

**Hawaii**

***YEAR 2  
IMPLEMENTATION  
OF THE  
WORKFORCE INVESTMENT ACT***

***PART II  
OF  
2003 REPORT TO THE GOVERNOR ON  
HAWAII WORKFORCE DEVELOPMENT***

***Governor Linda Lingle***

***Department of Labor and Industrial Relations***

***December 2002***

***Hawaii Workforce Development Council***

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The 2003 Report to the Governor on Hawaii Workforce Development consists of three related parts:

- I. Policy Brief: Hawaii's Economic and Workforce Development Priorities
- II. Year 2 Implementation of the Workforce Investment Act
- III. Inventory of Workforce Development Programs

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# WIA Implementation in Year 2

## 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 response to September 11<sup>th</sup> was the most significant state activity during WIA's second year. The One-Stops received a surge of increased traffic following the September 11<sup>th</sup> terrorist attacks. Ironically, many people out of work were furloughed workers who were not eligible for Dislocated Worker funds. Hawaii's Department of Labor and Industrial Relations (DLIR) used the state-funded Employment & Training Fund (ETF) to train furloughed workers. With this fund, ETF assisted 26 employers and 169 participants who took 511 courses.

The One-Stops began to use "Fast Track" training vouchers, that is, clients moved rapidly through core and intensive services to qualify for training services.

The University of Hawaii initiated another training incentive by waiving tuition through the 2002 spring semester for people who lost their jobs, as well as their dependents and spouses who met the federal requirement for inclusion in the laid off worker's household. The tuition waivers were for credit courses.

The State Legislature swung into action at a special session. It appropriated state funds for grants-in-aid to the needy for food, financial assistance to the needy for housing, and a Temporary Health Insurance Program for the unemployed. It extended Unemployment Insurance benefits up to 13 additional weeks, with the proviso that the federal law would supersede the state law. It appropriated state funds to provide temporary employment to laid off workers to perform emergency environmental work to eradicate pest plants, animals and the dengue fever mosquito. DLIR needed to educate the legislature about WIA to provide the context for these actions.

Maui County appropriated county funds for emergency vouchers for a variety of the laid off workers' needs; for example, food, housing, and health insurance payments. Kauai and Hawaii County held job resource fairs for their communities.

WIA elements requiring the most attention this past year have been:

- **America's One-Stop Operating System (AOSOS)** – Hawaii's reliance on the new management information system as of September 7, 2001 did not produce timely and complete reports, and the state's preoccupation with responding to

September 11<sup>th</sup> detracted from an effective transition. The state is trying to work out the kinks, adding the ability to construct local WIA reports, training front-line staff to enter timely and correct data, instituting a user-friendly manual, linking the Consumer Report Card on eligible training providers with AOSOS, installing new more user-friendly versions, and bringing the system up to full implementation. A user group regularly discusses issues and recommends training. Temporary staff was hired while existing staff worked overtime to catch up with the backlogged records. New versions of AOSOS have been scheduled to be installed to debug the problems and include enhancements to make the system more user-friendly.

- **Performance Measures.** Last year, the state's levels for credentials and diplomas were extremely low. Although it is believed that the difficulties with AOSOS contributed to the low counts, USDOL Region 6's Maria Weidmark provided intensive training and detailed workbooks on performance measures in March 2002. That training was updated and repeated in Honolulu in November 2002. In June, Chris Stiehl's "The Voice of the Customer" training reinforced Ms. Weidmark's workshops. Both trainers emphasized the need to measure interim indicators on one's way to the negotiated performance levels. The credential measures should also improve with the requirement that eligible training providers award credentials when participants successfully complete courses.
- **Technical Assistance for Performance Enhancement.** To improve the performance measures, the state is currently proposing some plans to obtain technical assistance in the areas of data collection, case management, as well as contracting and monitoring.
- **Incentive Awards.** Private sector members of the Workforce Development Council (WDC) continue to refine how to award incentive funds to local areas that use Malcolm Baldrige principles to achieve regional cooperation and/or local coordination. PY 2001 was the second and last year for partial Baldrige applications as Hawaii moves to full Baldrige implementation in PY 2002.
- **Incumbent Workers.** At the state level, the WIA funds help to support the University of Hawaii's "Hawaii Skills Community" project, which documents ongoing skill needs for participating employers. It is a statewide interagency collaborative demonstration project in incumbent worker training under the Governor's WIA discretionary funding. The University of Hawaii's Office of the State Director for Career and Technical Education has established key training staff at the University's Kapiolani Community College and retained the SkillsNET Corporation of Waxahachie, Texas to provide the computer access to online interaction and training and analysis tools. The WIA funds:



- Enable SkillsNET to deliver its Internet Profiling System Level I training and provide interactive access to the SkillsNET system for employers and their designated employees to complete their occupational profiling;
- Allow the University to conduct orientation and training workshops to bring employers into the project through alliances with workforce and business organizations and other interested public and private organizations and companies; and
- Require the University to conduct presentations of project results, findings and recommendations to participating local workforce areas and to the WDC.

Since June 2002, the University's project staff has made marketing and orientation presentations to the four Hawaii local workforce boards, some chambers of commerce and economic development boards and a variety of public and private sector employers. Due to the customization of the SkillsNET software for Hawaii users that is still in process, training access to SkillsNET has been inactive since July 2002. According to the University, employer interest in utilizing SkillsNET remains high and is compatible with the current strategic planning period for most employers who are weathering the prolonged economic recovery in Hawaii.

Local boards' incumbent worker projects include:

- Kauai's Leadership and Empowerment Academy to position entry-level staff for promotions.
  - Maui's Incumbent Worker System Building Training Program consists of two types of courses: (a) Master Trainer Course (train the trainer for workplace skills courses), and (b) Workplace Skills courses (training in workplace skills for incumbent workers).
  - Oahu's proposal is to develop an accelerated Registered Nurse (RN) program for Licensed Practical Nurses (LPN).
  - Hawaii recently resubmitted their project proposal and it is currently being reviewed.
- **Youth Technical Assistance.** In March 2002, the WDC Youth Committee, Hawaii's Career Resource Network, and the State Department of Education (DOE) cooperated to put on the "Navigating Youth Services and Careers in a Different World" conference, which emphasized a) improving the WIA link with the DOE, b) career development strategies and resources, c) leveraging resources, d) skills-building for providers' staff, e) best practices, and f) hearing the youth perspective.
  - **Strategic Planning.** Most of the local Workforce Investment Boards have had strategic planning retreats, which helped them to focus on immediate tasks and improve their organizational structure and meeting agenda.

- **Eligible Training Providers.** The far-reaching subsequent eligibility requirements of the workforce investment law loomed as barriers to maintain a viable list of training providers. A hard-working statewide committee spent over a year refining and clarifying the initial and subsequent eligibility procedures and creating a common application form. The initial eligibility is two years as allowed by WIA Reg. 663.530 when sufficient performance data cannot be collected in a shorter time. The state requested, but did not receive, a waiver of the requirement for training providers seeking subsequent eligibility to provide performance data on all the students in their courses. Hawaii lightened the burden for subsequent eligibility by adopting the following procedures:
  - Reduced the number of programs to track by reclassifying from training to intensive services those short-term courses which were pre-vocational in nature.
  - Reduced the number of performance measures that a provider has to meet in order to qualify for subsequent eligibility.

The state received a waiver to eliminate the duplicative step whereby the state double-checked the local areas' review of the performance data supplied by training providers.

There are now 67 eligible providers and 524 eligible programs. They are required to award a credential upon a participant's successful completion of a course.

## **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 oversees the provision of WIA services. The *ex officio* members include:

- The Governor or the Governor's representative.
- 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 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 Career and Technical Education Coordinating Advisory Council (CATECAC), which is advisory to the Board of Regents for the University of Hawaii. One of the WDC 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

## WDC PRIORITIES IN 2003

### Plan / Recommend / Oversee Hawaii's Workforce Development Policy:

- Economic Updates: Hold community forums; publish annual economic and workforce updates and timely workforce development reports in the *Governor's Report on Workforce Development in Hawaii*.
- Baldrige Principles: Implement incentive award policy for regional cooperation and local coordination, based on Baldrige criteria; Baldrige coach to provide customized assistance to local Workforce Investment Boards.
- Communication and Coordination: Maintain communication with Local Workforce Investment Boards and Youth Councils; coordinate state agencies to strengthen Local Memoranda of Agreement; create/maintain WDC website.

### Develop a Quality Workforce:

- WIA Evaluation Plan: Employer survey to identify perceptions, workforce needs and expectations for WIA services.
- Inventory of Workforce Development Programs: Publish annually as *Part 3 of Governor's Report on Workforce Development in Hawaii*.
- SkillsNET: Assist University of Hawaii's Office of Career and Technical Education to implement and expand skills management and job profiling system.
- Persons with Disabilities: Partner in two Vocational Rehabilitation Grants.
- Occupational Skills: The WDC Executive Director serves on the advisory boards to develop education / occupational skills, in the Forestry and Communities Initiative, Honolulu School-to-Work Consortia, Health and Travel Career Academies, and the Millennium Workforce Initiative which focused on technology cluster occupations.

### Develop Comprehensive Youth Services:

- Youth Training Workshops and Conferences.
- One-Stop services to youth: Develop effective delivery of services.
- Hawaii Career Resource Network: Continue site development and training in Internet and Portfolio Career Kokua; train teachers and counselors in career development, resources, and workforce information.
- Career mentoring: Increase business sector participation.
- CATECAC: Members of the WDC, Board of Education, and Board of Regents advise the UH Board of Regents on Career and Technical Education.

## **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-Workforce Development Division (DLIR-WDD), which administers the WIA funds for the state.


