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Hawai'i Workforce  
Development Council  
830 Punchbowl Street, #417  
Honolulu • Hawai'i • 96813  
Phone: 808.586.8670  
Facsimile: 808.586.8674  
E-mail: WORKFORCC001  
@hawaii.rr.com

[home.hawaii.rr.com/hiwdc](http://home.hawaii.rr.com/hiwdc)

*Report to the Governor*

## **Implementation of the Workforce Investment Act**

Governor Benjamin J. Cayetano

Leonard Agor, Director  
Department of Labor and Industrial Relations

Hawaii Workforce Development Council  
E. Micheal Boughton, Chairperson  
Sybil Kyi, Executive Director

*YEAR 1  
IMPLEMENTATION  
OF THE  
WORKFORCE INVESTMENT ACT*

*PART II  
OF  
2002 REPORT TO THE GOVERNOR ON  
HAWAII WORKFORCE DEVELOPMENT*

*Governor Benjamin Cayetano*

*Leonard Agor, Director  
Department of Labor and Industrial Relations*

*December 2001*

*Hawaii Workforce Development Council*

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*Carolyn Weygan-Hildebrand, Employment Analyst*  
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The *2002 Report to the Governor on Hawaii Workforce Development* consists of three related parts:

- I. Policy Brief: Hawaii Workforce Initiatives for Economic Stimulus
- II. Year 1 Implementation of the Workforce Investment Act
- III. Inventory of Workforce Development Programs

*HAWAII WORKFORCE DEVELOPMENT COUNCIL*

*E. Micheal Boughton, Chairperson*

*Sybil Kyi, Executive Director*

*830 Punchbowl Street · Suite #417 · Honolulu · Hawaii · 96813*

*Telephone: 808.586.8670 · Facsimile: 808.586.8674*

*E-mail: [WORKFORCC001@Hawaii.rr.com](mailto:WORKFORCC001@Hawaii.rr.com)*



# **WIA Implementation in Year 1**

## **OVERVIEW**

### **WORKFORCE INVESTMENT ACT (WIA) OF 1998**

The Workforce Investment Act (WIA) of 1998, effective July 1, 2000, rewrote federal statutes governing job training, adult education and literacy, and vocational rehabilitation programs. The WIA is intended to provide a more coordinated, customer-friendly, locally-driven workforce development system.

The first year of WIA implementation in Hawaii coincided with the state's emergence from the economic doldrums experienced in the previous seven years when most other states were experiencing economic expansion. Unlike other states affected by technology downturns, Hawaii was poised to gain further economic and workforce improvements. It was an ideal climate to continue the development of a fledgling workforce delivery system.

WIA implementation focused on initial development, collaboration and training for the state council and four local boards and their staffs, the statewide and local operating agencies, the statewide and local partners and the training and youth service providers. Guided by the state's workforce strategic plan, the Workforce Development Council (WDC), emphasized a workforce systems policy integrating economic development and education with workforce strategies. This common strategy is essential to the workforce policy advisory process agreed to by the 31 public and private sector WDC members.

The state and local partnership is of major importance in the implementation of the workforce system and is reinforced in several ways. Local workforce investment boards (LWIBs), are intentionally represented on the WDC. Further, the WDC's committees may include other LWIB members such as on the Communications and Youth committees. This has helped to strengthen coordination of state and local policies, promote discussion on mutual concerns and priorities such as the technical assistance needs of local Youth Councils, and the efficient use of resources in developing statewide and local marketing.

The roll-out of the 14 one-stop centers and satellites statewide generally were "soft" openings with at least one public opening event held in each local workforce area. Led by its Performance committee, the WDC initiated one-stop assessments based upon the customer's perspective. This assessment process has a common document record developed by a Performance sub-committee. The one-stop assessment engages state and local council members in the field as they interact with the environment, staff and customers of one-stop centers. The WDC plans to continue the one-stop assessment to learn what is and isn't working, refine the process, and recommend improvements based on the findings.

Private sector members of the WDC were a driving force in the incorporation of Malcolm Baldrige principles in the incentive awards for regional cooperation and/or local coordination. The Baldrige criteria were intentionally adapted for incremental implementation as an educational device. The goal is that the LWIBs may eventually compete for the Hawaii State Award of Excellence which is administered by the Chamber of Commerce of Hawaii.

## **LEADERSHIP AND PRIORITIES**

The private sector leads WIA implementation at both the state and local Workforce Investment Board levels.

### **WORKFORCE DEVELOPMENT COUNCIL**

The Hawaii State Workforce Development Council has both state and federal responsibilities. The 31-member council is constituted to meet the WIA requirements for the WIA State Workforce Investment Board. The WDC is the Governor's WIA policy advisor that plans, coordinates and monitors the provision of WIA services. The *ex officio* members include:

- The directors of labor and industrial relations (the Governor's designee for workforce development matters), human services, and business, economic development, and tourism; the superintendent of education; and the president of the University of Hawaii;
- Four members of the legislature, two from each house, appointed by the appropriate presiding officer of each house;
- Two mayors (appointed by the Governor) or their representatives; and
- The Governor or the Governor's representative.

The other members are all appointed by the Governor and include:

- Sixteen private sector representatives from business, including at least one member from each of the four county workforce investment boards (the Governor appoints a private sector chair);
- One representative from a community-based native Hawaiian organization that operates workforce development programs; and
- Two representatives from labor.

By state and federal law, one of the members must also sit on the State Vocational Rehabilitation Council. By state law, three of the private sector members must also sit on the Vocational Career and Technical Education Advisory Committee (advisory to the Board of Regents for the University of Hawaii). One of the members monitors veterans' interests.

WDC has adopted two documents to guide state workforce development policy:

- The "umbrella" Hawaii Workforce Development Strategic Plan
- The Unified State Workforce Investment Act five-year Plan required by WIA

The four WDC committees are working on these priorities:

- **Communications** is responsible for an emergency post-9/11 policy paper, marketing to support local boards' efforts, LWIB/WDC communication, development of employment opportunities for TANF recipients, development of business and community partnerships, website, and resource development.
- **Performance** is responsible for workforce performance measures (including the WIA Annual Report), oversight and evaluation (with emphasis on one-stops and customer service), development of a State Report Card on the Strategic Plan indicators, and a recognition and awards program.
- **Planning** is responsible for planning (Strategic Plan and State WIA Plan), workforce policy, introduction of Baldrige principles through incentive awards, incumbent worker training, recommending improvements to the workforce development system, legislation, and the yearly Governor's report.
- **Youth** is responsible for Youth Council/WDC communication, technical assistance to Youth Councils and their service providers, WIA youth policy, youth recognition programs, and comprehensive youth services (with special emphasis on the public school-WIA link).

### **LOCAL WORKFORCE INVESTMENT BOARDS**

The Governor designated the four major counties as local workforce investment areas. Together with the Mayors, the Local Workforce Investment Boards (LWIBs) in each county are the driving forces of the WIA. The Mayors appoint the LWIBs in their respective counties. In cooperation with the Mayor, each LWIB has appointed a Youth Council to plan and oversee youth activities. The LWIBs select and monitor the one-stop operators, training providers, and youth providers. They have adopted five-year WIA plans, which must include Memoranda of Understanding (MOUs) between the county and the one-stop partners. The LWIBs also submit annual WIA plans and budgets to the Department of Industrial and Labor Relations (DLIR)-Workforce Development Division (WDD), which administers the WIA funds for the state.

