

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

**2004 REPORT TO THE GOVERNOR  
PART TWO**

**Governor Linda Lingle**

**Nelson B. Befitel, Director  
Department of Labor and Industrial Relations**

**December 2003**

**Hawai`i Workforce Development Council**

## HAWAII WORKFORCE DEVELOPMENT COUNCIL

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The 2004 Report to the Governor consists of three related parts:

- Part One: Hawai`i's Workforce System: Actions and Alignments
- Part Two: Year 3 Implementation of the Workforce Investment Act
- Part Three: Inventory of Workforce Development Programs
- Supplement: Investing in Hawai`i's Workforce System



# WIA Implementation in Year 3

## 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.

During the third year of WIA implementation, like the rest of the nation, Hawai'i experienced the negative economic impacts of the war in Iraq and the worldwide scare of Severe Acute Respiratory Syndrome (SARS). However, Hawai'i fared better than many other states in the nation. According to the Quarterly Statistical and Economic Report published by the Department of Business, Economic Development and Tourism (September 2003), "Considering that neither the U.S. nor the Japanese economy is at its best, and considering that travel has slackened off worldwide, Hawai'i's economy is doing relatively well. It continues to be helped through otherwise slow times by strong investment in construction and real estate. Hawai'i is currently among the leading states in personal income growth and is below the national average in unemployment."

This year, the Workforce Development Council (WDC) as the WIA State board for Hawai'i, led the State's negotiation of performance measures for Program Years (PY) 2003 and 2004, and renegotiations of two measures for PY 2002. The negotiations were completed in a timely manner with the joint effort of WDC, Workforce Development Division, Local Workforce Investment Board (LWIB) Chairs and Staff, and U.S. Department of Labor (USDOL) Region VI. The State also successfully renegotiated the Dislocated Workers Employment and Credential Rate and Older Youth Credential Rate (PY 2003) because the original negotiated levels done two years ago had no baseline data and needed adjustment. The State is also anticipating a future new round of negotiations with the reauthorization of WIA and the upcoming common performance measures for related workforce programs.

The LWIBs in all four counties have been concentrating their efforts in employer outreach. Collaborative efforts were made with local stakeholders such as the Chambers of Commerce and Economic Development Boards to reach out to employers and to assess the workforce needs among local businesses. For instance, by collaborating with Maui Community College and Hawai'i Rural Development Project, Maui WIB contracted with MGT of America from Florida to conduct the employer and worker needs assessments. These assessments provide benchmark data to Maui County to guide current strategy and action.

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

- **America's One-Stop Operating System (AOSOS)** – Since its commencement in September 7, 2001, Hawai'i's AOSOS has made great strides to provide a comprehensive and reliable management information for the state. Many of the data problems in AOSOS have been resolved due to technical corrections and improvements by the contractor. The state succeeded in constructing local WIA reports and is currently developing supplemental ad hoc managerial reports in consultation with county representatives. An on-line help section in the AOSOS application provides users with answers to their questions.

Following on-site training for front-line staff, the timeliness and accuracy of customer data entry into AOSOS have improved. The state regularly convenes meetings to inform office trainers of new features of AOSOS. In turn, the trainers share AOSOS changes with front-line staff at their offices.

- **Technical Assistance for Performance Enhancement.** In consultation with the counties, Workforce Development Council, U.S. Department of Labor – Region VI and Social Policy Research (SPR), Workforce Development Division planned and coordinated SPR's technical assistance provided in September 2003 to four local areas and their youth providers to improve performance in youth programs. The goals of this technical assistance were to develop an understanding of the performance measures among the program staff and service providers; and explore strategies for case managers to enhance performance. Program Managers were included in the training to learn how to analyze youth data and develop appropriate corrective actions. Case managers of youth providers from each county were trained to focus on performance issues during the life cycle of a participant and identify operational procedures that improve performance.
- **Performance Measures.** There was substantial improvement in the credential levels following these corrective actions: eligible training providers are required to award credentials when participants successfully complete courses. The youth service providers were reminded that the skill attainment of younger youth participants should be documented and counted upon attainment of the skills, not waiting until exit as some providers had been doing.
- **Eligible 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. This resulted with significant increase in the number of training providers and programs available to participants. The number of eligible training providers increased from 67 last year to 77 this year; and the number of training programs increased from 524 last year to 979 this year. Training providers are also required to award a credential or certificate if a participant has demonstrated through an evaluation and assessment process that a majority of the program's documented learning objectives has been achieved at a level of competency set by the training

provider. The initial eligibility is two years as allowed by WIA Reg. 663.530 when sufficient performance data cannot be collected in a shorter time. After two years of initial eligibility, training providers are required to submit an application for subsequent eligibility.

- **Incentive Awards.** WDC implements the incentive award policy for regional cooperation and local coordination, based on Baldrige criteria. This year, WDC provided the services of a Baldrige coach who conducted workshops in each county on the Baldrige principles. This was followed by customized assistance to each local Workforce Investment Board covering the writing of a Baldrige assessment, constructing an implementation plan, and addressing specific issues. The scores attained by each local area for the PY2002 incentive awards were 88.78 (Honolulu), 75.83 (Kaua`i), 72.56 (Hawai`i County) and 62.78 (Maui).
- **Incumbent Workers.** Local boards are conducting a variety of interesting incumbent worker projects:
  - Kaua`i's Leadership and Empowerment Academy provided 70 entry-level staff with training in: 1) Communication, 2) Writing Skills, 3) Customer Service, 4) Personal Development, 5) Time Management, 6) Work Relationships, and 7) Problem Solving & Decision Making. Thirty workers graduated.
  - Maui's Incumbent Worker System Building Training Program provided a: (1) Master Trainer Course (train the trainer for workplace skills courses), and (2) Workplace Skills courses (training in workplace skills for incumbent workers). The program has graduated 45 certified trainers.
  - O`ahu's Incumbent Worker System Building Program began in June 2003, and provides Licensed Practical Nurses (LPN) opportunities to participate in an Accelerated Registered Nurse (RN) Training Program. Another component will provide soft skills assessment, remediation and evaluation to employees of several O`ahu medical centers.
  - Hawai`i County's Incumbent Worker System Building Program which began in June 2003, contains three components: (1) Train the Trainer sessions to prepare supervisors to understand roles and responsibilities of employees, develop continual improvement plans, identify areas for improvement and other related topics. (2) Two soft skills workshops conferences; one in East Hawai`i and the other in West Hawai`i. (3) Job Profiling Services to employers, supplemented with skills training for employees with deficient work skills.



- **Youth Technical Assistance.** June 16-20, 2003, the WDC Youth Committee, the local WIBs and their Youth Councils, and the State Office of Youth Services put on “Practices that Pay Off for Youth”. This was an all-day workshop held in every county, twice on O`ahu, for front-line workers. Since a workshop goal was to move the agencies toward collaborative service delivery, it was heartening that 75 agencies were represented by the 210 attendees. The other workshop goal was skill training for the people who work directly with youth. Two presenters were sent by the Annie E. Casey Foundation and the National Youth Employment Coalition. Mr. Kerry Knodle runs YouthBuild in Rockford, Illinois and presented “Engaging and Retaining Youth.” Dr. Rebecca Taylor develops materials for USDOL and presented “Follow-up and Retention – 99 Strategies for Success.”

## LEADERSHIP AND PRIORITIES

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

### WORKFORCE DEVELOPMENT COUNCIL

The Hawai'i 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 Hawai'i;
- Four members of the legislature, two from each house, appointed by the appropriate presiding officer of each house; and
- Two mayors (appointed by the Governor).

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

- The Chairperson from the private sector;
- Fifteen other private sector representatives from business, including at least one member from each of the four county workforce investment boards;
- 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 Hawai'i. One of the WDC members monitors veterans' interests.

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

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

**WDC PRIORITIES IN 2004**

The Council’s activities to implement its portion of the Hawai`i Workforce Development Strategic Plan are presented in these priorities for 2004. The reference to the Strategic Plan goal-objective-action(s) is noted for each activity.

<b><u>Plan/Recommend/Oversee Hawai`i’s Workforce Development Policy:</u></b>	<b><u>Strategic Plan Reference</u></b>
<ul style="list-style-type: none"> <li>• Policy Advice: Advise Governor and Legislature on workforce matters</li> </ul>	I-A-2
<ul style="list-style-type: none"> <li>• Partnerships: Foster and promote cooperation and alignment among economic, educational, and employment entities.</li> </ul>	I-A-1
<ul style="list-style-type: none"> <li>• Industry Clusters: Define and agree on industry clusters to be targeted; use industry “dashboard” and results of various employer assessments to recommend how resources can be invested to prepare and update the workforce for the state’s economic vision.</li> </ul>	2-D-2 & D-3
<ul style="list-style-type: none"> <li>• Economic Updates: Hold community forums; publish annual economic and workforce updates and timely workforce development reports in the <i>Governor’s Report on Workforce Development in Hawai`i</i>.</li> </ul>	I-B-1 & B-2
<ul style="list-style-type: none"> <li>• Career and Technical Education Coordinating Advisory Council (CATECAC): Members of the WDC, Board of Education, and Board of Regents advise the UH Board of Regents on Career and Technical Education.</li> </ul>	2-D-5
<ul style="list-style-type: none"> <li>• WIA Reauthorization: Revisit and revise State WIA five-year plan, while complying with changes and new requirements of WIA reauthorization.</li> </ul>	1-A
<ul style="list-style-type: none"> <li>• WIA Evaluation Plan: Scope and conduct evaluation study related to job seekers; Follow up on 2002 employer evaluation.</li> </ul>	1-A-3
<ul style="list-style-type: none"> <li>• Communication and Coordination: Maintain communication with Local Workforce Investment Boards and Youth Councils. Together, provide statewide branding for One-Stop Centers, workforce development and WIA.</li> </ul>	1-A-1 & A-2, 1-B-1 & B-2

**Develop a Quality Workforce:**

**Strategic Plan  
Reference**

- Education: Support people into education and training, and direct resources so they can access living wage jobs; prepare children to enter the jobs of the future. 2-A-1
- Hawai`i 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. 2-A-1
- Increase business internships, mentorships, and projects for students and WIA youth. 2-A-1
- WIA Evaluation Plan: Study delivery of WIA youth services to recommend improvements in collaborative delivery, service strategies, and monitoring. 2-A-7
- Establish mechanism to obtain and apply WIA youth input and feedback. ---
- Work with local Youth Councils to improve a) collaboration with more agencies and b) more effective service delivery for c) improved outputs. 2-A-7
- Incumbent worker training: Participate in NGA project to examine policy alternatives and set an implementation plan to increase the pipeline into postsecondary education by youth and under-prepared working adults. 2-B
- Persons with Disabilities: Partner in grant to improve accessibility to One-Stops; WDC member serves on Vocational Rehabilitation Advisory Board. 2-C-1
- Special populations: Promulgate information on successful programs to prepare and place special populations into jobs. 2-C-1

## **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 front-line implementers 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 Workforce Development Division (WDD) of the Department of Industrial and Labor Relations, which administers the WIA funds for the state.

