | \$26,747.50 | \$10,282.60 | \$10,800 | 95% |
| Employment and Credential Rate | 33.3% | 52.0% | 55.0% | 95% |
| Dislocated Worker Program | | | | |
| Entered Employment Rate | 35.9% | 59.2% | 65.0% | 91% |
| Retention Rate | 38.9% | 74.2% | 86.0% | 86% |
| Average Earnings | \$24,301.50 | \$12,993.20 | \$14,750 | 88% |
| Employment and Credential Rate | 30.8% | 53.1% | 60.0% | 89% |

* 0/0 - does not negatively affect the rest of the state

5) Other

HCWIB Quarterly Meeting:

Wednesday, March 11, 2011. The HCWIB held its quarterly meeting at Hale Nani Correctional Facility Training room outside of Hilo. The group heard from the Mayor as well as discussed upcoming workforce summit and industry reports. Our Next HCWIB meeting will be August 10, 2011 in Kona.