## **Hawaii County Workforce Investment Board**

	<p>The County Council of Hawaii passed Ordinance No. 0043, which created the Hawaii County Workforce Investment Board (HCWIB) and the Hawaii County Youth Council for the purposes of the WIA program.</p>
<b><i>Grant Recipient</i></b>	<p>On behalf of the County of Hawaii, the County Office of Housing and Community Development oversees WIA program services throughout the county and provides staff services to the Workforce Investment Board and its Youth Council.</p>
<b><i>LWIB Staff</i></b>	<p>On behalf of the County of Hawaii, the County Office of Housing and Community Development oversees WIA program services throughout the county and provides staff services to the Workforce Investment Board and its Youth Council.</p>
<b><i>Fiscal Agent</i></b>	<p>The County of Hawaii has contracted the DLIR's Workforce Development Division to be the fiscal agent.</p>
<b><i>One-Stops</i></b>	<p>The one-stop operator is a 16-agency consortium of mandatory partners, led by DLIR's Workforce Development Division (WDD). The WDD office in Hilo houses the Big Island Workplace Connection. WDD offices in Kona and Honokaa serve as satellite One-Stop Centers.</p>
<b><i>Providers</i></b>	<p>The Hawaii Branch of WDD operates the WIA Adult and Dislocated Worker programs. The Hawaii County WIB had contracts with two youth service providers -- one for in-school youth and one for out-of-school youth. The Hawaii County WIB has 16 on-island eligible training providers that can deliver 72 eligible training programs.</p>
<b><i>LWIB Committees</i></b>	<p>In addition to its Youth Council, the Hawaii County WIB has committees on:</p> <ul style="list-style-type: none"><li>• Conference Planning</li><li>• Eligible Training Providers Review</li><li>• Executive</li><li>• Incumbent Worker</li><li>• Marketing</li><li>• Nominating</li><li>• Performance Standards/Measures</li><li>• Strategic Planning</li></ul>
<b><i>2000-01 Priorities</i></b>	<p>This past year, the Hawaii County WIB has concentrated on:</p> <ul style="list-style-type: none"><li>• Youth programming</li><li>• Strategic planning</li></ul>

## **Kauai Workforce Investment Board**

<b><i>Grant Recipient</i></b>	On behalf of the County of Kauai, the County Office of Economic Development provides leadership for workforce development initiatives, oversight of WIA implementation, administration of WIA activities including monitoring and reporting requirements. It also provides staff support to the Kauai Workforce Investment Board (WIB).
<b><i>LWIB Staff</i></b>	
<b><i>Fiscal Agent</i></b>	Kauai County has contracted the DLIR's Workforce Development Division to be the fiscal agent.
<b><i>One-Stops</i></b>	The one-stop operator is a seven-agency consortium, led by DLIR's Workforce Development Division (WDD). The WDD office in Lihue houses <b>workwise!</b> - Kauai's One-Stop Job Center.
<b><i>Providers</i></b>	The Kauai Branch of WDD operates the WIA Adult and Dislocated Worker programs. Kauai Community College was the sole youth service provider on the island. The Kauai WIB has five eligible training providers that can deliver 31 eligible training programs.
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Kauai WIB has committees on: <ul style="list-style-type: none"><li>• Marketing and Economic Development</li><li>• Performance Outcomes Review</li><li>• Planning/Bylaws/MOUs</li></ul>
<b><i>2000-01 Priorities</i></b>	This past year, the Kauai WIB has concentrated on: <ul style="list-style-type: none"><li>• Serving dislocated workers</li><li>• One-stop center</li><li>• Marketing plan</li><li>• Strategic planning</li></ul>

## **Maui Workforce Investment Board**

<b><i>Grant Recipient</i></b>	Maui County's Office of Economic Development (OED) has been designated as the grant recipient for the County's WIA funds and has responsibility for monitoring and oversight of the implementation of WIA with the guidance of the Maui Workforce Investment Board (WIB). OED staffs the WIB and serves as the liaison between the Mayor and Maui WIB on matters concerning WIA. The Coordinator for OED represents the Mayor on the State Workforce Development Council.
<b><i>LWIB Staff</i></b>	
<b><i>Fiscal Agent</i></b>	Maui County has contracted the DLIR's Workforce Development Division to be the fiscal agent.
<b><i>One-Stops</i></b>	The one-stop operator is a four-agency consortium, led by DLIR's Workforce Development Division (WDD). The WDD offices in Wailuku and Kaunakakai house Maui's One-Stop Career and Resource Center. The State Department of Health provides a satellite one-stop site once a month at the Comprehensive Health Center in Lahaina.
<b><i>Providers</i></b>	The Maui Branch of WDD operates the WIA Adult and Dislocated Worker programs. Maui Community College was the sole youth service provider in the county. The Maui WIB has seven in-county eligible training providers that can deliver 43 eligible training programs.
<b><i>Youth Opportunity</i></b>	Molokai is the recipient of a discretionary Youth Opportunity Grant, effective September 1, 2000, made available through the U.S. Department of Labor, Employment and Training Administration. The county of Maui oversees the implementation of this project, with assistance from the Maui Youth Council. The county has designated the Molokai Community Service Council to implement the program on Molokai.
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Maui WIB has committees on: <ul style="list-style-type: none"><li>• Outreach and Public Relations</li><li>• Monitoring and Oversight</li><li>• Planning</li></ul>
<b><i>2000-01 Priorities</i></b>	This past year, the Maui WIB has concentrated on: <ul style="list-style-type: none"><li>• Youth programming</li><li>• Developing technological workers</li></ul>

## **Oahu Workforce Investment Board**

<b><i>Grant Recipient</i></b>	The City & County of Honolulu's Department of Community Services (DCS) has been designated as the grant recipient for the city's WIA funds. The Director of Community Services represents the Mayor on the State Workforce Development Council. The OWIB hires its own staff, who then become DCS employees. The city's DCS administers the WIA funds.
<b><i>LWIB Staff Fiscal Agent</i></b>	
<b><i>One-Stops</i></b>	The Oahu WIB designated the Oahu Consortium as its operator in December 1999. The consortium is comprised of two non-profit and two government partners: ALU LIKE, Inc., the Honolulu Community Action Program (HCAP), DLIR's Workforce Development Division (WDD), and the city's WorkHawaii program. Building on three WDD offices, three WorkHawaii offices, and one HCAP office, the consortium launched seven Oahu Work Links' one-stop centers on July 1, 2000. These centers cover downtown Honolulu, Kalihi-Palama, Central Oahu, the Waianae Coast, the North Shore, and the Windward side.
<b><i>Providers</i></b>	The consortium operates the WIA Adult and Dislocated Worker programs. The Oahu WIB contracted with ten youth service providers. Goodwill served both in- and out-of-school youth. Six served only in-school youth: Boys & Girls Club, Central District-Department of Education, Employment Training Center, Samoan Service Providers Association, Spectrum Health Systems, YWCA. Three served only out-of-school youth: Honolulu Community Action Program, Pacific Gateway Center, and YouthBuild. The Oahu WIB has 44 on-island eligible training providers that can deliver 172 eligible training programs.
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Oahu WIB has committees on: <ul style="list-style-type: none"><li>• Bylaws</li><li>• Economic Development</li><li>• Executive</li><li>• Governance</li><li>• Membership</li><li>• Quality Assurance</li></ul>
<b><i>2000-01 Priorities</i></b>	This past year, the Oahu WIB has concentrated on: <ul style="list-style-type: none"><li>• Building multi-site one-stop system</li><li>• Building youth services system</li><li>• Serving dislocated workers</li><li>• Strategic planning</li><li>• Marketing</li></ul>

## PERFORMANCE ASSESSMENTS AND OUTCOMES

WIA emphasizes continuous improvement and customer satisfaction, as the Congressional "investors" of WIA funds in the workforce development system expect to see measurable outcomes that are defined in each individual's service plan. Therefore, performance levels are expected to improve for the following core indicators. The figures represent Hawaii's negotiated performance levels for 2000-2001. Neither the state nor any local areas met all their performance measures.