## **Hawaii County Workforce Investment Board**

<b><i>Grant Recipient</i></b>	The County Council of Hawaii passed Ordinance No. 0043, which created the Hawaii County Workforce Investment Board (HCWIB) and the Hawaii County Youth Council (HCYC) for the purposes of the WIA program.
<b><i>LWIB Staff</i></b>	On behalf of the County of Hawaii, the County Office of Housing and Community Development (OHCD) oversees WIA program services throughout the county and provides staff services to the HCWIB and its HCYC.
<b><i>Fiscal Agent</i></b>	Through April 30, 2002, the County of Hawaii had contracted the DLIR's Workforce Development Division to be the fiscal agent. On May 1, 2002, the County of Hawaii became its own fiscal agent.
<b><i>One-Stops</i></b>	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.
<b><i>Providers</i></b>	The Hawaii Branch of WDD operates the WIA Adult and Dislocated Worker programs. Until December, 2002, the Hawaii County WIB had contracts with two youth service providers -- one for in-school youth and one for out-of-school youth. From January through September, 2002, there was no out-of-school youth providers. Salvation Army, the in-school youth provider maintained service during this period. Now the Salvation Army serves both youth populations. Starting July 1, 2002, the Hawaii County WIB has 12 Long-Term on-island eligible training providers that can deliver 70 Long-Term eligible training programs
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Hawaii County WIB has committees on: <ul style="list-style-type: none"><li>• Program Oversight</li><li>• Program Outreach</li><li>• Planning</li><li>• Membership</li><li>• Executive</li></ul>
<b><i>2001-02 Priorities</i></b>	This past year, the HCWIB has concentrated on: <ul style="list-style-type: none"><li>• Strategic planning</li><li>• Restructuring of the HCWIB</li><li>• Marketing of the Program Services</li></ul>

## Success Stories - Hawaii County

- Business for Breakfast – West Hawaii employers were treated to a breakfast sponsored by the Big Island Workplace Connection One Stop Partners and the Business Resources Council. The Kona WDD office was transformed into a festive atmosphere for the breakfast. The culinary students of the Hawaii Community College prepared an epicurean delight showcasing their cooking talents. Employers met with each partner to learn the various services and programs offered and the One-Stop partnership. The employers who attended found the event very informative and educational and made many connections for the various services.
- Leilani, aged 17, came into the WIA youth program with academic, employment, foster youth and teen parent issues. She entered The Salvation Army –Family Intervention Services’ WIA program in June 2001, six months pregnant and behind a grade level. By the time she gave birth, she had been placed in four foster homes within six months. Despite all obstacles, Leilani successfully completed her sophomore year and did correspondence courses and summer school to graduate with her class as a senior. She was recognized at the end of the year celebration at Lanakila Learning Center (LLC) for 100% attendance and the Shining Star Award. She was also the only female on LLC’s basketball team, and was recognized as LLC’s Most Outstanding Student 2001-2002.
- Joe’s barriers as he entered the WIA youth program were low income, poor academics, family issues and substance abuse. He was attending an alternative school and was failing most of his classes. After entering the WIA program, he made up school credits and managed to graduate with his class. While in the program, Joe had an opportunity to work in a work-site of his choosing. Since he wanted to be a cook, he chose to work at Tsunami Grill and Tempura. There he received valuable work experience and gained some occupational skills. Currently, Joe is living on his own and is a full-time student at Hawaii Community College where he will be majoring in culinary arts. He now works thirty hours per week at Tsunami’s and has recently been given a raise from \$5.75/hour to \$7.25/hour. Finally, Joe has just bought a car and states that he avoids drugs.
- After the 9/11 tragedy, many of the local hotels and their employees were facing uncertain times. Marc lost his job as a luggage attendant. He moved to East Hawaii to seek an occupational change. Through the WIA Dislocated Worker program, he enrolled in a comprehensive computer course from one of the approved training providers in Hilo. Later he successfully completed his Certified Nurse’s Assistant training which ultimately landed him a full-time job with the Hilo Medical Center. He has discontinued relying on his unemployment benefits and is well on his way to earning a better wage to support his family.
- Joanna had been on public assistance since 1998. With a four-year-old son and a one-year-old daughter, she was on TANF as well as Food Stamps. When Joanna walked into the One-Stop Center in Honokaa in April 2002, she was working as a Beach and Pool Server, making \$6.40/hour. She was enrolled in the WIA Adult program when Foodland was scheduled to open in Waimea in a few months. Her counselor developed an employment plan and proceeded to develop On-the Job Training (OJT) with the management of Foodland. Joanna was eventually hired in the Bakery Department, participated in the Grand Opening of the store, and continues to work there to this day. Today, she is no longer on public assistance, as she can now provide for herself and her family.

## **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 (program and fiscal) 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 ten-agency consortium, led by DLIR's Workforce Development Division (WDD). The WDD office in Lihue houses WorkWise! – Kauai's One-Stop Job Center. 
<b><i>Providers</i></b>	The Kauai Branch of WDD operated the WIA Adult and Dislocated Worker programs. Kauai Community College is the youth service provider on the island. The Kauai WIB has 4 eligible training providers that can deliver 51 long-term 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><li>• KWIB Executive Committee</li><li>• Finance</li></ul>
<b><i>2001-02 Priorities</i></b>	This past year, the Kauai WIB has concentrated on: <ul style="list-style-type: none"><li>• Outreach and communication to local employers and job seekers</li><li>• Meeting employers' training needs</li><li>• Strategic planning sessions</li><li>• Partner Networking Forums</li></ul>



## Success Stories – Kauai County

- Brennen was one of the 15 students referred to the WIA Middle College program at Kauai Community College. He was faced with several personal problems such as low academics, substance abuse, and homelessness. With all these barriers, Brennen was considered at risk of graduating from high school. The WIA program taught Brennen some life skills and other values such as respect, honor, and self-esteem. Realizing that this could be his last opportunity to graduate with a high school diploma, Brennen began to work at it. His attendance and initiative in completing all assignments improved greatly. The individualized, non-traditional small class was perfect for Brennen. In May 2002, Brennen walked and graduated with his classmates from Kapaa High School. Upon graduation, Brennen found two jobs working for TrashCo as a truck driver during the days and for Keokis at night as a food preparer. Subsequently, Brennen also enrolled in the Culinary Certificate Program at Kauai Community College, which he still attends to this day.
- Lanell formerly worked for a major hotel as Casual Room Service Cashier. She wanted a career change out of the visitor industry to be an Administrative Assistant or Office Manager but needed to upgrade her clerical and computer skills. She completed a variety of computer classes and soon after her classes started, there was a Work Experience opportunity at the WDD Kauai Branch as a Work Experience Clerical Worker. Lanell quickly gained experience from this position and continued the Work Experience with a local construction company. Before the program ended, the management of the construction company wanted her to go right into On-the-Job Training (OJT). OJT provided an incentive for the construction company by reimbursing it half the hourly rate the company paid Lanell. Presently, Lanell is a full-time Administrative Assistant with the construction company and is being paid the full rate, which is higher than the Work Experience rate. And in Lanell's own words... "I truly feel that entering into the programs that Workforce offered was one of the best decisions I have ever made in my life!...I just finished my OJT and I am learning more as I go on."
- Jamie came to the WIA Youth Services Program in 2001. She had graduated from high school without any prior work experience or training, and was unsure about continuing her education. At that time, Jamie was also a participant in a drug rehabilitation program and was undergoing extensive treatment for her substance abuse. She diligently attended all her treatment sessions and successfully completed the program. Jamie expressed an interest in working in an office setting, and was enrolled in a ten-week Clerical Training Module that included basic office and work readiness training. Jamie had a remarkable perfect attendance and excelled in all her assignments. Upon completion of the clerical program, Jamie was hired as an office assistant at Hale Oihana. Jamie recently attained certification as a Notary Public (funded by her employer) and is very happy with her current status at Hale Oihana.
- Jellicoe's long-term goal was to become a physical therapist or a registered nurse. Since he had never worked before, the leadership training and work readiness classes offered by WIA were appropriate to prepare him for work and helped him to assess his training options. After completing the work readiness module, Jellicoe decided to pursue the Certified Nurse's Aide (C.N.A.) training. He completed the C.N.A. program and is currently employed at Hale Kapuna Heritage House full time. Jellicoe also volunteered with the National Youth Sports Program by taking blood pressure and obtaining height/weight and other medical information from the participants. Jellicoe is saving his earnings to enter the Nursing or Physical Therapy program to fulfill his long-term goal. He predicts he will go back to school in a year's time.

## Maui Workforce Investment Board

<b><i>Grant Recipient</i></b>	Maui County's Office of Economic Development (OED) serves as the grant recipient for the County's WIA funds and has responsibility for monitoring and oversight of the implementation of WIA programs with the guidance of the Maui County Workforce Investment Board (MCWIB). OED serves as staff to the MCWIB and the Maui County Youth Council. OED also serves as the liaison between the Mayor and Maui WIB on matters concerning WIA.
<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 (Molokai) serve as Maui's One-Stop Career Resource Center. Lanai residents are serviced by WDD's Wailuku office either in-person or through video conferencing capabilities. A satellite One-Stop site is set up once a month in Lahaina at the State Department of Health's Comprehensive Health Center.
<b><i>Providers</i></b>	The Maui Branch of WDD is the service provider for the WIA Adult and Dislocated Worker Programs. Maui Community College is the service provider for the WIA Youth Program. Both agencies provide services to all three islands within the County of Maui. The County of Maui has five eligible training providers that can deliver 53 eligible training programs.
<b><i>Youth Opportunity</i></b>	Molokai is the recipient of a national discretionary Youth Opportunity (YO) Grant made available through the U.S. Department of Labor, Employment and Training Administration. The County of Maui serves as the grant recipient for this program and oversees the implementation of this project, with assistance from the Maui County Youth Council. The County has contracted with the Molokai Community Service Council (MCSC) to implement this program on Molokai.
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Maui County 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>2001-02 Priorities</i></b>	This past year, the Maui WIB has concentrated on: <ul style="list-style-type: none"><li>• Youth programs and development</li><li>• Outreach efforts for the One-Stop</li><li>• Needs Assessment of the Community</li></ul>