## Hawai`i County Workforce Investment Board

### ***Grant Recipient***

The County Council of Hawai`i passed Ordinance No. 0043, which created the Hawai`i County Workforce Investment Board and the Hawai`i County Youth Council for the purposes of the WIA program.

### ***LWIB Staff***

On behalf of the County of Hawai`i, the County Office of Housing and Community Development (OHCD) oversees WIA program services throughout the county and provides staff services to its workforce investment board and youth council.

### ***Fiscal Agent***

On May 1, 2002, the County of Hawai`i became its own fiscal agent.

### ***One-Stops***

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.



Big Island Workplace Connection

### ***Providers***

The Hawai`i Branch of WDD operates the WIA Adult and Dislocated Worker programs. The Salvation Army serves both in-school and out-of-school youth populations. As of July 1, 2003, the Hawai`i County WIB has 12 Long-Term on-island eligible training providers who offer 78 Long-Term eligible training programs

### ***LWIB Committees***

In addition to its Youth Council, the Hawai`i County WIB has committees on:

- Program Oversight
- Program Outreach
- Planning
- Membership
- Executive

### ***2002-03 Priorities***

This past year, the Hawai`i County WIB has concentrated on:

- Strategic Planning
- Emerging Industries
- Marketing of the Program Services

## Success Stories - Hawai'i County

- Even with a Bachelor's degree in Mass Communication, Vicky was not able to find long-term work in Hilo. She subsisted mainly on sporadic income, food stamps, and unemployment benefits. Vicky took a few classes at the Big Island Workplace Connection (B.I.W.C.) and worked temporarily at the YWCA through WIA's Internship program as a clerical trainee. Meanwhile, Vicky kept looking for jobs, working temporarily shuttling rental cars, all the while dreaming of moving back to the mainland where more job opportunities are available. She had an interview with a prospective employer using the B.I.W.C.'s speaker phone. Soon after that, she was given another interview with the same employer and was hired as an Administrative Assistant in Missouri! Vicky was able to move to the mainland with the help of WIA's support services, which reimbursed the majority of her moving expenses and air fare. She is very happy in her new job and in her own words "...you (B.I.W.C.) were like a fountain of attention and generosity. I know I couldn't have gotten this position without all the help I was given..."
- Karrie is a bright young mother of one. When she first participated in the WIA program, she had been out of the workforce over the past six years and had worked a total of five months in her lifetime. She attempted college but did not complete her degree and she did not feel ready to go back. She felt unsure of herself and was afraid of failing. Through the WIA Adult program, she was enrolled in a few computer classes which she completed satisfactorily. Each successful completion gave Karrie more confidence. Karrie was eventually placed at the County's Office of Corporation Council as a Clerk trainee, where she completed the allotted hours successfully. The employer wanted to keep her but she was not qualified at the time. B.I.W.C. signed Karrie up to take the Civil Service Typing Exam which she passed, and helped her to apply for the County position. She was offered the full time Clerk III position with the same employer. Besides loving her job, Karrie now feels much more confident and secure about herself. Karrie said, "I can't believe I have this job and am so grateful to WIA for helping me." Karrie still receives subsistence from County Housing but she is no longer on welfare support.
- When Dee Dee first came to B.I.W.C., she was hoping to get training and gain employment in the clerical field. She was a recipient of food stamps assistance and delivered newspapers for the Hawai'i Tribune Herald. She was mainly a homemaker caring for her husband and four children, two of whom have special needs. Dee Dee started working on a plan toward her goals through the WIA Adult program. She attended some job readiness classes, four months of Basic Skills at the Hawai'i Community College's Office of Continuing Education and Training, and six months of clerical training where she received a Perfect Attendance Award. She was placed at the Department of Parks and Recreation Maintenance Division as a Clerk Trainee for three months to gain work experience. After much searching, she landed a Receptionist position. In Dee Dee's own words, "Without the help of this program I wouldn't be where I am today. There were so many times when I wanted to quit but I'm so glad that I stuck it out."
- Hugh lost his job from the hotel and tourism industry after the September 11<sup>th</sup> tragedy. After taking some tests and self-assessments at B.I.W.C. (Kona), Hugh decided to return to school to prepare himself for a new career. Hugh completed his degree in Psychology, has a job in the field, and started graduate school this Fall. According to Hugh, "This is much more than just a place to find a job. This is a place to discover yourself and the job market. I was blessed with the assistance I received from this office!"

## Kaua`i Workforce Investment Board

### ***Grant Recipient***

On behalf of the County of Kaua`i, 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 Kaua`i Workforce Investment Board (WIB).

### ***LWIB Staff***

### ***Fiscal Agent***

The County of Kaua`i, Office of Economic Development is the fiscal agent.

### ***One-Stops***

The One-Stop Operator is a ten-agency consortium, led by DLIR's Workforce Development Division (WDD). The WDD office in Lihue houses WorkWise! – Kaua`i's One-Stop Job Center.



### ***Providers***

The Kaua`i Branch of WDD operates the WIA Adult and Dislocated Worker programs. Kaua`i Community College was the youth service provider on the island until July 2003, when the US Army National Guard's "About Face" program took over. The Kaua`i WIB has 3 eligible training providers who offer more than 50 short- and long-term training programs

### ***LWIB Committees***

In addition to its Youth Council, the Kaua`i WIB has committees on:

- Marketing
- Ad hoc
- WorkWise! Consortium
- KWIB Executive Committee
- Finance/Program

### ***2002-03 Priorities***

This past year, the Kaua`i WIB has concentrated on:

- Increasing agency participation
- Reviewing and updating the strategic plan
- Reporting the performance outcomes to board, staff, partners
- Creating committee work plans that align with strategic goals
- Planning for co-locating partners at a County facility
- Developing processes to collect, compile and evaluate customer feedback
- Improving data input and generating local management reports
- Continuing marketing and outreach efforts
- Offering staff professional certification training



## Success Stories – Kaua`i County

- Maile, a 28-year-old mother of one, worked with a small, local travel agency, which permanently closed due to the sluggish economic conditions triggered by the September 11<sup>th</sup> tragedy. After six months of unsuccessful job hunting, Maile enrolled in the Dislocated Worker Program. Maile enrolled at the local college in the challenging 365-hour Medical Office Receptionist Program which combined Maile’s interests in both the clerical and health industry fields. Without the financial assistance of the Dislocated Worker program, Maile could not have afforded the cost of the training program on her own. Her excellent performance at one of her two practicum sites resulted in an offer of full time work as a Medical Office Receptionist at a higher hourly wage than she received after eight years with the travel agency. Maile believes that she has finally found her career niche.
- Bob came to the Workforce Development Division after serving as a marine in the Gulf War. He held a series of jobs that were neither personally nor financially fulfilling. During his time in high school and the military, he had given a lot of thought to a career in the medical field, especially in sports medicine. Through his participation in the WIA program, Bob was evaluated and ultimately enrolled in the Certified Nurses Aide (CNA) Program at Kaua`i Community College where he successfully trained for a career as a CNA. He was hired by a local healthcare firm shortly after graduation. Recently, Bob has returned to school to pursue certification for Licensed Practical Nurse. Eventually he plans to attain the certification of Registered Nurse.
- Mary enrolled in the WIA program with no work history and lack of employment seeking skills. She made significant progress after receiving services such as Leadership Development, Work Readiness and Basic Skills. WIA staff assisted her in applying for a part-time job at the retail store Pictures Plus where she has been working for one year. She commented that not only did the WIA program “help me with everything” but she had increased her confidence and understanding of her job. She also improved her communication skills and finds it easier to interact with the public. Mary also earned enough high school credits which qualified her for a “modified schedule” upon her return to Waimea High School. She states that she has learned how to prioritize and focus her direction in life. After graduating from high school in 2004, Mary plans to pursue courses in business management or hotel management at Kaua`i Community College.
- Lisa was a high school senior and parenting teen upon enrollment in the WIA Youth Program. She lacked work experience and job search skills and was interested in office work in the visitor industry. After completing the leadership development and work readiness training she became a clerical intern at the Holiday Inn Sunspree Resort. She attained high marks with positive comments from supervisory staff. She now carries 14 credits at Kaua`i Community College, working toward a degree in Liberal Arts. Initially, Holiday Inn hired her as a part-time reservations/front office agent and she is now a full-time employee continuing her work as a reservations agent, a job which she thoroughly enjoys.

## Maui Workforce Investment Board

### ***Grant Recipient***

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, the Maui County Youth Council, as the liaison between the Mayor and MCWIB on WIA issues, and also representing Mayor Arakawa on the State's Workforce Development Council (WDC).

### ***LWIB Staff***

### ***Fiscal Agent***

Maui County has contracted the DLIR's Workforce Development Division to be the fiscal agent for PY2002-2003.