Core Indicator	Adults	Dislocated Workers	Youth Age 19-21
1. Entered Employment Rate	60%	74%	55%
2. Employment Retention Rate	82%	89%	80%
3. Average Earnings Change	\$3,700 average increase in wages	88% of former wages	\$3,600 average increase in wages
4. Percent of those receiving WIA training services who a) entered employment <u>and</u> b) earn a credential for educational or occupational skills	44%	52%	N.A.
5. Percent of youth receiving WIA services who a) enter post-secondary education, advanced training or unsubsidized employment <u>and</u> b) earn a credential for educational or occupational skills	N.A.	N.A.	38%

Core Indicator	Youth Age 14-18
6. Percent of skill goals attained by youth. Skill goals are the basic, work readiness, and/or occupational skills that are defined in each individual's service plan.	70%
7. Percent of youth who attain a high school diploma or its equivalent.	53%
8. Retention rate for youth who, after attaining their diplomas or equivalents, enter post-secondary education, advanced training, military service, employment, or qualified apprenticeships.	50%
	<b>For All WIA Participants</b>
9. Customer satisfaction of participants	65
10. Customer satisfaction of employers	65

## **STATE EVALUATION STUDIES OF WORKFORCE INVESTMENT ACT ACTIVITIES**

State evaluations of workforce investment activities were initiated on three levels in the first implementation year: Malcolm Baldrige criteria, one-stop assessment, and the state evaluation plan.

### **Introduction of Baldrige Principles Links Evaluation, Leads to Continuous Improvement and Performance Results, and is Required for Incentive Awards**

Hawaii is moving toward alignment with USDOL's model for continuous improvement; that is, adherence to Malcolm Baldrige key quality concepts. Simultaneously, it is also laying the building blocks for performance results that follow as LWIBs concentrate on Customer Focus and Understanding, and strengthen Leadership, Strategic Planning, Information and Analysis, Human Resource Excellence, and Process Management systems.

Section 134(a)(2)(B)(iii) of WIA requires that the State provide incentive grants to local areas for regional cooperation among local boards, for local coordination of activities under the Act, and for exemplary performance by local areas on the local performance measures.

A total of \$340,000 in Program Year 2000 WIA state level (15%) funds were set aside for incentive awards. WDC decided to award 50% (\$170,000) of the incentive funds to local areas that use Malcolm Baldrige principles to achieve that regional cooperation and/or local coordination.

The application for 2000-01 consisted of surveys by LWIB members regarding their perceptions of WIA activities involving a) regional cooperation and/or b) local coordination between July 1, 2000 and June 30, 2001. Since the survey was administered in July-August 2001, the perceptions were of activities conducted in the previous year. The WDC was able to identify technical assistance needs from the surveys; specifically:

- Staff needs more training.
- Maui and Hawaii WIBs need the same kind of strategic training that Kauai and Oahu provided for themselves.
- LWIBs need to become better informed about their Youth Councils and youth services.
- LWIBs need to work on developing their leadership role and making good use of their private sector members.
- Building interagency cooperation needs to be continued.
- LWIBs want better economic and labor market information.

The incentive application will expand each year to reflect the local areas' increasing sophistication in the use of the Baldrige principles.

## One-Stop Assessment Activity

The second evaluation activity was initiated by WDC members acting as customers in observing the environment, resources and service delivery at one-stop centers. An instrument was developed by a sub-committee of the WDC Performance committee and used to document the observation, perceptions, strengths, weaknesses and recommended improvements for the center being visited. The engagement of council members in a consistent assessment activity lays the groundwork for determining comparative factors of center on a common scale and improvements over time. The activity will be reviewed for possible changes, refinement and continued WDC assessment. Local workforce investment boards are also developing assessment activities for their one-stop centers.

### Early Assessment of One Stop Centers



## State Evaluation Plan: Community Customer Evaluation Studies

The third evaluation activity is incorporated in the WIA Plan and is in the process of detailed survey design and contractual development. Three factors contributed to the delayed implementation of these macro evaluation studies: two rounds of unsuccessful civil service recruitment for an evaluation employment analyst, inconsistent output of WIA customer information to serve as a comparison group, and the late production of WIA marketing information to be disseminated to community groups and used in a media campaign.

One of the possible linkages between the ongoing customer satisfaction survey and the evaluation studies is the development of optional questions for the customer

satisfaction survey that could be replicated in the evaluation survey for comparison. Of particular interest are the most frequently cited comments by employer customers and participant customers. (See the Table A discussion on WIA Customer Satisfaction Results on pages 12 and 13.)

A contracted employer evaluation is the first study and preferably will be part of an ongoing employer market survey where WIA questions will be added in a separate section. Each local workforce area will be represented in the sample and depending upon the strength of responses, may not by themselves be valid samples. Major industry employment sectors will be defined as well as inclusion of small and large employers in the stratified sample.

Clusters of questions cover 1) employers who use WIA services and those who have not or do not; 2) employers' employment activity, recruitment issues and skill training; 3) comparison data on same questions between groups of employer respondents and those in the WIA customer satisfaction survey. Local workforce boards will be requested to provide information on the studies to their customers to enlist interest in participation.

### **Need to Shift Focus to Youth**

The first implementation year's performance focused on services for adults and dislocated workers because of the continuing concerns on economic restructuring, the continuing closure and demise of agricultural plantations and the need to develop technology skills in the incumbent workforce. This focus should now shift to youth to respond to the reality of demographics as baby boomers and those older, retire and must be replaced. Even as unemployment climbs in the aftermath of 9/11/01, skills shortages in teaching, nursing, social work, protective services and some trade occupations continue. Another factor is Hawaii's historical brain drain caused by youth seeking higher education elsewhere and remaining elsewhere after graduation. Aggressive recruitment by out-of-state employers and the high cost of living in the state lure others to migrate to communities like Las Vegas, Phoenix and Seattle.

Although Hawaii would prefer to direct proportionately more funds to youth services, last year twice as many funds were allocated to the state for dislocated workers as for youth. The WDC recommends that Congress give states the flexibility to determine their own spending priorities among the Adults, Dislocated Workers, and Youth. This would also allow the states to quickly adjust their courses when faced with situations such as post-9/11.

### **Under Expenditure**

The state under expended in all categories due to the availability of carryover funds from the Job Training Partnership Act, staff cutbacks and shortages, delays in hiring, workload of incumbent staff, and delays in contractual procedures. Hawaii spent 36% of its allocated Dislocated Worker funds, 49% of its Youth allocation, and 67%

of its Adult allocation. The cost categories for statewide administration and allowable activities together expended \$1,173,748. This amount was 9.2% of the total expenditures and below the 15% allocated for such purposes.

Hawaii has not maintained separate information about front-end costs versus aggregated direct services costs for youth. There is no information available on the breakdown of costs among core, intensive<sup>1</sup> and training services. Since TEGE No. 14-00 dated March 5, 2001 removes the requirement for states to track and report these expenditure separately in the annual report, the state will not attempt to track these separate categories.

### **A Look at Return on Investment**

The only data currently available to compute a general return on investment are the total expenditures for participant groups and the numbers of such participants and the earnings change or replacement in six months. The latter is reported as quarterly earnings. These data represent the experience only for the report period. Using the data available the cost per participants for adults is \$960.64, the cost per dislocated worker is \$1,231.39 and the cost per youth is \$1,849.43. Without the average earnings per participant (currently unavailable), we do not have a comparable return on investment measure.

## **ANALYSES OF PERFORMANCE MEASURES RESULTS BY TABLE**

### **Table A: Hawaii's WIA Customer Satisfaction Survey**

#### *Employer Customer Satisfaction*

The employer sample drawn from America's Labor Exchange system was stratified by the four local areas. A 50 percent sample was selected for all local areas except Kauai where all employers were surveyed due to their small number. Sampling was performed monthly and duplicates excluded to permit only one survey contact per employer per year. A computer aided telephone interview (CATI) system was developed using Access database. Phone interviews with employers were conducted from September 2000 through July 2001.

Using the American Customer Satisfaction Index (ACSI) methodology, the results of the employer customer satisfaction survey exceeded the negotiated performance

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<sup>1</sup> See the Glossary for the definitions of "Core" and "Intensive" services.

measures for the state with 571 completed interview responses. The response rate, however, was 30.6% and therefore did not meet the required 50% minimum response established by TEGL 6-00, change 1.

### *Participant Customer Satisfaction*

The results of the WIA participant customer satisfaction survey also exceeded the negotiated performance measure for the state with 332 completed interview responses. Again, the response rate of 24% did not meet the required 50% minimum response. There were problems with the participant files extracted from the interim WIA system and sampling did not begin until March 2001.

Among the improvements that are being discussed are a 1-800 call back number for neighbor island interviewees and communication by one-stop staff to emphasize the importance of possible customer selection for the survey.

### *Comments by Customers*

The top three comments by employers were requests for more information about on-the-job training (OJT) and other services, better screening of applicants, and better and more timely follow-up. The top three comments by participants related to current and accurate job listings, more widely disseminated information on services, and less “red tape” in obtaining training services.

### **Table B: Adult Program Results**

All adult measures were met except the credential rate. The performance data reflects three quarters of JTPA experience when credentials were not counted and only one quarter of WIA experience. This is the primary reason that few credential measures in the following tables met the negotiated performance level.

### **Table C: Outcomes for Adult Special Populations**

Temporary Assistance to Needy Families (TANF) recipients were the most successful of the special populations receiving WIA assistance. This is attributed to assertive employer relations and sustained support services for TANF participants by the TANF partners. In addition, the hardest to serve TANF recipients were served by a different program, Welfare-to-Work.

### **Table D: Other Outcome Information for the Adult Program**

There was little difference in the entered employment between those adults who received training and those who received only core and intensive services. Six and one-half percent more adults who received training were employed six months later than those who received only core and intensive services. However, the latter group exhibited a greater earnings change, perhaps indicating jobseekers upgrading their employment in the then expanding employment market.

**Table E: Dislocated Worker Program Results**

The entered employment rate for dislocated workers did not meet the negotiated performance level and may be due to senior laid off jobseekers experiencing difficulties in obtaining employment at wages they are used to. Nevertheless, those who found employment pushed the earnings replacement rate higher which usually reflects experience and competitive skills. There was little difference in the entered employment between those who received training and those who received only core and intensive services.

**Table F: Outcomes for Dislocated Worker Special Populations**

All measures for dislocated worker special populations did not meet the negotiated levels, except for the three displaced homemakers.

**Table G: Other Outcome Information for the Dislocated Worker Program**

Four percent more dislocated workers who received only core and intensive services were employed six months after employment than those who received training. They also had higher earnings replacement rates.

**Table H: Older Youth Results**

Older youth entered employment and employment retention rates were better than expected. The earnings change measure fell slightly short of the negotiated level and the credential rate was affected by the non-counting of credentials in the JTPA period as explained earlier.

**Table I: Outcomes for Older Youth Special Populations**

TANF and out-of-school older youth exceeded all performance measures except for the credential rate.

**Table J: Younger Youth Results**

The skill attainment rate for younger youth far exceeded the negotiated level on the strength of the neighbor islands' performance. The diploma or equivalent attainment rate was inexplicably low.

#### **Table K: Outcomes for Younger Youth Special Populations**

The reported data is of mixed results and inconclusive.

#### **Table L: Other Reported Information**

Participants in non-traditional employment are defined as those participants entering occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work. For example, males would be encouraged to enter nursing and females to enter construction trades.

#### **Table M: Participant Levels**

The WIA participant numbers tell us that the universality principle of providing all comers with core services was successful. Whereas in 1999-2000, there were 4,628 Job Training Partnership Act (JTPA) participants, 9,642 WIA participants were served in 2000-2001.

The population with the greatest attachment to the workforce -- dislocated workers -- made up the bulk of exiters from WIA services, suggesting that they were ready to return to work sooner. The relatively few participants who are Older Youth suggest that local areas need to make a greater effort to find and serve these 19- through 21-year-olds. Close to 7,500 people continued to receive WIA services into the 2001-2001 year; one-fifth of them are youth.

#### **Table N: Cost of Program Activities**

Refer to the beginning of this narrative for the discussion on costs and return on investment.

#### **Tables O: Local Performance**

1. No local area met all their negotiated performance measures with the lowest performance exhibited by Honolulu, followed by Hawaii, Maui and Kauai in that order. Kauai had the best performance record with 12 of the 17 measures met or exceeded.
2. All local areas must focus on improvements in their credential/diploma rates even though the JTPA experience biased the outcome for this first year. That is, the performance data reflects three quarters of JTPA experience when credentials

were not counted and only one quarter of WIA experience. Maui had high credential rates for adults and dislocated workers, because they counted credentials earned by JTPA participants.

3. Honolulu's younger youth skill attainment rate needs particular attention although the state performance measure was met through the high achievement of the neighbor islands.
4. Honolulu was the only local area whose employer customer satisfaction rate just missed the negotiated mark. Honolulu one-stop centers need to assess their employer relations.
5. The entered employment rate for dislocated workers for all local areas fell short of their respective negotiated measures with Honolulu's exhibiting the largest discrepancy.
6. Honolulu was the only local area not meeting the negotiated level for the adult entered employment rate.

## **Workforce Appendices**

**Table A – Workforce Investment Act Customer Satisfaction Results**  
July 1, 2000 – June 30, 2001

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	65	82	332	2,169	1,383*	24%
Employers	65	70.2	571	3,411	1,867	30.6%

\* The disparity between the number of customers eligible for the survey and the number included in the sample is due to problems with the State's data collection system. The names of the exiters for the first quarter of the program year could not be provided in time for the survey contractor to contact them within the required 60-day time frame.