## Success Stories – Maui County

- Ruth is one of the Workforce Development's biggest fans. Some time ago, Ruth found herself laid off from a large insurance company on Maui. While her experience and high energy level served her well in this service-oriented industry, she quickly realized that her lack of computer skills did not prepare her for today's technology-driven workforce. After many unsuccessful attempts to find gainful employment, she turned to the One-Stop for help. The One-Stop assisted Ruth with not only job referrals, but invaluable support in computer and office training. She later strengthened her skills with additional computer classes at Maui Community College. One-Stop referred her to ALU LIKE, Inc., a non-profit organization, which led her to a permanent position on staff. Today, Ruth finds fulfillment in helping others at both ALU LIKE Inc., and Work Source Maui. According to Ruth, if she can make a difference in one person's life, as One-Stop has done for her, that's what really matters.
- Amanda came to Ku'ina program as a referral from Workforce Development Division's Summer Youth Employment Program. As an out-of-school youth, Amanda was connected to Maui's Adult Education program to pursue her G.E.D., which she completed in 2001. Subsequently, she enrolled at Maui Community College in Fall that year. She is pursuing a degree in Psychology and hopes to one day teach at the college level. She has maintained a 3.0 GPA after three semesters of college. To support herself while attending school, she works at Toby's Shave Ice and Ice Cream. A few comments Amanda has about the Ku'ina program - "The Ku'ina program allowed me to access a college education. Before Ku'ina I never saw myself at a college...I love college because everyone is attending to meet specific goals that they have set for themselves. This is a place where you work at making dreams come true... I enjoy the activities that bring all the youth together. We are all facing different barriers, but by meeting each other we can learn from each other how to overcome the barriers that we face in our lives."
- Sasha was a participant in the Maui Family Support Services -Foster Care program when she was referred to WDD. Sasha would not be eligible to continue those services when she turned 18 in June. She came to WDD with these goals: 1) find a summer job; 2) get a drivers license and car to become independent; and 3) enroll at Maui Community College (MCC). Through the partnership with WDD she was placed in a summer job. The Ku'ina program supported her with Driver's Education tuition; eventually she got her license and used her summer money to buy a car. Ku'ina staff coached her through the MCC enrollment process; she took the placement test, filled out an application, applied for financial aid, got registered and enrolled at MCC in the Fall. Sasha is still overcoming the personal barriers in her life but she is facing them with courage and determination. She wrote WDD a thank you letter and here is a short clip from that note. "...Thank God for Ku'ina, I don't know how I could have done it without your help...A year ago I couldn't even dream that I would be enrolled in college..."

## 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.
<b><i>LWIB Staff</i></b>	The OWIB hires its own staff, who then become DCS employees.
<b><i>Fiscal Agent</i></b>	The city's DCS administers the WIA funds.
<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 Department of Community Services (DCS) 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 eleven youth service organizations to provide fifteen programs. Goodwill and Pacific Gateway Center served both in- and out-of-school youth. In-school youth were served by: Boys and Girls Club, Central District-Department of Education (DOE), Hawaii Human Development Corporation, Kahuku High School – DOE , Spectrum Health Systems, and YWCA. Out-of-school youth were served by: Honolulu Community Action Program, Susannah Wesley Community Center and the City's DCS YouthBuild Program. The Oahu WIB has 40 on-island eligible training providers that can deliver 447 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>2001-02 Priorities</i></b>	This past year, the Oahu WIB's concentrations were: <ul style="list-style-type: none"><li>• Identify existing workforce assets and integrate them into a continuum of services for youth through adulthood</li><li>• Expand awareness and support for workforce development activities</li><li>• Identify current and future workforce needs in community</li><li>• Build and maintain strong relationships with key partners</li><li>• Build accountability system to measure outcomes and promote continuous improvement</li></ul>

## Success Stories - Honolulu County

- When Steven Lee Designs, a company that designs and manufactures commemorative coins out of precious metals, needed to train an additional coin die technician, it was a big problem for Steven, the owner. No one in Hawaii was qualified to train employees in this highly specialized field. Steven turned to Oahu WorkLinks for help. Through Oahu WorkLinks' employer services, Steven was able to secure funding to bring a qualified trainer to Hawaii. A customized training program was developed to include cost reimbursements for the trainer, training tools for participating employees and even cost coverage for a portion of trainee salaries during the six months of training. New jobs were created through the program, enabling Steven Lee Designs to expand to a 20-person firm in one year. "This was such a win-win for everyone," Steven remarks. "I was able to get the financial assistance I needed to grow my business, people got jobs, and in the end, the Hawaii economy benefits by it all."
- When Yvonne of Shiny Floors, a janitorial/housekeeper service on Oahu decided to expand the staff, she wanted to streamline the complicated hiring process as much as possible. She decided to check out the resources offered by Oahu WorkLinks. Shiny Floors took advantage of the WIA services and managed to recruit ten job candidates. In Yvonne's own words... "Oahu WorkLinks assisted with the hiring process and even covered On-the-Job training funds to pay for a portion of trainee salaries. It was a great experience!"
- When Roger was laid off in a downsizing move at the hotel where he had worked for ten years, it was devastating. Roger went to Oahu WorkLinks for help and decided to expand his job skills by learning to use the computer. Oahu WorkLinks paid for his training at Cisco Systems Training Academy and classes on fiber optics at the Honolulu Community College. During his second semester, Roger was hired as a computer technician by a Honolulu network/telecommunication company where computer technicians make as much as \$60,000 to \$70,000 a year. "I am very happy with the help Oahu WorkLinks provided," says Roger. "I never imagined working as a professional in the computer industry but here I am. The job training and resources at Oahu WorkLinks are incredible!"
- Ron's enthusiasm makes his own success, but he is grateful for the boost his computer skills got from WIA training funds. With Comp USA's "all you can eat" buffet available for \$500 over three months, Ron took 26 computer classes, even repeating some to reinforce the lessons. He said it "felt like a paid sabbatical". While Ron is still on the unemployment insurance rolls, he is honing both his computer and health program planning skills by working for the Office of Volunteer Services. Today, he assists community organizations to produce flyers and posters and creating mailing databases. He plainly loves his work and declares himself a "WIA success".
- Karen, operations manager of Loomis Fargo said the success of its company depended heavily on the integrity of its employees. Every potential candidate must pass heavy screening, including criminal, credit, education and even polygraph checks. When Karen needed to hire a crew of new armored car drivers and several administrative positions, she turned to Oahu WorkLinks to tap the no-cost WIA services. While Karen's requests for help in hiring and training employees might seem complex, it was fairly routine for Oahu WorkLinks to help employers in nearly every area of job hiring and training. In all, Loomis filled eleven positions ranging from driver-guard to cash vault management to money processing, with the help of Oahu WorkLinks. One of those hired through Oahu WorkLinks is now the safety manager responsible for all safety training and workers' compensation programs.

## 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 following figures represent Hawaii's negotiated performance levels for 2001-2002.

Core Indicator	Adults	Dislocated Workers	Youth Age 19-21
1. Entered Employment Rate	62%	75%	57%
2. Employment Retention Rate	83%	90%	81%
3. Average Earnings Change (quarterly earnings)	\$3,750 average increase in wages	89% of former wages	\$3,650 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	46%	55%	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.	39%

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.	71%
7. Percent of youth who attain a high school diploma or its equivalent.	54%
8. Retention rate for youth who, after attaining their diplomas or equivalents, enter post-secondary education, advanced training, military service, employment, or qualified apprenticeships.	51%
	<b>For All WIA Participants</b>
9. Customer satisfaction of participants	69%
10. Customer satisfaction of employers	67%

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

State evaluations of workforce investment activities are taking place on three levels: Malcolm Baldrige criteria, One-Stop assessment, and implementation of 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 aligning 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 2001 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 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. The application for 2001-02 added a narrative section for each LWIB to submit.

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 and staff acting as customers in observing the environment, resources and service delivery at One-Stop Centers. A survey instrument or checklist was used to document the observation, perceptions, strengths, and weaknesses for the center being visited. The engagement of council members in a consistent assessment activity lays the groundwork for determining comparative factors of centers on a common scale and improvements over time. The activity will be reviewed for possible changes, refinement and continued WDC assessment. Fourteen visits were made statewide this year and the observations are summarized below:

### ***Accessibility of Location and Facility***

Though most centers in the State were located strategically with accessibility to major roadways or strip malls, some of the centers, especially in Hawaii County are faced with poor public transportation systems.

Many of the One-Stop Centers did not provide an area for the children who accompanied their parents or care-givers, due to space limitations. In fact, some centers discouraged their customers to come in with children. In order for all the centers to be able to grow and provide the services to all types of clients, including the disabled, youth and single parents with children, the centers should seek office spaces that can support children's areas, group training, workshops, and privacy in counseling. Further, to foster stronger collaborative efforts and more efficient cost sharing, partner co-location would be ideal for all the One-Stop Centers. This may mean moving away from the town center to locations where bigger office space may be more available and affordable.

### ***Facility and Equipment***

All One-Stops were well equipped with functional facility and equipment for customers' use at the resource room. Having an assigned resource room staffer worked well for Maui. The staffer was able to guide novice users and monitor usage at the same time. In some offices where computer misuse had been taking place, the computers had to be moved to a more secured and well-monitored area. Other centers had the computers conveniently located in the front of the office for easy access.

### ***Staff's Professionalism and Field Knowledge***

One-Stop staff showed a high level of professionalism and was demonstrated in-depth field knowledge. There were many references to working with the new data system, getting used to it and remembering to complete input. They often asked how others were doing it. To promote peer relations and stimulate interactive working experience, front-line staff should network with their counterparts from other One-Stop Centers on a regular basis. This way, best practices and problem resolutions can be shared in a timely and friendly manner.



### *Sources of Information Available*

Most centers kept the information in both online and hardcopy versions. Some One-Stop Centers on Oahu deliberately kept most information online to encourage higher usage of computers. This seemed a commendable strategy for getting customers online using the most current information as hardcopy labor market and job information tend to be outdated.