### ***One-Stops***

The One-Stop operator is a four-agency consortium, led by Workforce Development Division (WDD). The WDD (WorkSourceMaui) offices in Wailuku and Kaunakakai (Molokai) serve as Maui's One-Stop Career Resource Centers. Lana'i residents are serviced by WDD's Wailuku office. A satellite One-Stop site is set up once a month in Lahaina at the State Department of Health's Comprehensive Health Center.



### ***Providers***

WorkSourceMaui is the service provider for the WIA Adult and Dislocated Worker Programs. UH/MCC is the service provider for the WIA Youth Program. Both agencies provide services to all three islands within the County of Maui. The County has ten eligible training providers who offer 103 eligible training programs.

### ***Youth Opportunity***

Molokai is the recipient of a national discretionary Youth Opportunity Grant (YOG) made available through the U.S. DOL, 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 Moloka'i Community Service Council (MCSC) to implement this program on Molokai.

### ***LWIB Committees***

In addition to its Youth Council, the Maui County WIB has committees on Awareness; Accountability; Board Development; Alignment; and Access.

### ***2002-03 Priorities***

This past year, the Maui WIB has concentrated on:

- Youth programs and development
- Outreach and branding efforts for WorkSourceMaui
- Needs Assessment Survey – “The Assessment of Employer and Workforce Needs for Maui County”
- Strategic Planning

## Success Stories – Maui County

- When she was twelve, Stacey started to act out and stopped going to school. By age thirteen, she was using ice and was constantly running away from home. At age fifteen, Stacey was arrested for running away and being incorrigible. At the same time, she was found pregnant. While at the Bobby Benson drug treatment facility on O`ahu, Stacey gave birth to a baby girl. Stacey returned to high school on Maui but eventually dropped out and enrolled in the Job Corps. She earned her driver's license, GED and certificates in office technology and facility maintenance. Stacey participated in the Ku`ina Program's summer work experience. Today, Stacey is enrolled full-time at Maui Community College (MCC) and is considering a career in the human service field. She also works part-time to support herself and her 2 year-old daughter. Best of all, the third year of being off drugs is coming up in February 2004!
- David joined the WIA Out-of-School Youth Program as a high school drop out and ex-offender of substance abuse. His goals were to live his life clean and straight, make the right choices, complete Drug Court classes, get his GED, apply at MCC to become a Registered Nurse and find steady employment. Enrolling in an alternative education program, he earned the GED and then enrolled at MCC. With the help of WIA support services for clothing, he started to seek employment. Today, David continues to attend Drug Court classes and will graduate in February 2004. David is now working full time and will soon become a responsible father.
- Chante's "whatever happens happens" attitude and severe dysfunctional family dynamics led her into a life "on the run". At one point, she was living with friends in drug houses for almost 4 months. Due to continued runaway episodes and chronic absences from school, Chante was given a "last chance" in the off-campus alternative school from which she managed to graduate. After graduating, Chante sought help from the Ku`ina office requesting to enroll at MCC. The Ku`ina staff provide counseling and support to Chante and without this support, Chante can easily get lost in the shuffle and anonymity of college life and drop out. Carrying a full load of courses, Chante is doing well in her classes. She now talks about transferring to a college on the mainland where she hopes to major in architecture or graphic arts.
- By his own account, Keoki was a "bad boy". He attended classes during football season so he could play football, but as soon as the season was over, Keoki would cut classes and hang out with gang members. Keoki was accepted into the Special Motivation Program at his high school where he received the Ku`ina program services of career guidance, summer work experience and post-high school transition planning assistance. Keoki especially credits God and his parents for always being there for him. He also appreciates his counselors, teachers and other caring adults who helped him get back on track. Without them, "all hell breaks loose", according to Keoki. He is enrolled part-time at MCC and works almost full-time doing heavy labor at a building supply store. Keoki is thinking of pursuing a college degree in theology to become a minister or a police officer.

## O`ahu Workforce Investment Board

### ***Grant Recipient***

The City & County of Honolulu's Department of Community Services (DCS) has been designated as the grant recipient for the city's WIA funds.

### ***LWIB Staff Fiscal Agent***

The OWIB hires its own staff, who then become DCS employees. The city's DCS administers the WIA funds.

### ***One-Stops***

The O`ahu WIB designated the O`ahu 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) WorkHawai`i program. These centers are located in downtown Honolulu, Kalihi-Palama, Makalapa, Kapolei, Waipahu, Waianae, Waialua, and Kaneohe.



### ***Providers***

The consortium operates the WIA Adult and Dislocated Worker programs. The O`ahu WIB contracted with eight youth service organizations to provide ten programs in 2002-2003. Goodwill and Boys and Girls Club of Hawai`i served both in- and out-of-school youth. In-school youth were also served by: Pacific Gateway, Central District-Department of Education (DOE), Spectrum Health Systems, and Koolauloa Education Alliance Corp. Out-of-school youth were also served by: Honolulu Community Action Program (HCAP) and Susannah Wesley Community Center. For 2003-2004, HCAP will serve both in- and out-of-school youth. Alu Like, the City's Office of Special Projects, and Koolauloa Educational Alliance Corp will serve in-school youth; the Boys and Girls Club and Goodwill will serve out-of-school youth. The O`ahu WIB has more than 40 on-island eligible training providers who offer over 400 approved training programs.

### ***LWIB Committees***

In addition to its Youth Council, the O`ahu WIB has committees on:

- Bylaws
- Economic Development
- Executive
- Governance
- Membership
- Quality Assurance

### ***2002-03 Priorities***

This past year, the O`ahu WIB's concentrations were:

- Identify existing workforce assets and integrate them into a continuum of services for youth through adulthood
- Expand awareness and support for workforce development
- Identify current and future workforce needs in community
- Build and maintain strong relationships with key partners
- Build accountability system to measure outcomes and promote continuous improvement
- Increase customer satisfaction through process improvement

## Success Stories - Honolulu County

- Joy sought help from the O`ahu WorkLinks (Kaneohe) after she was laid off from the closure of the JC Penney store in Pearl City. She had worked in the department store for over ten years as a cashier/customer service representative. "I never had to look for work and had never filed for Unemployment Insurance benefits," commented Joy. Joy's Employment Consultant assessed her interest and skills using Career Kokua and conducted job searches using the Hawai'i Job Bank database. Joy was enrolled for computer software application training and earned her Master's Level in MS Word, Excel, Access, PowerPoint and Outlook. Currently she is employed as an office support worker for a local business. She started as a part time employee and within two months her status has changed to full time. Joy commented that O`ahu WorkLinks has made a big difference in her life.
- Charles was unemployed after the September 11<sup>th</sup> tragedy and he did not know what to expect or what he was going to do when he visited O`ahu WorkLinks (Makalapa). After being informed the Center offered training, he immediately signed up for the next orientation at the Center. Charles completed the Commercial Driver's License (CDL) course at the Leeward Community College. Soon after, he found a job with SuperStar Hawai'i Transit Service while continuing his search for a better position. In July 2002, he was hired by the Navy Public Works Center at Pearl Harbor as a Mobile Equipment Servicer. Charles has been working for the Navy Public Works Center for more than a year and has already been promoted once.
- Luann resided in the Maililand Shelter when she came to O`ahu WorkLinks (Waianae) to seek financial assistance to pursue training in the Medical Assistant field. A single parent with five children, she was determined to get off welfare and support her kids. She completed the nine-month training and certification from the Med-Assist School of Hawai'i through the WIA program. Luann began employment at the Waianae Coast Comprehensive Health Center in July 2002 as a Medical Assistant in the OB/GYN department.
- Johnny came to the Honolulu Community Action Program (HCAP) with no job, no high school diploma and an attitude that life was all about partying and involvement in gangs. After enrolling in the program, Johnny fit right into the Competency Based High School Diploma Program classroom. While attending school, Johnny told his counselor about his interest in music and a few weeks later, got an audition at a local radio station to sing in a live competition. He completed his studies and graduated with his class at Honolulu Hale in 2002. Johnny now works as a Fabricator/Installer and makes up to \$33 per hour.
- Albert was born into warfare. The battle he was engaged in was a war of poverty and alienation. Albert also fought on another front, as a member of a youth gang which caused him to be dismissed from school. He was told by his probation officer that he had to get into a program that would enable him to get his high school diploma. Albert heard about the Out-of-School youth program at HCAP and decided to enroll. Six months later, Albert graduated with a high school diploma. In the past few months, Albert worked as a greeter at the Honolulu Airport. He learned a lot over the past year. In his own words, "...gangs are all about race, that the gang of Filipinos is better than the gang of Samoans. But when I came into this class where we were all different races, we got along."

## 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 Hawai'i's negotiated performance levels for 2002-2003.

Core Indicator	Adults	Dislocated Workers	Youth Age 19-21
1. Entered Employment Rate	64%	76%	59%
2. Employment Retention Rate	84%	91%	82%
3. Average Earnings Change (quarterly earnings)	\$3,800 average increase in wages	90% of former wages	\$3,700 average increase in wages
4. Percent of those receiving WIA training services who a) entered employment <u>and</u> b) earned a credential for educational or occupational skills	49%	49%	33%
5. Percent of youth receiving WIA services who a) entered post-secondary education, advanced training or unsubsidized employment <u>and</u> b) earned a credential for educational or occupational skills	N.A.	N.A.	55%

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.	72%
7. Percent of youth who attained a high school diploma or its equivalent.	55%
8. Retention rate for youth who, after attaining their diplomas or equivalents, entered post-secondary education, advanced training, military service, employment, or qualified apprenticeships.	52%
	<b>For All WIA Participants</b>
9. Customer satisfaction of participants	70%
10. Customer satisfaction of employers	68%

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

State evaluations of workforce investment activities are taking place through the application of the Malcolm Baldrige criteria 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**

Hawai'i 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 \$100,000 in Program Year 2002 WIA state level (15%) funds were set aside for incentive awards. WDC decided to award 50% (\$50,000) of the incentive funds to local areas that use Malcolm Baldrige principles to achieve regional cooperation and/or local coordination.

