

**STATE of HAWAII  
PLAN MODIFICATION  
FOR  
IMPLEMENTING THE EMPLOYMENT AND TRAINING  
PROVISIONS OF THE  
AMERICAN RECOVERY AND REINVESTMENT ACT  
("ARRA")**

**TITLE I-B  
OF THE WORKFORCE INVESTMENT ACT ("WIA")  
AND  
THE WAGNER-PEYSER ACT**

**JULY 1, 2009 – JUNE 30, 2010**



# State of Hawaii Extended, Modified Strategic Plan

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## Attachments

1. Designee and Plan Signature Document
2. PY 2009 Performance Measures
3. Poverty Income Guidelines
4. State Waiver Plan

## **Introduction**

This Workforce Investment Act (“WIA”) State Plan Modification ("Modification") was developed by the Workforce Development Council (“WDC”) with the assistance of the Department of Labor and Industrial Relations (“DLIR”), the Department of Business, Economic Development and Tourism, and the State of Hawaii’s four Local Workforce Investment Boards (“LWIBs”).

This Modification is designed to address changes in portions of Hawaii’s WIA State Plan posed by the US Department of Labor (“USDOL”) as required by the implementation of the American Recovery and Reinvestment Act (“ARRA”). The USDOL issued Training and Employment Guidance Letter (“TEGL”) #14-08, which outlines the specific sections of the states existing WIA State Plans requiring modification to address current economic situations and how the ARRA funds would be utilized.

The ARRA provides Hawaii with additional funds to meet the education and training needs of Hawaii’s residents who are being impacted by the economy. This Modification incorporates the following requirements detailed in TEGL #14-08:

- Submitting modifications to address how Hawaii will use funding under the Recovery Act to meet the growing demand for workforce development services; and
- Extending existing waivers and requesting new waivers.

Entire industries are undergoing transformation and new industries must further transform their skill requirements. In turn the State will require workers to possess higher-level occupational skills. Because of this change, it is imperative that the One-Stop Centers as the hub of services to jobseekers and businesses, are resourced to be increasingly important partners in the economic development of the State. This Modification provides the roadmap to reinvigorate the workforce development system while fulfilling the mandate that all ARRA program funds expended are transparent to the public.

The activities in this Modification will also enable the State to accelerate plans to transform how the state uses formula and recovery funds to meet the needs of the "21st century workforce." The entire workforce development infrastructure, including the WDC, four LWIBs, the DLIR, and other stakeholders, are focused on aligning current and future resources in innovative ways and is made more urgent by the unprecedented influx of displaced workers as a result of the economic downturn.

In this time of extraordinary economic disruption, it is imperative that Hawaii continues to meet the education and training needs of WIA-eligible clients so that, as opportunities arise, these individuals will be employed in occupations that assist Hawaii in becoming more globally competitive.

## **Section I. Governor's Vision**

Governor Linda Lingle's vision for a statewide workforce investment system starts with her vision for economic development. Governor Linda Lingle envisions a transformation for Hawaii from an economy based on land development to one that is based on the limitless potential of human innovation.

During these tough economic times, Governor Lingle envisions a Hawaii that will stay on course through public-private partnerships. She envisions key initiatives and projects to be important at many levels. Her two key initiatives are the 2005 Hawaii Innovation Initiative and the 2008 Clean Energy Initiative. The first initiative stresses the necessity of a highly-skilled (particularly a STEM-skilled--Science, Technology, Engineering and Mathematics) and innovation-oriented workforce. The Clean Energy Initiative establishes a bold agenda to have Hawaii attain 70% energy self-sufficiency by the year 2030.

Anticipating the challenging times ahead, Governor Lingle initiated a five-point plan for bolstering the economy. The state will address the challenging times ahead through:

- Increased tourism outreach and marketing;
- Investing in improvement to infrastructure and state facilities;
- Lowering business fees and providing tax relief;
- Attracting private investment, especially energy; and
- Maximizing federal dollars and partnerships

By learning from other states and sharing its own state and local best practices, the Governor envisions a seamless continuum of education and training that meet industry skill needs at all levels and support career pathways of all, including the neediest.

## **Section II. Context, Vision, and Strategy**

### **Economic and Labor Market Context**

**Question IV in PY 2009 Stand-Alone Planning Guidance: Provide a detailed analysis of the state's economy, the labor pool, and the labor market context. [Ref: WIA §112(b)(4)]**

*In responding to this question, the state should update its analysis to indicate how the economic downturn has impacted the state's economy and the labor market context. This analysis should include current and anticipated impacts on employment by sector, current and projected demographics of the available labor pool, including income levels as appropriate, and describe any skills gaps the state faces, based on the skills held by current and expected dislocated workers and the skills demanded by industries and occupations expected to grow through economic recovery.*

**IV. As a foundation for this strategic plan and to inform the strategic investments and strategies that flow from this plan, provide a detailed analysis of the state's economy, the labor pool, and the labor market context.**

Currently there is unprecedented uncertainty in global and local economies. The data provided in this modification is the most current available. This plan recognizes the rapidly changing economic conditions and their effects will have on current and future labor projections. The Hawaii State Department of Business, Economic Development and Tourism (“DBEDT”) Office of Planning is completing a new Comprehensive Economic Development Plan Strategy (“CEDS”) Planning Grant.

DBEDT and the University of Hawaii Economic Research Organization (“UHERO”) lowered their forecast for Hawaii’s economy in 2009 and 2010 in light of the deteriorating national and international economies (see Table #1 and Table #2). Hawaii typically experiences a slow recovery and unemployment may worsen in 2010 before improving in 2011. As a state highly dependent on imported oil (90% of energy use), Hawaii is also more heavily impacted by high oil prices, as are anticipated as the international economies improve and demand increases.

**Table #1 DBEDT FORCAST**

**ACTUAL AND FORECAST KEY ECONOMIC INDICATORS FOR HAWAII: 2007 TO 2012**

Economic Indicators	2007	2008	2009	2010	2011	2012
	(Actual)			(Forecast)		
Total population (thousands)	1,277	1,288	1,298	1,309	1,319	1,329
Visitor arrivals (thousands) <sup>1</sup>	7,628	6,807	6,407	6,482	6,758	7,122
Visitor days (thousands) <sup>1</sup>	70,075	63,913	61,747	62,330	64,908	68,428
Visitor expenditures (million dollars) <sup>1</sup>	12,811	11,347	10,448	10,991	11,800	12,773
Honolulu CPI-U (1982-84=100)	219.5	228.9	231.7	235.2	239.9	245.4
Personal income (million dollars)	50,126	52,159	52,211	53,005	54,606	56,517
Real personal income (millions of 2000\$) <sup>2</sup>	40,260	40,180	39,731	39,737	40,134	40,605
Total wage & salary jobs (thousands)	630.1	625.4	612.4	612.4	615.6	620.8
Gross domestic product (million dollars) <sup>3</sup>	61,532	63,398	63,484	64,627	66,501	68,984
Real gross domestic product (millions of 2000\$) <sup>3</sup>	49,860	49,995	49,212	49,414	49,850	50,599
Gross domestic product deflator (2000=100)	123.4	126.8	129.0	130.8	133.4	136.3
Annual Percentage Change						
Total population	0.2	0.8	0.8	0.8	0.8	0.8
Visitor arrivals <sup>1</sup>	0.0	-10.8	-5.9	1.2	4.3	5.4
Visitor days <sup>1</sup>	0.3	-8.8	-3.4	0.9	4.1	5.4
Visitor expenditures <sup>1</sup>	2.6	-11.4	-7.9	5.2	7.4	8.2
Honolulu CPI-U	4.9	4.3	1.2	1.5	2.0	2.3
Personal income	5.9	4.1	0.1	1.5	3.0	3.5
Real personal income <sup>2</sup>	1.0	-0.2	-1.1	0.0	1.0	1.2
Total wage & salary jobs	1.0	-0.7	-2.1	0.0	0.5	0.8
Gross domestic product <sup>3</sup>	4.9	3.0	0.1	1.8	2.9	3.7
Real gross domestic product <sup>3</sup>	3.0	0.3	-1.6	0.4	0.9	1.5
Gross domestic product deflator	1.9	2.8	1.7	1.4	2.0	2.2

1/ Visitors who came to Hawaii by air or by cruise ship.

2/ DBEDT calculated using BEA estimate of nominal personal income deflated by U.S. Bureau of Labor Statistics Honolulu CPI-U.

3/ The 2008 value is estimated by DBEDT.

Source: Hawaii State Department of Business, Economic Development & Tourism, May 18, 2009.

**Table #2 UHERO FORACAST**

**Hawai'i Economic Indicators (Annual Growth Rates)\***

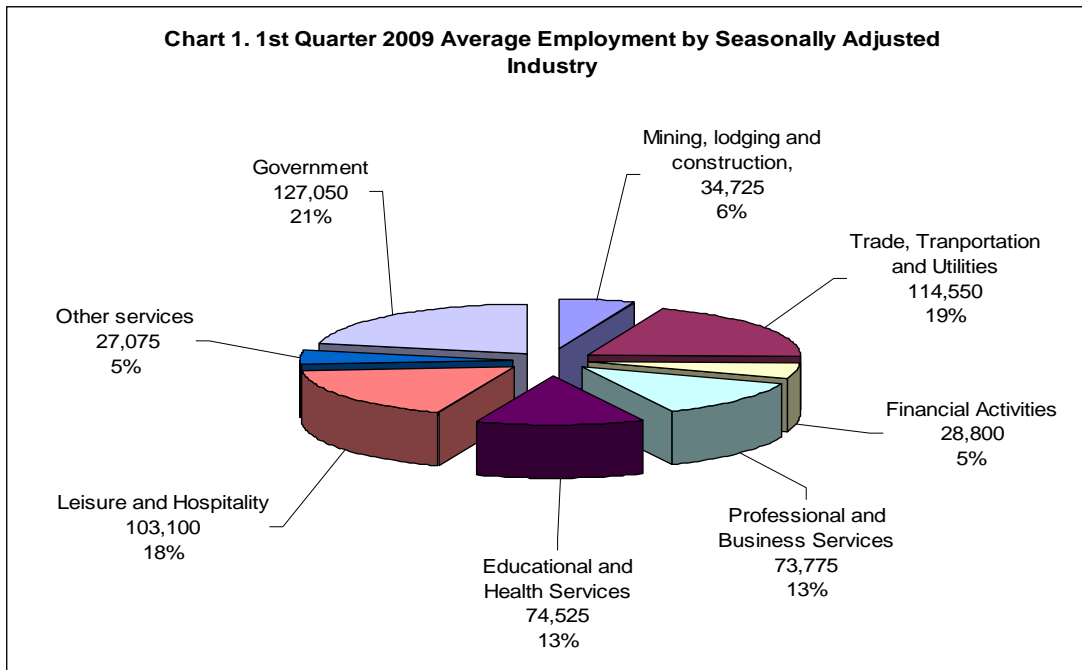
	2006	2007	2008	2009	2010
Visitor Arrivals					
U.S. Visitor Arrivals	4.3	-0.5	-13.5	-3.2	1.7
Japan Visitor Arrivals	-10.2	-4.9	-10.2	-13.8	5.7
Payroll Jobs	2.6	1.3	-0.9	-2.9	-0.6
Employment	2.2	0.3	-0.1	-4.6	0.8
Unemployment Rate (%)	2.5	2.6	4.0	7.4	8.1
Inflation Rate, Honolulu MSA (%)	5.8	4.9	4.3	0.5	0.3
Real Personal Income	1.4	1.0	-0.2	-2.7	-0.6

\*Source is UHERO. Figures for 2009-2010 are forecasts. Full macro and industry detail are available to [subscribers and sponsors](#).

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**IV.A. What is the current makeup of the State's economic base by industry?**

In terms of employment, Hawaii's leading economic drivers have been government, accommodation and food services, retail trade, agriculture, health care and social assistance, and construction. The distribution of 607,450 employed workers for the first quarter of 2009 is presented in Chart 1 on the following page.



Source: DLIR Research and Statistics Office, January through April 2009.

The highest annual average wages were found in mining, utilities, management, professional and technical services, and construction (See Table #3).

**Table #3. The Economy of Hawaii Based on Average Wage Paid by Industries, 2007**

NAIC	Sector or Industry Description	Number Employed	Average Wage
<i>All Sectors</i>	<i>TOTAL</i>	625,835	\$ 39,465
21	Mining	302	81,908
22	Utilities	3,016	75,757
55	Management of companies and enterprises	7,612	71,940
99	Unclassified	286	60,794
54	Professional and technical services	24,597	60,360
23	<b>Construction</b>	<b>38,807</b>	<b>59,297</b>
52	Finance and insurance	16,909	56,341
51	Information	10,691	53,534
11	<b>Agricultural, forestry, fishing and hunting</b>	<b>60,983</b>	<b>50,780</b>
	<b>Government</b>	<b>118,903</b>	<b>48,118</b>
42	Wholesale Trade	18,435	47,273
62	<b>Health care and social assistance</b>	<b>58,452</b>	<b>41,703</b>
53	Real estate and rental and leasing	13,174	41,479
48-49	Transportation and warehousing	29,970	38,289
61	Educational services	13,295	32,774
31-33	Manufacturing	51	31,604
81	Other services, except public administration	25,230	28,195
56	<b>Administrative and waste services</b>	<b>44,027</b>	<b>28,119</b>
44-45	<b>Retail Trade</b>	<b>70,249</b>	<b>26,779</b>
72	<b>Accommodation and food services</b>	<b>97,966</b>	<b>25,693</b>
71	Arts, entertainment, and recreation	12,042	24,162

Note: In bold are the top five employing industries. The data cover Hawaii Employment Security Law and Unemployment Compensation statistics only. They do not reflect the self-employed.

Source: DLIR Research and Statistics Office, October 2008

***IV.B. What industries and occupations are projected to grow and/or decline in the short term and over the next decade?***

It is challenging to project growth and decline during this period of unprecedented economic uncertainty. A UHERO report issued May 15, 2009, forecasts job losses in nearly all sectors and in all four counties. The DLIR Research and Statistics Office released new short-term projections in June, 2009, showing changes in the economy for 2008-2010:

1. Statewide employment is forecast to decline by 2.8 percent (19,270 jobs) from the third quarter 2008 to the third quarter 2010. Excluding the self-employed and unpaid family workers, total payroll jobs dropped by 2.6 percent (16,320 jobs).

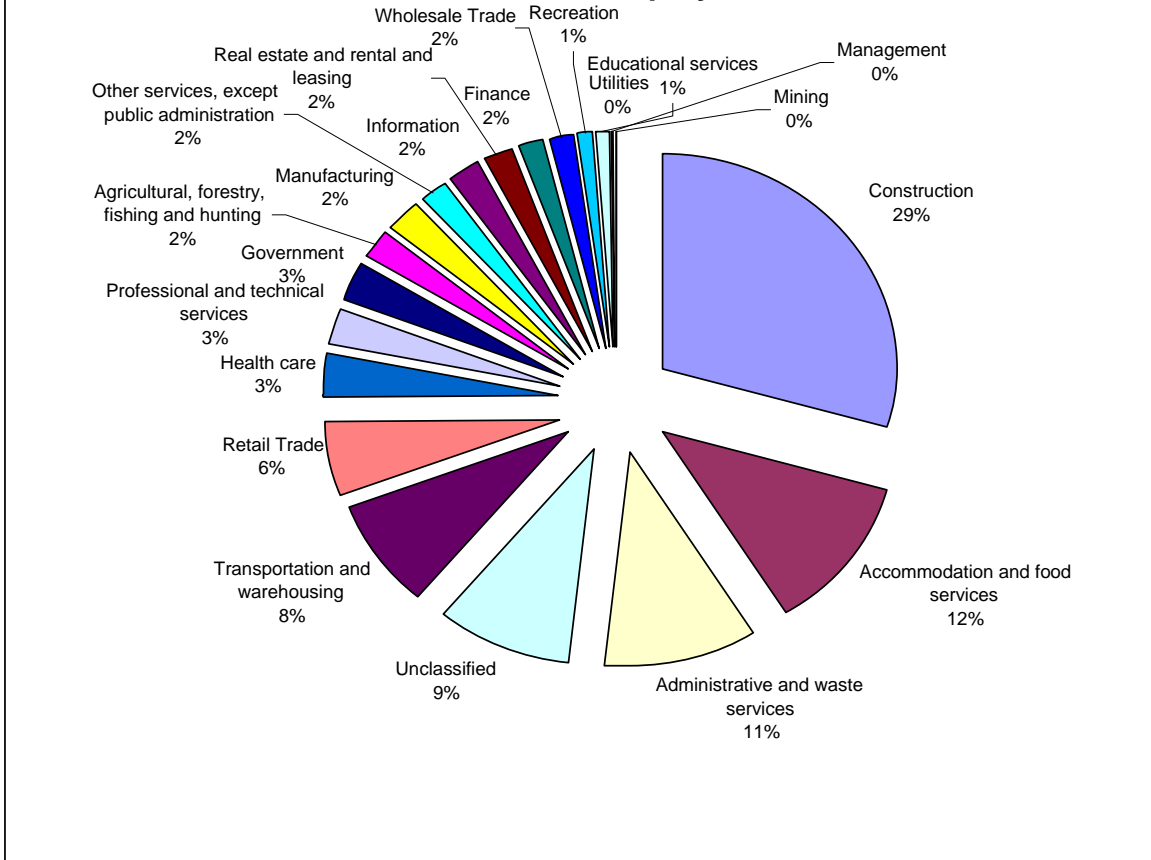
2. Construction employment is projected to experience the largest negative growth, losing 5,700 jobs or 15.2 percent drop.
3. Other industries showing a significant decline are leisure and hospitality (-5.1 percent), financial activities (-3.7 percent), trade, transportation, and utilities (-3.0 percent), and professional and business services (-2.4 percent).
4. Education and health services industry is the most promising sector in terms of providing some job growth with a projected increase of 2.2 percent (2,660 jobs). Government may also increase by a modest 0.3 percent (220 jobs).