### **State Evaluation Plan: Community Customer Evaluation Study**

The third evaluation activity is incorporated in the WIA Plan and is in the process of detailed survey design and contractual development.

The State will carry out a statewide evaluation to assess and compare the levels of satisfaction, expectations and foreseeable workforce needs among the community employers at large, besides the existing One-Stop customers. The findings from this study will be able to identify areas of opportunity or improvement for statewide One-Stop Centers based on the customers' (or potential customers') expectations and expressed needs. The findings should also serve as baseline data to be used and built upon in subsequent evaluation studies.

The purpose of the evaluation study is to examine the use of WIA services by current employer customers in comparison with employers who do not use WIA services:

- (1) Are there certain commonalities among employers who use WIA services?
- (2) Are there certain commonalities among employers who have never used WIA services or have not used such services for three or more years?

Further:

- (3) Are employers who received training assistance services more likely to continue to use WIA employment services?
- (4) Do employers place greater value on training if a credential is awarded?

## **Youth Emphases**

All the local Youth Councils are represented on the WDC Youth Committee which continuously assesses implementation issues and training needs and recommends solutions to each other. The Youth Committee analyzed program performance and recommended the following to address soft exits:

- Do discharge planning at intake, which affects the Individual Service Strategy (ISS) and the program design.
- Build more variety and growth into the program design. Youth lose interest in recycling through the same program and then drop out.
- Consider the youth's developmental needs.
- Keep recruiting youth as an ongoing activity.
- Use the ISS, provide more active case management, and assure transition for the WIA youth when the service provider changes.

Three years of youth conferences are now being followed by a period of peer-to-peer on-site training and consulting. The emphasis is on writing effective Requests for Proposals (RFPs) to select and monitor youth service providers. In June, the Imua Keiki project started their workshops on how to work with and transition youth with disabilities. In January 2003, Maui Community College will start an apprenticeship program for Youth Development Practitioners. Effective delivery of One-Stop services to youth will be the next big push throughout the state.

## **Expenditure**

Hawaii spent 81.5% of its allocated Dislocated Worker funds, 74.8% of its Youth allocation, and 91.8% of its Adult allocation. The cost categories for statewide administration and allowable activities together expended \$ 1,713,719. This amount was 7.68% of the total expenditures and below the 15% allocated for such purposes.

## **A Look at Cost Per Participant**

Using the data available, the cost per participant for adults is \$1,488.90, the cost per dislocated worker is \$1,410.41 and the cost per youth is \$2,103.69.

## ANALYSES OF PERFORMANCE MEASURES RESULTS BY ISSUE

### Credential Rates – Obstacles in Meeting Negotiated Levels and Corrective Actions

The state is currently not meeting the negotiated performance outcomes for the dislocated worker employment and credential rates and the older youth credential rate (Tables E and H). Some possible reasons for Hawaii's failure to meet the negotiated levels for credentials are as follows:

1. The state list of eligible training providers may have had an insufficient number of training providers offering certificates/credentials.

To remedy this and related issues, the training provider system was revised by a work group consisting of state and local area staff. Short-term courses, which were pre-vocational in nature, were removed from the training provider offerings and reclassified as intensive services. Because these short-term courses often did not result in a certificate or credential, their reclassification should improve credential rates in the future. In addition, all eligible training providers were required to award a certificate or credential upon a participant's successful completion of a course. These changes became effective July 1, 2002.

2. In the past, the local WIBs have not been collecting credentials from the employers for OJT and customized training. DLIR-WDD has recently reminded the WIBs to collect such credentials.
3. The information on the attainment of certificates/credentials may not have been entered into the AOSOS.

Capturing information on credentials/certificates is a two-step process. First, information about the credential/certificate must be collected. On the counties of Hawaii, Maui, and Kauai, training providers were responsible for informing One-Stop staff about credentials or certificates awarded to WIA participants. On Oahu, the participants were responsible for informing their counselors about the receipt of credentials/certificates. To address the inconsistency among counties and ensure that providers were aware of their reporting responsibility, each local area's solicitation for training providers included a requirement that the providers inform the One-Stop Centers of credentials/certificates awarded. This change became effective July 1, 2002.

The second step in capturing the data is the data entry into AOSOS. To ensure staff were entering the data correctly, intensive training sessions were conducted in May 2002 at each One-Stop Center. A follow up trainers' meeting was also held in late August 2002 to specifically identify the fields that needed to be completed for the calculation of performance measures.

## **What Difference Did Training Make?**

Earning increases were even greater for those individuals who received training services. For the purposes of job placement and job retention however, there wasn't much difference whether a WIA participant received training or not.

WIA's premise is that a credential, which Hawaii failed to provide to very many of its participants, would give an edge in job placement and retention. Hawaii's evaluation study of employer customers will explore the value that employers place on credentials.

## **Low Response Rate for Hawaii's WIA Customer Satisfaction Survey**

In early Spring 2002 the Workforce Development Division (WDD) provided DLIR's Research and Statistics Office (R&S) with the participant and employer information necessary to continue conducting the customer satisfaction surveys. R&S resumed the collection of customer satisfaction data beginning with the months of January and February, 2002. R&S could not collect data for the July-December 2001 period because more than sixty (60) days had elapsed since the exit/service for those customers. As a result, no customer satisfaction data from July – December 2001 could be included in this report.

The phone interviews for the employers and participants were conducted from February through August 2002. In total 501 employers and 102 participants interviews were completed. Results must be used with caution due to the low response rates and completed interviews. New internal procedures have been developed for the timely provision for employer and customer data to conduct Customer Satisfaction Surveys.

### ***Methodology***

Electronic copies of both the employer and participant survey forms were incorporated in the computer-aided telephone interview (CATI) system that had been developed using Access database. The responses were automatically stored in the database. The surveys were carried out using the electronic files provided by WDD containing employers and WIA participants who received significant WIA funded services. Due to delays and problems with the extraction of data, processing and sampling only started in February 2002. The CATI system needed modifications to adjust to a different level of detail for the employer and participant files. Interview records could no longer be stored, processed and reported at the One-Stop/Local Office detail but only at the county level.

The employer files were extracted from the America's One-Stop Operating System (AOSOS). The employer sampling frame is stratified by county. A 70% sample of employers in Honolulu was selected and 100% sample for Hawaii, Kauai, and Maui. A 100% sample was selected from WIA participant files extracted from the AOSOS, which kept records of 'exiters' who received significant services.

To improve on the response rate of the study, WDD is planning to extend staff's calling hours to include evenings and weekends and to alert participants of the upcoming survey.

## ANALYSES OF PERFORMANCE MEASURES RESULTS BY TABLE

### Table A: Customer Satisfaction

Results must be used with caution due to the low response rates and completed interviews.

#### *Employer Customer Satisfaction*

Employer response rate was 37.6 percent, based on 501 completed interviews. Customer satisfaction for employers showed that the state and counties, except Honolulu, met the performance target of 67. Employer said the most significant services they received by were postings of job openings, screening of job applicants and referrals of applicants to the employers' business.

#### *Participant Customer Satisfaction*

WIA participants' response rate was 13.5 percent, based on 102 completed interviews. The customer satisfaction for WIA participants exceeded the performance target of 69 for the state and counties. WIA participants found the most significant services to be job-seeking information, classroom training on job skills, and information related to job openings, employers and/or referrals.

The survey for participants proved to be difficult, particularly due to the problem of contacting the respondents having only one phone number, and many of the listed phone numbers of the participants were wrong or disconnected numbers.

#### *Comments by Customers*

The top three requests by employers were for better screening of job applicants in order to send more qualified candidates for the positions that are listed; more information about the other services offered; and better follow up in a timely manner.

The top three requests by participants were for better follow up and update on status from counselors; better evaluation of applicants' skills especially when sending them to training classes; and more information about the services that the One-Stops offer.

### Table B: Adult Program Results

All adult measures exceeded the negotiated performance levels. This program area is the only one among the three program areas to meet the negotiated performance level for the employment and credential rate.

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

Temporary Assistance to Needy Families (TANF) recipients constituted the largest adult special population receiving WIA services. They also enjoyed the highest earnings change in six months compared to their counterparts among the adult special populations. Not many individuals with disabilities nor veterans were served. In terms of entered employment rate, the veterans were the most successful of the special populations receiving WIA assistance. The individuals with disabilities achieved the highest employment and credential rate compared to other adult special populations who received WIA assistance.

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

The entered employment rate of the adults who received training services was slightly higher than those who received only core and intensive services. Similarly, there was no significant difference shown in employment retention rate between the two groups. However, adults who received training experienced a higher earnings change in six months, compared to those who received only core and intensive services.

### **Table E: Dislocated Worker Program Results**

Except for the earnings replacement rate, all other measures for dislocated worker failed to meet the negotiated levels. The entered employment rate 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. Refer to earlier explanations on the reasons for the state not meeting the negotiated level for employment and credential rate.

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

Except for the earnings replacement rate for veterans and older individuals, and the employment and credential rate for individuals with disabilities, all measures for dislocated worker special populations did not meet the negotiated levels. No data was provided for displaced homemakers, who are not targeted by WIA. Not many individuals with disabilities were served.

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

There is no significant difference in entered employment rate between the individuals who received training services and the ones who received only core and intensive services. Four percent more of the dislocated workers who received training services were employed six months after employment than those who received only core and

intensive services. The dislocated workers who received training services also enjoyed significantly higher earnings replacement rate.

#### **Table H: Older Youth Results**

Older youth entered employment and earnings change in six months were better than expected. The employment retention rate failed to meet the negotiated level and the credential rate was affected by reasons explained earlier.

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

Temporary Assistance to Needy Families (TANF) and out-of-school older youth exceeded the entered employment and earnings change performance measures, but fell short on the employment retention and credential measures.

#### **Table J: Younger Youth Results**

The skill attainment rate for younger youth was lower than the negotiated level in all counties, except Maui. Statewide, 79% of the negotiated performance level was achieved for this measure, one percent below the acceptable range. The diploma or equivalent attainment rate, on the other hand, exceeded the negotiated level by more than 30%.