The application for 2002-2003 consisted of narratives from LWIBs regarding their WIA activities involving a) regional cooperation and/or b) local coordination between July 1, 2002 and June 30, 2003.

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

## **State Employer Evaluation Study**

Between January and May 2003, the State contracted with OmniTrak Group Inc. to carry out a statewide evaluation to evaluate the One-Stop Centers' activities with the existing and potential employer customers. This study assessed and compared the levels of satisfaction, expectations and foreseeable workforce needs among the community employers at large, users of WIA services, and employers who engage in training activities.

OmniTrak Group Inc. surveyed a total of 1,202 companies across all four counties. These companies may or may not be customers of O`ahu WorkLinks, Big Island Workplace Connection, Maui One-Stop Resource Center, and Kaua`i WorkWise. The key findings were communicated to each local area to identify areas of improvement.

The employer evaluation study found that while Hawai`i businesses are characterized as being very small, the One-Stop Centers' customers are among the larger employers. In general, the One-Stop Centers' customer base is in larger, more established and traditional industries than the Hawai`i business market as a whole. Besides job referral services offered by the One-Stop Centers, employer demand is greatest for financial information to support training and recruitment. This type of information includes the state Employment and Training Fund (ETF), Work Opportunity Tax Credit, On-The Job Training reimbursements, Customized Training reimbursements, and Federal Bonding Program. Satisfaction drivers on the One-Stop Centers' services focus on professionalism. Businesses expect knowledgeable service especially in terms of referring qualified candidates. Employers expect a customer-orientation reflected in friendly service and a willingness to help.

To expand the market share and improve customer service, One-Stop Centers are advised to target small to medium sized companies that are experiencing growth or having growth prospects. The One-Stop Centers can design multiple ways to assist these companies in the overall market with training and recruiting programs. Besides job referrals, the One-Stop Centers can promote more aggressively the other business services offered. Internally, the One-Stop Centers are encouraged to continue developing and sharing best practices for servicing employers across counties. The Centers' employees' customer service skills can be honed through training that promotes professional qualities such as timeliness and responsiveness to match today's business climate and needs.



## **Statewide Youth Evaluation Study**

In order to assess and evaluate the effectiveness of the existing service delivery of WIA youth services, the State is currently planning to conduct a youth evaluation study to determine the following:

- (1) how effectively and accurately have the objective assessments been carried out to assess academic levels, skill levels and service needs of the youth participants and how did they relate to the service plan?
- (2) did the service strategies developed identify employment goals, appropriate achievement objectives, and appropriate services for the participant, in alignment with the results of the assessments conducted?
- (3) are the ten WIA required youth elements being delivered satisfactorily?

The findings from this study will identify areas of improvement on conducting objective assessments of youth needs, developing service strategies, and delivering the ten elements. This study will also recommend monitoring protocols, identify gaps in service by area and recommend how to fill the gaps. The State will also use this study to explore best practices in collaborative delivery of services. This evaluation study is expected to be completed by June 30, 2004.

## **Expenditure**

Hawai'i spent 69.04% of its allocated Dislocated Worker funds, 68.31% of its Youth allocation, and 69.73% of its Adult allocation. The cost categories for statewide administration and allowable activities together expended \$4,024,639. This amount was 62.34% of the total funds allocated for such purposes.

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

The cost per participant for each of the three populations was significantly lower this year than last year because the State received a decreased allotment of funds for WIA programs. For example, since PY 2000, the adults program was affected by \$1,173,345.00 reduction in funds; the dislocated workers program was affected by \$8,681,708.00 reduction in funds; and the youth program was affected by \$526,660.00 reduction in funds. By the beginning of PY 2002, the carried over funds from PY 2000 were depleted. With minimal carried over funds, coupled with the reduction in overall allotments, the local areas had to reduce their spending on each participant this year to avoid running out of funds. Therefore, the adults' cost per participant is \$704.54, which is about half of last year's cost. This year's per participant cost for dislocated workers and youth is approximately one-third of last year's cost. The cost per dislocated worker is \$441.79, and the cost per youth is \$732.89.

## ANALYSES OF PERFORMANCE MEASURES RESULTS BY TABLE

### Table A: Customer Satisfaction

#### *Employer Customer Satisfaction*

The population (frame) from which the sample was drawn was 8,365 for employers. The employer sample size was 824. Employer response rate was 84.47 percent, based on 696 completed interviews. Hawai'i's statewide American Customer Satisfaction Index (ACSI) score for WIA employer customers is 70.87, which is above the performance target of 68. By far the greatest concern on the part of employers was the quality of applicants referred to employers. However, although many suggested better screening, others believe that the quality of applicants reflect the overall worker pool and is beyond the control of One-Stop Center personnel. The most mentioned concerns of the employer customers fall into these categories: applicants not qualified/overqualified; pool of applicants small or no referrals; applicants unprepared for interviews (e.g. dress, grooming, knowledge of job and industry).

#### *Participant Customer Satisfaction*

The population (frame) from which the sample was drawn was 1,974 for WIA participants. The participant sample size was 1,958. WIA participant response rate was 57.71 percent, based on 1,130 completed interviews. This response rate falls short of the required 70 percent. Hawai'i's statewide ACSI score for WIA participants is 81.09, which exceeded the performance target of 70 for the state and counties. A large majority (84%) had positive words about WIA services. The most mentioned concerns of the participants fall into these categories: reduction in funded services and lack of resources to meet specific needs as a result of reduced funding; few or no job referrals; inadequate counseling/inexperienced counselors; inadequate training/instructors.

The survey process for participants proved to be challenging, particularly due to the problem of contacting the respondents having only one phone number without alternative contact numbers, and many of the listed phone numbers of the participants were wrong or disconnected. One way to improve the response rate is to reduce the occurrences of wrong or disconnected telephone numbers, or not being at the address of record. The following are actions that Workforce Development Division has already taken to improve response rates:

- Added staff to conduct telephone surveys, particularly during weekends and evenings
- Scheduled telephone surveys during evenings for clients who are not available during the normal workday hours
- E-mailed to the branches and local offices a list of clients with wrong or disconnected telephone numbers or not at the listed address so that counselors can make an effort to obtain the correct numbers

- Surveyors participated in several meetings and workshops with WIA administrators and line staff to emphasize the importance of entering accurate data into the management information systems and conveying to clients the importance of participating in follow-up surveys

WIA county and local offices were advised to take the following actions to improve response rates:

- Make every effort to ensure that data entered into the AOSOS are accurate and up to date
- Input two telephone numbers into the AOSOS, a primary number and an alternate one. The alternate number should be a friend or relative who likely would keep in touch with the client at all times
- Emphasize to clients the importance of participating in follow-up surveys and providing accurate and up-to-date personal information
- Cooperate actively with the State WIA staff (surveyors) in updating information on clients

**Table B: Adult Program Results**

The adult entered employment and employment and credential rates exceeded the negotiated performance levels. The adult employment retention and earnings change in six months fell within the 80% acceptable range of the negotiated performance levels. The State requirement for the eligible training providers to award credentials to qualifying participants helped to improve the employment and credential rate for the adult program.

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

Temporary Assistance to Needy Families (TANF) recipients constituted the largest adult special population receiving WIA services. Not many individuals with disabilities nor veterans were served. The TANF recipients enjoyed the most success in all four outcomes compared to their counterparts among the adult special populations who received WIA assistance.

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

The number of individuals exiting who had received training services this year (906) increased by 92% compared to last year (473). The entered employment rate of the adults who received training services was higher than those who received only core and intensive services. There was no significant difference shown in employment retention rate between the two groups. 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**

The employment and credential rate outcome exceeded the negotiated level while all other measures for dislocated workers were within 80% of the negotiated levels. The state's slow economic recovery is still affecting the entered employment and earnings replacement rates for the dislocated workers. Again, the State requirement for the eligible training providers to award credentials to qualifying participants has helped to improve the employment and credential rate this year.

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

Not many individuals with disabilities nor displaced homemakers were served. Nevertheless, compared to last year, the employment retention rate and earnings replacement rate outcome for the individuals with disabilities improved by 10.4% and by 83.5% respectively. Veterans had a high (94.3%) earnings replacement rate. In terms of the employment and credential rate, the veterans and older individuals exceeded the negotiated level.

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

The individuals who received training services achieved a higher entered employment rate compared to those who received only core and intensive services. There is no significant difference in employment retention rate between the two groups. Close to nine percent more of the dislocated workers who received training services enjoyed higher earnings replacement than those who received only core and intensive services.

**Table H: Older Youth Results**

The older youth entered employment rate was the only outcome to exceed the negotiated level. The older youth employment retention rate was within 80% of the negotiated level while the earnings change outcome failed to meet the negotiated level. Further analysis may be needed to examine the types of occupation the older youth customers are entering to track earnings change more effectively. Since the earlier targeted levels for the credential rate were negotiated based on minimal historical data, the targeted level for this measure was renegotiated from 41% to 33% this year. This renegotiated level proved to be more reasonable and attainable for the state.

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

The out-of-school youth outcomes mirrored the older youth outcomes as a whole. For the Temporary Assistance to Needy Families (TANF) population, the employment

retention rate was considerably lower than for the older youth group as a whole and the earnings change was considerably higher. The earnings change outcome for the TANF population may be more a reflection of lower pre-program earnings than higher post-program earnings.

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

The diploma or equivalent attainment rate, exceeded the negotiated level by more than 30% and the retention rate fell exactly on the negotiated level. The skill attainment rate failed to meet the negotiated level by only one point. The skill attainment rate improved considerably this year due to more timely reporting of outcomes by the youth providers. The State was at 99% of the negotiated level for this indicator.

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

A significantly higher number of skill goals were set for individuals with disabilities and out-of-school youth this year. The improvement in the skill attainment rate as mentioned in Table J was also reflected in the younger youth special populations. Compared to last year, the skill attainment rates improved between 24% to 35% for the three special populations. The individuals with disabilities was the only population that did not meet the negotiated level for retention rate, compared to other younger youth special populations.