**Table #4**

<b>Industry Employment and Growth, 2008-2010, State of Hawaii</b>				
<b>Industry Title</b>	<b>3rd Qtr.</b>	<b>3rd Qtr.</b>	<b>Growth</b>	
	<b>2008</b>	<b>2010</b>	<b>Net</b>	<b>Percent</b>
Total, All Industries	680,640	661,370	-19,270	-2.8%
Natural Resources & Mining	6,970	6,360	-610	-8.8%
Construction	37,410	31,710	-5,700	-15.2%
Manufacturing	14,830	14,200	-630	-4.2%
Trade, Transportation & Utilities	116,430	112,910	-3,520	-3.0%
Information	9,670	9,280	-390	-4.0%
Financial Activities	29,290	28,220	-1,070	-3.7%
Professional & Business Services	75,020	73,210	-1,810	-2.4%
Education & Health Services	123,360	126,020	2,660	2.2%
Leisure & Hospitality	106,620	101,230	-5,390	-5.1%
Other Services	25,060	24,970	-90	-0.4%
Government	74,490	74,710	220	0.3%
Self-Employed and Unpaid Family Workers	61,490	58,540	-2,950	-4.8%

Source: DLIR, Research and Statistics Office June, 2009

**Chart 2. Short-Term Loss of Employment in Hawaii, 2008**



Note: Data based on Characteristics of Unemployment Benefit Claimants for 2008. The 2008 reported annual average count is 11,213. Source: DLIR Research and Statistics Office, October 2008

The State's long-term employment projection was presented in November 2008 (Table 5). The projection does not reflect any major shift in Hawaii's economic base. The DLIR's R&S Office will be revising this projection and will take into account the possible impact of the recession and investments in the green economy. Additionally, the WDC has commissioned the DLIR's Research and Statistics Office to publish a Green Jobs Labor Market Study that is due in early August 2009.

**Table #5. Hawaii's Projected Employment by Industry Sector, 2006-2016**

<u>Industry</u>	<u>Employment</u>		<u>Change in Employment</u>
	2006	2016	<u>Avg. Annual Growth Rate</u>
<b>TOTAL, ALL INDUSTRIES</b>	<b>686,750</b>	<b>735,390</b>	<b>0.70%</b>
<b>GOODS-PRODUCING INDUSTRIES</b>	<b>58,320</b>	<b>60,680</b>	<b>0.40%</b>
AGRICULTURE, FORESTRY, FISHING, & MINING	7,290	6,500	-1.10%
CONSTRUCTION	35,610	38,530	0.80%
MANUFACTURING	15,140	15,350	0.10%
<b>SERVICE-PROVIDING INDUSTRIES</b>	<b>566,280</b>	<b>610,900</b>	<b>0.80%</b>
TRADE, TRANSPORTATION, & UTILITIES	120,510	125,660	0.40%
Wholesale Trade	17,190	19,200	0.70%
Retail Trade	69,900	74,420	0.60%
Transportation & Warehousing	29,770	28,920	-0.30%
Utilities	2,930	3,110	0.60%
INFORMATION	10,690	11,420	0.70%
FINANCIAL ACTIVITIES	29,880	31,030	0.40%
PROFESSIONAL & BUSINESS SERVICES	78,200	86,740	1.10%
EDUCATION & HEALTH SERVICES	122,910	139,180	1.30%
LEISURE & HOSPITALITY	107,710	116,660	0.80%
Arts, Entertainment, & Recreation	11,500	12,730	1.10%
Accommodation & Food Services	96,210	103,930	0.80%
Accommodation	39,170	41,090	0.50%
Food Services & Drinking Places	57,070	62,830	1.00%
OTHER SERVICES (Except Government)	24,610	27,350	1.10%
GOVERNMENT	71,750	72,880	0.20%
Federal Government	31,740	31,370	-0.10%
State Government, exc. Education & Hospitals	22,540	22,840	0.10%
Local Government	17,470	18,670	0.70%

Note: Figures may not add to totals due to rounding to the nearest tenth.

Source: DLIR Research and Statistics Office, November 2008

The State expects increases in traditional jobs that are considered “green” layered. The WDC has commissioned the DLIR R&S Office to complete a Green Jobs Labor Market Analysis to identify the projected number of “green jobs” that the ARRA resources can be deployed to support. Green jobs, specifically clean energy-related ones, will be essential in transforming Hawaii’s economy as envisioned by the Governor and supported by the Obama administration’s stimulus package.

Additionally, in October 2008, Global Insight Inc. estimated that the number of green occupations in the City and County of Honolulu to be 2,022 with an expansion to 15,997 occupations by the year 2038.

Table #6 presents an initial identification by the DLIR of current green jobs in Hawaii.

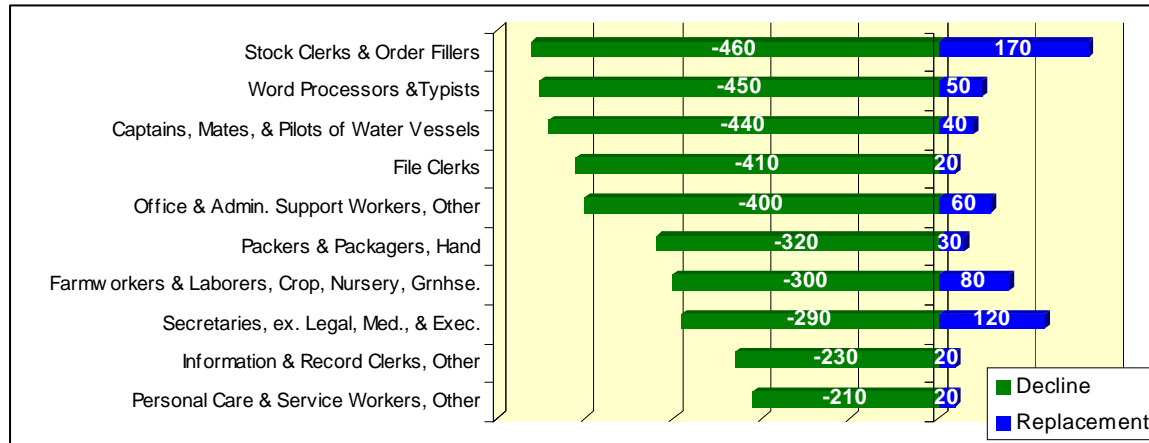
**Table #6. Sample of Green-Collar Jobs in Hawaii, 2008**

<p><b>RENEWABLE ENERGY</b></p> <p>Agriculture Inspectors            Agricultural Workers            Chemists            Construction Managers            Electrical and Electronic Repairers            Electrical Power-Line Installers and Repairers            Electricians            Electrician Helpers            Heating, Air Conditioning, and Refrigeration Mechanics and Installers            Laborers and Freight, Stock and Material Movers, Plumbers, Pipefitters, and Steam fitters            Power Plant Operators            Sheet Metal Workers            Structural Iron and Steel Workers            Welders, Cutters, Solderers, and Brazers</p>	<p><b>GREEN BUILDING/RETROFITTING</b></p> <p>Architects, except Landscape and Naval            Architectural and Civil Drafters            Carpenters            Civil Engineers            Construction and Building Inspectors            Construction Laborers            Construction Managers            Electrical Power-Line Installers &amp; Repairers            Electricians            Helper, Electricians            Helpers, Carpenters            Painters, Construction &amp; Maintenance            Plumbers, Pipefitters &amp; Steamfitters            Roofers            Sheet Metal Workers            Truck Drivers, Heavy and Tractor Trailers            Urban and Regional Planners</p>
<p><b>RECYCLED MATERIALS</b></p> <p>Laborers and Freight, Stock and Material Movers, Hand Refuse and Recyclable Material Collectors            Truck Drivers, Heavy and Tractor-Trailer            Material Moving Workers            Computer Specialists            Bus and Truck Mechanics and Diesel Engine Specialists</p>	<p><b>ENERGY EFFICIENCY</b></p> <p>Computer Specialists            Drafters, Engineering, and Mapping Technicians            Electrical Engineers            Electrical Helpers            Engineers            Metal Workers and Plastic Workers            Petroleum Pump System Operators, Refinery Operators and Gaugers            Power Plant Operators</p>

Source: DLIR Research and Statistics Office, August 2008

Table #7 presents the top occupations that will diminish in number in the long-term due to new technologies that will eliminate certain occupations.

**Table #7. Projected Declining Occupations in Hawaii, 2006-2016**

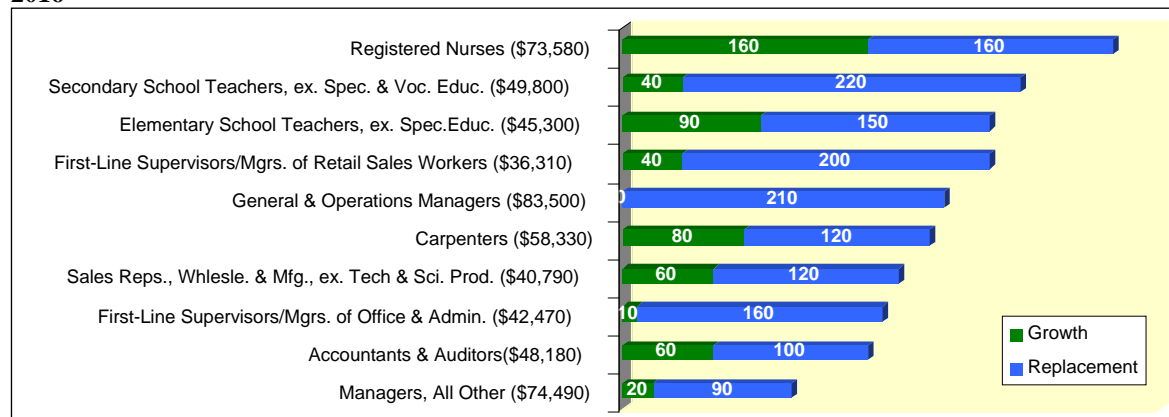


Source: DLIR Research and Statistics Office, October 2008

**IV.C. In what industries and occupations is there a demand for skilled workers and available jobs, both today and projected over the next decade? In what numbers?**

Table #8 lists the October 2008-based projection for the top 10 high-skill occupations with the highest annual demand. New projections are expected by late July 2009.

**Table #8. Top 10 High-Wage, High-Demand Occupations Based on Projected Job Opening in Hawaii, 2006-2016**



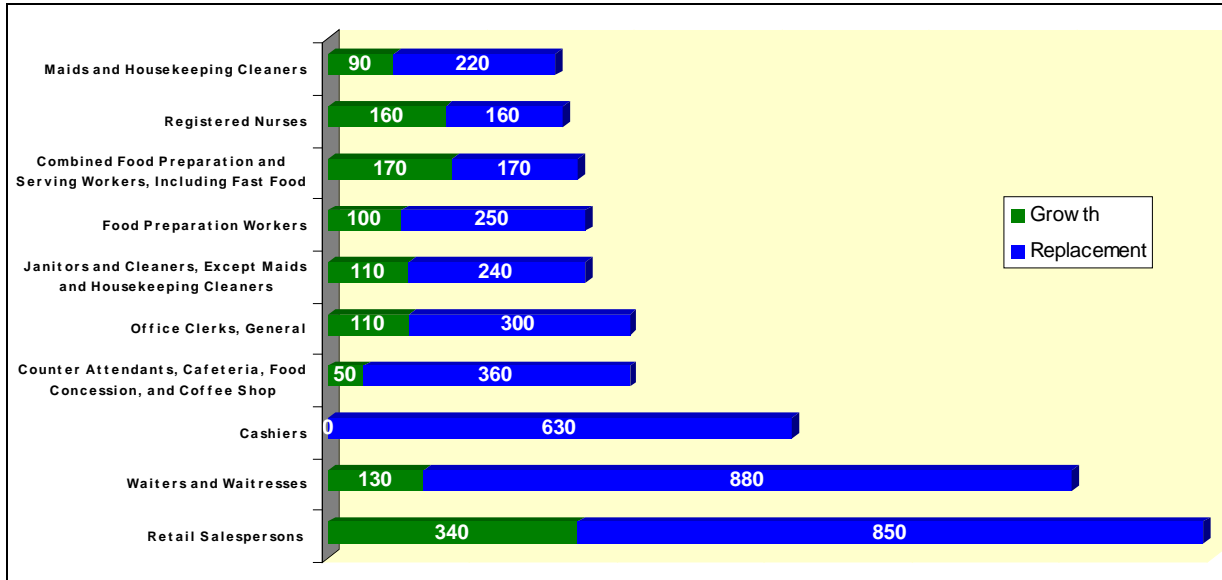
Source: DLIR Research and Statistics Office, October 2008

**IV.D. What jobs/occupations are most critical to the State's economy?**

Table #9 lists the top ten occupations that are determined to be most critical to the economy based on the number of openings. Many of the occupations that are considered critical are in tourism/hospitality, and the industry expects significant retirements in many occupations in the next decade. New projections are expected by late summer of 2009.

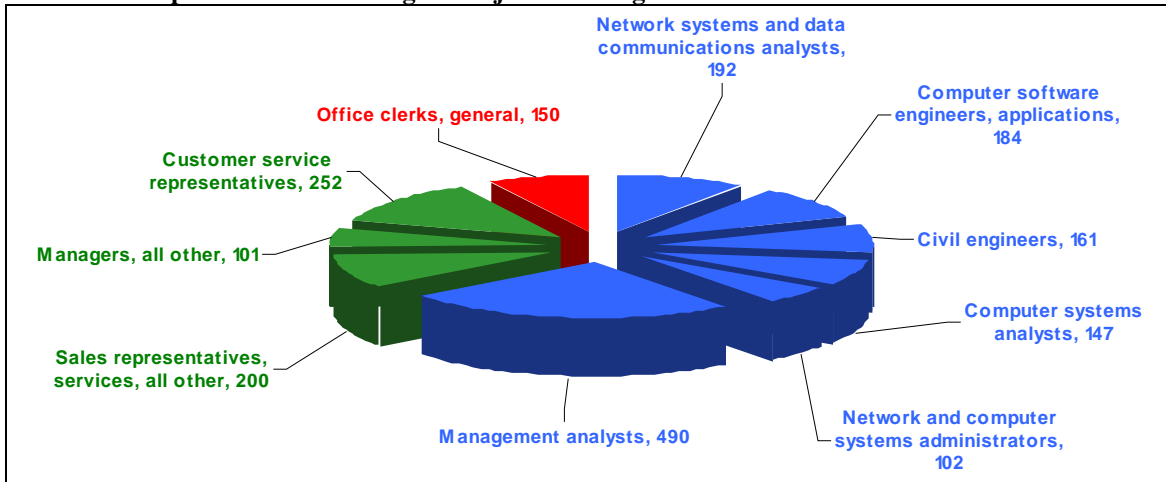
The information in Chart #3 identifies the most critical occupations in the technology sector, the sector that provides information for Hawaii’s new economic direction. The projected changes include occupations that are not traditionally linked to Science, Technology, Engineering, and Math (“STEM”) skills.

**Table #9. Critical Occupations Based on Highest Average Openings From Growth and Replacement, 2006-2016**



Source: DLIR Research and Statistics Office, October 2008

**Chart 3. Occupations with the Largest Projected Change Between 2006 and 2016.**

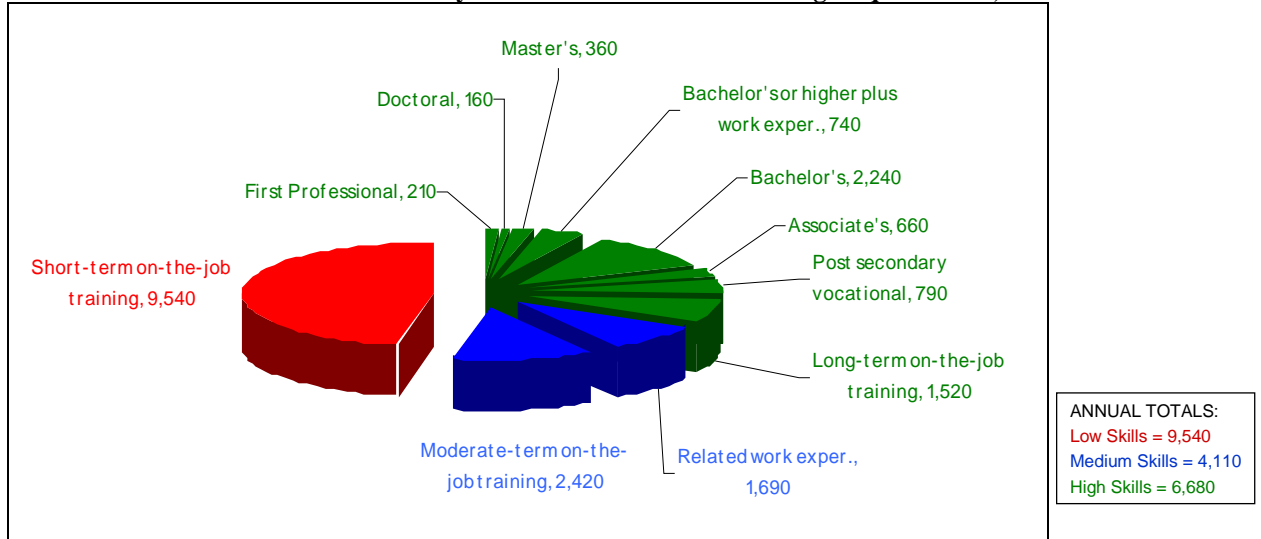


Source: DBEDT Research and Analysis Division, 2008

**IV.E. What are the skill needs for the available, critical and projected jobs?**

According to the October 2008 projection of 2006-2016 occupations, there will be an annual demand for 9,540 low-skilled workers (46.9%), 4,110 medium-skilled workers (20.2%), and 6,680 high-skilled workers (32.8%). Chart 4 elaborates the necessary skills by initial education and training requirements based upon long term projections.

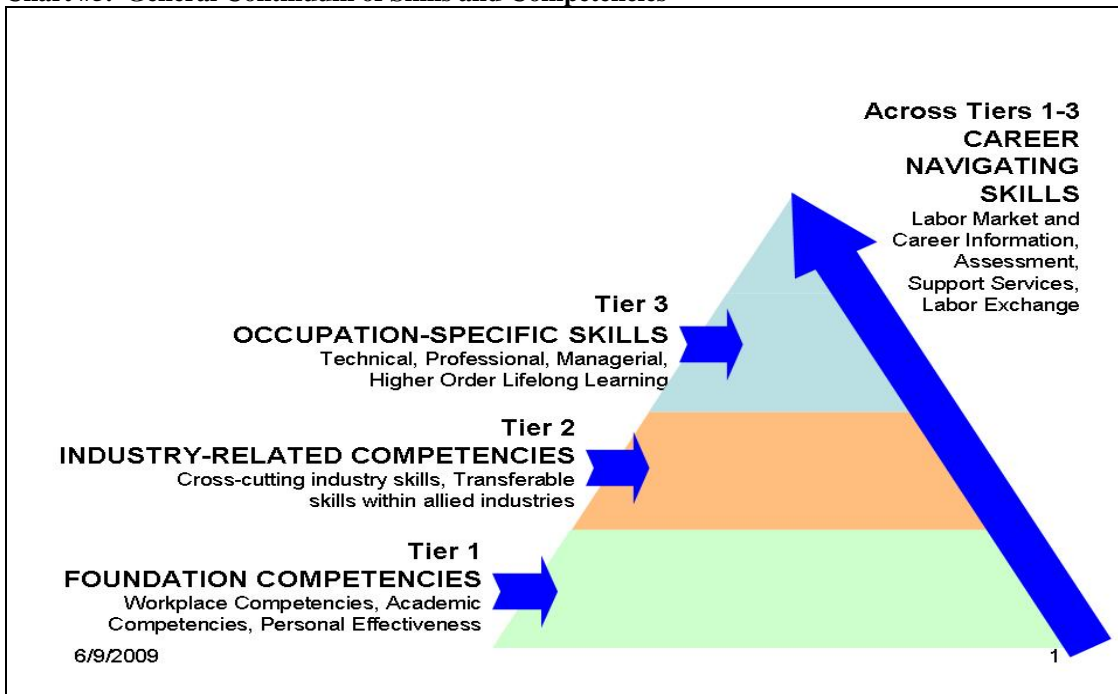
**Chart #4. Hawaii's Demand for Skills by Initial Education and Training Requirements, 2006-2016**



Note: WDC's classification of skill level is red-low skills, blue-medium skills, and green-high skills. Source: DLIR Research and Statistics Office, October 2008

The State of Hawaii also recognizes that a 21<sup>st</sup> century worker will need to acquire skills and competencies along four tiers as reflected in Chart #5 below:

**Chart #5. General Continuum of Skills and Competencies**



Source: Hawaii Workforce Development Council Orientation, 2008

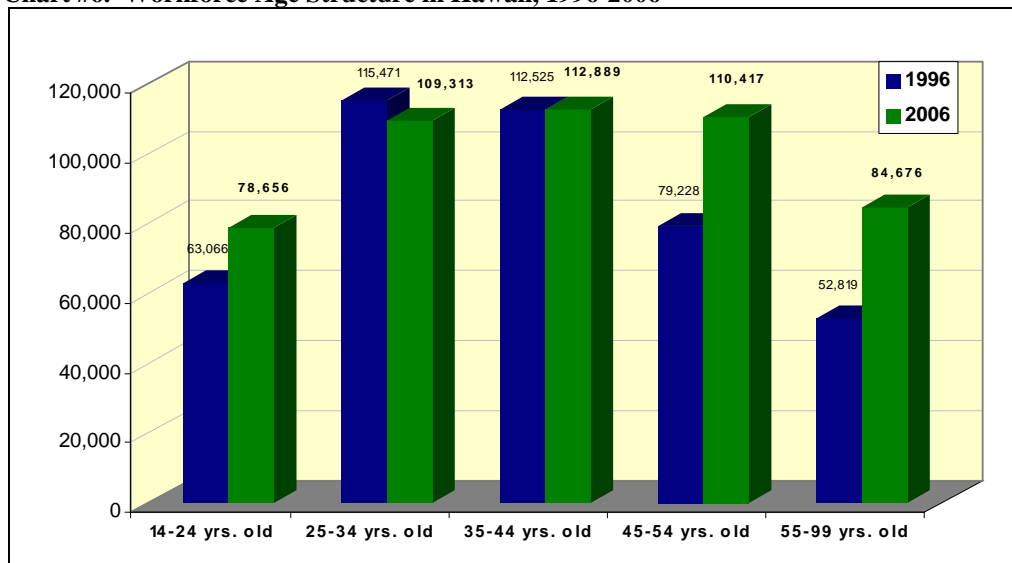
**IV.F. What are the current and projected demographics of the available labor pool (including the incumbent workforce) both now and over the next decade?**

In 2007, an estimated 65 percent of Hawaii’s working age population (defined by BLS as ages 16-99) participated in the labor force. The following demographics had low participation rates:

- For those with a high school diploma or less, participation rates were 61.6 percent, with 18,558 not participating.
- The participation rate for those below the poverty level was lower (40.9 percent), with 34,013 people not counting themselves as working or looking for work.
- People with one or more disabilities had a 47.1 percent participation rate, with 40,827 not in the labor force.
- The older population aged 65-74 years had a 25.5 percent participation rate with 65,390 not choosing or unable to participate in the labor force.

In 2006, about 17% of the state’s private workforce was 55 years and older, up from 12.5% a decade earlier, an increase of 60% during a period when overall employment grew by only 17%. Industries that employ the greatest number of older workers include: accommodation and food services, retail trade, health care and social assistance, and administrative, support, waste management and remediation services. Turnover is lower among older workers than for those under age 55. This means that in the next decade the “graying” of the workforce will continue along with the retirement of large numbers of workers with substantial skills and experience.

**Chart #6. Workforce Age Structure in Hawaii, 1996-2006**



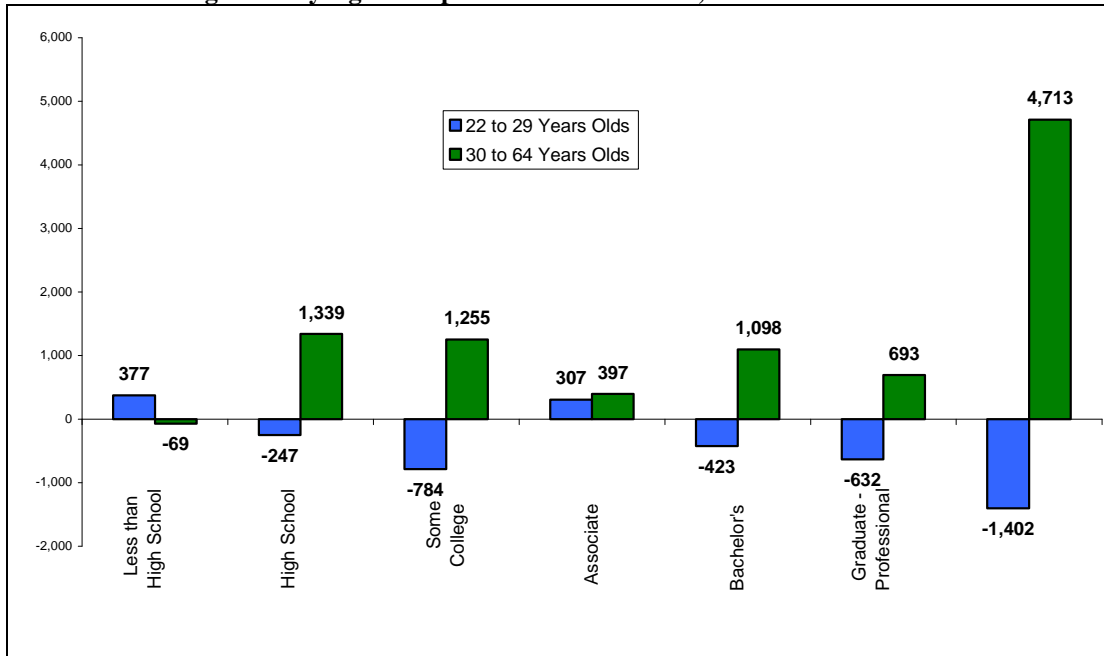
Source: DLIR Research & Statistics Office, 2008

**IV.G. Is the State experiencing any “in migration” or “out migration” of workers that impacts the labor pool?**

The U.S. Census Bureau’s estimate for 2008 showed that Hawaii experienced an out-migration of 3,752 persons. This was countered by a 4,098 net gain in foreign in-migration.

Data from the 2007 American Community Survey indicates that out-migration of younger workers is significant among those with bachelor, graduate and professional degrees. In-migration of workers was concentrated in people with a high school degree, some college, and a bachelor degree. This migration snapshot indicates a “brain drain” among the high-skilled workers that are required to increase the high-skill and high-wage jobs in Hawaii. As most states are now experiencing shortages in these high-skill jobs, the current situation is different from that in 2007.

**Chart #7. Net Migration by Age Group and Education Level, 2007**



Source: DBEDT 2008

**IV.H. Based on an analysis of both the projected demand for skills and the available and projected labor pool, what skill gaps are the State experiencing today and what skill gaps are projected over the next decade?**

Table 10 provides leading indicators of skill gaps in the education system that may translate to the workforce pipeline, while Chart 8 provides an indicator of skills gap in critical-skill occupations based on graduates in targeted areas from Hawaii public colleges and universities versus demand in those fields. The Wagner-Peyser information in Table 10 indicates that a substantial number of jobseekers may not be able to be referred to suitable employment, and that nearly 20 percent did not graduate from high school.

**Table10. A Snapshot of Hawaii's Educational Outputs, Pre-K to 12**

<b>Public School NAEP Scores. Elementary and Middle School</b>		<b>(Percent Proficient and Advanced)</b>			
<b>National Assessment of Educational Progress or NAEP</b>		<b>--- 2003 ---</b>		<b>--- 2007 ---</b>	
		<b>HI</b>	<b>US</b>	<b>HI</b>	<b>US</b>
<b>Reading:</b>	Grade 4	21%	30%	31%	39%
	Grade 8	22%	30%	21%	31%
<b>Mathematics:</b>	Grade 4	23%	31%	37%	45%
	Grade 8	17%	27%	24%	38%

**Public High School Graduation and Dropout Rates**

	<b>2004-05</b>	<b>2006-07</b>
<b>Graduation (On Time)</b>	79.5%	78.9%
<b>Dropouts</b>	14.9%	16.5%

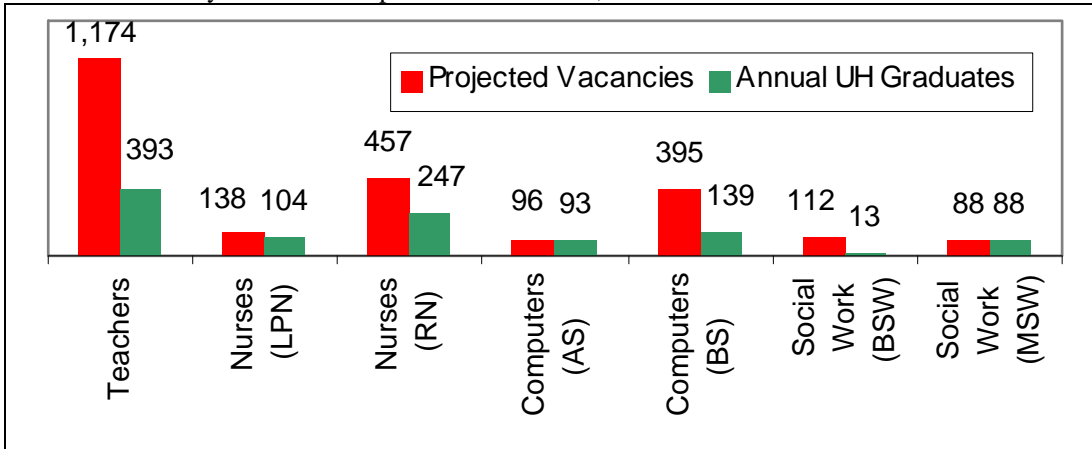
**Public School High School Graduate by Type of Diploma**

	<b>2004-05</b>	<b>2006-07</b>
<b>BOE Diploma*</b>	31.3%	31.5%
<b>Regular Diploma</b>	62.1%	62.7%
<b>Non-Diploma Certificate</b>	6.6%	5.8%

\*There is more academic rigor required to attain this diploma

Source: Hawaii Department of Education, 2008

**Chart 8. University of Hawaii Output in Critical Areas, 2004-2006**



Source: University of Hawaii, 2008

Table 11. A Snapshot of Employment and Transition Services for Adults

**DLIR Wagner-Peyser Program Data, 2007-2008**

***EMPLOYER SIDE***

Total Job Openings Received: 15,642

***JOBSEEKER SIDE***

Total Program Participants Referred to Employment:  
22,547 out of 50,059  
Total Program Participants Referred to WIA Services:  
485 or 3.45%

No. of Participants Still in School: 5,272  
No. of Participants Who Did Not Graduate From High School: 5,016  
Participants Who Are High School Graduates or Have GED: 25,853  
Participants with Post-Secondary Degree or Certificates: 13,195

Source: US DOLETA 9002 E Report 09/01/07 to 10/30/07

*IV.I. Based on an analysis of the economy and the labor market, what **workforce development issues** have the State identified?*

1. An insufficient number of living wage jobs (calculated as \$49,853 for a single parent with two children);
2. A continuing loss of “baby-boom generation” workers;
3. Leaks in the education to workforce pipeline;
4. The need for lifelong learning for incumbent workers;
5. A lack of affordable /workforce housing for all income levels;
6. The inability to meet demand in critical occupation areas; and
7. Inadequate workforce intelligence. Hawaii’s workforce development system is loosely organized and not well understood by policymakers and the general public.

*IV.J. What **workforce development issues** have the State prioritized as being **most critical** to its economic health and growth?*

After assessing what the State must and can do given the above challenges, in January 2009 the WDC and other stakeholders in the workforce development system identified the following goals as priorities for action:

1. Improve the delivery of timely education and training to prepare current and future workers for required and projected demand occupations;
2. Focus more attention on upgrading the skills of incumbent workers to keep them current with the changing needs of the economy;
3. Expand the labor pool in the face of anticipated labor shortages largely due to the retirement of the “baby boomer” generation; and
4. Address the need for workforce housing

Each priority area has a list of recommendations for action during each year of the State of Hawaii Comprehensive Workforce Development Plan, 2009 - 2014.

## State Vision and Priorities

### **Question I.C. What is the Governor’s vision for ensuring a continuum of education and training opportunities that support a skilled workforce? (§112(a) and (b)(4).)**

*In responding to this question, the state should review the ETA’s vision for implementing the Recovery Act in Section 4 of this TEGL, and describe the Governor’s new vision since the economic downturn. The description should include the Governor’s vision for economic recovery, touching on the Act’s principles and the Governor’s view of how the Recovery Act funds can be integrated into transformational efforts to achieve an invigorated, more innovative public workforce system capable of helping enable future economic growth and advancing shared prosperity for all Americans.*

Governor Linda Lingle’s vision for a statewide workforce investment system starts with her vision for economic development. The Governor envisions a shift in Hawaii’s economic development that transforms an economy based on land development to one that is based on the limitless potential of human innovation. In order to ensure a continuum of education and training opportunities that supports this direction, the Governor put forth key initiatives, known as the “Hawaii Innovation Initiative,” which set priorities for action.

Governor Lingle, in concurrence with Hawaii’s workforce development leaders, recognizes that a seamless pre-kindergarten through college continuum of learning will ensure that all Hawaii high school graduates are ready for college, careers, and success in today’s global economy. She supports the urgency of having education standards that are rigorous and aligned with college and work expectations.

The Governor envisions that optimal partnerships and resource matching will counter the threats caused by the economic downturn.

#### Hawaii’s Vision

*“Hawaii’s continued prosperity and ability to preserve its quality of life depends on reducing our dependence on land as the chief driver of economic development and meeting the new challenges of the “global economy.”*

*“Hawaii’s economic development policy should shift toward developing our people and their capacity to innovate.”*

*“Hawaii’s people are under-utilized. Increasing a worker’s innovation capacity will enable companies and citizens to compete in a global economy.”*

*“Without educated and motivated workers, innovation will not occur or be applied. With innovation, there will be a demand for more jobs.”*

Source: [hawaii.gov/dbedt/innovation](http://hawaii.gov/dbedt/innovation)

Hawaii’s vision is advanced by two key initiatives of the Governor, the 2005 Hawaii Innovation Initiative and the 2008 Clean Energy Initiative. The first initiative stresses the necessity of a highly-skilled (particularly a STEM-skilled--Science, Technology, Engineering and

Mathematics) and innovation-oriented workforce. The Clean Energy Initiative targets to have Hawaii attain 70% energy self-sufficiency by 2030. Currently, the State has the highest reliance on imported oil, at 90% of energy production.

The Governor's vision of a workforce development system is reiterated in the vision and mission that the State WDC shares with various stakeholders. The vision is *for a globally competitive and skilled workforce that promotes and nurtures a diverse and prosperous economy and preserves the special quality of life in Hawaii*. The mission is *to support and facilitate the development of a skilled workforce that meets the needs of business and industry, enhances workplace productivity, and increases opportunities for employment and entrepreneurship*.

The Governor believes that generating a highly-skilled workforce and achieving energy self-sufficiency are critical, and they must be addressed whether Hawaii is in an economic boom or economic recession. In 2008, Governor Lingle anticipated the challenging times ahead and initiated a five-point plan for bolstering the economy. The plan has a balanced approach and seeks resources and partnerships for long-term and short-term solutions.

#### Governor's Five Point Plan to Stabilize and Bolster the Current Economy

The plan's five components include a commitment to:

1. *Increased tourism outreach and marketing;*
2. *Investing in improvement to our infrastructure and state facilities;*
3. *Lowering business fees and providing tax relief;*
4. *Attracting private investment, especially energy; and*
5. *Maximizing federal dollars and partnerships.*

Source: [hawaii.gov/gov/fivepointplan](http://hawaii.gov/gov/fivepointplan)

The Governor's balanced approach is consistent with the immediate priorities that the WDC and workforce development stakeholders articulated in the recently completed Hawaii State Comprehensive Workforce Development Plan for 2009-2014. The priorities to address short-term and long-term workforce development issues are to:

- a. Improve the delivery of timely education and training to prepare current and future workers for high-demand occupations;
- b. Focus more attention on upgrading the skills of incumbent workers;
- c. Expand the labor pool in the face of anticipated long-term labor shortages; and
- c. Address workforce housing

In an effort to take maximum advantage of the federal funds available through the ARRA to increase employment opportunities for Hawaii residents and boost the economy, Governor Lingle applied for Hawaii's full share of federal grants that will supplement existing workforce development and training programs.

The goal of the Recovery funds is to reemploy and reinvest during the economic downturn. The funds will enable the DLIR to build on its partnerships with the counties, private sector, labor unions and nonprofit organizations to enhance job assistance and employment training services. These targeted training efforts will provide workers with many of the necessary skills that will be required when the economy improves.

The DLIR received \$7.7 million on March 19, 2009 with approximately 85 percent of the funds being distributed to the four counties and the state investing the balance in various employment programs. Hawaii's share at \$7,773,870 is targeted as follows:

- \$2,918,025 for youth employment service programs, including expanded summer employment programs for youth;
- \$1,234,406 for adult employment service programs, with priority given to recipients of public assistance and other low-income individuals;
- \$2,161,193 for dislocated worker training and employment service programs; and
- \$1,426,246 for public employment service programs, including \$891,104 to support reemployment services for unemployment insurance claimants.

The Recovery funds will also be used to support and in some cases expand the One-Stop Centers that are dedicated to providing free services to job seekers and employers--including job search assistance, personal career planning services, training opportunities, library resources and online employment resources such as the state's online service, HireNetHawaii.com.

**Question I.E. What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk? (§112(b)(18)(A.))**

*In responding to this question, the state should review ETA's vision for implementing the Recovery Act in Section 16 of this TEGl to reconnect disconnected youth through multiple pathways to education and training that enable them to enter and advance in the workforce. The state should describe its strategy for serving youth with funds from the Recovery Act, as well as how its strategies will be adjusted to respond to the economic downturn. What activities will the state focus on (i.e., primarily focus on summer employment opportunities, the full range of WIA youth services, or a combination)? Describe how plans for the Recovery Act youth activities will complement the state's overall vision for serving youth under WIA.*

Governor Lingle envisions a process that:

1. Provides every youth the opportunity to develop the needed knowledge and skills to compete in the global economy;
2. Accomplishes priorities in a cooperative manner to provide youth the greatest chance for success; and ‘

3. Provides a seamless continuum of education and training opportunities based on education and skill standards that are rigorous and aligned with the needs of the 21<sup>st</sup> century economy.

Recovery Act funds play a significant role in developing work readiness skills during the summer of 2009 for nearly 1,000 WIA-eligible youth in all four counties.

1. During 2008-2009, the Oahu Workforce Investment Board has undertaken an analysis of work-readiness programs and has provided guidance on work-readiness assessment that help prepare youth and adults to be more successful in work settings.
2. It is anticipated that all four LWIBs will include some type of work-readiness assessment as part of their strategy for preparing youth and adults for experiential learning and work opportunities as they develop their next generation Local WIA Plans.

The Local WIBs vary in their planned use of Recovery Act funds for Youth Programs. However, all activities are geared to prepare youth for further training and work. As youth “age out” of the Youth Program, there may be a remaining need for core or intensive services. In order to cover this, they will be enrolled in the Adult Program for further assistance.

The Education and Training Coordinating Committee of the WDC is undertaking an initiative during 2009 to identify the experiential learning opportunities in the State and prepare a database that will be shared with all workforce development and education stakeholders. As funds permit, the WDC will conduct outreach to increase opportunities for youth by working with businesses and other organizations able to provide experiential learning that will lead to increased chances of employment in areas of interest to youth.

**Question II. Identify the Governor’s key workforce investment system priorities for the state’s workforce investment system and how each will lead to actualizing the Governor’s vision for workforce and economic development. (§§111(d) and 112(a).)**

*In responding to this question, states should reflect on shifting priorities necessitated by the economic downturn and areas of focus for economic recovery. States should identify the Governor’s key workforce investment priorities for the use of the Recovery Act funds infused into the state’s workforce investment system and how each will lead to actualizing the Governor’s new vision.*

Reflecting this universal shift in the economy, the State of Hawaii plans to energize the economic drivers of the state by introducing initiatives designed to tap into new technologies and industries that attract developmental funding, leading to higher-wage jobs, but also requiring employees with higher skill sets.

New technologies: To tap into the growing industry of clean energy, the State of Hawaii signed a Memorandum of Understanding (“MOU”) with the U.S. Department of Energy for the Hawaii Department of Education Clean Energy Initiative in January 2008. The goal of the MOU is to decrease energy demand and accelerate use of renewable, indigenous energy resources in Hawaii in the construction, transportation and industrial end-use sectors. The overall goal of the initiative is to create enough efficiency and renewable energy resources to meet 70 percent of Hawaii’s total energy demand by 2030.

An agreement was reached between the State of Hawaii and Castle & Cooke, First Wind Hawaii and Hawaiian Electric Company on March 17, 2009. This agreement represents another bold step forward in Hawaii's pursuit of energy independence, and calls for the installation of large wind farms on the islands of Lanai and Molokai that would provide clean energy to Oahu.

New innovations in the State of Hawaii: Promoting science and technology is critical to the future of the state and is a major component of the Hawaii Innovation Initiative. The initiative is designed to increase the innovation of Hawaii's people and reduce the state's overdependence on land development as an economic driver. As part of this effort, Governor Lingle has led the effort to accelerate the development of STEM education in public schools and post-secondary institutions.

Linking Hawaii with the Strategic Direction of the Obama Administration: The innovation initiatives of the State of Hawaii are consistent with the strategic direction articulated by President Obama upon taking office in January 2009. The initiatives are designed to leverage change in the workforce investment system to:

- focus on regional high-growth sectors that are important to state and local communities;
- develop strategic partnerships that link with green jobs and infrastructure jobs; and
- invest Recovery funds to increase or maintain employment levels in these industries.

### **Overarching State Strategies**

**Question V.B. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market? (§112(b)(4)(D) and 112(a).)**

*The state's response to this question should describe the state's key, actionable strategies it is deploying to achieve the Governor's vision for the use of Recovery Act and regular formula funds. ETA is interested in how the state is connecting and integrating recovery activities to ongoing workforce investments. The responses should provide actionable direction to local areas.*

*How workforce investment system resources, both stimulus and regular formula funds, can be deployed to serve increased numbers of workers in need.*

WIA Title I funds and Recovery Act funds will be used to increase the number of participants served in each local area. The State will require that the LWIBS, through the State Plan and planning guidance, to detail in their local WIA plans how regular WIA Title I funds and ARRA funds will be utilized to increase training and opportunities for individuals. Further, the LWIBS have been instructed by the State through formal letters, phone calls, and meetings, to increase access to training and educational opportunities as ARRA funds were released to the local areas in April of 2009.

As such, the State will not promote “business as usual” and will stretch and improve the system to be able to:

1. serve an increased number of workers in need;
2. increase access to education and training opportunities especially for adults and dislocated workers (including low-income adults);
3. address dual-customer approach, align career pathways through workforce activities, and develop workforce solutions with various stakeholders; and
4. align workforce strategies with strategies for regional development and shared prosperity.

The State will increase the number of workers served including access to education and training opportunities by improving workforce intelligence and its delivery. Effort and/or policies to improve workforce intelligence will focus on areas that have been prioritized in the 2009-2014 State Comprehensive Workforce Development Plan as well as in opportunities identified by ARRA technical assistance series. These areas include but are not limited to:

1. Green Jobs Market Analysis;
2. Asset mapping of training opportunities including experiential learning;
3. Posting and identification of ARRA-funded job openings in HireNet Hawaii; and
4. Use of Unemployment Insurance Data in Re-employment Strategies

*How adults and dislocated workers, including low-income adults, who need to acquire new skills will have increased access to education and training opportunities.*

The State will increase access to education and training opportunities for adults and dislocated workers, including low-income adults by expanding capacity and services that are results-oriented and guided by best practices. These areas include but not limited to:

1. Increasing the number of people who exit the system with work readiness skills that are foundational to any further skills upgrading. Work experience for older youth and Oahu Workforce Investment Board Work Readiness Credentialing initiatives will be supported and taken statewide when successful outcomes are achieved;
2. Increasing flexibility through waivers and expand the continuum of available training opportunities to include entrepreneurship development and incumbent workers training;
3. Increasing capacity through more one-stop center workshops and through increased cross-training of one-stop center staff in delivery of career path guidance;
4. Exploring applicability of direct contracts with institutions of higher education including the University of Hawaii and eligible training providers to offer classes or be training providers;
5. Promoting streamlining of application process for training providers that has been initiated by LWIBs; and
6. Engaging industries and labor organizations to increase the availability of industry-recognized certifications and training especially in green jobs occupations.

*How the state will address a dual-customer approach, meeting the skill needs of existing and emerging employers and high-growth occupations as well as the needs of under-skilled adults.*

The strategic direction will be to expand networks, forge cooperation, and/or integrate systems between stakeholders in order to bridge traditionally separate entities. Activities will include, but are not limited to:

1. Creating partnerships based on the Governor's initiatives and ARRA funding;
2. Aligning targets across broad-based partnerships identified in the 2009-2014 State Comprehensive Workforce Development Plan. These partners include agencies in P-20, early childhood education, tourism, nursing, science and technology and the construction industries;
3. Forging demand-driven integration of systems based on public funding. E.g., Registered Apprenticeship and the WIA One-stop system, Unemployment Insurance and Employment Services, Career Technical Education Career Pathways and WIA, Medicaid Infrastructure Grant Business Networks and Local area business-school partnerships, Project Ho'omohala and WIA Youth Program, State Vocational Rehabilitation Council and WIA Programs; and
4. Addressing special populations, such as ex-offenders, through LWIB level planning and implementation of programs. The Hawaii and Maui County LWIBs have been particularly successful in working with these individuals, developing a coordinated point-of-service strategy with agency partners. A statewide consortium has been formed to address issues and develop solutions to assist ex-offenders

*How workforce activities (e.g., adult education, job training, postsecondary education, registered apprenticeship, career advancement, needs based payments, and supportive service activities) will be aligned in career pathways both now in implementing the Recovery Act and in the transformed workforce system of the future.*

See Below.

*How the state will partner to develop workforce solutions with community colleges, business and labor organizations, registered apprenticeship program sponsors, civic groups, and community organizations to align workforce development strategies and align workforce strategies with strategies for regional development and shared prosperity.*

#### Engagement of strategic alliances to harness resources.

The strategic direction will be to expand networks, forge cooperation, and/or integrate systems to increase and leverage resources to meet training needs. Efforts include:

1. Expanding networks around the Governor's initiatives on innovation and clean energy.
2. Cooperating with and aligning across broad-based partnerships identified in the 2009-2014 State Comprehensive Workforce Development Plan. These partners include P-20, early childhood education, tourism, nursing, science and technology, and the construction industry.
3. Forging integration of programs to better meet client needs, such as:
  - Registered Apprenticeship program and the WIA One-Stop system;
  - Unemployment Insurance and Employment Services;
  - Career and Technical Education/Career Pathways and WIA Programs;
  - Business Leadership Networks and Local Area Business Partnerships;
  - Project Hoomohala (integrated services for youth with emotional/behavioral disabilities) and WIA Youth Program; and
  - State Vocational Rehabilitation Council and WIA Programs.

4. The State and LWIBs are analyzing policies related to need-based payments and supportive service activities. These entities will determine whether additional resources need to be devoted to ensure success of WIA participants. Currently, services are primarily coordinated through other agencies.

The State needs to rapidly adjust its workforce investment system and shift its programs from dealing with the nation's lowest unemployment rate to dealing with more than a 100% increase in the unemployment rate and anticipated slow recovery.

The State's key actionable strategies to achieve the Governor's vision of using the ARRA and regular formula funds cover the development of new workforce information, which will provide the following::

1. Green jobs labor market analysis;
2. Asset mapping of training opportunities;
3. Use of unemployment insurance data in reemployment service strategies;
4. Development of the Hawaii State Comprehensive Workforce Development Plan; and
5. Self-assessment of gaps, redundancies and inefficiencies in workforce information intelligence.

*Engagement of strategic alliances to harness resources.*

The strategic directions will be to expand networks, forge cooperation, and/or integrate systems to increase and leverage resources that meet training solutions. Efforts will focus on:

1. Expanding partnerships around the Governor's initiatives on innovation and clean energy,
2. Cooperating with and aligning targets across broad-based partnerships identified in the 2009-2014 State Comprehensive Workforce Development Plan. These partnerships cover P-20 and agencies for early childhood education, tourism, nursing, science and technology, and the construction industry,
3. Forging demand-driven integration of systems that are propelled by public funding, such as:
  - The registered apprenticeship program and the WIA one stop system;
  - Unemployment Insurance and Employment Services;
  - Career and Technical Education Career Pathways and WIA Programs;
  - Medicaid Infrastructure Grant Business Networks and Local Area Business Partnerships;
  - Project Ho'omohala and WIA Youth Program; and
  - State Vocational Rehabilitation Council and the WIA Programs.

*Funding of capacity and service expansion that are results-oriented and guided by best practices.*

The strategic direction will be to support local solutions for:

1. Rapid response services led by the DLIR, LWIBs and Community Colleges;
2. Work-readiness skills credentialing led by the Oahu Workforce Investment Board;
3. Youth work readiness preparation led by local area summer youth employment programs;
4. Cross-industry training and certifications driven by business and labor organizations; and
5. Layoff aversion and incumbent worker training.

## **Service Delivery Strategies, Support for Training**

**Question IX.G. Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration or meet other key state goals. (§112(b)(17)(A).)**

*In answering this question, the state should describe innovative state strategies to accomplish the state's vision and achieve the goals of the Recovery Act, including how the state will:*

*Increase services to workers in need.*

WIA Title I funds and ARRA funds will be used to increase the number of participants served in each local area. The State will require that the LWIBS, through the State Plan and planning guidance, to detail in their local WIA plans how regular WIA Title I funds and ARRA funds will be utilized to increase training and opportunities for individuals. Further, the LWIBs have already been instructed by the State through formal letters, phone calls, and meetings, to increase access to training and educational opportunities when ARRA funds were released to the local areas in April of 2009. While the State provides guidance and technical assistance, the Hawaii workforce development system is highly decentralized. Major decisions are made at the local level to meet local needs.

*Support the full range of One-Stop Career Center customers in acquiring the skills needed to attain jobs in high-growth, high-wage industries and occupations, including such supports as needs-based payments, basic skills remediation, English as a second language, and supportive services.*

There are several initiatives to help One-Stop Center clients attain the skills needed to attain jobs in high-growth and high-wage occupations, particularly in the energy/green jobs and healthcare sectors. A \$250,000 grant to the community college system will allow selected sites to develop certificate and degree-granting programs that meet critical workforce needs.

Through a range of partnerships, services are provided to One-Stop Center clients. All clients have access to adult basic education through the Community Schools for Adults, part of the Hawaii Department of Education. Several One-Stop Centers offer adult education classes to learn basic use of the internet and prepare resumes and cover letters, as well to become more proficient in English, at the facility. Most funds are use to provide direct services, but LWIBs are exploring options to assist clients with supportive services and needs-based payments when it will increase the success of the client to receive training or secure employment.

The State HireNet Hawaii system will identify green and high-growth jobs so that a search of the site will alert job seekers to opportunities in these areas. The system allows administrators.

*Ensure education and training delivered through the workforce system results in education and workforce skills of demonstrated value, and focus assessments and certifications towards the next level of education and employment.*

A worker's educational level, training certification or work experience serves as a signal to an employer that a jobseeker or worker has the competencies or skills for a job or for pursuing a particular career pathway. Each occupation or career pathway requires a set of skills and competencies that form a "career ladder." In general, these skills and competencies are foundation or general work readiness, industry-related competencies, occupation-specific skills, and career navigating skills. (See Chart #5).

*Strategically use youth, dislocated worker and adult statewide funds to quickly deliver innovative services.*

ARRA and other funds are currently being used to increase services to clients of Youth, Dislocated Worker and Adult Programs. In addition to serving more individuals, the One-Stops will provide more assessments and personal service. This will quickly prepare dislocated workers with either new job opportunities or training that will better prepare them for reentering the work force.