**Table B - Adult Program Results At-A-Glance**

October 1, 1999 - September 30, 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60%	60.3%	Numerator 426
			Denominator 707
Employment Retention Rate	82%	83.8%	Numerator 449
			Denominator 536
Earnings Change in Six Months	\$3,700	\$4,176	Numerator 1,302,776
			Denominator 312
Employment and Credential Rate	44%	36.4%	Numerator 92
			Denominator 253

**Table C - Outcomes for Adult Special Populations**

October 1, 1999 - September 30, 2000

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	59.9%	Num 181 Den 302	52.9%	Num 18 Den 34	32%	Num 24 Den 75	42.3%
Employment Retention Rate	81.1%	Num 163 Den 201	77.3%	Num 17 Den 22	69%	Num 20 Den 29	46.2%	Num 6 Den 13
Earnings Change In Six Months	\$4,258	Num 396,031 Den 93	\$3,867	Num 50,273 Den 13	\$3,123	Num 37,477 Den 12	\$252	Num 504 Den 2
Employment And Credential Rate	35.9%	Num 37 Den 103	30.8%	Num 4 Den 13	23.5%	Num 4 Den 17	0	Num 0 Den 6

**Table D - Other Outcome Information for the Adult Program**

October 1, 1999 – September 30, 2000

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	60.2%	Num 303 Den 503	60.3%
Employment Retention Rate	85.6%	Num 332 Den 388	79.1%	Num 117 Den 148
Earnings Change in Six Months	\$3,934	Num 774,937 Den 197	\$4,590	Num 527,839 Den 115
Employment And Credential Rate	35.4%	Num 73 Den 206	40.4%	Num 19 Den 47

**Table E – Dislocated Worker Program Results At-A-Glance**  
October 1, 1999 – September 30, 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74%	68.6%	Num 769
			Den 1,121
Employment Retention Rate	89%	87.3%	Num 671
			Den 769
Earnings Replacement In Six Months	88%	94.4%	Num 4,093,470
			Den 4,336,780
Employment And Credential Rate	52%	41.9%	Num 145
			Den 346

**Table F – Outcomes for Dislocated Worker Special Populations**  
October 1, 1999 – September 30, 2000

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	66.4%	Num 71	52.9%	Num 18	61.7%	Num 74	100%	Num 3
		Den 107		Den 34		Den 120		Den 3
Employment Retention Rate	76.1%	Num 54	77.8%	Num 14	83.8%	Num 62	100%	Num 3
		Den 71		Den 18		Den 74		Den 3
Earnings Replacement Rate	75.1%	Num 331,487	100.5%	Num 50,021	83.9%	Num 431,563	3157.7%	Num 19,704
		Den 441,582		Den 49,775		Den 514,365		Den 624
Employment And Credential Rate	26.3%	Num 10	16.7%	Num 2	26.5%	Num 9	100%	Num 1
		Den 38		Den 12		Den 34		Den 1

**Table G – Other Outcome Information for the Dislocated Worker Program**  
October 1, 1999 – September 30, 2000

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	68.5%	Num 610	69.1%	Num 159
		Den 891		Den 230
Employment Retention Rate	86.4%	Num 527	90.6%	Num 144
		Den 610		Den 159
Earnings Change in Six Months	93.1%	Num 3,100,989	98.6%	Num 992,481
		Den 3,330,439		Den 1,006,341
Employment And Credential Rate	43.1%	Num 134	31.4%	Num 11
		Den 311		Den 35

**Table H – Older Youth Results At-A-Glance**  
October 1, 1999 – September 30, 2000

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	55%	66.2%	Num 96
			Den 145
Employment Retention Rate	80%	85.8%	Num 121
			Den 141
Earnings Replacement In Six Months	\$3,600	\$3,501	Num 241,556
			Den 69
Employment And Credential Rate	38%	1.5%	Num 3
			Den 202

**Table I – Outcomes for Older Youth Special Populations**  
October 1, 1999 – September 30, 2000

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	56.4%	Num 22 Den 39	0.0	Num 0 Den 0	50%	Num 4 Den 8	67.6%
Employment Retention Rate	82.8%	Num 24 Den 29	0.0	Num 0 Den 0	60%	Num 3 Den 5	86.7%	Num 85 Den 98
Earnings Change in Six Months	\$4,944	Num 59,331 Den 12	0	Num 0 Den 0	\$1,322	Num 3,967 Den 3	\$3,966	Num 186,394 Den 47
Employment And Credential Rate	0.0	Num 0 Den 47	0.0	Num 0 Den 0	0.0	Num 0 Den 9	0.7%	Num 1 Den 145

**Table J – Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate*	70%	97.6%	Num 286 Den 293
Diploma or Equivalent Attainment Rate**	53%	1.1%	Num 2 Den 183
Retention Rate***	50%	38.5%	Num 155 Den 403

**Table K – Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-Of-School Youth	
Skill Attainment Rate*	0.0	Num 0 Den 2	0.0	Num 0 Den 0	0.0	Num 0 Den 0
Diploma or Equivalent Attainment Rate**	0.0	Num 0 Den 51	0.0	Num 0 Den 27	28.6%	Num 2 Den 7
Retention Rate***	41.8%	Num 38 Den 91	39.8%	Num 45 Den 113	53.1%	Num 26 Den 49

\* July 1, 2000 – June 30, 2001. Younger Youth Skill Attainment Rate is based on goals attained during the periods and the goals that reached an anniversary data (or exit date if earlier) without being attained during the period.

\*\* July 1, 2000 – June 30, 2001

\*\*\* October 1, 1999 – September 30, 2000

**Table L – Other Reported Information**  
October 1, 1999 – September 30, 2000

	Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	3.7%	Num 26	\$3,361	Num 1,048,760	46.1%	Num 53
		Den 712		Den 312		Den 115
Dislocated Workers	7%	Num 78	\$4,848	Num 2,045,746	47.9%	Num 105
		Den 1,121		Den 422		Den 219
Older Youth	6.2%	Num 9	\$2,793	Num 192,750		
		Den 145		Den 69		

**Table M – Participation Levels**  
July 1, 2000 – June 30, 2001

	Total Participants Served	Total Exiters
Adults	4,231	814
Dislocated Workers	3,817	1,150
Older Youth	218	17
Younger Youth	1,376	188

**Table N – Cost of Program Activities**  
July 1, 2000 – June 30, 2001

Program Activity		Total Federal Spending
Local Adults		4,063,951
Local Dislocated Workers		4,700,212
Local Youth		2,947,986
Rapid Response		4,541
Statewide Required Activities		448,461
Statewide Allowable Activities \$134 (a) (3)	Capacity Building/Incentive Grants	197,160
	Worker Reemployment	332,571
	Participant Recordkeeping	89,183
	Program Evaluation	95,371
	One-Stop Delivery System	21,002
Total of All Federal Spending Listed Above		12,900,438

**Table O – Local Performance**

Local Area Name <b>Honolulu</b>	Total Participants Served	Adults	2,587	
		Dislocated Workers	1,985	
		Older Youth	138	
		Younger Youth	921	
ETA Assigned # 15005	Total Exiters	Adults	192	
		Dislocated Workers	425	
		Older Youth	1	
		Younger Youth	34	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	77.5%	
	Employers	65%	63.2%	
Entered Employment Rate	Adults	59%	51.5%	
	Dislocated Workers	72%	64%	
	Older Youth	53%	65.1%	
Retention Rate	Adults	84%	86.1%	
	Dislocated Workers	89%	89.6%	
	Older Youth	79%	87.1%	
	Younger Youth	48%	44.1%	
Earnings Change/ Earnings Replacement in Six Months	Adults	\$4,085	\$4,034	
	Dislocated Workers	90%	103.5%	
	Older Youth	\$3,560	\$3,781	
Credential/Diploma Rate	Adults	42%	29.1%	
	Dislocated Workers	51%	40.8%	
	Older Youth	37%	2.3%	
	Younger Youth	53%	2.9%	
Skill Attainment Rate	Younger Youth	71%	25%	
Description of Other State Indicators of Performance (WIA 136 (d)(1))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