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

For the most part the information in this table mirrors that of the other tables. The information for participants in non-traditional employment (i.e. participants entering occupations or fields of work for which individuals from one gender comprise less than 25%) shows that very few individuals are opting for employment in non-traditional fields.

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

A total of 9,695 WIA participants were served in PY2002-2003. Compared to the 13,160 customers served in PY2001-2002, this year's number reflects a 26% decrease in the total number of customers served under WIA. This decrease was caused by the reduction in funding available for the programs. However, although there also was a decrease in the funds for the youth program, the number of younger youth served increased by 25% compared to last year.

The number of younger youth exiters increased the most substantially (from 260 exiters last year to 516 exiters this year) compared to the number of exiters in other programs.

This may be due to previous year's registrants now beginning to complete their long-term service strategies.

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.

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

See cost discussion on page 20.

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

1. None of the local areas met all of their negotiated performance measures.
2. According to the data provided, Honolulu showed a substantial increase in the number of youth participants exiting the program. For younger youth participants, the exit rate in Honolulu increased from 5% last year to 22% this year; and for older youth participants, the exit rate in Honolulu increased from 2% last year to 31% this year. It is to be expected that exits would increase as youth participants begin completing their long-term service strategies.
3. Honolulu has shown an increase in the exit rates for adults (from 25% last year to 48% this year) and dislocated workers (from 18% last year to 54% this year).
4. The state's performance in earnings change and replacement rates has leveled off in magnitude from previous years. This scenario was particularly obvious in each local area's performance this year in the dislocated workers earnings replacement in six months, where the rates hovered between 83% to 92%, as opposed to between 94% to 121% reported last year.
5. For the credential/diploma rates, Honolulu exceeded in all programs and Hawai'i County exceeded the negotiated levels in two of the programs. Maui exceeded the negotiated levels in three of the programs, with the notable performance of exceeding the negotiated level for the younger youth diploma rate by 42%. Kaua'i was the only local area that failed to meet the negotiated levels for all programs for this measure. This may have been due to the Kaua'i local area's lack of sufficient training providers and the fact that Kaua'i Community College (KCC) is often forced to cancel classes due to an insufficient number of students.

6. All counties except for Honolulu exceeded their younger youth skill attainment measures. Honolulu's outcome was within 80% of the goal. In previous years, some youth service providers had not been documenting the skill attainment in a timely manner (counted upon exit instead of upon attainment of skill goal), causing low skill attainment rates. This year, corrective actions were taken and the skill goals attained were documented and counted upon achievement, leading to substantially improved skill attainment rates in all counties.

## **Workforce Appendices**



**Table A - Workforce Investment Act Customer Satisfaction Results**  
 July 1, 2002 – June 30, 2003

<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>	70	81.09	1,130	1,974	1,958	57.71%
<b>Employers</b>	68	70.87	696	8,365	824	84.47%

**Table B - Adult Program Results At-A-Glance**  
October 1, 2001– September 30, 2002

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	64%	69.9%	1,396
			1,996
<b>Employment Retention Rate</b>	84%	82.0%	1,379
			1,681
<b>Earnings Change in Six Months</b>	\$3,800	\$3,498.09	\$5,750,856.00
			1,644
<b>Employment And Credential Rate</b>	49%	54.9%	800
			1,456

**Table C - Outcomes for Adult Special Populations**  
October 1, 2001– September 30, 2002

<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>	67.5%	308 456	59.4%	38 64	54.8%	17 31	57.6%
<b>Employment Retention Rate</b>	83.3%	290 348	68.6%	35 51	52.9%	9 17	86.0%	49 57
<b>Earnings Change in Six Months</b>	\$14,480.89	\$4,909,023.00 339	\$3,641.72	\$182,086.00 50	\$873.38	\$11,354.00 13	\$3,179.52	\$178,053.00 56
<b>Employment And Credential Rate</b>	54.6%	214 392	37.7%	23 61	33.3%	7 21	32.2%	19 59

**Table D - Other Outcome Information for the Adult Program**  
October 1, 2001– September 30, 2002

<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>	73.3%	906 1,236	64.5%
<b>Employment Retention Rate</b>	82.3%	895 1087	81.5%	484 594
<b>Earnings Change in Six Months</b>	\$3,992.02	\$4,207,586.00 1,054	\$2,615.71	\$1,543,270.00 590
<b>Employment And Credential Rate</b>	54.9%	800 1,456	-	0 0

**Table E - Dislocated Worker Program Results At-A-Glance**  
October 1, 2001– September 30, 2002

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	76%	74.4%	2,129
			2,863
<b>Employment Retention Rate</b>	91%	85.3%	1,816
			2,129
<b>Earnings Replacement Rate in Six Months</b>	90%	86.1%	\$22,770,728.00
			\$26,440,495.00
<b>Employment And Credential Rate</b>	49%	57.0%	851
			1,492

**Table F - Outcomes for Dislocated Worker Special Populations**  
October 1, 2001– September 30, 2002

<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>	69.5%	162 233	57.9%	11 19	71.0%	250 352	0
<b>Employment Retention Rate</b>	75.3%	122 162	81.8%	9 11	80.8%	202 250	-	0 0
<b>Earnings Replacement Rate</b>	94.3%	\$1,839,692.00 \$1,951,088.00	144.9%	\$106,075.00 \$73,218.00	65.6%	\$2,410,598.00 \$3,676,201.00	-	0 0
<b>Employment And Credential Rate</b>	52.1%	62 119	38.9%	7 18	50.3%	97 193	0	0 1

**Table G - Other Outcome Information for the Dislocated Worker Program**  
October 1, 2001– September 30, 2002

<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>	78.5%	1,171 1,492	69.9%
<b>Employment Retention Rate</b>	85.8%	1,005 1,171	84.7%	811 958
<b>Earnings Replacement Rate</b>	90.4%	\$12,225,317.00 \$13,522,809.00	81.6%	\$10,545,411.00 \$12,917,686.00
<b>Employment And Credential Rate</b>	57.0%	851 1,492	-	0 0

**Table H - Older Youth Results At-A-Glance**  
October 1, 2001– September 30, 2002

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	59%	69.6%	48
			69
<b>Employment Retention Rate</b>	82%	77.8%	49
			63
<b>Earnings Change in Six Months</b>	\$3,700	\$2,721.10	\$165,987.00
			61
<b>Credential Rate</b>	33%	33.1%	40
			121

**Table I - Outcomes for Older Youth Special Populations**  
October 1, 2001– September 30, 2002

<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>	66.7%	12	-	0	-	0	71.9%	41
		18		0		0		57
<b>Employment Retention Rate</b>	69.2%	9	-	0	-	0	80.4%	45
		13		0		0		56
<b>Earnings Change in Six Months</b>	\$7,341.31	\$95,437.00	-	0	-	0	\$2,601.87	\$143,103.00
		13		0		0		55
<b>Credential Rate</b>	36.4%	8	-	0	100.0%	1	32.4%	34
		22		0		1		105

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate *</b>	72%	71.0%	786 1,107
<b>Diploma or Equivalent Attainment Rate **</b>	55%	61.6%	210 341
<b>Retention Rate ***</b>	52%	52.0%	197 379

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

<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>	81.4%	57	86.6%	84	68.4%	199
		70		97		291
<b>Diploma or Equivalent Attainment Rate **</b>	75.9%	22	71.4%	5	57.0%	45
		29		7		79
<b>Retention Rate ***</b>	56.4%	22	33.3%	4	57.5%	65
		39		12		113

\* July 1, 2002 – June 30, 2003. Younger Youth Skill Attainment rate is based on goals attained during the periods and the goals that reached an anniversary data (or exit date if earlier) without being attained during the period.

\*\* July 1, 2002 – June 30, 2003

\*\*\* October 1, 2000 – September 30, 2001

**Table L - Other Reported Information**  
October 1, 2001– September 30, 2002

	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>	78.1%	925	\$3,949.18	\$4,612,641.00	0.2%	3	\$3,998.05	\$5,469,330.00	2.5%	35
		1,184		1,168		1,396		1,368		1,396
<b>Dislocated Worker</b>	82.4%	977	102.9%	\$12,429,083.00	0.2%	5	\$5,454.90	\$11,433,464.00	2.6%	55
		1,186		\$12,082,190.00		2,129		2,096		2,129
<b>Older Youth</b>	73.8%	31	\$3,763.71	\$127,966.00	0.0%	0	\$2,351.87	\$110,538.00		
		42		34		48		47		

**Table M - Participation Levels**  
July 1, 2002– June 30, 2003

	Total Participants Served	Total Exiters
<b>Adults</b>	3,074	1,585
<b>Dislocated Worker</b>	3,796	2,133
<b>Older Youth</b>	323	99
<b>Younger Youth</b>	2,502	516

**Table N - Cost of Program Activities**  
July 1, 2002– June 30, 2003

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$2,165,753
<b>Local Dislocated Workers</b>		1,677,037
<b>Local Youth</b>		2,070,428
<b>Rapid Response (up to 25%) 134(a)(2)(A)</b>		56,359
<b>Statewide Required Activities (up to 25%) 134(a)(2)(B)</b>		2,374,540
<b>Statewide Allowable Activities 134 (a) (3)</b>	<b>Capacity Building/Incentive Grants</b>	113,232
	<b>Worker Reemployment</b>	1,210,511
	<b>Marketing</b>	23,230
	<b>Internet Access</b>	50,000
	<b>Incumbent Worker</b>	253,126
<b>Total of All Federal Spending Listed Above</b>		\$9,994,216