For Oahu, it appears that the reason for the low number of skill attainment outcomes is the large number of youth provider contracts that did not have time periods corresponding with the WIA program year. For these providers, the 12-month period for achieving the skill attainment outcomes did not end until September 30, 2002. If this is indeed the problem, it should be rectified in PY2002, since the contract periods for the Oahu youth providers now correspond with the program year.

Hawaii County had been operating without an out-of-school service provider since December 28, 2001, therefore no skill attainment activity for out-of-school younger youth was provided. This has caused the denominator of the skill attainment youths to stay the same, and has limited the numerator to only those who received youth services from December 28 - June 30, 2002. As of October 1, 2002, the Salvation Army has started providing out-of-school youth services in the county.

Kauai's youth service providers are attempting to utilize interim measures and set more realistic goals to better measure the outcomes of younger youth skill attainment rate.

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

The skill attainment rate for the public assistance recipients and out-of-school youth was far lower than expected. The out-of-school youth population was also the only one that did not meet the negotiated level for diploma or equivalent attainment rate, compared to other younger youth special populations.

### **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% 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**

A total of 13,160 WIA participants were served in PY2001-2002. Compared to the 9,642 customers served in PY2000-2001, this year's number reflects a 36% increase in the total number of customers served under WIA.

The number of dislocated workers served jumped by 1,793, directly attributable to the September 11<sup>th</sup> terrorist attacks. An additional 1,000 adults were also served. Both groups exited at the same pace – 40% of the adults and 36% of the dislocated workers.

Youth Councils report that it costs approximately three times more to serve an older youth than a younger youth, and this shows in the relatively low number of older youth participants. Nevertheless, the local areas need to make a greater effort to find and serve these 19- through 21-year-olds. Almost 8,700 people continued to receive WIA services into PY2002-2003; over one-fifth of them are youth.

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

See discussion on page 20.



## **Tables O: Local Performance**

1. No local area met all their negotiated performance measures.
2. According to the data provided, neither Honolulu nor Maui exited very many of their youth participants:
  - 5% of Honolulu's younger youth and 2% of Honolulu's older youth exited.
  - 13% of Maui's younger youth and 7% of Maui's older youth exited. Maui's single older youth exiter did not perform; thus the "no data" fields.
3. Honolulu also shows relatively few adult (25%) and dislocated worker (18%) exiters.
4. The state exceeded all of the negotiated levels for earnings change, because all counties performed very well in exceeding their negotiated dislocated worker earnings replacement rates. In addition, Honolulu achieved 150% of its negotiated level for adults and 160% of its negotiated level for older youth.
5. All local areas must focus on improvements to their credential rates. Only Honolulu exceeded its negotiated adult credential measure, Maui failed by about one percent, and Kauai and Hawaii failed theirs by relatively wide margins. All counties failed their negotiated dislocated worker-credential measures by wide margins. Hawaii County well exceeded its negotiated older youth credential measure, whereas Honolulu and Kauai failed their measures by very large margins, and Maui did not provide any data for this measure.
6. All counties failed their younger youth skill attainment measures by wide margins. All counties performed very well in exceeding their negotiated younger youth diploma rates.

## **Workforce Appendices**

**Table A - Workforce Investment Act Customer Satisfaction Results**  
 July 1, 2001 – June 30, 2002

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level - ACSI</b>	<b>Actual Performance Level - ACSI</b>	<b>Number of Customers Surveyed</b>	<b>Number of Customers Eligible for the Survey</b>	<b>Number Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	69	80.9	102	756	756	13.5%
<b>Employers</b>	67	70.0	501	1,557	1,331	37.6%

**Table B - Adult Program Results At-A-Glance**  
October 1, 2000 – September 30, 2001

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	62%	76.2%	1,045
			1,372
<b>Employment Retention Rate</b>	83%	84.6%	929
			1,098
<b>Earnings Change in Six Months</b>	\$3,750	\$3,836.82	\$4,151,438.00
			1,082
<b>Employment And Credential Rate</b>	46%	49.4%	318
			644

**Table C - Outcomes for Adult Special Populations**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Public Assistance Recipients Receiving Intensive or Training Services</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>	
	<b>Entered Employment Rate</b>	66.5%	171 257	78.6%	22 28	54.5%	12 22	66.7%
<b>Employment Retention Rate</b>	80.7%	138 171	86.4%	19 22	91.7%	11 12	77.2%	44 57
<b>Earnings Change in Six Months</b>	\$11,080.81	\$1,883,738.00 170	\$3,225.80	\$64,516.00 20	\$4,431.33	\$39,882.00 9	\$3,268.44	\$179,764.00 55
<b>Employment And Credential Rate</b>	45.5%	71 156	54.5%	6 11	56.2%	9 16	44.8%	13 29

**Table D - Other Outcome Information for the Adult Program**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive Services</b>	
	<b>Entered Employment Rate</b>	76.5%	473 618	75.9%
<b>Employment Retention Rate</b>	84.1%	418 497	85.0%	511 601
<b>Earnings Change in Six Months</b>	\$4,571.91	\$2,221,948.00 486	\$3,237.40	\$1,929,490.00 596
<b>Employment And Credential Rate</b>	49.4%	318 644	-	0 0

**Table E - Dislocated Worker Program Results At-A-Glance**  
October 1, 2000 – September 30, 2001

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	75%	71.4%	1,017
			1,425
<b>Employment Retention Rate</b>	90%	88.4%	899
			1,017
<b>Earnings Replacement Rate in Six Months</b>	89%	107.1%	\$10,820,569.00
			\$10,106,836.00
<b>Employment And Credential Rate</b>	55%	39.1%	257
			658

**Table F - Outcomes for Dislocated Worker Special Populations**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>		<b>Displaced Homemakers</b>	
<b>Entered Employment Rate</b>	55.3%	57	53.8%	7	64.3%	108	-	0
		103		13		168		0
<b>Employment Retention Rate</b>	80.7%	46	71.4%	5	87.0%	94	-	0
		57		7		108		0
<b>Earnings Replacement Rate</b>	102.2%	\$677,511.00	61.4%	\$34,385.00	90.6%	\$1,094,368.00	-	\$0.00
		\$662,818.00		\$55,989.00		\$1,208,234.00		\$0.00
<b>Employment And Credential Rate</b>	40.6%	13	80.0%	4	30.8%	24	-	0
		32		5		78		0

**Table G - Other Outcome Information for the Dislocated Worker Program**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>	<b>Individuals Who Received Only Core and Intensive Services</b>
<b>Entered Employment Rate</b>	71.6%	471
		658
<b>Employment Retention Rate</b>	90.9%	428
		471
<b>Earnings Replacement Rate</b>	133.5%	\$5,117,507.00
		\$3,834,606.00
<b>Employment And Credential Rate</b>	39.1%	257
		658

**Table H - Older Youth Results At-A-Glance**  
October 1, 2000 – September 30, 2001

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	57%	77.6%	38
			49
<b>Employment Retention Rate</b>	81%	75.7%	28
			37
<b>Earnings Change in Six Months</b>	\$3,650	\$3,689.59	\$106,998.00
			29
<b>Credential Rate</b>	39%	32.8%	20
			61

**Table I - Outcomes for Older Youth Special Populations**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Entered Employment Rate</b>	75.0%	12	-	0	50.0%	1	78.3%	36
		16		0		2		46
<b>Employment Retention Rate</b>	72.7%	8	-	0	100.0%	1	77.1%	27
		11		0		1		35
<b>Earnings Change in Six Months</b>	\$10,261.50	\$82,092.00	-	\$0.00	\$3,466.00	\$3,466.00	\$3,744.19	\$101,093.00
		8		0		1		27
<b>Credential Rate</b>	30.4%	7	-	0	0.0%	0	33.9%	19
		23		0		2		56

**Table J - Younger Youth Results At-A-Glance**  
October 1, 2000 – September 30, 2001

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	71%	56.0%	304
			543
<b>Diploma or Equivalent Attainment Rate</b>	54%	84.6%	110
			130
<b>Retention Rate</b>	51%	56.3%	58
			103

**Table K - Outcomes for Younger Youth Special Populations**  
October 1, 2000 – September 30, 2001

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	53.7%	66	62.5%	15	33.3%	39
		123		24		117
<b>Diploma or Equivalent Attainment Rate</b>	80.0%	24	92.3%	12	48.1%	13
		30		13		27
<b>Retention Rate</b>	40.0%	10	66.7%	2	55.6%	35
		25		3		63

**Table L - Other Reported Information**  
October 1, 2000 – September 30, 2001

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Worker)		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	
<b>Adults</b>	82.0%	282	\$6,185.00	\$2,115,271.00	1.4%	15	\$3,825.51	\$3,959,406.00	16.1%	177
		344		342		1,098		1,035		1,098
<b>Dislocated Worker</b>	82.8%	357	837.7%	\$3,722,156.00	1.8%	18	\$5,566.82	\$5,622,490.00	20.5%	208
		431		\$444,347.00		1,017		1010		1,017
<b>Older Youth</b>	71.1%	59	\$5,479.30	\$454,782.00	2.6%	1	\$2,395.90	\$74,273.00		
		83		83		39		31		

**Table M - Participation Levels**  
July 1, 2001 – June 30, 2002

	Total Participants Served	Total Exiters
<b>Adults</b>	5,243	2,089
<b>Dislocated Worker</b>	5,610	2,004
<b>Older Youth</b>	311	65
<b>Younger Youth</b>	1,996	260



**Table N - Cost of Program Activities**  
July 1, 2001 – June 30, 2002

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$7,806,309
<b>Local Dislocated Workers</b>		7,912,425
<b>Local Youth</b>		4,853,207
<b>Rapid Response (up to 25%) 134(a)(2)(A)</b>		35,580
<b>Statewide Required Activities (up to 25%) 134(a)(2)(B)</b>		481,577
<b>Statewide Allowable Activities 134 (a) (3)</b>	<b>Capacity Building/Incentive Grants</b>	153,893
	<b>Worker Reemployment</b>	684,954
	<b>Participant Recordkeeping</b>	88,522
	<b>Program Evaluation</b>	206,978
	<b>One-Stop Delivery System</b>	58,402
	<b>Incumbent Worker</b>	19,233
	<b>High Concentration of Eligible Youth</b>	20,160
<b>Total of All Federal Spending Listed Above</b>		\$ 22,321,240

Note: Local Administrative outlay at county level of \$1,931,188 is not included in the above table, as instructed in TEGL 14-00, Change 1.