The LWIBs, led by the Oahu WIB, have developed a streamlined, online process for application to be an Eligible Training Provider ("ETP"). This new system, which will be operational by Fall of 2009, will encourage more participation by education and training providers in areas such as green and healthcare jobs. This development will assist One-Stops in identifying a broader range of training opportunities in targeted areas such as green and healthcare jobs.

Individuals in WIA Adult and Youth Programs often need basic literacy, numeracy and computer training in order to qualify for many of these new jobs. The WDC is investigating the possible use of private training centers that can provide targeted training to augment basic adult education efforts.

*Provide targeted work experiences in order to prepare individuals for job opportunities in new industries or occupations, particularly using registered apprenticeship and on-the-job training for all jobseekers, and summer work experience for youth.*

A consortium of alternative energy proponents held a conference in May 2009 to identify jobs in categories including weatherization and energy efficiency; solar water heater installation; photovoltaic installations for commercial and industrial use; and LEED certification and use in construction. The next step is to identify the skills required and identification of training that prepares individuals for the jobs that are being created.

Registered Apprenticeship ("RA") programs are targeted for increased enrollment through a series of workshops beginning in June 2009 focused on providing information to workforce-referral agencies and employers. Currently, Hawaii has fewer than 10% of the total apprenticeship categories, and during 2009 goals will be set to identify additional categories and opportunities for more individuals to enroll in apprenticeship programs. RA activities will be featured at One-Stop information centers and workshops.

The healthcare industry in Hawaii experiences chronic nursing shortages--which are not entirely solved by producing new nurses. Rather, current nurses with 1-2 years of experience are needed

to fill specialty care slots. A new initiative (started in 2008) led by the Hawaii Center on Nursing will identify ways to provide clinical training (on-the-job) to more quickly move current nurses into higher-paying jobs. This movement will open slots for nursing students to enter employment. The State is also pursuing a Technology-Based Learning grant to help fund clinical nurse education by retaining older nurses to serve as nurse educators.

Youth summer employment opportunities are focused on green learning experiences to the degree possible in order to attract youth into the occupations that will lead to jobs with good salaries and career prospects. Information on green jobs will be provided to all Youth Programs in the four counties, along with education and training requirements.

The DLIR will continue to examine on-the-job training opportunities for displaced workers. The WDC is in discussion with other states regarding their experiences, including the financial impact of such programs on the UI Trust Fund.

*Align workforce activities with education strategies and economic and community development strategies to meet skill needs of jobs and industries important to the local and regional economies and meet the needs of under-skilled adults.*

The State's opportunity and agenda for innovation service delivery cover several areas that have been identified in the 2009-2014 State Comprehensive Workforce Development Plan.

1. Sector strategy collaborations will use Recovery Act and other funds to increase pro-active rapid response training options, summer and post-summer work experience opportunities for youth including those up to ages 24, and Access Point expansion to reach out to workers in need (particularly in rural and isolated regions where unemployment is highest). Each LWIB will determine the priorities of their area, but overall important industries statewide include tourism and hospitality, construction, retail trade, and healthcare.
2. Service delivery is being integrated to more quickly identify the training needs of displaced workers and other WIA clients. Activities include the continued integration of unemployment insurance and re-employment services, registered apprenticeship opportunities and LWIB outreach efforts, and ensuring sharing of best practices to enable all WIB areas and One-Stop Centers to benefit from successful efforts. The State aids in this effort through identification of best practices and technical assistance.
3. One-Stop Centers are identifying ways to reduce barriers to service, such as providing in-house basic computer literacy and assessments that help clients with decisions about training needs and occupational goals. The DLIR is continuing to increase the user-friendliness of HireNet Hawaii for jobseekers and employers, and identifying green jobs for jobseekers and veterans for businesses.

### **Section III. Service Delivery**

#### **State Governance and Collaboration**

**Question III.A.2. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority. (§112(b)(8)(A).)**

*In responding to this question, the state should describe how the Governor is ensuring cross-agency collaboration so that workforce investments are fully tied to other investments funded by the Recovery Act outside of workforce development.*

The WDC is the entity for aligning the State of Hawaii's workforce development and economic development agencies and stakeholders. Additionally, the WDC is the primary policy advisor to the Governor and Legislature regarding workforce development in the state.

The board consists of 31 members who represent the fundamental agencies and stakeholders for workforce development, and acts as the statewide workforce investment board:

Executive Branch Members:

1. Governor Linda Lingle, State of Hawaii
2. Mr. Darwin L.D. Ching, Director, Department of Labor and Industrial Relations (WIA Administrative Agency and Workforce Information);
3. Mr. Ted Liu, Director, Department of Business, Economic Development, and Tourism;
4. Ms. Lillian Koller, Director, Department of Humans Services (TANF training);
5. Ms. Patricia Hamamoto, Superintendent, Department of Education; and
6. Dr. David Mclain, President, University of Hawaii System.

Private Sector Members:

1. Mr. Gregg Yamanaka, Managing Partner, Green Era Corporation (Chairperson, WDC);
2. Ms. Signe Godfrey, President, Olsten Staffing (Vice-Chair, WDC);
3. Mr. Todd Apo, Vice-President, Ko Olina Community Association;
4. Mr. Jonathon Chun, Attorney, Belles Graham Proudfoot and Wilson;
5. Mr. Allen Chung, President, C-Three Consulting
6. Mr. Chris Tatum, General Manager, Waikiki Beach Marriott Resort and Spa;
7. Ms. Lili Hallet, Corp. Director for Human Resources, Outrigger Hotels and Resorts;
8. Mr. Lester Muraoka, Sr. Project Manager, Kamehameha Schools;
9. Ms. Marcia Taira, Director of Human Resources, Oceanic Time Warner Cable;
10. Mr. Robert Tom, Owner, Kona Paradise Candies;
11. Ms. Corriane Lau, Attorney, Alston Hunt Floyd & Ing;
12. Mr. Lance Wilhelm, Sr. Vice President, Kiewit Building Group; and
13. Pending Appointment.

Legislative Branch Members:

1. Senator Norman Skamoto, Hawaii State Senate;
2. Senator Will Espero, Hawaii State Senate;
3. Representative Ryan Yamane, Hawaii House of Representatives; and
4. Pending Appointment.

Workforce Development Stakeholders

1. Mr. James Tollefson, President & CEO, Chamber of Commerce of Hawaii (Chairperson, Oahu LWIB);
2. Mr. Randall Francisco, President, Kauai Chamber of Commerce (Chairperson, Kauai LWIB);
3. Mr. Michael Gleason, CEO, ARC of Hawaii (Chairperson, Hawaii County LWIB);
4. Mr. Sandy Baz, Executive Director, Maui Economic Opportunity, Inc. (Chairperson, Maui LWIB);
5. Mr. Raynard Shayne Chung, Union Representative, Hawaii Carpenters Union
6. Ms. Carla Kurokawa, Employment and Training Manager, Alu Like, Inc.
7. Mr. Mufi Hannemann, Mayor, City and County of Honolulu; and
8. Ms. Charmaine Tavares, Mayor, County of Maui.

The WDC serves as the catalyst to bring together workforce development stakeholders to create a more coordinated, focused and cost-effective workforce system by eliminating duplication and aligning efforts.

Additionally, in order to ensure cross collaboration of agencies and to establish a line of authority, Governor Linda Lingle has designated her Chief of Staff, Mr. Barry Fukunaga, as the primary coordinator for ARRA activities. The line of authority comes directly from the Office of the Governor.

**Question III.C.1. Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate any existing state-level barriers to coordination? (§§111(d)(2) and 112(b)(8)(A).)**

*In responding to this question, states should describe how collaboration will be supported and sustained between state agencies, particularly between the organizational entities responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, Trade Act services, and Registered Apprenticeship.*

Operational collaboration and elimination of state-level barriers to coordination are facilitated through the initiative of the Workforce Investment Boards with support by the DLIR as the WIA grant administrator.

At the State level, the WDC completed the State Comprehensive Workforce Development Plan, 2009-2014. It reorganized and created five committees to address specific Plan priorities and WIA mandates. To advance these priorities and assignments, each committee enlisted non-WDC members, resource persons, and other stakeholders. These committees are the Executive, Planning, Evaluation and Accountability, Education and Training Coordination, and Economic Development, Labor Pool Expansion and Workforce Housing Policy.

The WDC structures its meeting agendas to increase communication and understanding about Hawaii's workforce development processes, strategic level issues, and relevant opportunities for improvement. Its quarterly meetings include presentations on programs and partnerships and their specific target customers or participants. It requests the LWIBs and DLIR to provide quarterly executive briefs. A bi-weekly newsletter updates key leaders and stakeholders between meetings.

The DLIR, as the WIA grant administrator, structured its website to increase access to workforce development-related guidelines, tools, and information. Its website includes the Workforce Development Division ("WDD") and UI services for program implementation and monitoring, the DLIR's Research and Statistics Office for labor market information including Career Koa, and the WDC for strategic planning and alignment.

The State conducts and supports the gathering of stakeholders. The WDC puts together an annual summit or forum to bring in new ideas, expand partnerships, and forge cooperation. The LWIBs act regionally and hold "regional" LWIB meetings to develop policies together and exchange good practices. For example, streamlining the Eligible Training Provider application, work readiness credentialing, apprenticeship integration with the One-Stop centers, and business-education partnerships.

The State, led by the DLIR will use the findings and recommendations of the most recent USDOL Region 6 report as a tool for prioritizing areas for improving the operational collaboration of workforce investment activities.

### **Reemployment Services and Wagner-Peyser Act Services**

#### **Question IX.C.4.b. Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act. (§112(b)(17)(A)(iv).)**

Because the numbers of Unemployment Insurance ("UI") claimants are rising rapidly, Recovery Act funds for Reemployment Services and Wagner-Peyser will be directed towards helping UI claimants return to work quickly. These funds also will be used to help employers find workers when businesses are ready to hire.

In Hawaii, most claimants are required to post on-line resumes on HireNet Hawaii as a condition of eligibility for UI benefits. To reduce waiting times for persons wishing to file UI claims, an Express Registration Center will be established on Oahu as a pilot project to guide people who wish to file their claim via the internet, which is a filing option that recently became available. Users also will be guided through the process of registering HireNet Hawaii and posting a resume on-line to fulfill UI eligibility requirements.

In addition, in each county, at least one (1) One-Stop Career Center will implement a Reemployment Services program. A tiered approach to services will identify those who need minimal assistance and those who need more attention and assistance. Two group sessions, and

some individualized services, will provide UI claimants with the appropriate amount of assistance to improve their opportunities for re-employment. The delivery system will be adaptable to best suit the needs of the local population, other resources available, and local labor market demands.

UI claimants will be randomly selected for mandatory participation soon after their claim is filed. This early selection is intended to expedite their return to work and shorten their duration on UI. Services will consist of group sessions that include orientations to the Reemployment Program, services of the One-stop Career Center, review of their work search efforts, guided self-assessments, highlights of HireNet Hawaii (the state's electronic job matching system), and information about the current and projected labor market.

Claimants who are unable to find work after three weeks will attend a second mandatory session. This follow-up session will provide more in-depth assessments, development of an individualized job search plan, information on customized job search features of HireNet Hawaii, and more details about job training and other applicable services to address barriers to employment. Tips on conducting more successful job searches will be provided with more information about jobs available. During any group session, if a claimant requires more personalized attention, the group may be broken out into smaller groups, or individuals may be scheduled for one-on-one assistance.

Those who remain unemployed after eight weeks and whose resumes on HireNet Hawaii or work search efforts indicate a need for further assistance may be scheduled for additional sessions to review their skills and discuss job prospects in the context of the local labor market. If their skills are outdated or no longer in demand, training will be encouraged to enhance their opportunities for higher-wage jobs that are currently in demand or projected to be in demand when the economy recovers. Information about Pell Grants and waivers for approved training that exempt them from work search requirements will be provided.

Claimants who fail to report to any session scheduled or to call about rescheduling will be reported to the UI Division for review.

Currently, the state conducts a small-scale program under the federal Reemployment Eligibility Assessment ("REA") grant to ensure that UI claimants are able and available for work as required for receipt of their UI benefits. In the current system, UI claimants are randomly selected after their fifth week of benefits for REA interviews conducted by the WDD in the One-Stop Centers. Additional REA funds were requested recently to support the expanded activities previously described for the Reemployment Services ("RES") program. If additional funds are awarded for the REA, the RES funds will expand the program by increasing the numbers served, providing more one-on-one and small group counseling, conducting job club workshops, and/or increasing the number of Express Registration Centers in the State to expedite the claims filing process and registration on HireNet Hawaii.

*Describe the Governor's vision for RES, including how they differ from Wagner-Peyser core services.*

The Governor's vision for RES is to help UI claimants return to work quickly, which will contribute towards the economic well-being of those individuals, their families, and businesses in Hawaii. Reducing claimants' duration on UI also will help maintain solvency of the UI trust fund so that this important safety net can continue without increasing employer's taxes.

Wagner-Peyser funds will be used to supplement RES and other jobseeker and business services. With the addition of ARRA funds, core services under Wagner-Peyser will become more efficient in performing its labor exchange function by the acquisition of tools that will identify skill sets of jobseekers and match them to employers' hiring patterns; upgrading technology and expanding staff assistance in One-Stop Centers to improve speed and capacity of services to jobseekers and businesses; and improving staff capability in areas such as interpreting results from various assessments and applying labor market information more effectively in career guidance.

*Describe how RES will be coordinated with other services provided at One-Stop Career Centers under WIA.*

The RES will be provided in close coordination with UI to align RES services with UI requirements for job search and resume posting and ensure that any potential issues regarding UI eligibility are promptly reported to UI. WIA-funded training and other services will be offered to claimants who are unable to find work quickly and/or if their skills are no longer in demand, in the current economy. With RES providing more extensive and in-depth services, training needs of claimants will be more readily identified and referral to the WIA and other training will be more productive.

*Describe how UI claimants will be identified quickly and RES provided as early as possible following initial receipt of benefits or referrals through UI proofing systems.*

UI claimants will be randomly selected after the second week of UI claims filing to expedite their return to work. By this time, the majority of filers would have been found eligible for benefits.

*Services that will be provided under RES, including in-depth services, such as skills assessment, career guidance, individual service plans, and labor market information.*

Guided self-assessments, labor market information, review of job search efforts, and overview of services in the One-Stop Center will be scheduled for claimants' initial orientation. More in-depth services, including skills assessments and development of individual job search plans, will be provided at the follow-up session if claimants do not find jobs by then. Those who need more help will be scheduled for individual sessions for more career guidance, tips on improving their resume, and referrals to jobs that may be available. As applicable, claimants who are unsuccessful in their job search after eight weeks will be scheduled for more sessions. At any time, when training needs are evident, participants will be referred to educational agencies, the WIA and other resources for financial assistance.

*Identify specific population among UI claimants (e.g., those most likely to exhaust benefits) that the state intends to target with Recovery Act funds for RES.*

The state will target UI claimants in their second week of filing UI. Those who are identified as mostly likely to exhaust benefits based on the worker profiling model will be integrated into the population being served with RES funds.

*Describe how the state intends to integrate information technology into its RES program to better identify and service UI claimants, including the percentage of funds that will be used for integrating ES and UI technology requirements to identify and serve the needs of UI claimants.*

On HireNet Hawaii, job openings, jobseeker's work experiences, and jobs sought are based on skills and occupations in O\*NET. As described earlier, tools that identify employers' hiring patterns and skills sought by O\*NET codes will be acquired to assist front-line staff and planners develop better strategies in matching claimant skills with potential employers. An interface between data to employment services ("ES") and UI systems is in the process of being implemented to enable certain UI claimant data to pre-populate or supersede data for HireNet Hawaii. This will eliminate duplicate data entry for UI claimants and ensure consistency of information between the two systems. A UI claimant's status on UI will also be imported into HireNet Hawaii so that job counselors have the latest information about the individual. Up to 5% of Wagner-Peyser or RES funds may be used for additional interfaces or enhancements to HireNet Hawaii, if needed.

*Identify any labor market information tools that will be funded and integrated in RES.*

Labor market tools such as TORQ or other tools are being explored for use in RES, Wagner-Peyser, and WIA programs. These tools are projected to be funded from the ARRA-WIA statewide funds.

**Question IX.C.1.b. Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)**

*In order to ensure that jobs generated through the Recovery Act are accessible and available to all customers, describe how the state will facilitate the listing of such jobs on the State Job Bank.*

Funds under the ARRA-Wagner-Peyser and Wagner-Peyser will be used to support and improve labor exchange services at all levels: (1) self-serve, through HireNet Hawaii; (2) facilitated self-help at One-Stop Career Center resource rooms; and (3) staff-assisted services at One-Stop Centers. Because HireNet Hawaii is internet-based and a statewide system, it is accessible 24 hours per day, 7 days a week. Any jobseeker or employer with access to an internet-connected computer can use HireNet to receive career information and labor exchange services. Facilitated self-help and staff assistance are available at the One-Stop Centers in each local area. Persons

with disabilities can use assistive technology in the One-Stop Centers to operate computers or view DVDs on various topics including job search techniques.

*Describe how the state will facilitate the listing of Recovery Act jobs on the State Job Bank.*

The Governor will require employers who receive ARRA funding and utilize those funds to create new jobs, to identify and post their jobs, and identify them as funded by the ARRA, on the State Job bank (HireNet Hawaii). This requirement will allow for WIA funded services to train and place individuals into jobs created by the ARRA, and track the number of jobs created in Hawaii under this Act.

### **Adult and Dislocated Worker Services**

**Question IX.C.1.a. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in §134(d)(2).**

Each LWIB has at least one One-Stop Career Center within commuting distance and near public transportation, thus, adults and dislocated workers have access to core services. Each Center, excluding affiliate and part-time sites, is equipped with assistive technology to enable persons with disabilities to operate computers or view DVDs on occupations and job search techniques. As described in item IX.C.1.b, HireNet Hawaii is accessible via the internet 24 hours a day, every day, for labor exchange services, self-assessments, and information about training providers, labor market, and unemployment insurance.

*How are core services addressed for adults, dislocated workers, and target populations, especially those given preference in the WIA Adult Program in the recovery Act--recipients of public assistance and other low-income individuals?*

Recipients of public assistance and other low-income individuals will be provided with core services similar to other adults and dislocated workers, with additional services provided to eligible jobseekers by the Department of Human Services (“DHS”). One-Stop Center job developers in each county are contracted by the DHS to provide outreach to businesses and job referrals for job-ready TANF recipients. These job developers are familiar with the WIA and other One-Stop Center services and refer TANF recipients to WIA training as appropriate.

Support services that may be needed for this target group include child care, medical insurance, housing, and transportation, all of which are available through providers at the state and county levels of government, churches, and nonprofit organizations. These links are vital to address the needs of client who have one or more barriers to employment. One-Stop Centers have developed partnerships among many providers to assist these individuals in an integrated and cohesive manner--to leverage resources more effectively and produce more successful outcomes.

**Question IX.C.1.c. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources**

**provided by required One-Stop partner programs, to deliver core services. (§112(b)(17)(a)(i).)**

*In its response, the state should address how it will integrate resources provided under the Recovery Act, the Wagner-Peyser Act, and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs. For example, how will the state use these resources to provide significant funding for low-income and low-skilled workers that help them access the services and training needed to pursue family-supporting jobs.*

The WIA Adult and Dislocated Worker programs and Wagner-Peyser-funded services are delivered in the One-Stop Career Centers. Reemployment and Wagner-Peyser services will provide more staff-assisted attention. This will enable an increased number of jobseekers, whose skills are outdated or deficient, to be referred for WIA training and other services.

With the increase in Pell Grants for post-secondary education, discussions were held with financial aid officers at community colleges and universities. They agreed to collaboratively develop an information and referral process from the One-Stop Centers. The planning for this process began in June 2009, and the State and local areas are currently developing the procedures to implement the process.

Other partners, such as Alu Like, DHS, Community Colleges, Department of Education (Adult Education), DBEDT, and community-based organizations will continue to provide services, although the specific role of each partner will differ in each local area based on the resources available and local needs.

*How will the state use these resources to provide significant funding for low-income and low-skilled workers that help them access the services and training needed to pursue family-supporting jobs?*

See preceding item.

**Question IX.C.3.a. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources. (§112(b)(17)(a)(i).)**

*In its response, the state should describe how the state will increase training access and opportunities for individuals, including the investment of WIA Title I funds and Recovery Act funds, and the leveraging of other funds and resources. How will the state use contracts with institutions of higher education and other training providers (as described in Section 6 of this TEG) to maximize funds to the greatest benefit?*

The Governor's vision is to develop a well-trained, highly skilled workforce that attracts businesses in the global marketplace and offers high-paying jobs to sustain and promote the health of families and communities in Hawaii.

With the decline in state revenue as a result of poor economic conditions, the Governor has made it a priority to increase collaboration so that more resources can be leveraged effectively. The Governor created a cabinet-level task force to coordinate ARRA resources, including those from US DOL, such as WIA, Title I. Updates are provided to the task force at least bi-weekly, and members meet frequently to share information and increase coordination.

Increasing access to training will contribute to the goal of a highly skilled workforce. The opportunities provided by the ARRA, Pell Grants, and other funds are important incentives for Hawaii's residents. Additionally, Registered Apprenticeship ("RA") will also be used as a resource for talent development and skills attainment of WIA program participants.

*Describe how the state will increase training access and opportunities for individuals, including the investment of WIA Title I funds and Recovery Act funds, and the leveraging of other funds and resources.*

WIA Title I funds and ARRA funds will be used to increase the number of participants served in each local area. The State will require that the LWIBS, through the State Plan and planning guidance, to detail in their local WIA plans how regular WIA Title I funds and ARRA funds will be used to increase training and opportunities for individuals. Further, the LWIBS have already been instructed by the State through formal letters, phone calls, and meetings, to increase access to training and educational opportunities as ARRA funds were released to the local areas in April of 2009.

*How will the state use contracts with institutions of higher education and other training providers (as described in Section 6 of this TEGL) to maximize funds to the greatest benefit?*

Currently, the state does not plan to directly contract training providers as the present training capacity appears to be sufficient to meet increased training needs. However, this situation may change if it becomes evident that a state contract would facilitate effective training. The City and County of Honolulu (through the Oahu WIB) is considering contracting with community colleges, and they are currently assessing the needs for their local area. Currently, Hawaii's LWIBs already contract, with prior approval from the DLIR, training providers which include institutions of high education and other training providers.

**Question IX.A.5. What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone? (§§112(b)(2) and 111(d)(2).)**

*In its response, the state should describe its models/templates/approaches for service delivery in the One-Stop Career Centers, particularly whether the state is adjusting its approach to deliver increased levels of services with funds received under the Recovery Act.*

The state mandates that all providers for WIA and Wagner-Peyser use HireNet Hawaii for labor exchange services and record all activities in these programs. HireNet Hawaii is accessible to

the public via self-service, facilitated self-help, or staff-assisted services. As agreed by all Local WIBs, staff-assisted services in One-Stop Centers begin with registration in the Wagner-Peyser program. If a Wagner-Peyser participant requires more services, the participant is referred to the WIA or other programs for more intensive services and possible training. If the person is deemed eligible for services and able to benefit from WIA services, the individual is then enrolled in the appropriate WIA program.

Beyond this basic framework, local areas develop their own strategies for service delivery. Because the City and County of Honolulu (Oahu WIB) has a large volume of potential WIA enrollments, the City provides orientation to WIA adult and dislocated worker programs in regularly scheduled group sessions. One-Stop Centers in the neighbor island counties provide orientations individually as potential participants are identified. Following orientations, each One-Stop Center generally develops Individual Education Plans during interviews with participants.

To meet the increased demand for services, it is anticipated that more group sessions will be scheduled to serve more participants within shorter periods. This may necessitate that staff receive training in facilitation and presentation skills to increase their ability to engage the group, impart information to a diverse audience, and determine how and when further follow-up may be required. The websites for the DLIR and local One-Stop Centers will be further expanded to provide information and useful links to different resources such as Rapid Response, UI, WIA, and Pell Grants.

*Do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers?*

Because HireNet Hawaii is statewide, services offered to businesses through this system are uniform throughout the One-Stop Centers in Hawaii. Employers can post job openings, screen candidates, and contact viable candidates through HireNet Hawaii. HireNet Hawaii also “spiders,” or imports information on job openings announced in corporate job boards for the convenience of employers and jobseekers. Other services provided through HireNet Hawaii include screening and ranking of candidates based on the percent of jobseeker matches with skills required or preferred for the job; reports for the employer on their job postings and search history; links to labor market information for the state and county, and links to education and training providers in the state.

In addition to services offered by HireNet Hawaii, local areas determine how businesses in their areas may best be served based on local needs and resources. The City and County of Honolulu and County of Hawaii have established Business Resource Centers within their One-Stop Centers. These Business Centers have space and equipment dedicated for employers use, and are primarily supported by Reed Act funds. Computers, phone, fax machine, copy machines, DVDs, and internet connections are available for employers to conduct job interviews and obtain guidance in posting jobs and screening candidates on HireNet Hawaii. Employers can also learn about services such as special recruitments and job fairs to meet their hiring needs, on-the-job training to reduce costs of hiring and training, internships to identify and attract youth to the

employer's industry and jobs, Work Opportunity Tax Credits and bonds to reduce hiring risks, and on labor laws and other related topics of interest to employers.

One-Stop Centers on Maui (Maui, Molokai and Lanai) and Kauai Counties provide similar service to employers within their Resource Rooms and/or meeting facilities. Maui County One-Stop staff members also provide in-person visits or meetings with local employers to explain the services offered.

*Is there a common individual assessment process utilized in every One-Stop Career Center?*

Local areas are given the flexibility to determine the assessment process and tools to be used by their One-Stop Centers based on resources available in their area, local labor market needs, and characteristics of the population to be served.

Generally, all One-Stop Centers begin assessments by conducting individual interviews with participants to identify interests, vocational goals, skills and experience, and possible barriers to achieving goals identified. Tests are often used to determine whether participants meet educational prerequisites for training or jobs. The City and County of Honolulu is exploring piloting the WorkKeys system to assess work-readiness of participants in their One-Stop Centers and WIB programs.

A goal during 2009-2010 is to improve the assessment process and use labor market data more effectively, thereby increasing the cost-effectiveness of job development efforts and placing more participants into higher-paying jobs. This goal applies to front-line staff and planners at state and local levels. Assessment tools and labor market analysis software will be evaluated. Once appropriate resources are selected and purchased, staff training on the use of these tools will be provided for successful implementation.

*What approaches will be used to ensure funds are targeted to those most in need, including low-income, public assistance recipients, persons with disabilities, etc.?*

One-Stop Centers rely on their partners, such as community-based organizations and service providers for TANF recipients, to refer public assistance recipients and low-income individuals to the Centers for assistance. Some LWIBs have established minimum percentages of low-income individuals to be served in the WIA Adult program to ensure that priority of service will be provided to this target group.

Inter-agency councils established to provide coordinated services for persons with disabilities provide referral to One-Stop Centers for job-seeking assistance. The promotional and educational efforts, started with the Work Incentive Grant, and continued by the Disability Program Navigator grants, will sustain the One-Stop Centers' services to these individuals. Two LWIBs are developing procedures to become an Employment Network ("EN") in order to participate in the Social Security Administration's "Ticket to Work" Program. This will help individuals receiving Social Security Disability Insurance and Social Security Insurance identify job opportunities that fit within their benefit planning goals. An additional LWIB will begin the process to become an EN by January 2010.

*How will states streamline the sequence of service to facilitate individual access to needed services and training?*

The state does not impose any minimum participation time in core services before an individual can move on to intensive services. Neither does it have a minimum period for intensive services before a participant can receive training. Core, intensive, and training services can be provided on the same day, provided the individual has received at least one core service, has been determined eligible for and likely to benefit from WIA services, and has developed an Individual Employment Plan that shows training is necessary to achieve the participant's vocational goal.

As discussed earlier, more services will be provided in group session, and websites will be expanded to expedite the delivery of services.

## **Youth Services**

**Question IX.E.1. Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need. (§112(b)(18).)**

*In responding to this question, the state should include the following:*

*Describe the anticipated program design for the WIA Youth funds provided under the Recovery Act. Include in this description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with Recovery Acts funds).*

WIA Youth funds under the Recovery Act, with the exception of the Summer Employment Opportunities ("SEO") program, will follow the guidelines of the usual WIA Youth programs. The exception will be the inclusion of youth ages 22-24 who will participate in the standard WIA Older Youth programs through March 31, 2010. A waiver was obtained for this extension.

*Will the state use the Recovery Act funds to fund only a 2009 summer youth program or some combination of 2009 and 2010? If using the funds over two summers, what percentage of funds does the state anticipate using for the first summer?*

The State requires use of all funds prior to June 30, 2010. Seventy (70) per cent of ARRA youth funds will be used to support 2009 summer youth activities. One-hundred (100) per cent of the ARRA Youth funds will be expended by March 31, 2010. The public school system provides for a summer of only seven weeks in total; therefore, there is not an opportunity to provide two sessions of work experiences for the summer program.

*If using the funds for summer employment opportunities, describe how the state will deliver summer youth employment opportunities. Will the state operate the program or allocate the funds?*

The State allocated funds to each of the four LWIBs, and the regular Youth Operators will operate the Youth Programs and summer employment opportunities.

*Describe the types of worksites that will be developed for summer employment, including a mix of public and private sector work experiences, and how the state will ensure that meaningful work experiences will be developed.*

The State has approved worksites for government and non-profit agencies only, and most of the agencies have previously participated in summer youth employment programs. Public notices solicited applications from government and non-profit agencies that could guarantee a quality work experience for youth.

*Describe the State's policy for developing the mix of classroom versus worksite time in a summer employment opportunity. Describe the state's policy for determining that summer employment opportunities are connected to academic and/or occupational learning and the types of connections that will be utilized.*

On Oahu, there will not be an academic component to the SEO for summer 2009, given the short time frame in which to plan activities. Other WIBs are planning to incorporate a one-week academic component in the summer program. The following protocol will be used in all four WIBs to ensure that all participating youth have a meaningful work experience:

1. All worksites identified how meaningful work experiences would be incorporated.
2. Specific occupational and basic skills, as well as career interests, were considered in each youth's employment application.
3. A work-readiness component will be used as an indicator of the effectiveness of the summer employment.
4. To the degree possible, "green jobs" were emphasized in the public notice for potential employers of the summer youth, and in the youth career interest inventory.

*Describe any policies or strategies that the state is implementing to ensure that local areas implement activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day care.*

Hawaii has an overall policy of serving the neediest youth, and has targeted a high percentage of WIA and Recovery Act funds to out-of-school (at least 30 percent and up to 95 percent) and other at-risk populations for services. Additionally, youth work experience, including summer employment will be paid wages for their participation.

*Provide the anticipated number of youth to be served with Recovery Act funds, including the anticipated number of summer employment opportunities created with Recovery Act funds.*

The total estimate of youth to be served with Recovery Act funds is 800. Of that number, up to 600 will be served during the summer of 2009.

### **Veterans' Priority of Service**

**Question IX.C.5.b. What policies and strategies does the state have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288) (38 USC 4215), priority of service is**

**provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?**

*In answering this question, the state should outline the changes to state and local policies and strategies that make them sufficient to meet the requirements of 20 CFR 1010.230, published at Fed. Reg. 78132 on December 19, 2008, of the Jobs for Veterans Act regulations issued on December 19, 2008 implementing priority of service for veterans and eligible spouses in Department of Labor job training programs. This includes providing the following information and/or attachments to the State Plan modification:*

- *A description of the changes to policies for the delivery of priority of service by the State Workforce Agency or Agencies, Local Workforce Investment Boards, and One-Stop Career Centers for all qualified job training programs delivered through the state's workforce system. The description must include how:*
  1. *The state policies ensure that covered persons are identified at the point of entry and given an opportunity to take full advantage of priority of service.*
  2. *The state policies ensure that covered persons are aware of:*
    - a. *Their entitlement to priority of service;*
    - b. *The full array of employment, training, and placement services available under priority of service; and*
    - c. *Any applicable eligibility requirements for those programs and/ or services.*
- *A description or copy of the state's policy requiring Local Workforce Investment Boards to develop and include policies in their Local Plan to implement priority of service for the local One-Stop Career Centers and for service delivery by local workforce preparation and training providers.*

Local Veteran's Employment representatives conduct workshops for One-Stop Center staff and partner agencies to highlight the priority of service to veterans, starting with the point of entry. Local office managers monitor service delivery sites to ensure that staff members follow the implementation policy to ensure uniformity in service delivery. One-Stop staff members use HireNet Hawaii filters to produce lists of veterans for job matching. The system identifies resumes of veterans and searches can be made by businesses to identify veterans. Additionally, WDD staff and One-Stop staff members perform self assessment revisions periodically and results are reviewed with USDOL/VETS staff. Local Plans are required by the DLIR and the WDC to include policies that identify the prioritization of service for veterans in job seeking assistance and with education and training providers.

**Service Delivery to Targeted Populations**

**Question IX.C.4.a. Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older**

**individuals, limited English proficiency individuals, and people with disabilities). (§112(b)(17)(A)(iv).)**

*In responding to this question, the state should:*

- *Describe the strategy the state will use to effectively implement the Recovery Act priority of service for low-income individuals and recipients of public assistance under the WIA Adult program.*
- *Indicate how the state will use Wagner-Peyser resources to support individuals with disabilities, such as funding disability program navigators in One-Stop Career Centers, or assisting other targeted populations.*

To effectively implement the Recovery Act priority of serving low-income individuals and recipients of public assistance, the local area One-Stop Centers implemented the three-tiered service delivery strategy where income and poverty are key eligibility requirement in becoming eligible for core, intensive, and training services. In using ARRA funds, the State supports sector-based strategies where more resources and collaborations are tapped to harness the talents and potentials of lower-income individuals. The state also supports local area initiatives to increase community-based Access Points and outreach in lower-income areas.

## **Section IV. Operations**

### **Transparency and Public Comment**

**Instruction from Section II of State Planning Guidance Plan Development Process: Include a description of the process the state used to make the Plan available to the public and the outcome of the state’s review of the resulting public comments. (§§111(g) and 112(b)(9).)**

*The Recovery Act places a high priority on transparency. The state should describe:*

- *State efforts to promote transparency.*
- *The process used to make the Plan modification available to the public and the outcome of the state’s review of resulting public comments.*

#### **Describe State’s effort to promote transparency:**

The Office of the Governor created the website <http://hawaii.gov/gov/recovery/jobs>. All State and local WIB meetings are covered by “sunshine laws” including those dedicated to WIA and ARRA matters.

#### **Process use to make the Plan modification available to the public and the outcome of the state’s review of resulting public comment:**

Preliminary input was sought from State WIB members, the legislature, University of Hawaii System, the Chamber of Commerce of Hawaii and select members of the Governor’s Cabinet that deal with workforce development. A draft was completed for public comment purposes and posted on the DLIR and WDC websites, as well as electronically mailed to several key workforce development stakeholders in both the private and public sectors. The WDC approved

the modification on June 18, 2009 and a draft it was sent to the Director of the DLIR, Mr. Darwin Ching on June 19, 2009 for submission to the Governor Linda Lingle for her approval and submittal. The final State Plan Modification will be posted on the WDC website.