Note: Local Administrative outlay at county level of \$433,412 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>	1,490	
		<b>Dislocated Workers</b>	1,719	
		<b>Older Youth</b>	232	
		<b>Younger Youth</b>	1,873	
<b>ETA Assigned #</b> <u>15005</u>	<b>Total Exiters</b>	<b>Adults</b>	715	
		<b>Dislocated Workers</b>	934	
		<b>Older Youth</b>	72	
		<b>Younger Youth</b>	414	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Participants</b>	70	79.23	
	<b>Employers</b>	68	67.31	
<b>Entered Employment Rate</b>	<b>Adults</b>	64%	76.6%	
	<b>Dislocated Workers</b>	75%	78.9%	
	<b>Older Youth</b>	57%	80.0%	
<b>Retention Rate</b>	<b>Adults</b>	86%	83.6%	
	<b>Dislocated Workers</b>	91%	86.4%	
	<b>Older Youth</b>	81%	75.0%	
	<b>Younger Youth</b>	50%	39.1%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$4,150	\$4,523.27	
	<b>Dislocated Workers</b>	92%	86.2%	
	<b>Older Youth</b>	\$3,675	\$1,518.83	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	48%	57.1%	
	<b>Dislocated Workers</b>	51%	64.1%	
	<b>Older Youth</b>	33%	37.3%	
	<b>Younger Youth</b>	55%	59.8%	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	73%	65.8%	
<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>
		8	0	9



**Table O - Local Performance**

<b>Local Area Name</b> <u>Hawai'i</u>	<b>Total Participants Served</b>	<b>Adults</b>	870	
		<b>Dislocated Workers</b>	806	
		<b>Older Youth</b>	51	
		<b>Younger Youth</b>	296	
<b>ETA Assigned #</b> <u>15010</u>	<b>Total Exiters</b>	<b>Adults</b>	434	
		<b>Dislocated Workers</b>	400	
		<b>Older Youth</b>	1	
		<b>Younger Youth</b>	30	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Participants</b>	70	84.40	
	<b>Employers</b>	68	75.15	
<b>Entered Employment Rate</b>	<b>Adults</b>	64%	63.5%	
	<b>Dislocated Workers</b>	80%	69.7%	
	<b>Older Youth</b>	58%	46.7%	
<b>Retention Rate</b>	<b>Adults</b>	80%	78.5%	
	<b>Dislocated Workers</b>	94%	81.9%	
	<b>Older Youth</b>	83%	71.4%	
	<b>Younger Youth</b>	56%	73.2%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,600	\$3,299.71	
	<b>Dislocated Workers</b>	89%	89.3%	
	<b>Older Youth</b>	\$3,325	\$2,314.00	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	51%	49.7%	
	<b>Dislocated Workers</b>	42%	48.7%	
	<b>Older Youth</b>	33%	31.2%	
	<b>Younger Youth</b>	57%	57.1%	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	73%	81.5%	
<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>
		10	0	7

**Table O - Local Performance**

<b>Local Area Name</b> <u>Maui</u>	<b>Total Participants Served</b>	<b>Adults</b>	529
		<b>Dislocated Workers</b>	1044
		<b>Older Youth</b>	9
		<b>Younger Youth</b>	220
<b>ETA Assigned #</b> <u>15015</u>	<b>Total Exiters</b>	<b>Adults</b>	281
		<b>Dislocated Workers</b>	615
		<b>Older Youth</b>	2
		<b>Younger Youth</b>	34
		<b>Negotiated</b>	<b>Actual</b>
		<b>Performance Level</b>	<b>Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	70	80.86
	<b>Employers</b>	68	69.39
<b>Entered Employment Rate</b>	<b>Adults</b>	64%	68.3%
	<b>Dislocated Workers</b>	74%	70.1%
	<b>Older Youth</b>	72%	83.3%
<b>Retention Rate</b>	<b>Adults</b>	79%	82.0%
	<b>Dislocated Workers</b>	95%	84.1%
	<b>Older Youth</b>	87%	66.7%
	<b>Younger Youth</b>	51%	65.7%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$2,250	\$1,573.06
	<b>Dislocated Workers</b>	88%	82.9%
	<b>Older Youth</b>	\$4,970	\$2,971.00
<b>Credential/Diploma Rate</b>	<b>Adults</b>	50%	68.4%
	<b>Dislocated Workers</b>	54%	66.8%
	<b>Older Youth</b>	33%	30.0%
	<b>Younger Youth</b>	54%	96.2%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	66%	81.6%
<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>Kaua`i</u>	<b>Total Participants Served</b>	<b>Adults</b>	185
		<b>Dislocated Workers</b>	227
		<b>Older Youth</b>	31
		<b>Younger Youth</b>	113
<b>ETA Assigned #</b> <u>15020</u>	<b>Total Exiters</b>	<b>Adults</b>	155
		<b>Dislocated Workers</b>	184
		<b>Older Youth</b>	24
		<b>Younger Youth</b>	38
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	70	83.68
	<b>Employers</b>	68	73.89
<b>Entered Employment Rate</b>	<b>Adults</b>	64%	59.7%
	<b>Dislocated Workers</b>	76%	73.7%
	<b>Older Youth</b>	58%	71.4%
<b>Retention Rate</b>	<b>Adults</b>	81%	82.2%
	<b>Dislocated Workers</b>	83%	89.7%
	<b>Older Youth</b>	86%	84.6%
	<b>Younger Youth</b>	55%	71.4%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,600	\$3,374.38
	<b>Dislocated Workers</b>	87%	91.7%
	<b>Older Youth</b>	\$3,575	\$3,979.62
<b>Credential/Diploma Rate</b>	<b>Adults</b>	46%	33.9%
	<b>Dislocated Workers</b>	40%	27.8%
	<b>Older Youth</b>	33%	27.8%
	<b>Younger Youth</b>	56%	50.0%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	71%	81.9%
<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>
		8	0
		<b>Exceeded</b>	9

## WIA DIRECTORY

### Hawai`i State Workforce Development Council

E. Micheal Boughton, Chair	President	Options Technology Co. Inc.
James G. Westlake, Vice Chair	Retired Executive Director	Hawai`i Construction Indus. Assn.
Todd Apo	Vice President	Ko Olina Community Association
Alan Arakawa Rep: JoAnn Inamasu	Mayor Rep: Coordinator	Maui County Rep: Maui Office of Eco. Dev.
Marcia Armstrong	Chair	Collective Bargaining Committee, UHPA
Gladys Baisa	Executive Director	Maui Economic Opportunity, Inc.
Nelson B. Befitel Rep: James Hardway	Director Rep: Assistant to the Director	Department of Labor
Jeff Bloom	President & Owner	CTA
Mamo Cummings	President	Kaua`i Chamber of Commerce
Dr. Evan S. Dobelle Rep: Michael Rota	UH President Rep: Asso. VP, Acad. Affairs	University of Hawai`i
Susan Doyle	Vice President and Chief Operating Officer	Aloha United Way
Willie Espero	Senator	Hawai`i State Senate
Michael Fitzgerald	President & Chief Executive Officer	Enterprise Honolulu
Signe Godfrey	President	Olsten Staffing Services
Erwin Hudelist	President	Hagadone Printing
Patricia Hamamoto Rep: Katherine Kawaguchi	Superintendent Rep: Assistant Superintendent	Department of Education
Jeremy Harris Rep: Michael Amii	Mayor Rep: Director	City & County of Honolulu Rep: Dept. of Community Serv.
Alan Ito	Senior VP, Product Development	Convergence CT
Michael Kahikina	Representative	Hawai`i House of Representatives
Wayne Kishida	Labor Representative	AFL-CIO
Lillian Koller Rep: Garry Kemp	DHS Director Rep: Asst. Administrator	Department of Human Services Rep: Benefit Employment/Support Services Division
Linda Lingle Rep: Lester Nakamura	Governor Designee	State of Hawai`i Rep: Acctg.&General Serv.
Ted Liu Rep: Mr. Robert Shore	DBEDT Director Rep: Economist	Dept. of Business, Economic Development & Tourism Rep: Research & Eco. Analysis
Stephen Metter	Chief Executive Officer	MW Group
Scott Nishimoto	Representative	Hawai`i House of Representatives
Darnney Lau Proudfoot	Manager	Kaua`i Island Utility Cooperative
Norman Sakamoto	Senator	Hawai`i State Senate
Darrel Tajima	Director of Human Resources	Meadow Gold Dairies
Winona Whitman	Employment & Training Program Administrator	ALU LIKE, Inc.
Gregg Yamanaka	President and Chief Learning Officer	TeraBiz

As of October 2003

## Hawai`i County Workforce Investment Board

Dr. Alan Garson, Chair	President	G & G Consultants
John Carroll	Director	OCET, Hawai`i Community College
Milton Fuke	Union Rep.	HSTA
Michael Gleason	President and CEO	The ARC of Hilo
Matthews Hamabata	Executive Director	The Kohala Center
Ronald Hamakado	Branch Manager	DLIR-Unemployment Insurance
Blayne Hanagami	Branch Manager	Big Island Workplace Connection
Bert Hashimoto	Branch Manager	DHS-Benefit, Employment & Support Services Division
Keith Ideue	Assistant Manager	Hawai`i National Bank
Carol Ignacio	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	Hawai`i Electric Light Co.
Andy Levin	Executive Assistant	COH Mayor's Liaison
Debra Maiava	Owner	Ken's House of Pancakes
Larry Manliguis	Deputy Director	HCEOC
David Marquez	Executive Director	Kealakehe Ahupua`a 2020, Inc.
Gay Mathews	CEO/President	N.HI Community FCU
Mark McGuffie	Corp. Director of Hotel Operation	HTH Corp.
Irene Nagao	Sole Proprietor	Weekenders
Clyde Oshiro, Vice Chair	Owner	Clyde Oshiro, CPA
Dawn Pacheco	Corporate HR Administrator	HI Plan Mill
Leonard Paik	Principal	Hilo Community School for Adults
Delan Rusty Perry	Owner	Volcano Isle Fruit Co. Inc.
Sandra Sakaguchi	Campus Planner	UH West Hawai`i
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	Vice President Operations	KTA Super Stores
Steve Todd	HI Island Program Specialist	Dept. of Business, Economic Development & Tourism
Gary Yoshiyama	Island Director	HGEA