**Table O - Local Performance**

<b>Local Area Name</b> <u>Honolulu</u>	<b>Total Participants Served</b>	<b>Adults</b>	3,052	
		<b>Dislocated Workers</b>	3,018	
		<b>Older Youth</b>	208	
		<b>Younger Youth</b>	1,469	
<b>ETA Assigned #</b> <u>15005</u>	<b>Total Exiters</b>	<b>Adults</b>	775	
		<b>Dislocated Workers</b>	565	
		<b>Older Youth</b>	5	
		<b>Younger Youth</b>	82	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69	78.5	
	<b>Employers</b>	67	66.2	
<b>Entered Employment Rate</b>	<b>Adults</b>	61%	84.7%	
	<b>Dislocated Workers</b>	74%	73.2%	
	<b>Older Youth</b>	55%	83.3%	
<b>Retention Rate</b>	<b>Adults</b>	85%	87.5%	
	<b>Dislocated Workers</b>	90%	89.2%	
	<b>Older Youth</b>	80%	80.0%	
	<b>Younger Youth</b>	49%	47.9%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$4,100	\$6,194.60	
	<b>Dislocated Workers</b>	91%	120.9%	
	<b>Older Youth</b>	\$3,625	\$5,818.00	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45%	56.4%	
	<b>Dislocated Workers</b>	54%	43.1%	
	<b>Older Youth</b>	38%	8.3%	
	<b>Younger Youth</b>	54%	95.2%	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	72%	43.3%	
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>				
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		7	1	9

**Table O - Local Performance**

<b>Local Area Name</b> <u>Hawaii</u>	<b>Total Participants Served</b>	<b>Adults</b>	984
		<b>Dislocated Workers</b>	909
		<b>Older Youth</b>	33
		<b>Younger Youth</b>	228
<b>ETA Assigned #</b> <u>15010</u>	<b>Total Exiters</b>	<b>Adults</b>	479
		<b>Dislocated Workers</b>	473
		<b>Older Youth</b>	19
		<b>Younger Youth</b>	62
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69	86.4
	<b>Employers</b>	67	70.2
<b>Entered Employment Rate</b>	<b>Adults</b>	64%	66.9%
	<b>Dislocated Workers</b>	79%	62.5%
	<b>Older Youth</b>	56%	84.0%
<b>Retention Rate</b>	<b>Adults</b>	79%	82.1%
	<b>Dislocated Workers</b>	93%	85.4%
	<b>Older Youth</b>	82%	77.3%
	<b>Younger Youth</b>	55%	57.1%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,550	\$2,929.74
	<b>Dislocated Workers</b>	88%	113.4%
	<b>Older Youth</b>	\$3,275	\$3,725.43
<b>Credential/Diploma Rate</b>	<b>Adults</b>	50%	42.9%
	<b>Dislocated Workers</b>	58%	46.8%
	<b>Older Youth</b>	39%	51.7%
	<b>Younger Youth</b>	55%	79.1%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	72%	66.3%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		7	0
			<b>Exceeded</b>
			10

**Table O - Local Performance**

<b>Local Area Name</b> <u>Maui</u>	<b>Total Participants Served</b>	<b>Adults</b>	898
		<b>Dislocated Workers</b>	1,345
		<b>Older Youth</b>	14
		<b>Younger Youth</b>	153
<b>ETA Assigned #</b> <u>15015</u>	<b>Total Exiters</b>	<b>Adults</b>	627
		<b>Dislocated Workers</b>	757
		<b>Older Youth</b>	1
		<b>Younger Youth</b>	21
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69	79.5
	<b>Employers</b>	67	76.7
<b>Entered Employment Rate</b>	<b>Adults</b>	62%	74.5%
	<b>Dislocated Workers</b>	73%	72.6%
	<b>Older Youth</b>	71%	Data Not Provided
<b>Retention Rate</b>	<b>Adults</b>	78%	83.2%
	<b>Dislocated Workers</b>	94%	86.2%
	<b>Older Youth</b>	86%	Data Not Provided
	<b>Younger Youth</b>	50%	100.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$2,200	\$1,364.30
	<b>Dislocated Workers</b>	87%	94.1%
	<b>Older Youth</b>	\$4,965	Data Not Provided
<b>Credential/Diploma Rate</b>	<b>Adults</b>	49%	47.8%
	<b>Dislocated Workers</b>	53%	32.8%
	<b>Older Youth</b>	50%	Data Not Provided
	<b>Younger Youth</b>	53%	100.0%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65%	55.1%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance*</b>		<b>Not Met</b>	<b>Met</b>
		10	0
			<b>Exceeded</b>
			7
<b>* INCONCLUSIVE DUE TO INCOMPLETE DATA PROVIDED</b>			

**Table O - Local Performance**

<b>Local Area Name</b> <u>Kauai</u>	<b>Total Participants Served</b>	<b>Adults</b>	309
		<b>Dislocated Workers</b>	338
		<b>Older Youth</b>	56
		<b>Younger Youth</b>	146
<b>ETA Assigned #</b> <u>15020</u>	<b>Total Exiters</b>	<b>Adults</b>	208
		<b>Dislocated Workers</b>	209
		<b>Older Youth</b>	40
		<b>Younger Youth</b>	95
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69	80.6
	<b>Employers</b>	67	74.2
<b>Entered Employment Rate</b>	<b>Adults</b>	60%	60.3%
	<b>Dislocated Workers</b>	75%	76.3%
	<b>Older Youth</b>	56%	66.7%
<b>Retention Rate</b>	<b>Adults</b>	80%	75.6%
	<b>Dislocated Workers</b>	82%	98.1%
	<b>Older Youth</b>	85%	70.0%
	<b>Younger Youth</b>	54%	68.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,550	\$3,555.39
	<b>Dislocated Workers</b>	86%	98.8%
	<b>Older Youth</b>	\$3,525	\$2,575.20
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45%	25.0%
	<b>Dislocated Workers</b>	55%	25.7%
	<b>Older Youth</b>	39%	20.0%
	<b>Younger Youth</b>	55%	77.8%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	70%	62.4%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		7	0
		<b>Exceeded</b>	10

# WIA DIRECTORY

## Hawaii State Workforce Development Council

E. Micheal Boughton, Chair	President	Options Technology Co. Inc.
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Norm Baker	VP of Administration	Child and Family Service
Eugene Bal III	Director	Maui High Performance Computing Center
Jeff Bloom	President & Owner	Computer Training Academy Inc. Select Staffing Services Inc.
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Susan Doyle	VP for Community Building	Aloha United Way
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Michael Kahikina	Representative	Hawaii House of Representatives
Brian Kanno	Senator	Hawaii State Senate
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Darnney Lau Proudfoot	HR Manager	Kauai Electric
Ruthann Quitiquit	Executive Director	Parents And Children Together
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Darrel Tajima	Director of Human Resources	Meadow Gold Dairies
Dr. Joyce Tsunoda  Rep: Michael Rota	Senior Vice President/Chancellor for Community Colleges Rep: Vice Chanc, Acad. Affairs	University of Hawaii
Winona Whitman	Employment & Training Program Administrator	ALU LIKE, Inc.

As of December 2002

## Hawaii County Workforce Investment Board

Dr. Alan Garson, Chair	President	G & G Consultants
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Ronald Hamakado	Branch Manager	DLIR-Unemployment Insurance
Blayne Hanagami	Branch Manager	Hawaii County One Stop Career Center
Bert Hashimoto	Branch Manager	DHS-Benefit, Employment & Support Services Division
Keith Ideue	Assistant Manager	Hawaii National Bank
Carol Ignacio	State Director	Office for Social Ministries, Diocese of HNL
Gordon Kainoa	Principal	Kona Community School for Adults
Wayne Kanemoto	Owner	Kanalani Enterprises, Ltd.
Carla Kurokawa	Program Director	ALU LIKE, Inc.
Warren Lee	Manager	Hawaii Electric Light Co.
Andy Levin	Executive Assistant	Hawaii County
Debra Maiava	Owner	Ken's House of Pancakes
Larry Manliguis	Deputy Director	HCEOC
David Marquez	Manager	Insights to Success
Mark McGuffie	General Manager	King Kamehameha's KBH
Irene Nagao	Sole Proprietor	Weekenders
Alan Okinaka	Owner	Questor Associates
Clyde Oshiro	Owner	Clyde Oshiro, CPA
Leonard Paik	Principal	Hilo Community School for Adults
Delan Rusty Perry	Owner	Volcano Isle Fruit Co. Inc.
Sandra Sakaguchi	Provost	Hawaii Community College
Richard Smith	Owner	Simple Office Solutions
Cheryl Ann Takaba	Island Manager	DHS-Division of Vocational Rehabilitation
Valerie Takata	Area Superintendent	Department of Education
Toby Taniguchi	Assistant Manager	KTA Super Stores
Steve Todd	HI Island Program Specialist	Dept. of Business, Economic Development & Tourism
Clifton Tsuji	Manager	Central Pacific Bank
Gary Yoshiyama	Island Director	HGEA