### **Increasing Services for Universal Access**

#### **Question VI.C. What state policies are in place to promote universal access and consistency of service statewide? (§112(b)(2).)**

*In its response, the state should explain how it will efficiently and effectively use its Wagner-Peyser Recovery Act funds to support the hiring of sufficient levels of staff in the limited time period available for state One-Stop Career Centers to provide universal access and services required to meet the needs of increased numbers of customers in the economic downturn.*

Refer to IX.A.5.

Recruitment of additional positions funded by ARRA-Wagner-Peyser funds began in March 2009, and short-term temporary hires were added that month to meet increased demand. Hiring will continue until all additional positions are filled. Because many businesses have been closing or laying off staff in recent months, the applicant pool is much deeper than in past years and qualified applicants are more readily available. In addition, recruitment and hiring processes have been expedited to ensure that sufficient staff comes on board quickly.

### **Local Planning Process**

#### **Question VIII.D. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process. ((§112(b)(2) and 20 CFR 661.350(a)(13).)**

*In responding to this question, states should describe how they are facilitating the use of the local planning process to ensure that local areas are able to update their Local Plans and still quickly and efficiently deliver increased levels of services as intended under the Recovery Act.*

In order to facilitate the process of the local areas strategic planning, all four (4) LWIBs served on the WDC's Planning Committee which helped to draft, review, and approve, the State Plan Modification. Further, for the plan period July 2009 to June 2010, the State issued a WIA bulletin extending the life of all local area plans through June 30, 2010. The State will issue another bulletin containing policy guidelines for any local area plan modification.

To facilitate the delivery of increased services as intended by the ARRA, the State will extend the local area planning process beyond the June 30, 2009 deadline for State Plans. To facilitate the local planning process, the State will lead in communicating workforce intelligence and planning guidelines, brokering needed technical assistance, and encouraging peer-to-peer meetings among local areas.

## **Procurement**

**Question VIII.F.5. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).)** (Note: All procurements must comply with OMB requirements codified in 29 CFR Parts 95.40-95.48 and 97.36.)

*In answering this question, the state should describe:*

- *How providers of all youth services will be procured under the Recovery Act. If using funds for summer employment opportunities and the fiscal agent or the state is not operating this program element, please specifically describe procedures for procuring summer employment operational entities and job opportunities.*
- *How the state will implement the Recovery Act provision that a Local Workforce Investment Board may award a contract to an institution of higher education or other eligible training provider if the local board determines that it would facilitate the training of multiple individuals in high-demand occupations, and if such a contract does not limit customer choice.*

Beyond federally required procedures, Hawaii has state and local government standard operating procedures for procurement. In the special case of ARRA funds, Hawaii is submitting two waivers that will increase the flexibility of local areas to procure providers for summer employment opportunities and four other selected youth employment elements. (See State Waiver Plan)

## **Technical Assistance**

**Question VIII.G.2. Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided. (§112(b)(14).)**

*In answering this question, the state should describe its strategy for providing training and technical assistance to local areas for all programs funded by the Recovery Act, including whether Recovery Act funds will be used for technical assistance and training to local areas. The state should also address training to be provided to new staff and technical assistance on the creation of a summer employment program.*

The State monitors local areas and identify areas for improvement. Solutions are generated through two way communication and technical assistance. The State and Local WIBs model a culture of innovation by encouraging trust and open exchange between local areas, state, and regions during this time of unprecedented uncertainty and rapid information change. The State and Local WIBs set the example for continuous competency development among staff and leaders by participating and supporting a continuum of technical assistance (including workforce3one webinars and customized one-on-one technical assistance).

## **Monitoring and Oversight**

**Question VIII.H. Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state’s vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements. (§112(b)(14).)**

*In responding to this question, the state should demonstrate, through a monitoring plan or otherwise, that the state monitoring system meets the requirement of 20 CFR 667.410(b)(2) and that the state’s plan includes monitoring and oversight of the additional funds provided under the Recovery Act, particularly plans to monitor reemployment services and summer employment, including summer employment worksites.*

The DLIR designed and implemented a monitoring plan for the WIA programs. A portion of the ARRA funds will be used to expand the plan and support monitoring activities of reemployment services and summer employment.

The State’s vision includes a well-performing, efficiently run One-Stop Job Center system that meets or exceeds its goals and measures. To that end, State staff conduct desk-monitoring on a quarterly basis by reviewing program performance data and expenditure reports to ensure that the local area grantees are spending funds on a timely basis and meeting program goals. This information is shared with the State WDC members during their periodic committee and full council meetings.

The State staff also conducts on-site monitoring of each local area grantee on an annual basis to ensure that WIA programs are being implemented in compliance with federal statutes and regulations for WIA. A monitoring instrument has been developed for this purpose, incorporating the State’s vision.

## **Accountability and Performance**

**Question X.D.1. Describe the state’s performance accountability system, including any state-system measures and the state’s performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. (§§112(b)(3) and 136(b)(3).)**

- *The Recovery Act emphasizes the importance of accountability. Describe the state’s overall efforts to hold the state and its local areas accountable for the results of activities funded by the Recovery Act, and how the state will measure whether it has achieved the state’s goals for implementation as described in Questions I.C. and I.E. under “State Vision and Priorities.”*
- *The Recovery Act requires states to report on work readiness to assess the effectiveness of summer employment opportunities for youth. The state should identify its methodology for determining whether a measurable increase in work readiness skills has occurred, and what tools will be used for this determination.*

The WDC created the evaluation and accountability committee to address broad State evaluation and performance accountability issues and priorities.

There are seventeen mandated WIA performance goals that were negotiated and agreed upon with the US DOL from April to June of 2009. The goals submitted were reached through collaboration between the State (WDC) and the LWIBs.

In the special case of ARRA, Governor Lingle designated the Office of the Governor as a central coordinating unit for ARRA activities. Additionally, Governor Lingle's Chief of Staff, Mr. Barry Fukunaga, serves as the principle coordinator of ARRA activities.

Parallel to the national administration's recovery.gov website, the state of Hawaii has <http://hawaii.gov/gov/recovery/jobs> website. These efforts increase overall coordination, accountability and transparency, and help ensure that state and local area mechanisms will be in place to implement federally-mandated reporting and performance requirements.

In the special case of WIA summer youth employment programs across the State, the four Local WIBs are collaborating to learn, identify, and put in place reliable tools for measuring and reporting work-readiness skills. Reviewing federal guidelines and learning from the practices of other states are part of this process.

#### Performance Accountability System

Accountability lies in all levels of the workforce development system:

1. Service providers and One-Stop Job Centers are accountable for providing customer data;
2. The LWIBs are accountable for ensuring accurate data;
3. The DLIR (WDD) is accountable for monitoring local areas, data validation and timely and accurate posting of quarterly and annual data; and
4. The WDC and WDD are accountable for performance oversight and the annual performance report.

The State provides strict oversight to facilitate improved outcomes. In its planning guidance to the LWIBs (for use in the preparation of 2008 local WIA Plans), the State requested information on how the LWIBs plan to continuously monitor the performance of their systems and provide timely feedback throughout their operations. The State will comment on the adequacy of these procedures and provide additional guidance until a mutually acceptable process is in place. The State regularly monitors the ongoing implementation of this aspect of LWIB plans. The State's model for this process is illustrated in Appendix E.

#### Performance Indicators

For the one-year term of this modified plan, the performance accountability system will track the seventeen required performance indicators listed in TEGL 9-08 dated January 14, 2009, and the appropriate Wagner-Peyser Act's measures.

Please also refer to section XI.

Performance Goals

See Attachment 2.

ATTACHMENT 1

**Program Administration Designees and Plan Signatures**

**Name of WIA Title I Grant Recipient Agency:**

Hawaii State Department of Labor and Industrial Relations (DLIR)  
Address: 830 Punchbowl Street, Room 320, Honolulu, HI 96813  
Telephone Number: 808-586-8844  
Facsimile Number: 808-586-9099  
E-mail Address: [dlir.director@hawaii.gov](mailto:dlir.director@hawaii.gov)

**Name of WIA Title I Signatory Official:**

Governor Linda Lingle  
Address: Office of the Governor, State Capitol, Honolulu, HI 96813  
Telephone Number: 808-586-0034  
Facsimile Number: 808-586-006  
E-mail Address: [gov@hawaii.gov](mailto:gov@hawaii.gov)

**Name of WIA Title I Liaison:**

Darwin L.D. Ching  
Address: 830 Punchbowl Street, Suite 320, Honolulu, HI 96813  
Telephone Number: 808-586-8844  
Facsimile Number: 808-586-9099  
E-mail Address: [dlir.director@hawaii.gov](mailto:dlir.director@hawaii.gov)

**Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency:**

Same as WIA Title I Liaison above

**Name and title of State Employment Security Administrator (Signatory Official):**

Governor Linda Lingle  
Address: Office of the Governor, State Capitol, Honolulu, HI 96813  
Telephone Number: 808-586-0034  
Facsimile Number: 808-586-006  
E-mail Address: [gov@hawaii.gov](mailto:gov@hawaii.gov)

As the Governor, I certify that for the State of Hawaii, the agency and official designated above has been duly designated to represent the State in the capacities indicated for the Workforce Investment Act, Title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.



June 30, 2009

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LINDA LINGLE

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Date

## ATTACHMENT 2

### Hawaii State and Local Area Performance Targets for Program Year 2009

#### **WIA ADULT PROGRAM**

Adult Entered Employment Rate	65%
Adult Employment Retention Rate	74%
Adult Average Earnings	\$10,800
Adult Employment and Credential Rate	62%

#### **WIA DISLOCATED WORKER PROGRAM**

DL Entered Employment Rate	57%
DL Employment Retention Rate	86%
DL Average Earnings	\$5,996
DL Employment and Credential Rate	57%

#### **WIA OLDER YOUTH (19-21 years old) PROGRAM**

OY Entered Employment Rate	33%
OY Employment Retention Rate	60%
OY Earnings Change	\$2,500
OY Credential Rate	38%

#### **WIA YOUNGER YOUTH (14-18 years old) PROGRAM**

YY Retention Rate	44%
YY Diploma Rate	44%
YY Skills Attainment Rate	71%

WIA Customer Satisfaction -Participants	72%
WIA Customer Satisfaction -Employers	82%

#### **WAGNER PEYSER PROGRAM**

WP Entered Employment Rate	50.7%
WP Employment Retention Rate	78.4%
WP Average Earnings	\$ 10,971

**POVERTY INCOME GUIDELINES**

## 1. 2009 Living Standard Income Level Guidelines (LSIL)

## State of Hawaii 70% Lower Living Standard Income Level 2009

FAMILY UNIT	HONOLULU	NEIGHBOR ISLANDS
1	\$12,007	\$11,861
2	\$19,670	\$19,437
3	\$27,007	\$26,681
4	\$33,335	\$32,936
5	\$39,339	\$38,866
6	\$46,010	\$45,453
For each additional family member add:	\$6,671	\$6,587

Source: State of Hawaii WIA Bulletin No. 05-09 dated March 31, 2009

## 2. 2009 Federal Poverty Income Guidelines

## Hawaii 2009 Poverty Guidelines

FAMILY UNIT	POVERTY THRESHOLD
1	\$ 12,460
2	\$ 16,760
3	\$ 21,060
4	\$25,360
5	\$29,660
6	\$33,960
7	\$38,260
8	\$42,560
More than 8	Add \$4,300 per additional member

Source: State of Hawaii WIA Bulletin No 3-09 dated February 12, 2009

ATTACHMENT 4

**HAWAII WAIVER REQUEST PLAN**  
**For July 1, 2009 to June 30, 2010**

**PART 1**

**Waiver Requests Continuing from 2007-2009 WIA State Plan**

**Hawaii State Request for Waiver:  
To Eliminate Incentive Grants to Local Areas for  
Regional Cooperation and Local Coordination**

**Originally submitted March 9, 2007**

**1. Statutory and Regulatory Requirements to be Waived.**

WIA §134(a)(2)(B)(iii) and WIA Regulations at 20 CFR §665.200(e)(1) and (2) require, as statewide workforce investment activities, providing incentive grants (1) to local areas for regional cooperation among Local Boards and (2) for local coordination of activities carried out under WIA.

Furthermore, under 20 CFR §661.290, it states that the State may require Local Boards within a designated region (1) Participate in a regional planning process that results in regional performance measures for workforce investment activities under title I of WIA. Regions that meet or exceed the regional performance measures may receive regional incentive grants; (2) Share, where feasible, employment and other types of information that will assist in improving the performance of all local areas in the designated region on local performance measures; and (3) Coordinate the provision of WIA title I services, including supportive services such as transportation, across the boundaries of local areas within the designated region.

The Hawaii Department of Labor and Industrial Relations (DLIR), the state administrative entity for the Workforce Investment Act (WIA), requests a waiver to eliminate the requirement to provide incentive grants to local areas for regional cooperation among local boards and for local coordination of WIA activities.

In implementing this waiver, the DLIR will ensure that local areas' performance information is recorded accurately, One-Stop operations are made more efficient and responsive to customers, and the youth programs receive additional technical assistance.

This waiver request follows the format identified in WIA §189(i)(4)(B) and WIA Regulations at 20 CFR §661.420(c).

**2. State or Local Statutory and/or Regulatory Barriers.**

There are no state or local statutory or regulatory barriers to implementing the award or the waiver.

**3. Goals to be achieved by the Waiver.**

The following goals will be achieved with the approval of the waiver request:

- The funds will be put to better, more productive use by streamlining (1) the management accountability information system and (2) providing more technical assistance to youth service providers and local monitors in local areas having poor performance; and

- Data entry by the local areas will be more accurate, which will improve the performance measures. Historically, Hawaii's poor data entry has meant successful outcomes have not been consistently reported. Local workforce investment boards and their staff will eliminate the Coordination/Cooperation incentive application process from their workload.

#### **4. Programmatic Outcomes by the Waiver.**

The waiver will create administrative efficiencies for both the DLIR and the local areas by eliminating the incentive award application process and requiring fewer contract amendments and modifications.

#### **5. Impacts on Individuals by the Waiver.**

Employers and WIA participants will be empowered to select and use the services of the One-Stops more independently. Through the HireNet Hawaii system, potential WIA participants can self-identify and access WIA services. Individual youth will receive better service and outcomes due to technical assistance targeted toward them.

#### **6. Monitoring the Waiver's Implementation.**

Upon notification of the approval of this waiver, Section X.D.5 of the State WIA Plan will be amended to reflect the terms of the waiver. A WIA Bulletin will be issued to notify local areas of the new policy.

Hawaii will continue to emphasize coordination at the local level through monitoring of local areas. The WDC Education and Training committee will work on collaborative delivery of youth services, negotiation of interagency agreements, and promulgation of technical assistance materials from the federal and region VI levels.

#### **7. Notice and Opportunity to Comment.**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.

**Hawaii State Request for Waiver:  
To Eliminate 20% Limit on Fund Transfer Between  
Adult and Dislocated Worker Programs**

**Originally submitted March 9, 2007**

**1. Statutory and Regulatory Requirements to be Waived.**

WIA §133(b)(4) and WIA Regulations at 20 CFR §667.140(a) limit the amount of funds that can be transferred between the Adult and the Dislocated Worker employment and training programs. The limits are 20% of the fiscal year allocations to the respective programs.

The Hawaii Department of Labor and Industrial Relations (“DLIR”), the state administrative entity for the Workforce Investment Act (WIA), requests a waiver to eliminate the 20% limitation on transferring local WIA funds between the Adult and Dislocated Worker programs so that, with State approval, 100% of the Adult and Dislocated Worker formula funding is available to meet the workforce needs of the local area.

This waiver request follows the format identified in WIA §189(i)(4)(B) and WIA Regulations at 20 CFR §661.420(c).

**2. State or Local Statutory and/or Regulatory Barriers.**

There are no state or local statutory or regulatory barriers to implementing the current WIA provision or the waiver.

**3. Goals to be Achieved by the Waiver.**

The following goals will be achieved with the approval of the waiver request:

- Funds will be directed to where they are most needed for Adult and/or Dislocated Worker clients;
- Greater flexibility for local workforce investment boards and their staff in designing and implementing programs;
- Increased efficiency of local workforce investment boards and their staff who will be able to plan for a year at a time; and
- Improved responsiveness to local need and demand.

**4. Programmatic Outcomes by the Waiver.**

The waiver will allow local areas to direct funds to where and when they are needed to serve clients. Although new funding streams, with increased appropriations, are being allocated to Dislocated Worker clients through the American Recovery and Reinvestment Act (“ARRA”), the increase in clients will still mean that Dislocated Worker funds could fluctuate to a point

where a lurching pattern may occur, due to the continuation of the requirement that funds are determined by past unemployment and layoff history. This waiver will increase efficiency and introduce more flexibility and creativity into designing and implementing employment and training activities for all Adult and Dislocated Worker clients.

**5. Impacts on Individuals by the Waiver.**

Dislocated Workers will be better served even though, without the waiver, the history for the previous period would mean a lower amount of funds are allocated for their program. Adults will benefit when unused funds for Dislocated Workers are utilized for the Adult program. In other words, the funds will follow the needs of individual clients.

**6. Monitoring the Waiver's Implementation.**

Upon notification of the approval of this waiver, Section VIII.K.6 of the State WIA Plan will be amended to reflect the terms of the waiver. A WIA Bulletin will be issued to notify local areas and WIA practitioners of the new policy.

The DLIR will track the transferred funds and annually review the impact of this waiver provision.

**7. Notice and Opportunity to Comment.**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.

**Hawaii State Request for Waiver:  
To Change Required 50% Employer Match For  
Customized Training to a Sliding Scale**

**Originally submitted March 9, 2007**

**1. Statutory and Regulatory Requirements to be Waived.**

WIA §101(8) defines customized training as training (a) that is designed to meet the special requirements of an employer (including a group of employers) and (b) that is conducted with a commitment by the employer to employ an individual upon successful completion of the training. Employers are required to pay not less than 50% of the cost of the customized training.