**Table O – Local Performance**

Local Area Name <b>Hawaii County</b>	Total Participants Served	Adults	669	
		Dislocated Workers	691	
		Older Youth	37	
		Younger Youth	239	
ETA Assigned # 15010	Total Exiters	Adults	287	
		Dislocated Workers	334	
		Older Youth	5	
		Younger Youth	149	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	83.1%	
	Employers	65%	77.8%	
Entered Employment Rate	Adults	63%	74.4%	
	Dislocated Workers	79%	74.3%	
	Older Youth	55%	58.8%	
Retention Rate	Adults	78%	78.2%	
	Dislocated Workers	92%	87.4%	
	Older Youth	81%	88.9%	
	Younger Youth	54%	26.7%	
Earnings Change/ Earnings Replacement in Six Months	Adults	\$3,530	\$4,033	
	Dislocated Workers	87%	95.8%	
	Older Youth	\$3,225	\$2,101	
Credential/Diploma Rate	Adults	50%	53.3%	
	Dislocated Workers	55%	15.2%	
	Older Youth	38%	0.0%	
	Younger Youth	55%	0.0%	
Skill Attainment Rate	Younger Youth	71%	99.6%	
Description of Other State Indicators of Performance (WIA 136 (d)(1))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

**Table O – Local Performance**

Local Area Name <b>Maui County</b>	Total Participants Served	Adults	799	
		Dislocated Workers	901	
		Older Youth	11	
		Younger Youth	119	
ETA Assigned # 15015	Total Exiters	Adults	264	
		Dislocated Workers	308	
		Older Youth	0	
		Younger Youth	0	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	85.8%	
	Employers	65%	74.7%	
Entered Employment Rate	Adults	61%	67.5%	
	Dislocated Workers	72%	69.8%	
	Older Youth	71%	80%	
Retention Rate	Adults	77%	84.4%	
	Dislocated Workers	93%	84.3%	
	Older Youth	85%	80%	
	Younger Youth	49%	58.3%	
Earnings Change/ Earnings Replacement in Six Months	Adults	\$2,180	\$3,584	
	Dislocated Workers	86%	86.2%	
	Older Youth	\$4,960	\$3,155	
Credential/Diploma Rate	Adults	47%	73.1%	
	Dislocated Workers	51%	68.3%	
	Older Youth	50%	0.0%	
	Younger Youth	52%	0.0%	
Skill Attainment Rate	Younger Youth	64%	100%	
Description of Other State Indicators of Performance (WIA 136 (d)(1))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

**Table O – Local Performance**

Local Area Name <b>Kauai</b>	Total Participants Served	Adults	175	
		Dislocated Workers	240	
		Older Youth	32	
		Younger Youth	97	
ETA Assigned # 15020	Total Exiters	Adults	70	
		Dislocated Workers	83	
		Older Youth	11	
		Younger Youth	5	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65%	83.3%	
	Employers	65%	73.9%	
Entered Employment Rate	Adults	58%	63.7%	
	Dislocated Workers	75%	69.7%	
	Older Youth	55%	63.6%	
Retention Rate	Adults	79%	86.3%	
	Dislocated Workers	81%	83.9%	
	Older Youth	84%	84.2%	
	Younger Youth	53%	80%	
Earnings Change/ Earnings Replacement in Six Months	Adults	\$3,530	\$5,094	
	Dislocated Workers	85%	91.3%	
	Older Youth	\$3,500	\$3,612	
Credential/Diploma Rate	Adults	43%	0.0%	
	Dislocated Workers	53%	0.0%	
	Older Youth	38%	0.0%	
	Younger Youth	54%	25%	
Skill Attainment Rate	Younger Youth	69%	100%	
Description of Other State Indicators of Performance (WIA 136 (d)(1))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

# WIA DIRECTORY

## Hawaii State Workforce Development Council

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## Hawaii County Workforce Investment Board

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As of November 2001

### Hawaii County Youth Council

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As of November 2001

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As of August 2001

### Kauai Youth Council

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Lani Aranio	Employer, Tourism
Pamai Cano	Employer, Tourism
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Daniel Hamada	DOE District Superintendent
Laura Kawamura	County Extension Agent, 4-H
Remi Meints	LWIB, ALU LIKE, Inc.
Christine Michaud	Student
Cheryl Morris	Kapaa Middle School
Mary Nakamura	Boys & Girls Club
JoAnn Shimamoto	County Housing Agency
<b>Youth Program Provider:</b> Pualani Maka	Counselor, Kauai Community College

As of November 2001

### Maui Workforce Investment Board

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William "Bill" Wong	Retired CPA	
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As of November 2001

### Maui Youth Council

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Priscilla Mikell	LWIB, Maui County Housing/Human Concerns
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Cal Shinyama	Maui Police Department
Hana Steel, Ph.D.	Parent representative

As of November 2001

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Timothy Ho	President	Hawaii Employers Council
Aileen Hokama	Principal	Moanalua/Aiea Community School
James Hom	Oahu Branch Manager	Unemployment Insurance Division, DLIR
Thomas Jouquin	Vice President	Hawaiian Electric Company
Gwen Kagihara	Oahu Branch Manager	Hawaii Department of Human Services - Voc. Rehab.
Joanne Kealoha	Social Services Coordinator	ILWU, Local 142

Wayne Kishida	Designee	AFL-CIO
J. Martin Lastner	General Manager	Pearlridge Shopping Center
Benjamin Lee	Managing Director	City & County of Honolulu
Leimalama Lee Loy	Oahu Branch Administrator	BESSD, Hawaii Department of Human Services
Richard Lim	President/CEO	Carlson Wagonlit Travel-Atlantic and Pacific Travel
Richard Lim	President	City Bank
Norma McDonald	Oahu Branch Manager	Workforce Development Division, DLIR
Tara Lulani McKenzie	President and CEO	ALU LIKE, Inc.
Sharon Miyashiro	Executive Director	Housing & Community Development Corp. of Hawaii, DBEDT
Edward Ontai		Rehab. Hospital of the Pacific
Albert Pattison	V. P. of Human Resources	Aloha Airlines
Punky Pletan-Cross	Executive Director	Hale Kipa, Inc.
John Radcliffe	Associate Executive Director	University of Hawaii Professional Assembly
Michael Rota	Vice Chancellor for Academic Affairs	Office of the Chancellor for Community Colleges, UH
Clifton Royston	Systems Architect	Lava Net, Inc.
Rebecca Rude-Ozaki	President	Ozaki Associates, Inc.
Karen Street	VP of Human Resources	First Insurance Co. of HI
James Tollefson	Acting President	Chamber of Commerce of HI
Tommy Troxell	Center Director	Hawaii Job Corps
Charles Wall	Vice President & CIO	Hawaiian Electric Company
Jane Yamashiro	President	Jane Yamashiro & Assoc.