As of December 2002

## Hawaii County Youth Council

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Lani Bowman	Foster Parent
Dr. Alan Garson	LWIB, Employer
Glennon Gingo	Manager, YMCA
Blayne Hanagami	LWIB, Branch Manager, HI County One Stop Career Center
Malcolm Helm	Program Manager, Casey Family Program
Keith Ideue	LWIB, Employer
Carol Ignacio	LWIB, Office for Social Ministry, Diocese of HNL
Gordon Kainoa	LWIB, Kona Community School for Adults
Wayne Kanemoto	LWIB, Employer
Rose Kuamoo	Program Specialist, HCEOC
Carla Kurokawa	LWIB, ALU LIKE, Inc.
Andy Levin	LWIB, County of Hawaii
Marion Makaimoku	Educator, Business-Education Partnership
David Marquez	LWIB, Insights to Success
Sara Narimatsu	Program Administrator, Hawaii Community College
Alan Okinaka	LWIB, Employer
Greg Rush	Director, Learning Disabilities Association of HI
Allen Salavea	Program Specialist, Prosecuting Attorney
Lori Sasaki	Kona Branch Manager, DLIR-WDD
Richard Smith	LWIB, Employer
Ruth Tachibana	Administrator, Hawaii Judiciary system
Randy Tsuneda	Program Manager, Queen Liliuokalani Children's Center

As of December 2002



### Kauai Workforce Investment Board

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Walter Agena	Director of Marketing & Sales	Kauai Lagoons Resort Co., Ltd.
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Pamai Cano	HR Manager	Hyatt Regency Kauai Resort
Peggy Cha	Provost	Kauai Community College
Jonathan Chun, Vice Chair	Attorney	Belles Graham Proudfoot & Wilson
Tom Cooper	Director of Hawaii Operations	Digital System Resources, Inc.
Felicia Cowden	President	Hanalei Surf Company
Mamo Cummings	President	Kauai Chamber of Commerce
Phil Fudge	Owner	Kauai Landmark Realty
MaBel Fujiuchi	Chief Executive Officer	Kauai Economic Opportunity, Inc.
Tracy Hirano	Kauai Branch Manager	DLIR, Workforce Development Division
John Isobe	OCET Coordinator	Kauai Community College
Richard Jasper	Vice President	JJ's Broiler
Trinette Kaui	Property Manager	Alexander & Baldwin Properties, Inc.
Edward Kawamura	President	M. Kawamura Farm Enterprises, Inc.
Remi Meints	Employment & Training Coordinator	ALU LIKE, Inc.
Harold Mitsuyoshi	Branch Manager	DLIR-Unemployment Insurance Division
Ross Nakashima	President	Ventures Associates, Inc.
Brycen Oi	Associate Financial Advisor	American General Financial Group
Terry Proctor	Vice Principal	DOE- Kauai Community School for Adults
Tina Rapozo	Kauai Section Administrator	DHS-Benefit, Employment & Support Services Div.
Kauai Tanaka	Administrative Aide	County of Kauai, Office of the Mayor
Sonia Topenio	Assistant VP & Branch Sales Manager	Bank of Hawaii
Lori Uyeda	Recruitment Coordinator	Wilcox Memorial Hospital
Brenda Viado	Kauai Branch Manager	DHS-Div. Of Vocational Rehabilitation & Services for the Blind

As of December 2002

### Kauai Youth Council

Pamai Cano, Chair	HR Manager, Hyatt Regency Kauai Resort
Sharon Agnew	Youth Program Specialist, Office of the Mayor
Mia Ako	Counselor, Kauai Community College
Lani Aranio	Regional HR Director, West Kauai Medical Center
Bernard Carvalho	Recreation Program Development Coordinator, County of Kauai
Kaui Castillo	Unit Manager, Queen Liliuokalani Children Center
Tom Cooper	Director of Hawaii Operations, Digital System Resources Inc.
Felicia Cowden	President, Hanalei Surf Company
Daniel Hamada	DOE District Superintendent
Laura Kawamura	County Extension Agent, 4-H
Remi Meints	LWIB, ALU LIKE, Inc.
Mary Nakamura	Boys & Girls Club
A.J. Nakamura	Student
Christiane Nakea	Managing Attorney, Legal Aid Society
Carol Shikada	School Renewal Specialist, DOE
JoAnn Shimamoto	County Housing Agency
Marilyn Wong	Counselor, Nana's House

As of December 2002

### Maui Workforce Investment Board

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Lynne Woods, Vice Chair	President	Maui Chamber of Commerce
Perry Artates	Construction Resource Specialist	Hawaii Operating Engineers
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Rosalyn H. Baker	Coordinator	County of Maui, Office of Economic Development
Vaughn Baker	Director	Office of Continuing Education & Training, Maui Community College
Mike Boughton	President	Options Technology Co., Inc.
Kathy Cain	Chief Financial Officer	Maui Memorial Medical Center
James Coon	Chief Executive Officer	Trilogy Excursions
J. Susan Corley	Vice President of HR	Maui Land & Pineapple Co.
Jerrybeth DeMello	Business Agent	ILWU, Local 142
Frances Driesbach	Vice President	Driesbach Data
Rose Marie Duey	Island Representative - Maui	ALU LIKE, Inc.
Don Forrester	Director, Maui Operations	The Boeing Company
Linda Fukunaga	Section Administrator	Hawaii Department of Human Services - BESSD
Gary Fukuroku	Manager/CEO	Maui County Employees Federal Credit Union
Ben Guerrero	Site Director, Maui Campus	Hawaii Job Corps Centers
Barbara Haliniak	President	Molokai Chamber of Commerce
Lee Hoxie	Principal	Maui Community School for Adults
Carol Kawagoe	Maui Branch Manager	Workforce Development Division, DLIR
Paul Kiang	Maui Branch Administrator	Hawaii Department of Human Services - Voc. Rehab.
Gary Maxwell	Staff Attorney	Legal Aid Society of Hawaii
Priscilla Mikell	Deputy Director	County of Maui, Department of Housing & Human Concerns
Linn Nishikawa	Owner	Linn Nishikawa & Associates, Inc.
Scott Sakakihara	Vice President & Senior Commercial Banking Officer	Central Pacific Bank
Paula Sylva	Manager	Hawaii Unemployment Insurance Division
Leslie Wilkins	Vice President	Maui Econ. Development Board, Inc.
Gwen Ueoka	Principal	Makawao Elementary School
Terry Vencl	Executive Director	Maui Hotel Association
Eileen Wachi	Manager of Administration	Maui Electric Company
William "Bill" Wong	Retired CPA	
Glenn Yamasaki	Vice President & Relationship Manager	Bank of Hawaii
Don Young	President	Kapalua Land Company

As of December 2002

### Maui Youth Council

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Amanda Farmer	Student Representative
Sharane Gomes	Maui Community College
Ben Guerrero	LWIB, Hawaii Job Corps, Maui Campus
Paul Kiang	LWIB, Hawaii Department of Human Services - Voc. Rehab.
Kevin Kimizuka	Maui Workforce Development Division
Cliff Libed	Housing and Community Development Corporation of Hawaii
Gary Maxwell	LWIB, Legal Aid Society of Hawaii
Priscilla Mikell	LWIB, Maui County Housing/Human Concerns
Kelly Pearson	Boys & Girls Club of Maui
Lt. Cal Shinyama	Maui Police Department
Hana Steel, Ph.D.	Parent Representative

As of December 2002

## Oahu Workforce Investment Board

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Timothy Ho, Vice Chair	President	Hawaii Employers Council
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Michael T. Amii	Director	Honolulu Department of Community Services
Tara Lulani Arquette	President and CEO	ALU LIKE, Inc.
Elias Beniga	Registered Representative, Northwest Division	AXA Advisors, LLC
Anthony Calabrese	Acting Director, School Renewal Group	Department of Education
Mary Lou Clizbe	President/Executive Director	Insights to Success, Inc.
Irwin K. Cockett, Jr.	Director	Office of Veteran Services
Rolanse Crisafulli	Administrator Oahu WorkLinks- WorkHawaii	Honolulu Department of Community Services
William Emmsley	Executive Director	Samoan Service Providers' Association
Michael Fitzgerald	President & CEO	Enterprise Hawaii
Peter Fritz, Esq.	Rules Specialist	HI Department of Taxation
Linda Gilchrist	President	Island Insurance Co., Ltd.
LiLi Hallet	Director of Human Resources	Ohana Outrigger Hotels & Resorts
Ruby Hargrave	Executive Director	Honolulu Community Action Program, Inc.
Aileen S. Hokama	Principal	Moanalua/Aiea Community School
James Hom	Oahu Branch Manager	Unemployment Insurance Division, DLIR
Thomas Joaquin	Vice President	Hawaiian Electric Company
Gwen Kagihara	Oahu Branch Administrator	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	Atlantic and Pacific Travel
Richard C. Lim	President/COO	City Bank
Norma McDonald	Oahu Branch Manager	Workforce Development Division, DLIR
Sharyn Miyashiro	Executive Director	Housing & Community Development Corp. of Hawaii, DBEDT
Edward Ontai	Business Development Analyst	St. Francis Healthcare System of Hawaii
Albert Pattison	V. P. of Human Resources	Aloha Airlines
Punky Pletan-Cross	Executive Director	Hale Kipa, Inc.
Michael Rota	Vice Chancellor for Academic Affairs	Office of the Chancellor for Community Colleges, UH
Rebecca Rude-Ozaki	President	Ozaki Associates, Inc.
Karen Street	VP of Human Resources	First Insurance Co. of HI
James C. Tollefson	Acting President & CEO	Chamber of Commerce of HI
Tommy Troxell	Center Director	Hawaii Job Corps
Jane Yamashiro	President	Jane Yamashiro & Assoc.
Blake Yokotake	Personnel Manager	Seven-Eleven Hawaii, Inc.

As of December 2002

## Oahu Youth Council

Punky Pletan-Cross, Chair	LWIB, Hale Kipa, Inc.
Robert Agres	LWIB, Hawaii Alliance for Community-Based Economic Development
Aileen Ah Yat	Dept. of Education
Michael T. Amii	LWIB, Honolulu Department of Community Services
Donald Anderson	Y.M.C.A.
Tara Lulani Arquette	LWIB, ALU LIKE, Inc.
Judge R. Mark Browning	Family Court
Anthony Calabrese	LWIB, Department of Education
Rolanse Crisafulli	LWIB, Oahu WorkLinks/WorkHawaii
William Emmsley	LWIB, Samoan Service Providers Association
Linda Gilchrist	LWIB, Island Insurance Company, Ltd.
Thomas Joaquin	LWIB, Hawaiian Electric Company, Inc.
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	Oahu WorkLinks - Makalapa
Pita Sala	Samoan Service Provider's Association
Tommy Troxell	LWIB, Hawaii Job Corps
Roger Watanabe	Honolulu Dept. of Parks & Recreation

As of December 2002

**Governor's Designee for Implementation of WIA:**

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

<b>Grant Recipient Staff</b>	<b>LWIB Staff</b>
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
Gary Heu, Administrative Assistant Office of the Mayor, County of Kauai 4444 Rice Street, #200, Lihue, HI 96766	Stephanie Iwasaki Kauai Office of Econ. Development
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  
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Tracy Hirano  
Kauai County Branch Manager  
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Carol Kawagoe  
Maui County Branch Manager  
Workforce Development Division  
Wells St., #108, Wailuku, HI 96793

Rolanse Crisafulli  
Administrator  
Oahu WorkLinks Consortium Central 2064  
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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
AOSOS	America's One Stop Operating System
AUW	Aloha United Way
BLS	Bureau of Labor Statistics, U.S. Department of Labor
CAP	Community Action Program
CATECAC	Career and Technical Education Coordinating Advisory Council
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
ETP	Eligible Training Providers
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.
ISS	Individual Service Strategy, used for WIA client planning
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
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
YOG	Youth Opportunity Grant

## 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.

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

**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.

**Career and Technical Education Coordinating Advisory Council (CATECAC)** advises the University of Hawaii Board of Regents on career and technical education matters. The Council has three members each from the Board of Education, the Board of Regents, and the Workforce Development Council.

**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 has 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.

**Eligible Training Providers (ETP).** All public and private education and training institutions identified by the State as eligible to receive WIA training funds.

**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.

**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 Long-Term 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.

**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** include 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.

**Youth Opportunity Grant (YOG).** WIA established these discretionary grants to provide activities to increase the long-term employability of youth who live in empowerment zones, enterprise communities, and high poverty areas.

## WIA Annual Report Data

State Name: HI

Program Year: 2001

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69	80.9	102	756	756	13.5
Employers	67	70	501	1,557	1,331	37.6

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62	76.2	1,045
			1,372
Employment Retention Rate	83	84.6	929
			1,098
Earnings Change in Six Month	3,750	3,837	4,151,438
			1,082
Employment and Credential Rate	46	49.4	318
			644

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

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	66.5	171	78.6	22	54.5	12	66.7	54
		257		28		22		81
Employment Retention Rate	80.7	138	86.4	19	91.7	11	77.2	44
		171		22		12		57
Earnings Change in Six Months	11,081	1,883,738	3,226	64,516	4,431	39,882	3,268	179,764
		170		20		9		55
Employment and Credential Rate	45.5	71	54.5	6	56.3	9	44.8	13
		156		56		16		29

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	76.5	473	75.9	572
		618		754
Employment Retention Rate	84.1	418	85	511
		497		601
Earnings Change in Six Months	4,572	2,221,948	3,237	1,929,490
		486		596

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	75	71.4	1,017
			1,425
Employment Retention Rate	90	88.4	899
			1,017
Earnings Replacement in Six Months	89	107.1	10,820,569
			10,106,836
Employment and Credential Rate	55	39.1	257
			658

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	55.3	57	53.8	7	64.3	108	0	0
		103		13		168		1
Employment Retention Rate	80.7	46	71.4	5	87	94	0	0
		57		7		108		1
Earnings Replacement Rate	102.2	677,511	61.4	34,385	90.6	1,094,368	0	0
		662,818		55,989		1,208,234		1
Employment And Credential Rate	40.6	13	80	4	30.8	24	0	0
		32		5		78		1

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	71.6	471	71.2
658			767	
Employment Retention Rate	90.9	428	86.3	471
		471		546
Earnings Replacement Rate	133.5	5,117,507	90.9	5,703,062
		3,834,606		6,272,230

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	57
Employment Retention Rate	81	75.7	49
			28
Earnings Change in Six Months	3,650	3,690	37
			106,998
Credential Rate	39	32.8	29
			20
			61

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	75	12	0	0	50	1	78.3
16			1		2		46	
Employment Retention Rate	72.7	8	0	0	100	1	77.1	27
		11		1		1		35
Earnings Change in Six Months	10,262	82,092	0	0	3,466	3,466	3,744	101,093
		8		1		1		27
Credential Rate	30.4	7	0	0	0	0	33.9	19
		23		1		2		56

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

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	71		56
				543
Diploma or Equivalent Attainment Rate	54		84.6	110
				130
Retention Rate	51		56.3	58
				103

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	53.7	66	62.5	15	33.3	39
		123		24		117
Diploma or Equivalent Attainment Rate	80	24	92.3	12	48.1	13
		30		13		27
Retention Rate	40	10	66.7	2	55.6	35
		25		3		63

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	82	282	6,185	2,115,271	1.4	15	3,826	3,959,406	16.1	177
		344		342		1,098		1,035		1,098
Dislocated Workers	82.8	357	837.7	3,722,156	1.8	18	5,567	5,622,490	20.5	208
		431		444,347		1,017		1,010		1,017
Older Youth	71.1	59	5,479	454,782	2.6	1	2,396	74,273		
		83		83		39		31		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>5,243</b>	<b>2,089</b>
<b>Dislocated Workers</b>	<b>5,610</b>	<b>2,004</b>
<b>Older Youth</b>	<b>311</b>	<b>65</b>
<b>Younger Youth</b>	<b>1,996</b>	<b>260</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$7,806,309.00</b>
<b>Local Dislocated Workers</b>		<b>\$7,912,425.00</b>
<b>Local Youth</b>		<b>\$4,853,207.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$35,580.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$481,577.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Building/Incentive Grants	<b>\$153,893.00</b>
	Worker Reemployment	<b>\$684,954.00</b>
	Participant Recordkeeping	<b>\$88,522.00</b>
	Program Evaluation	<b>\$206,978.00</b>
	One-Stop Delivery System	<b>\$58,402.00</b>
	Incumbent Worker	<b>\$19,233.00</b>
	High Concentration of Eligible Youth	<b>\$20,160.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$22,321,240.00</b>



# WIA Annual Report Data

State Name: HI

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hawaii County Workforce Investment Board	<b>Total Participants Served</b>	Adults	984
		Dislocated Workers	909
		Older Youth	33
		Younger Youth	228
	<b>Total Exiters</b>	Adults	479
		Dislocated Workers	473
		Older Youth	19
		Younger Youth	62

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	86.4
	Employers	67	70.2
Entered Employment Rate	Adults	64	66.9
	Dislocated Workers	79	62.5
	Older Youth	56	84
Retention Rate	Adults	79	82.1
	Dislocated Workers	93	85.4
	Older Youth	82	77.3
	Younger Youth	55	57.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	2,930
	Dislocated Workers	88	113.4
	Older Youth (\$)	3,275	3,725
Credential / Diploma Rate	Adults	50	42.9
	Dislocated Workers	58	46.8
	Older Youth	39	51.7
	Younger Youth	56	79.1
Skill Attainment Rate	Younger Youth	72	66.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: HI

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Kauai Workforce Investment Board Office of Economic Development	<b>Total Participants Served</b>	Adults	309
		Dislocated Workers	338
		Older Youth	56
		Younger Youth	146
	<b>Total Exiters</b>	Adults	208
		Dislocated Workers	209
		Older Youth	40
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	80.6
	Employers	67	74.2
Entered Employment Rate	Adults	60	60.3
	Dislocated Workers	75	76.3
	Older Youth	56	66.7
Retention Rate	Adults	80	75.6
	Dislocated Workers	82	98.1
	Older Youth	85	70
	Younger Youth	54	68
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	3,555
	Dislocated Workers	86	98.8
	Older Youth (\$)	3,525	2,575
Credential / Diploma Rate	Adults	45	25
	Dislocated Workers	55	25.7
	Older Youth	39	20
	Younger Youth	55	77.8
Skill Attainment Rate	Younger Youth	70	62.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: HI

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Maui County Workforce Investment Board	<b>Total Participants Served</b>	Adults	898
		Dislocated Workers	1,345
		Older Youth	14
		Younger Youth	153
	<b>Total Exiters</b>	Adults	627
		Dislocated Workers	757
		Older Youth	1
		Younger Youth	21

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	79.5
	Employers	67	76.7
Entered Employment Rate	Adults	62	74.5
	Dislocated Workers	73	72.6
	Older Youth	71	0
Retention Rate	Adults	78	83.2
	Dislocated Workers	94	86.2
	Older Youth	86	0
	Younger Youth	50	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,200	1,364
	Dislocated Workers	87	94.1
	Older Youth (\$)	4,965	0
Credential / Diploma Rate	Adults	49	47.8
	Dislocated Workers	53	32.8
	Older Youth	50	0
	Younger Youth	53	100
Skill Attainment Rate	Younger Youth	65	55.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: HI

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Oahu Workforce Investment Board	Total Participants Served	Adults	3,052
		Dislocated Workers	3,018
		Older Youth	208
		Younger Youth	1,469
	Total Exiters	Adults	775
		Dislocated Workers	565
		Older Youth	5
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78.5
	Employers	67	66.2
Entered Employment Rate	Adults	61	84.7
	Dislocated Workers	74	73.2
	Older Youth	55	83.3
Retention Rate	Adults	85	87.5
	Dislocated Workers	90	89.2
	Older Youth	80	80
	Younger Youth	49	47.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,100	6,195
	Dislocated Workers	91	120.9
	Older Youth (\$)	3,625	5,818
Credential / Diploma Rate	Adults	45	56.4
	Dislocated Workers	54	43.1
	Older Youth	38	8.3
	Younger Youth	54	95.2
Skill Attainment Rate	Younger Youth	72	43.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	