As of September 2003

## Hawai`i County Youth Council

Irene Nagao, Chair	LWIB, Employer
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 Kuamo`o	Program Specialist, HCEOC
Carla Kurokawa	LWIB, Employment and Training Manager, ALU LIKE, Inc.
Andy Levin	LWIB, County of Hawai`i
Marion Makaimoku	Educator, Business-Education Partnership
David Marquez	LWIB, Employer
Sara Narimatsu	Program Administrator, Hawai`i Community College
Leonard Paik	Principal, Hilo Community School for Adults
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, Hawai`i Judiciary System
Randy Tsuneda	Program Manager, Queen Liliuokalani Children's Center

As of September 2003

### Kaua`i Workforce Investment Board

Jonathan Chun, Chair	Attorney At Law	Belles Graham Proudfoot & Wilson
Walter Agena	Director of Marketing & Sales	Kaua`i Lagoons Resort Co., Ltd.
Mary Lou Barela	Executive Director	Hale Opio Kaua`i, Inc.
Pamai Cano	HR Manager	Hyatt Regency Kaua`i Resort
Peggy Cha	Chancellor	Kaua`i Community College
Tom Cooper	Director of Hawai`i Operations	Digital System Resources, Inc.
Felicia Cowden	Vice President	Hanalei Surf Company
Mamo Cummings	President	Kaua`i Chamber of Commerce
MaBel Fujiuchi	Chief Executive Officer	Kaua`i Econ Opportunity, Inc.
Jay Furfaro	Councilman	Kaua`i County Council
Tracy Hirano	Kaua`i Branch Manager	DLIR, WDD
John Isobe	OCET Coordinator	Kaua`i Community College
Richard Jasper	Vice President	JJ's Broiler
Trinette Kauai	Property Manager	Alexander & Baldwin Properties, Inc.
Edward Kawamura	President	M. Kawamura Farm Enterprises, Inc.
Michael Machado	Business Agent	ILWU Representative
Remi Meints	Employment & Training Manager	ALU LIKE, Inc.
Tad Miura Jr.	President	M. Miura Store
Charlyn Nakamine	Program Specialist	County of Kaua`i, OCA
Ross Nakashima	Principal	Ventures Associates, Inc.
Brycen Oi	Associate Financial Advisor	American General Financial Group
Terry Proctor	Vice Principal, Adult Education	DOE- Kaua`i Community School for Adults
Darnney Proudfoot	Vice President Human Resources	Kaua`i Island Utility Cooperative
Tina Rapozo	Kaua`i Section Administrator	DHS-Benefit, Employment & Support Services Div.
Kauai Tanaka	Administrative Aide	Office of the Mayor
Sonia Topenio	Assistant VP & Branch Sales Manager	Bank of Hawai`i
Lori Uyeda	Recruitment Coordinator	Wilcox Hospital
Brenda Viado	Kaua`i Branch Manager	DHS-Div. of Voc. Rehab & Services for the Blind
Marilyn Yamaguchi	Branch Manager	U. I. Division, DLIR
Mattie Yoshioka	Managing Director	Kaua`i Economic Development Board

As of September 2003

### Kaua`i Youth Council

Pamai Cano, Chair	HR Manager, Hyatt Regency Kaua`i Resort
Mia Ako	Counselor, Kaua`i Community College
Lani Aranio	Regional HR Director, West Kaua`i Medical Center
Barbara Baker	School Renewal Specialist, DOE
Bernard Carvalho	Director, OCA
Kaui Castillo	Unit Manager, Queen Liliuokalani Children Center
Tom Cooper	Director of Hawai`i Operations, Digital System Resources Inc.
Felicia Cowden	Vice President, Hanalei Surf Company
Laura Kawamura	County Extension Agent, 4-H
Remi Meints	Manager, ALU LIKE, Inc., LWIB
Mary Nakamura	Director, Boys & Girls Club
Christiane Nakea	Deputy County Attorney, County of Kaua`i
JoAnn Shimamoto	CDBG Coordinator, County Housing Agency
Marilyn Wong	Community Center Manager, Hale Ho`omalua

As of September 2003



### Maui Workforce Investment Board

Lynne Woods, Chair	President	Maui Chamber of Commerce
Lynn Araki-Regan	Economic Dev Coordinator	OED, Maui
Perry Artates	Construction Resource Specialist	Hawai`i Operating Engineers
Gladys Baisa	Executive Director	Maui Economic Opportunity
Rosalyn H. Baker	Senator	Hawai`i State Senate
Vaughn Baker	Director	Office of Continuing Education & Training, Maui Community College
Mike Boughton	President	Options Technology Co., Inc.
James Coon	Chief Executive Officer	Trilogy Excursions
J. Susan Corley	Vice President of HR	Maui Land & Pineapple Co.
Christine DeGuzman-Kim	Site Director	Hawai`i Job Corps Centers
Jerrybeth DeMello	Business Agent	ILWU, Local 142
Frances Driesbach	Vice President	Driesbach Data
Rose Marie Duey	Island Representative	ALU LIKE, Inc.
Rudy Esquer		Dept. of Housing & Human Concerns
Don Forrester	Director, Maui Operations	The Boeing Company
Linda Fukunaga	Section Administrator	Hawai`i Dept. of Human Services
Gary Fukuroku	Manager/CEO	Maui County Employees Federal Credit Union
Barbara Haliniak	President	Molokai Chamber of Commerce
Lee Hoxie	Principal	Maui Community School for Adults
Paul Kiang	Maui Branch Administrator	Hawai`i Department of Human Services - Voc. Rehab.
Kevin Kimizuka	Maui Branch Manager	WDD-DLIR
Gary Maxwell	Staff Attorney	Legal Aid Society of Hawai`i
Linn Nishikawa	Owner	Linn Nishikawa & Associates, Inc.
Scott Sakakihara	Vice President & Senior Commercial Banking Officer	Central Pacific Bank
Paula Sylva	Manager	Hawai`i Unemployment Insurance Division
Gwen Ueoka	Principal	Makawao Elementary School
Eileen Wachi	Manager of Administration	Maui Electric Company
William "Bill" Wong	Retired CPA	
Glenn Yamasaki	Vice President & Relationship Manager	Bank of Hawai`i

As of October 2003

### Maui Youth Council

Gwen Ueoka, Chair	LWIB, Makawao Elementary School
Joanne Ka`aea	Family Court
Marlene K. Burgess	ALU LIKE, Inc., Employment and Training Manager
Jim Crowe	Maui Economic Opportunity, Inc.
Christine DeGuzman-Kim	Hawai`i Job Corps, Maui
BJ Dudoit (for Karen Holt)	Molokai Community Service Council & Ho`ikaika
Amanda Farmer	Student Representative
Sharane Gomes	Maui Community College
Paul Kiang	LWIB, Hawai`i Department of Human Services - Voc. Rehab.
Kevin Kimizuka	LWIB, Maui Workforce Development Division
Lt. Randal Leval	Maui Police Department
Cliff Libed	Housing and Community Development Corporation of Hawai`i
Gary Maxwell	LWIB, Legal Aid Society of Hawai`i
Kelly Pearson	Boys & Girls Club of Maui
Wendy Stebbins	Maui County Housing/Human Concerns

As of October 2003

### O`ahu Workforce Investment Board

Timothy Ho, Chair	President	Hawai`i Employers Council
Robert Agres	Executive Director	HI Alliance for Community Based Economic Development
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
Russell Chun	General Manager	Miramar Hotel
Mary Lou Clizbe	President/Executive Director	Insights to Success, Inc.
Irwin K. Cockett, Jr.	Director	Office of Veteran Services
Rolanse Crisafulli	Administrator O`ahu WorkLinks- WorkHawai`i	Honolulu Department of Community Services
Harold Dias, Jr.	President	IBEW Telephone Workers Union 1357
Julie Dugan	Business & Community Liaison	Hawai`i Job Corps
William Emmsley	Executive Director	Samoan Service Providers' Association
Victor Geminiani	Executive Director	Legal Aid Society of Hawai`i
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.
James Hom	O`ahu Branch Manager	Unemployment Insurance Division, DLIR
Francis Imada	CFO	Clinical Laboratories of Hawai`i
Kristi Inkinen	Owner	Remedy Intelligent Staffing
Thomas Joaquin	Vice President	Hawai`ian Electric Company
Gwen Kagihara	O`ahu Branch Administrator	Hawai`i Department of Human Services - Voc. Rehab.
Joanne Kealoha	Social Services Coordinator	ILWU, Local 142
Wayne Kishida	Designee	AFL-CIO

Leimalama Lee Loy	O`ahu Branch Administrator	BESSD, Hawai`i Department of Human Services
Richard Lim	President/CEO	Atlantic and Pacific Travel
Richard C. Lim	President/COO	City Bank
Norma McDonald	O`ahu Branch Manager	Workforce Development Division, DLIR
Manny Menendez	Executive Director	Office of Economic Development
Sharyn Miyashiro	Executive Director	Housing & Community Development Corp. of Hawai`i, DHS
William Musson	Sr. Security Consultant	Symantec, Inc.
Thea Nieves	Training and Development Manager	Verizon Hawaii
Edward Ontai	Business Development Analyst	St. Francis Healthcare System of Hawai`i
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	Project Coordinator	Real Choices ACCESS
Brian Sen	President	O`ahu Plumbing & Sheet Metal, Ltd.
Kevin Sypniewski	President & CEO	AssistGuide
Nicholas Teves	President	Commercial Electric, Inc.
James C. Tollefson	President & CEO	Chamber of Commerce of HI
Jane Yamashiro	President	Jane Yamashiro & Assoc.
Blake Yokotake	Personnel Manager	Seven-Eleven Hawai`i, Inc.