As of October 2001

### Oahu Youth Council

Punky Pletan-Cross, Chair	LWIB, Hale Kipa, Inc.
Robert Agres	LWIB, Hawaii Alliance for Community-Based Economic Development
Aileen Ah Yat	Department of Education
Michael Amii	LWIB, Honolulu Department of Community Services
Donald Anderson	YMCA
Judge R. Mark Browning	Family Court
Anthony Calabrese	LWIB, Department of Education
Rolande Crisafulli	LWIB, Oahu WorkLinks/WorkHawaii
Lt. Joseph Deal	Honolulu Police Dept., Juvenile Section
William Emmsley	LWIB, Samoan Service Providers' Assn.
Linda Gilchrist	LWIB, Island Insurance Company, Ltd.
Randal Hiraki	LWIB, Commercial Plumbing
Gwen Kagihara	LWIB, Dept. of Human Services
Rep. Michael Kahikina	Boys & Girls Club of Honolulu
Wayne Kishida	LWIB, AFL-CIO
J. Martin Lastner	LWIB, Pearlridge Shopping Center
Leimalama Lee Loy	LWIB, BESSD, Dept. of Human Services
Guy Limasa	Makalapa - Oahu WorkLinks
Judith McKeague	Hawaii Job Corps
Tara Lulani McKenzie	LWIB, ALU LIKE, Inc.
Clifton Royston	LWIB, Lava Net, Inc.
Tommy Troxell	LWIB, Hawaii Job Corps
Jack Tuttle	Hawaii Job Corps
Roger Watanabe	Honolulu Dept. of Parks & Recreation

As of November 2001

**Governor's Designee:** Leonard Agor, Director  
 Hawaii Dept. of Labor & Industrial Relations  
 830 Punchbowl St., #321, Honolulu, HI 96813

**WDC Executive Director:** Sybil Kyi, Executive Director  
 Workforce Development Council, DLIR  
 830 Punchbowl St., #417, Honolulu, HI 96813

**WDD Administrator:** Elaine Young, Administrator  
 Workforce Development Division, DLIR  
 830 Punchbowl St., #329, Honolulu, HI 96813

Grant Recipient Staff	LWIB Staff
Edwin S. Taira, Housing Administrator Hawaii Office of Housing & Community Development 50 Wailuku Drive, Hilo, HI 96720	Royce Shiroma Hawaii Office of Housing & Community Development
Virginia Kapali, Director Kauai Office of Economic Development 4444 Rice Street, #200, Lihue, HI 96766	Stephanie Iwasaki Kauai Office of Econ. Development
Rosalyn Baker, Coordinator Maui Office of Economic Development 200 South Street, Wailuku, HI 96793	JoAnn Inamasu, Eco. Develop. Spec. Maui Office of Economic Development
Michael Amii, Director Department of Community Services City & County of Honolulu 715 S. King St #311, Honolulu, HI 96813	Nancy Olipares, Executive Director Oahu Workforce Investment Board 650 South King St., 9 <sup>th</sup> floor Honolulu, HI 96813

**One-Stop Operators - Consortia Contacts**

Blayne Hanagami Hawaii County Branch Manager Workforce Development Division 180 Kinoole Street, #205, Hilo, HI 96720	Tracy Hirano Kauai County Branch Manager Workforce Development Division 3100 Kuhio Hwy, #C9, Lihue, HI 96766
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Carol Kawagoe Maui County Branch Manager Workforce Development Division Wells St., #108, Wailuku, HI 96793	Rolanse Crisafulli Administrator Oahu Work Links Consortium Central 2064 711 Kapiolani Blvd., #315, Honolulu 96813
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## ACRONYMS

ACSI	American Customer Satisfaction Index
ADA	Americans with Disabilities Act
AJB	America's Job Bank
ALMIS	America's Labor Market Information System
AUW	Aloha United Way
BLS	Bureau of Labor Statistics, U.S. Department of Labor
CAP	Community Action Program
CATI	Computer Aided Telephone Interview
CES	Current Employment Statistics
CTAHR	College of Tropical Agriculture & Human Resources at the Univ. of Hawaii
DBEDT	Department of Business, Economic Development and Tourism
DCCA	Department of Commerce and Consumer Affairs
DHS	Department of Human Services
DLIR	Department of Labor and Industrial Relations
DOE	Department of Education
DVOP	Disabled Veterans Outreach Program
DVR	Division of Vocational Rehabilitation, Department of Human Services
ESL	English as a Second Language
ETC	Employment and Training Center, University of Hawaii
ETF	Employment and Training Fund, Dept. of Labor and Industrial Relations
GED	General Education Diploma
GSP	Gross State Product
HASS	Hawaii Agricultural Statistics Services, Department of Agriculture
HCIDS	Hawaii Career Information Delivery System, Department of Labor and Industrial Relations

HiLDA	Hawaii's Labor Data Access, Department of Labor and Industrial Relations, delivered through One-Stop Centers
HTDC	High Technology Development Corporation, Department of Business, Economic Development and Tourism
HUD	Housing and Urban Development
IEP	Individual Education Plan
ISP	Individual Service Plan, for Unemployment Insurance claimants who have profiles indicating they will have difficulty becoming re-employed.
ITA	Individual Training Account (similar to a voucher)
IVR	Interactive Voice Response, used by Unemployment Insurance to efficiently communicate with customers
JTPA	Job Training Partnership Act, repealed effective July 1, 2000
LAUS	Local Area Unemployment Statistics
LLSIL	Lower Living Standard Income Level
LMI	Labor Market Information
LOIHI	Labor and Occupational Information Hawaii is the web site for Labor Market Information: < <a href="http://www.state.hi.us/dlir/rs/loihi">www.state.hi.us/dlir/rs/loihi</a> >
LOMA	Local Office Monitor Advocate, for the Migrant and Seasonal Farm Workers program
LVER	Local Veterans Employment Representative
LWIB	Local Workforce Investment Board
MHPCC	Maui High Performance Computing Center
MLS	Mass Layoff Statistics
MOU	Memorandum of Understanding
MSFW	Migrant and Seasonal Farm Workers
NAICS	North American Industry Classification System
NET	Non-traditional Employment Task Force
OES	Occupational Employment Statistics

O*NET	Occupational Information Network
OSCTE	Office of the State Director for Career and Technical Education
OSOS	One Stop Operating System
PIC	Private Industry Council, under Job Training Partnership Act
R&D	Research and Development
R & S	Research and Statistics of the State Department of Labor and Industrial Relations
SCANS	Secretary's Commission on Achieving Necessary Skills
SCSEP	Senior Community Services Employment Program
SIC	Standard Industrial Classification
SOC	Standard Occupation Classification
TANF	Temporary Assistance for Needy Families
UH	University of Hawaii
UHCC	University of Hawaii-Community Colleges
UI	Unemployment Insurance, Department of Labor and Industrial Relations
USDHHS	United States Department of Health and Human Services
USDOE	United States Department of Education
USDOL	United States Department of Labor
WDC	Workforce Development Council, administratively attached to the State Department of Labor and Industrial Relations
WDD	Workforce Development Division of the State Department of Labor and Industrial Relations
WIA	Workforce Investment Act of 1998, effective July 1, 2000
WIC	Workforce Information Council
WtW	Welfare-to-Work
WOTC	Work Opportunity Tax Credit
WPRS	Worker Profiling and Reemployment Service

## GLOSSARY

**Advanced Training** is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I.

**ALU LIKE, Inc.** is the Native Hawaiian community-based organization.

**American Customer Satisfaction Index (ACSI)** methodology for determining customer satisfaction with WIA services is required by the USDOL. It asks three questions: What is your overall satisfaction with the services provided? Considering all the expectations you may have had about the services, to what extent have the services met your expectations? How well do you think the service(s) you received compare to the ideal service(s) (for people in your circumstances)?

**America's Job Bank (AJB)** is a nationwide electronic career kit. It allows job seekers to post resumes and search for job openings, and employers to list help wanted ads and seek qualified workers. AJB also provides labor market data and training-related information.

**America's Labor Market Information System (ALMIS)** is a national database, containing demographic, economic and workforce data for each state.

**Apprenticeship:** A qualified apprenticeship is a program approved and recorded by the ETA/Bureau of Apprenticeship and Training (BAT) or by a recognized State Apprenticeship Agency (State Apprenticeship Council). Approval is by certified registration or other appropriate written credential.

**ASKAUW** is Aloha United Way's statewide database of service providers.

**Baldrige Principles.** Named for a former U.S. Secretary of Commerce, the Malcolm Baldrige Quality Criteria stimulate organizations toward quality management using leadership, strategic planning, customer and market focus, information and analysis, human resources, process management, and business results.

**Basic Skills Deficient.** The individual has English reading, writing, speaking or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test.

**Basic Skills Goal** is a measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

**Career Kokua** delivers a computerized system of local career and related educational and training information for career planning and decision making. Career Kokua will house the Consumer Report Card.

**Community-Based Organization (CBO)** is a private nonprofit organization that is representative of a community or a significant segment of a community and

has demonstrated expertise and effectiveness in the field of workforce investment.

**Consumer Report Card System** is an online database of training providers and includes performance information.

**Core services** in WIA are available through the one-stop centers to all job seekers. Core services include but are not limited to: eligibility determination for any of the partners' programs; outreach, intake, and orientation; initial assessment of skill levels, aptitudes, abilities and supportive service needs; job search and placement assistance and career counseling; provision of information on local area performance outcomes; referral to supportive services such as child care and transportation as appropriate; provision of information on filing claims for unemployment compensation; assistance in establishing eligibility for Welfare-to-Work activities and financial aid programs for other education and training programs; follow-up services for individuals placed in unsubsidized employment.

**Credential** is a certificate, high school diploma, associate degree, baccalaureate degree, or graduate degree. A certificate means that the individual has demonstrated through an evaluation and assessment process that the majority of the program's documented learning objectives have been achieved at a level of competency set by the provider.

**Current Employment Statistics (CES)** program generates monthly estimates on the number of jobs, hours and earnings for various industries for the State and the Honolulu Metropolitan Statistical Area.

**Customized Training** means training a) that is designed to meet the special requirements of an employer (including a group of employers); b) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and c) for which the employer pays at least 50% of the cost of the training.

**Disability** is defined in section 3 of the Americans with Disability Act of 1990 (42 U.S.C. 12102).

**Dislocated Worker** a) has been terminated or laid off, or has received a notice of termination or layoff; b) is eligible for unemployment compensation (some exceptions); and c) is unlikely to return to a previous industry or occupation. Dislocated workers also include those laid off or about to be laid off due to permanent closure or substantial layoff at a plant, facility or enterprise. Self-employed persons who are unemployed as a result of general economic conditions in the community or because of natural disasters are dislocated workers, as are displaced homemakers.

**Duplicated Service** is when a) a single individual received the same service from more than one agency; or b) services, without distinguishing characteristics appropriate to the clients (e.g., age, culture, language, geography, disability, barrier) are identical and either service the same clients or have too many empty slots to operate cost-effectively.

**Eligible Youth** for Workforce Investment Act funds, except in subtitles C (Job Corps) and D (National Programs), is a) 14-21 years old; b) low-income; and c) one or more of the following: deficient in basic literacy skills, school dropout, homeless, runaway, foster child, pregnant or a parent, offender, requires additional assistance to complete an education program or to secure and hold employment.

**Employment and Training Fund (ETF).** Financed by an employer tax, ETF sponsors and supports skill upgrade training for incumbent workers to improve their long-term employability.

**Hawaii State Award of Excellence** promotes good business practices that are customer-driven and demonstrate continuous improvement.

**Intensive services** in WIA include but are not limited to: development of an individual employment plan; comprehensive and specialized assessment of skill levels and service needs; group counseling, individual counseling, and career planning; case management for individuals seeking training services; short-term prevocational services; work experience.

**Lower Living Standard Income Level (LLSIL)** is determined and issued annually by the USDOL Secretary. It is an index of low-income levels by family size, adjusted for regions and metropolitan/nonmetropolitan areas of the United States.

**Low-income** means an individual who a) receives cash payments under an income-based public assistance program; b) received an income in the prior six months that does not exceed the higher of the poverty line or 70% of the lower living standard income level, taking into account the family size; c) receives food stamps; d) is homeless; e) is a foster child for whom government payments are made; or f) is an individual with a disability who earns a low income as defined above, even though the family's income is not low-income.

**Needs-related Payments** are income support to eligible participants who have used up, or were not eligible for, unemployment compensation, but could not otherwise afford to participate in WIA programs of training services.

**Occupational Employment Statistics (OES)** conducts surveys on occupation wages and employment for the State and the Honolulu Metropolitan Statistical Area.

**Occupational Information Network (O\*NET)** supplies worker skills and occupational requirements.

**Occupational Skills Goal.** Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

**One-Stop Operating System (OSOS)** is a software system with common intake, case management, and reporting components for use by partners in the statewide One-Stop system.

**On-the-Job Training (OJT)** means training by an employer that is provided to a paid participant while engaged in productive work in a job that a) provides knowledge or skills essential to the full and adequate performance of the job; b) provides reimbursement to the employer of up to 50% of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and c) is limited in duration as appropriate to the occupation for which the participant is being trained.

**Out-of-School Youth** is an eligible youth who is not attending any school, or has received a high school diploma or its recognized equivalent, but is basic skills deficient, unemployed, or underemployed.

**Perkins** refers to the Carl D. Perkins Vocational and Applied Technology Education Act of 1998 (20 U.S.C. 2301 et seq). The act funds secondary and postsecondary vocational education programs.

**Program of WIA Training Services** for this report is one or more courses or classes, or a structured regimen that, upon successful completion, leads to:

- a) A certificate or higher education degree; or
- b) The skills or competencies needed for a specific job or jobs, an occupation, occupational group, or generally, for many types of jobs or occupations, as recognized by employers and determined prior to training.

In counting "program completed", this definition applied: "Completion of at least one course in an approved program per vendor within the 12-month period being measured. If a participant completes two or more courses in one program by the same vendor in the same period, it will be counted as one enrollment and one completion."

**Self-sufficiency.** For determining employed workers' eligibility for intensive services, the State defines "self-sufficiency" a) for the Adult Program, as employment that pays at least 225% of the lower living standard income level (LLSIL) and b) for the Dislocated Worker Program, as 225% of the LLSIL or 90% of the layoff wage.

**Supportive Services** includes services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in workforce investment activities.

**Temporary Assistance for Needy Families (TANF)** is the federal welfare program that has replaced Aid to Families with Dependent Children (AFDC). TANF has a work-first philosophy and placed a life-time limit on an individual's receipt of welfare benefits.

**Underemployed** refers to an individual who is working part-time but desires full-time employment, or an individual whose employment is not commensurate with the individual's demonstrated level of educational attainment.

**Welfare to Work (WtW)** is a five-year grant (1998-2003) to assist the hardest-to-employ TANF recipients to leave the welfare rolls.

**Worker Profiling and Reemployment Service.** Intensive individual services are given to Unemployment Insurance claimants who have profiles indicating they will have difficulty becoming re-employed.

**Workforce Information Council** is responsible for building an integrated national Employment Statistics System.

**Work Opportunity Tax Credit** provides an incentive for employers to hire individuals from eligible targeted groups, including Temporary Assistance for Needy Families clients, food stamp recipients, certain vocational rehabilitation clients, veterans receiving food stamps, disadvantaged ex-felons, SSI recipients, and youth residing in Enterprise Communities or Empowerment Zones.

**Work Readiness Skills Goal** includes world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