The Hawaii Department of Labor and Industrial Relations (DLIR), the state administrative entity for the Workforce Investment Act (WIA), requests a waiver to change the required 50% employer match for customized training to a sliding scale.

This waiver request follows the format identified in WIA §189(i)(4)(B) and WIA Regulations at 20 CFR §661.420(c).

**2. State or Local Statutory and/or Regulatory Barriers.**

There are no state or local statutory or regulatory barriers to requiring the 50% employer match for customized training or applying a sliding scale for employer contributions.

**3. Goals to be achieved by the Waiver.**

The following goals will be achieved with the approval of the waiver request:

- Increase employer participation in WIA customized training programs at the local level, as the sliding scale will correspond to the employer's cost benefit ratio to hire and retain skilled employees. The sliding scale will address employers' primary objection of paying too much (50%) to participate in customized training;
- Equip workers with relevant job training and transferable skills that lead to high-skill, high-wage occupations and industries. The sliding scale will favor training for high skills; as it will be more feasible for employers who pay higher salaries to participate in customized training; and
- Improve the local areas' business services and employers' customer satisfaction.

**4. Programmatic Outcomes by the Waiver.**

- Increase the number of employers who use customized training as a means to train, hire, and retain skilled employees; and
- Increase the number of workers trained and hired through customized training programs.

## **5. Impacts on Individuals by the Waiver.**

The reduced match requirement will benefit employers financially and result in increased participation in customized training which will prepare individuals for higher skilled jobs. WIA eligible individuals with multiple barriers to employment, low basic skills, and English language proficiency stand to gain the most from customized training.

## **6. Monitoring the Waiver's Implementation.**

Upon notification of the approval of this waiver, a WIA Bulletin will notify local areas and WIA practitioners of the new policy, sliding scale, procedures, and the need to amend local WIA plans at Section IV.9(a).

The Workforce Development Division will annually review the impact of this waiver provision.

## **7. Notice and Opportunity to Comment.**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.

**Hawaii State Request for Waiver:  
To Waive subsequent Eligibility  
For Eligible Training Providers**

**1. Statutory and Regulatory Requirements to be Waived.**

WIA section 122(c) and (d)(1) and WIA regulations at 20 CFR section 663.530-550 requires and describes the subsequent eligibility process for eligible training providers (“ETPs”). Most WIA training services are provided through Individual Training Accounts (“ITAs”), which may be used to purchase training from only ETP.

The Hawaii Department of Labor and Industrial Relations (“DLIR”), the state administrative entity for the Workforce Investment Act (“WIA”), requires a waiver to eliminate the subsequent eligibility process thus allowing providers that the local areas found eligible initially to continue under the initial eligibility process and safeguards.

The waiver request follows the format identified in WIA section 189(i)(4)(B) and WIA regulations at 20 CFR section 661.420(c).

**2. State or Local Statutory and/or Regulatory Barriers.**

There is no state or local barriers to implementing the requested waiver.

**3. Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes.**

The following goals will be achieved with the approval of this waiver request:

- Reduce a significant amount of staff time and resources in implementing the subsequent eligibility process, which Congress is very likely to eliminate anyway in WIA reauthorization;
- Increase customer choice and number of Eligible Training Providers by removing onerous data collection requirements on the ETP’s; and
- Streamline the information for customers by removing meaningless, empty and/or untimely data cells.

**4. Programmatic outcomes by the Waiver.**

The waiver will reduce a significant amount of staff time and resources currently directed toward the collection of performance data and calculation of performance outcomes by provider and program. Freeing staff and resources from this task will enable us to improve the management information system and provide more technical assistance toward performance outcomes. The onerous date collection requirements also have discouraged providers, including some community colleges, from applying for subsequent eligibility, and removal of this requirement will encourage more providers to apply, thereby giving customers more choices in training.

**5. Impacts on individuals by this Waiver.**

- WIA clients will have greater customer choice; and
- Information will be straightforward and useful for individuals.

**6. Monitoring of the Waivers implementation**

Upon notification of the approval of this waiver, a WIA Bulletin will be issued to local areas and WIA practitioners will delete the subsequent eligibility process for ETPs and will clarify the impact of the change.

**7. Notice and opportunity to comment**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.

**PART 2**

**New Waiver Requests Submitted for Plan Period 2009-2010**

**These include Waivers being submitted for the first time  
to the USDOL for approval.**

Enclosure

**Hawaii State Request for New Waiver  
Request to Waive Procurement Requirements for Youth Summer Employment  
Providers under the Recovery Act**

**Submitted April 23, 2009**

The Hawaii Workforce Development Council ("WDC"), as well as the Workforce Development Division ("WDD") of the Department of Labor and Industrial Relations, as the State of Hawaii's administrator for the Workforce Investment Act ("WIA") and the American Recovery and Reinvestment Act ("ARRA"), is submitting a waiver related to procurement requirements for youth services in WIA section 123 for approval from the U.S. Department of Labor ("DOL"). This waiver is a request to conduct an expedited, limited competition to select service providers.

The WDC has consulted with the LWIBs and the WDD regarding the need for this waiver. The City and County of Oahu will not be utilizing this waiver as they are local grant recipients to administer the summer youth employment program themselves. However, the Counties of Hawaii, Kauai, and Maui, as well as the WDD, have expressed concern over their ability to implement the competitive procurement for summer youth funds within the timeframe required under ARRA. This request is meant to give greater flexibility to the LWIBs in procurement process in order to ensure the LWIBs are successful in their effort to quickly implement the procurement process within the allotted time frame. This effort will make certain that enrollment of youth into the summer work programs will not be unnecessarily delayed.

**Justification:**

Certain LWIBs, as well as the WDD, have expressed concern that in some areas of the state there are barriers to rapid implementation of the summer youth employment program. This is due in large part to insufficient time to make a selection on a competitive basis. Therefore, we are asking for flexibility in how they procure when there may be only one or two service providers in the local area.

**1. Identify the statutory or regulatory requirements to be waived.**

The Workforce Investment Act ("WIA") Section 123, provides that all WIA youth service providers shall be selected on a competitive basis. 20 CFR 664.610 further provides that if summer employment opportunities are provided other than by the grant recipient or fiscal agent, the service provider must be selected on a competitive basis.

The total youth funds allocated to all counties is \$2,480,322. With the exception of the City and County of Honolulu, all other county WIB's will be participating in the waiver. With the subtraction of \$1,483,081 from the total to account for the portion the City and County of Honolulu receives, the three counties participating are receiving a total of

Enclosure

\$997,241. The total amount of youth program funding each participating county will use of the total to all counties is:

Maui County: 8.9%  
Hawaii County: 26%  
Kauai County: 5.1%

It is with the upmost urgency we ask for this waiver request to be approved as quickly as possible so that Hawaii can quickly provide the WIBs with procurement guidelines that meet current state and local law, and comply with OMB requirements codified in 29 CFR Parts 95.40- 95.48 and 97.36. The state is not looking to circumvent the process, but rather to provide assistance to a local WIB when they have demonstrated a unique need to utilize a particular service provider.

**2. Describe the actions that the State or local area, as appropriate, has undertaken to remove State or local statutory or regulatory barriers.**

There are no barriers because state and local procurement laws allow for expedited procurement under the timeframe imposed by ARRA for the selection of youth grants.

**3. Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes.**

If approved, the waiver will enable neighbor island counties to select an operator quickly without a competitive selection process. The summer break in Hawaii for public school students is only six weeks long this year beginning in mid-June. To implement the summer employment program by the beginning of the summer break requires that the summer employment operator be selected immediately. There will be insufficient time to prepare, conduct, and complete a Request for Proposals solicitation.

However, the counties will be required to comply with their county procurement requirements in selecting a summer employment operator. The waiver requested will apply to the WIA youth summer employment program authorized under ARRA 2009.

The ARRA and the directives from the United States Department of Labor ("USDOL") issued in response to the ARRA 2009 make clear that transparency and accountability are absolutely required as to the expenditure of ARRA 2009 funds. Hawaii assures USDOL that a goal is to be sure that the ARRA monies are accounted for through a transparent manner.

**4. Describe the individuals impacted by the waiver.**

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A granting of this waiver would be in alignment with the WIBs strategic goal of streamlining the procurement process so there is an increased focus on the enrollment of youth into the summer program under the Recovery Act.

**5. Describe the process used to monitor the progress in implementing such a waiver.**

Implementation of the waiver will be monitored through site visits to ensure compliance with all applicable requirements. The Hawaii Workforce Development Council has been apprised of the waiver request and supports the waiver.

**6. Describe the process used to give local boards the opportunity to comment on the waiver request.**

This waiver request is initiated by the Counties of Hawaii, Maui, and Kauai and their WIBs. The Workforce Development Council reviews the comments from the boards to ensure that they are in agreement with the request.

**7. Describe the process for public comment.**

A discussion piece on waivers in general and this waiver in particular will be disseminated with the meeting packet for the next Council meeting. The agenda is posted on the Council website prior to the meeting and the public may comment.

**Hawaii State Request for New Waiver:  
Request to Waive Competitive Procurement for Selected Youth Elements Required  
Under WIA**

**Submitted June 18, 2009**

The Hawaii Workforce Development Council (“WDC”), as well as the Workforce Development Division (“WDD”) of the Department of Labor and Industrial Relations, as the State of Hawaii’s administrator for the Workforce Investment Act (“WIA”) and the American Recovery and Reinvestment Act (“ARRA”), is submitting a waiver to competitive procurement for selected youth elements, as stated in WIA section 123 for approval from the U.S. Department of Labor (“DOL”). The State of Hawaii requests a waiver of the competitive procurement requirements for just the following four youth program elements: follow up services; guidance and counseling; support services; and paid and unpaid work experience.

The WDC has consulted with the LWIBs and the WDD regarding the need for this waiver. The City and County of Oahu will be utilizing this waiver as they are local grant recipients to administer the youth programs for Oahu local workforce development area.

The City and County of Honolulu, which is the grant recipient/fiscal agent of the WIA programs for the Oahu local workforce development area, has been using competitive procurement methods to provide nine of the eleven youth elements. The interpretation of design framework is that it includes a comprehensive array of services under case management, and should include guidance and counseling and follow up services. Therefore, the City has also been providing follow up services, and guidance and counseling in addition to intake, objective assessment and development of individual service strategy as services within the design framework

**1. Identify the statutory or regulatory requirements to be waived.**

The State of Hawaii requests a waiver to those statutory and regulatory requirements that require the local areas to conduct a competitive procurement for all of its Youth program elements. According to Section 123 of the Workforce Investment Act (WIA) of 1998, Identification of Eligible Providers of Youth Activities requires that all eleven of the essential elements of any successful youth program be competitively procured. The section reads as follows:

*From funds allocated under paragraph (2)(A) or (3) of section 128(b) to a local area, the local board for such area shall identify eligible providers of youth activities by awarding grants or contracts on a competitive basis, based upon the recommendations of the youth council and on the criteria contained in the State plan, to the providers to carry out the activities, and shall conduct oversight with respect to the providers, in the local area.*

Notwithstanding the above, Section 664.405 of the WIA Rules and Regulations states that competitive procurement does not apply to the design framework component:

*The requirement in WIA section 123 that eligible providers of youth services be selected by awarding a grant or contract on a competitive basis does not apply to the design*

*framework component, such as services for intake, objective assessment and the development of individual service strategy, when these services are provided by the grant recipient/fiscal agent.*

The City and County of Honolulu, which is the grant recipient/fiscal agent of the WIA programs for the Oahu local workforce development area, has been using competitive procurement methods to provide nine of the eleven youth elements. Our interpretation of **design framework** is that it includes a comprehensive array of services under case management, and should include guidance and counseling and follow up services. Therefore, the City has also been providing follow up services, and guidance and counseling in addition to the above examples of intake, objective assessment and development of individual service strategy as services within the design framework.

Support services are procured. However, for those youth service vendors who do not provide support services, the City assists them in providing support services directly to the youth.

Paid and unpaid work experience is procured. However, beginning in PY 09, the City would like to supplement the delivery of paid and unpaid work experience by youth service vendors by adding this element as part of the design framework to strengthen the case management model. With the waiver, the City will have the flexibility in procuring this element for vendors to provide paid and unpaid work experience as well as in operating this program element in-house within the design framework.

The State of Hawaii requests a waiver of the competitive procurement requirements for just the above four youth program elements: follow up services; guidance and counseling; support services; and paid and unpaid work experience.

**2. Describe the actions that the State or local area, as appropriate, has undertaken to remove State or local statutory or regulatory barriers.**

The State of Hawaii has implemented WIA under federal law and did not include any additional requirements or limitations on the design of WIA youth activities. Local workforce development boards have adopted state policies without any additional requirements or limitations. Since no additional state or local barriers have been imposed, there is none to remove.

**3. Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes.**

The goals for the youth program under the waiver will be greater effectiveness and efficiency. There will be increased flexibility and continuity of program delivery to better meet customers' needs.

By keeping guidance and counseling, follow-up, support services, and paid and unpaid work-experience together with other functions such as intake, assessment, and the development of employment plans, one stop case management is facilitated.

Simplification and integration of coordination allows more resources to be focused on the youth that are served.

**4. Describe the individuals impacted by the waiver.**

The individuals impacted by this waiver are older and younger youth customers. Youth customers will benefit by receiving a streamlined array of services allowing for greater coordination and implementation of individual service strategies. With greater continuity and consistency, youth will receive complementary services enabling them to better address barriers and work toward fulfilling their education and training plans.

In addition, Hawaii's Workforce Development Council and the local areas will receive greater flexibility in the design of their youth programs. Local areas under the waiver will have a choice as to whether to contract out these youth elements or to do them in house. The local areas will also have the flexibility of supplementing the work performed by the youth service vendors.

**5. Describe the process used to monitor the progress in implementing such a waiver.**

The Workforce Development Division within the Department of Labor and Industrial Relations currently produces quarterly performance tracking for all WIA programs including the youth activities. This division will gather information on the implementation of the waiver, such as which areas are choosing to exercise the new flexibility afforded by the waiver, to redesign their youth programs, what the performance data from these changes shows, and which, if any, service providers seem to be negatively affected. Regular on-site monitoring of all WIA activities will continue just as prior to the waiver.

**6. Describe the process used to give local boards the opportunity to comment on the waiver request.**

The City and County of Honolulu and its local workforce board submitted this waiver request to the State Workforce Development Council (WDC). The WDC reviews the comments from the boards to ensure that they are in agreement with the request

**7. Describe the process for public comment.**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.

**Hawaii State Request for New Waiver:  
Request to Waive Regular WIA Performance Measures for Youth  
Who Participate in Work Experience Only**

**Submitted June 18, 2009**

The Hawaii Workforce Development Council (WDC), along with the Hawaii State Department of Labor and Industrial Relations (“DLIR”) requests permission from the U.S. Department of Labor to waive the seven statutory youth performance measures for youth ages 18 to 24 served with Recovery Act funds who participate in work experience only beyond the summer months (e.g. May 1 to September 30). This waiver would use the Work Readiness Indicator as the only indicator of performance for youth ages 18 to 24 served with Recovery Act funds who participate in work experience only during the time period October 2009 to March 2010.

The WDC and DLIR also request that the same program design flexibility that is articulated in TEGL 14-08, section 16.A for summer youth, apply to youth ages 18 to 24 served with Recovery Act funds who participate in work experience only beyond the summer months.

**1. Identify the statutory or regulatory requirements to be waived.**

The State of Hawaii requests waiver of WIA Section 136(b)(2)(A) which defines the WIA statutory performance measures for youth participants.

**2. Describe the actions that the State or local area, as appropriate, has undertaken to remove State or local statutory or regulatory barriers.**

There is no state or local barriers to implementing the requested waiver.

**3. Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes.**

The Waiver is intended to facilitate implementation of WIA Youth services under the Recovery Act and support the intent of Congress to serve 18-24 year old through work experience in a time of difficult employment for young people.

**4. Describe the individuals impacted by the waiver.**

Approval of this waiver will give youth service provider’s grater flexibility in determining appropriate services for the older youth population, ages 18-24, served with Recovery Act funds. This increased flexibility will maximize the number of older youth served with these funds.

**5. Justification for the waiver**

Extending the program design flexibility articulated in section 16.A. of TEGL 14-08 from the summer component to those older, out-of-school youth beyond September 30 would allow local service providers to devote more time and resources to the specific needs of these customers. Many local areas are looking to establish local partnerships to serve 22- to

24-year-olds and expect those youth to continue in age-appropriate projects beyond October 1. By securing the waiver, local staff would be better positioned to work with youth customers to determine which program(s) would best meet their needs.

During the time the waiver is in effect, local areas will be actively working to connect these youth to further education and training opportunities through the WIA Youth, WIA Adult and/or other programs as appropriate.

**6. Describe the process used to monitor the progress in implementing such a waiver.**

The Workforce Development Division within the Department of Labor and Industrial Relations currently produces quarterly performance tracking for all WIA programs including the youth activities. This division will gather information on the implementation of the waiver, such as which areas are choosing to exercise the new flexibility, afforded by the waiver, to redesign their youth programs, what the performance data from these changes shows, and which, if any, service providers seem to be negatively affected. Regular on-site monitoring of all WIA activities will continue just as prior to the waiver.

**7. Describe the process used to give local boards the opportunity to comment on the waiver request.**

Commentary on this Waiver will be solicited prior to submission through a public comment period to begin on June 10, 2009 and end on June 17, 2009. The notice, welcoming public comment will be posted on the Hawaii State Department of Labor and Industrial Relations website. Furthermore, all members of the WDC, along with all local WIB Directors will also be contacted regarding any comments they may have on this Waiver.