As of September 2003

## O`ahu Youth Council

Punky Pletan-Cross, Chair	LWIB, Hale Kipa, Inc.
Robert Agres	LWIB, Hawai`i 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, O`ahu WorkLinks/WorkHawai`i
Julie Dugan	Hawai`i Job Corps
William Emmsley	LWIB, Samoan Service Providers Association
Linda Gilchrist	LWIB, Island Insurance Company, Ltd.
Thomas Joaquin	LWIB, Hawai`ian Electric Company, Inc.
Gwen Kagihara	LWIB, Dept. of Human Services
Rep. Michael Kahikina	Boys & Girls Club of Honolulu
Joanne Kealoha	ILWU Representative
Wayne Kishida	LWIB, AFL-CIO
Leimalama Lee Loy	LWIB, BESSD, Dept. of Human Services
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As of October 2003

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## ACRONYMS

ACRN	America's Career Resource Network
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 Hawai`i
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 Hawai`i
ETF	Employment and Training Fund, Dept. of Labor and Industrial Relations
ETP	Eligible Training Providers



GED	General Education Diploma
GSP	Gross State Product
HASS	Hawai`i Agricultural Statistics Services, Department of Agriculture
HCIDS	Hawai`i Career Information Delivery System, Department of Labor and Industrial Relations
HiLDA	Hawai`i's Labor Data Access, Department of Labor and Industrial Relations, delivered through One-Stop Centers
HIWI	Hawai`i Workforce Informer
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 Hawai`i 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 Hawai`i
UHCC	University of Hawai`i-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

**211** is Aloha United Way's direct hotline service to the community that is utilized to connect citizens, businesses, community groups, nonprofits, government agencies and others to identify community needs and develop services to enhance the social service safety net.

**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 Hawai`ian community-based organization.

**America's Career Resource Network (ACRN)** is a nationwide network dedicated to helping young people and adults get the academic and career skills they need to become productive citizens, workers and community members.

**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.

**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 houses the Consumer Report Card for Eligible Training Providers.

**Career and Technical Education Coordinating Advisory Council (CATECAC)** advises the University of Hawai'i 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 serve 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 counties 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.

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

**Hawai'i Workforce Informer (HIWI)** is a website that posts economic and labor market information for the State of Hawai'i. **HIWI** is a resource for information on wages, unemployment rates, employment, jobs, careers, training.

**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 career and technical education programs at correctional institutions and secondary and postsecondary schools.

**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** Local areas may use this definition to determine employed workers' eligibility for intensive services: a) for the Adult Program, employment that pays at least 225% of the lower living standard income level (LLSIL) and b) for the Dislocated Worker Program, 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 five-year 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: 2002

**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	70	81.09	1,130	1,974	1,958	57.7
Employers	68	70.87	696	8,365	824	84.5

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64	69.9	1,396
			1,996
Employment Retention Rate	84	82	1,379
			1,681
Earnings Change in Six Month	3,800	3,498	5,750,856
			1,644
Employment and Credential Rate	49	54.9	800
			1,456

**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	67.5	308	59.4	38	54.8	17	57.6	53
		456		64		31		92
Employment Retention Rate	83.3	290	68.6	35	52.9	9	86	49
		348		51		17		57
Earnings Change in Six Months	14,481	4,909,023	3,642	182,086	873	11,354	3,180	178,053
		339		50		13		56
Employment and Credential Rate	54.6	214	37.7	23	33.3	7	32.2	19
		392		61		21		59

**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	73.3	906	64.5	490
		1,236		760
Employment Retention Rate	82.3	895	81.5	484
		1,087		594
Earnings Change in Six Months	3,992	4,207,586	2,616	1,543,270
		1,054		590

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

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	76	74.4	2,129
			2,863
Employment Retention Rate	91	85.3	1,816
			2,129
Earnings Replacement in Six Months	90	86.1	22,770,728
			26,440,495
Employment and Credential Rate	49	57	851
			1,492

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Count	Count
Entered Employment Rate	69.5	162	57.9	11	71	250	0	0
		233		19		352		1
Employment Retention Rate	75.3	122	81.8	9	80.8	202	0	0
		162		11		250		1
Earnings Replacement Rate	94.3	1,839,692	144.9	106,075	65.6	2,410,598	0	0
		1,951,088		73,218		3,676,201		1
Employment And Credential Rate	52.1	62	38.9	7	50.3	97	0	0
		119		18		193		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	78.5	1,171	69.9
1,492			1,371	
Employment Retention Rate	85.8	1,005	84.7	811
		1,171		958
Earnings Replacement Rate	90.4	12,225,317	81.6	10,545,411
		13,522,809		12,917,686

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	59
Employment Retention Rate	82	77.8	49 63
Earnings Change in Six Months	3,700	2,721	165,987 61
Credential Rate	33	33.1	40 121

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.7	12	0	0	0	0	71.9
18			1		1		57	
Employment Retention Rate	69.2	9	0	0	0	0	80.4	45
		13		1		1		56
Earnings Change in Six Months	7,341	95,437	0	0	0	0	2,602	143,103
		13		1		1		55
Credential Rate	36.4	8	0	0	100	1	32.4	34
		22		1		1		105

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

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	72		71
				1,107
Diploma or Equivalent Attainment Rate	55		61.6	210
Retention Rate	52		52	197

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	81.4	57	86.6	84	68.4	199
		70		97		291
Diploma or Equivalent Attainment Rate	75.9	22	71.4	5	57	45
		29		7		79
Retention Rate	56.4	22	33.3	4	57.5	65
		39		12		113

**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	78.1	925	3,949	4,612,641	0.2	3	3,998	5,469,330	2.5	35
		1,184		1,168		1,396		1,368		1,396
Dislocated Workers	82.4	977	102.9	12,429,083	0.2	5	5,455	11,433,464	2.6	55
		1,186		12,082,190		2,129		2,096		2,129
Older Youth	73.8	31	3,764	127,966	0	0	2,352	110,538		
		42		34		48		47		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>3,074</b>	<b>1,585</b>
<b>Dislocated Workers</b>	<b>3,796</b>	<b>2,133</b>
<b>Older Youth</b>	<b>323</b>	<b>99</b>
<b>Younger Youth</b>	<b>2,502</b>	<b>516</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$2,165,753.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,677,037.00</b>
<b>Local Youth</b>		<b>\$2,070,428.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$56,359.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$2,374,540.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Building/Incentive Grants	<b>\$113,232.00</b>
	Worker Reemployment	<b>\$1,210,511.00</b>
	Marketing	<b>\$23,230.00</b>
	Internet Access	<b>\$50,000.00</b>
	Incumbent Worker	<b>\$253,126.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$9,994,216.00</b>



# WIA Annual Report Data

State Name: HI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Oahu Workforce Investment Board	Total Participants Served	Adults	1,490
		Dislocated Workers	1,719
		Older Youth	232
		Younger Youth	1,873
	Total Exiters	Adults	715
		Dislocated Workers	934
		Older Youth	72
		Younger Youth	414

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	79.3
	Employers	68	67.3
Entered Employment Rate	Adults	64	76.6
	Dislocated Workers	75	78.9
	Older Youth	57	80
Retention Rate	Adults	86	83.6
	Dislocated Workers	91	86.4
	Older Youth	81	75
	Younger Youth	50	39.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,150	4,523.27
	Dislocated Workers	92	86.2
	Older Youth (\$)	3,675	1,515.83
Credential / Diploma Rate	Adults	48	57.1
	Dislocated Workers	51	64.1
	Older Youth	33	37.3
	Younger Youth	55	59.8
Skill Attainment Rate	Younger Youth	73	65.8
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: 2002

**Table O: Summary of Participants**

Local Area Name: Hawaii County Workforce Investment Board	Total Participants Served	Adults	870
		Dislocated Workers	806
		Older Youth	51
		Younger Youth	296
	Total Exiters	Adults	434
		Dislocated Workers	400
		Older Youth	1
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	84.4
	Employers	68	75.2
Entered Employment Rate	Adults	64	63.5
	Dislocated Workers	80	69.7
	Older Youth	58	46.7
Retention Rate	Adults	80	78.5
	Dislocated Workers	94	81.9
	Older Youth	83	71.4
	Younger Youth	56	73.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,299.71
	Dislocated Workers	89	89.3
	Older Youth (\$)	3,325	2,314
Credential / Diploma Rate	Adults	51	49.7
	Dislocated Workers	42	48.7
	Older Youth	33	31.2
	Younger Youth	57	57.1
Skill Attainment Rate	Younger Youth	73	81.5
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: 2002

Table O: Summary of Participants

Local Area Name: Maui County Workforce Investment Board	Total Participants Served	Adults	529
		Dislocated Workers	1,044
		Older Youth	9
		Younger Youth	220
	Total Exiters	Adults	281
		Dislocated Workers	615
		Older Youth	2
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	80.9
	Employers	68	69.4
Entered Employment Rate	Adults	64	68.3
	Dislocated Workers	74	70.1
	Older Youth	72	83.3
Retention Rate	Adults	79	82
	Dislocated Workers	95	84.1
	Older Youth	87	66.7
	Younger Youth	51	65.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,250	1,573.06
	Dislocated Workers	88	82.9
	Older Youth (\$)	4,970	2,971
Credential / Diploma Rate	Adults	50	68.4
	Dislocated Workers	54	66.8
	Older Youth	33	30
	Younger Youth	54	96.2
Skill Attainment Rate	Younger Youth	66	81.6
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: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Kauai Workforce Investment Board Office of Economic Development	<b>Total Participants Served</b>	Adults	185
		Dislocated Workers	227
		Older Youth	31
		Younger Youth	113
	<b>Total Exiters</b>	Adults	155
		Dislocated Workers	184
		Older Youth	24
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	83.7
	Employers	68	73.9
Entered Employment Rate	Adults	64	59.7
	Dislocated Workers	76	73.7
	Older Youth	58	71.4
Retention Rate	Adults	81	82.2
	Dislocated Workers	83	89.7
	Older Youth	86	84.6
	Younger Youth	55	71.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,374.38
	Dislocated Workers	87	91.7
	Older Youth (\$)	3,575	3,979.62
Credential / Diploma Rate	Adults	46	33.9
	Dislocated Workers	40	27.8
	Older Youth	33	27.8
	Younger Youth	56	50
Skill Attainment Rate	Younger Youth	71	81.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded