

WORKFORCE INVESTMENT ACT TITLE I-B ANNUAL REPORT

STATE OF HAWAII

**Year Five Implementation
of the
Workforce Investment Act**

July 1, 2004 to June 30, 2005

**Submitted Subject to Validation
October 3, 2005**



**Prepared by
Hawaii Workforce Development Council**

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Background

Hawaii's Workforce System is composed of four local workforce investment areas ("local areas"). These are the State's four counties:

- 1) City and County of Honolulu (covering the island of Oahu)
- 2) County of Hawaii (covering the island of Hawaii, also known as the "Big Island")
- 3) County of Maui (covering the islands of Maui, Lanai, and Molokai)
- 4) County of Kauai (covering the island of Kauai).

Please see Appendix 2 for information about Hawaii's WIA Workforce System

I. Performance Assessment and Outcomes

A. Overview

Hawaii's performance in program year 2004-2005 is its strongest since the implementation of the Workforce Investment Act ("WIA") in July 2000. Of the 17 WIA performance measures established by the Act, Hawaii outcomes exceeded 12 of its goals. [The goals were determined through negotiations with the U.S. Department of Labor ("USDOL").] Of the five that were not met, all were above the 80% allowable variance level. (See TEGL 8-99.) Appendix A provides a description of the 17 WIA performance measures. Hawaii's performance outcomes are discussed further throughout this section of this report under the following subheadings:

- B. The Economy,
- C. Program Design,
- D. Client Characteristics, and
- E. Special Populations.

The State's performance was strongest in its adult and older youth, and entered employment measures. Its weakest outcomes were in younger youth measures. The employer satisfaction measure dropped slightly. Table 1 (on page 2) lists the 17 WIA performance measures, and summarizes each of Hawaii's four local areas' success in meeting their goals.

B. The Economy

Unemployment Rate and Employment and Retention Outcomes

Hawaii's record-low unemployment rate, as shown on Table 2 (on page 2), both helped and hurt the State's performance outcomes. It generally helped with employment and retention results for adults, dislocated workers, and older youth, because employers were willing to hire and retain workforce clients that could meet their most immediate needs. Conversely, the low unemployment rate also adversely affected other outcomes, because the participants who remained in the program are generally the ones difficult to train and place, and more likely to contribute to lowering the entered employment and retention outcomes.

Table 1: PY 2004 Performance Measure Achievement

PERFORMANCE MEASURE	STATE	Honolulu	Hawaii	Maui	Kauai
1 Customer Satisfaction Level- Participants	✓	✓	✓	✓	✓
2 Customer Satisfaction Level-Employers	✓	x	✓	✓	✓
3 Entered Employment Rate- Adult Program	✓	✓	✓	✓	xx
4 Entered Employment Rate-Dislocated Worker Program	✓	✓	✓	✓	x
5 Entered Employment Rate-Youth Program (Older)	✓	✓	✓	xx	✓
6 Employment Retention Rate- Adult Program	✓	✓	✓	✓	✓
7 Employment Retention Rate-Dislocated Worker Program	✓	✓	✓	x	x
8 Employment Retention Rate- Youth Program (Older)	✓	x	✓	xx	✓
9 Retention Rate-Youth Program (Younger)	x	x	✓	✓	✓
10 Earning Change- Adult Program	✓	✓	✓	✓	✓
11 Earning Replacement Rate- Dislocated Worker Program	x	x	✓	✓	xx
12 Earning Change-Youth Program (Older)	✓	x	✓	xx	✓
13 Credential/Diploma Rate-Adult Program	✓	✓	x	✓	xx
14 Credential/Diploma Rate- Dislocated Worker Program	✓	✓	✓	✓	xx
15 Credential/Diploma Rate-Youth Program (Older)	✓	✓	✓	xx	xx
16 Diploma Rate -Youth Program (Younger)	x	xx	✓	✓	✓
17 Skills Attainment Rate-Youth Program (Younger)	x	x	xx	✓	✓

Source: Table O Series of this Report

Legend: ✓ Met 100% of negotiated level
 x Did not meet negotiated level
 xx Did not meet 80% of negotiated level

Table 2: 2004 Data for Unemployment /Civilian Labor Force Estimates

AREA	Civilian Labor			
	Civilian Labor Force Total	Civilian Labor Force Employed	Civilian Labor Force Unemployed	Percent Unemployed
STATE	615,800	595,750	20,050	3.3
Honolulu (Oahu)	431,700	418,000	13,700	3.2
Hawaii (Big Island)	78,550	75,500	3,000	3.8
Maui County	74,050	71,800	2,300	3.1
Kauai County	31,550	30,500	1,050	3.3

source: www.hiwi.org, 09/20/05 run

LOCAL STYLE SOLUTION FOR MEETING EMPLOYERS' AND JOB SEEKERS' NEEDS
JOB CONNECTION! KA'U JOB AND BUS FAIR

The Hawaii County Workforce Investment Board ("HCWIB"), the Big Island Workplace Connection ("BIWC") and the County Mass Transit (named the Hele-On Bus), in conjunction with Mayor Harry Kim's Task Force, pooled resources and expertise to provide an innovative solution to a local employment challenge. In response to the West Hawaii employers' serious challenges in filling their openings, a "job and bus" fair was organized to serve the most remote and rural communities on the Big Island. On May 10, over 20 employers and training providers hopped on the bus from Kailua-Kona and traveled for over an hour and a half to get to the southern-most community in the USA.

Employers enjoyed networking with the other employers and shared recruitment strategies, successful retention ideas, refreshments, and even singing on the bus for a very productive day. The first stop was at the Ka'u High School where over 40 graduating seniors were interviewed for employment. Underclassmen were given the opportunity to "talk story" with the employers and learn about future career opportunities. Employers were then shuttled to the Pahala, Naalehu and Ocean View communities to interview more than 200 job seekers who attended the event. All job seekers were provided with information about the new, free and expanded bus routes that are designed to help get employees to work sites. Within a month after the event, there were over 30 new hires.



Largest Occupations
and
Earnings Change Outcomes

The State’s low unemployment rate during the program period did not lead to a meaningful increase in earnings outcomes, because fourteen of the largest occupations in the economy offered salaries averaging less than \$30,000 annually, as shown in Table 4 on page 5. (See also Table 1, Lines 10, 11, and 12.)

The current low unemployment rate does not reflect a healthy workforce system. Rather, it masks a situation wherein workers hold two or three jobs to sustain themselves. Low skill/low wage jobs are plentiful; high skill/high wage jobs are not. The salaries provided by the largest occupations in Hawaii clearly result in insufficient incomes, considering Hawaii’s self-sufficiency standards, as shown in Table 3.

Table 3: 2003 Self-Sufficiency Standard for Selected Family Type
in Selected Sites in Hawaii- Annual Amount Level

Area	One Adult	One Adult, One Preschooler	One Adult, One Preschooler, One School Age	Two Adults, One Preschooler, One School Age
Honolulu (Central and Windward)	\$ 22,455	\$ 35,091	\$ 40,304	\$ 48,972
Hawaii (Kamuela, Kailua-Kona, Waikoloa, Keauhou, Holualoa)	\$ 21,619	\$ 32,576	\$ 37,961	\$ 46,898
Maui (Lahaina)	\$ 30,719	\$ 44,283	\$ 51,002	\$ 60,177
Kauai	\$ 27,726	\$ 40,274	\$ 47,478	\$ 56,304

Source: www.sixstrategies.org, The Self-Sufficiency Standard for Hawaii, 2003

The earning change outcome was likely helped by the employment of a larger number of participants who entered a program while there were unemployed or earning a modest income. This could also be a reflection of employers lowering their hiring standards during the current worker supply shortage.

Table 4. Wages of Hawaii's 20 Largest Occupations, May 2004

Occupation	Employment Level.	Wage
Registered Nurses	8,030	\$62,050
Secondary School Teachers, excluding Special & Voc Education	6,310	\$47,440
First-Line Sup/Mgrs of Office & Admin Supp Workers	6,830	\$46,030
Elementary School Teachers, excluding Special Education	8,070	\$41,730
Maintenance and Repair Workers, General	7,170	\$33,210
Secretaries, excl. Legal, Medical, and Executive	7,330	\$30,280
Bookkeeping, Accounting, and Auditing Clerks	8,720	\$28,970
Laborers and Freight, Stock, and Material Movers	6,540	\$26,150
Maids and Housekeeping Cleaners	10,510	\$24,650
Cooks, Restaurant	6,780	\$24,510
Landscaping and Grounds keeping Workers	7,290	\$24,090
Office Clerks, General	16,610	\$23,190
Stock Clerks and Order Fillers	6,060	\$22,990
Waiters and Waitresses	15,730	\$22,330
Security Guards	7,730	\$22,150
Retail Salespersons	22,990	\$22,050
Janitors & Cleaners, ex. Maids & Housekeeping Cleaners	12,150	\$20,460
Cashiers	12,270	\$19,560
Comb. Food Prep & Serving Workers, including Fast Food	9,890	\$17,110
Counter Attendants, Cafe, Food Concessions, Coffee Shop	6,350	\$15,880

Source: www.hiwi.org, 09/20/05 run

MOVING THE ECONOMY TOWARDS HIGH SKILLS, HIGH WAGE INDUSTRIES
TEAM TECH KAUAI

Team Tech Kauai was born in 2003 when Mayor Bryan Baptiste and representatives of its private industry, led by the Kauai Economic Development Board, decided to develop an on-island skilled technology workforce. The Kauai Workforce Investment Board ("KWIB") is the catalyst for the various elements in the community to address workforce development in a comprehensive way. Young students were connected to businesses through an "adopt-a-school" initiative. In February 2004, a presentation by KWIB chair Tom Cooper and WIA administrator Pat Fleck highlighted the role of a demand-driven workforce development system. This expanded in April to a full-day learning event that connected educators and employers. A total of 40 career guidance counselors and faculty toured several Kauai's high tech businesses and learned about growing career opportunities.

"The DOE is very appreciative of this partnership. ...The event has given them (counselors and faculty) a broader understanding of the depth of career opportunities in Kauai..." - Daniel Hamada, DOE Kauai Complex Area Superintendent

"We were delighted to be part of this effort to inform our counselors and faculty, and through them, their students learn of the growing opportunities in scientific and technical fields right here in the island." - Peggy Cha, Kauai Community College Chancellor.

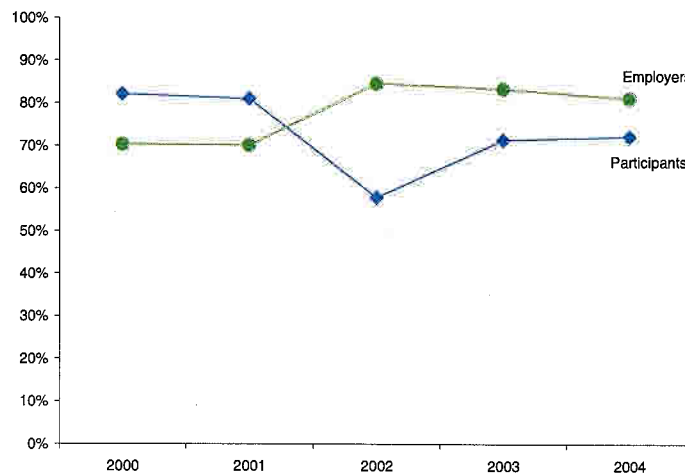


Unemployment Rate
Largest Occupations
and
Customer Satisfaction Outcomes
Credential and Diploma Rate Outcomes

Hawaii's record-low unemployment rate, in conjunction with the types of occupations in the state economy, affected credential and diploma rates and the customer satisfaction measures in two primary ways.

Participants (job seekers) were generally more satisfied in 2004 than in the prior two years, as shown in Chart 1. Their higher sense of satisfaction was likely due to the speed with which they found jobs and began earning an income. However, the hot labor market also encouraged participants to choose work, and postpone or drop out of planned training and credentialing activities, thereby adversely affecting credential and diploma outcomes.

Chart 1: Hawaii Trend for Customer Satisfaction Among WIA Participants and Employers, 2000-2004



Source: WIA Reports 2001-2005, Table O of this Report

The tight labor market increased the number of employers utilizing the One-Stop Job Centers, but did not increase their satisfaction levels. For instance, a 2004 customer satisfaction survey reported that employers recommended that applicant screening be improved. (See Appendix 3 for a summary of recommendations from state evaluations.) However, on Oahu (the largest local area in the State) One-Stop Job Center staff had to direct their efforts towards quick business solutions, rather than improved applicant screening. This situation was caused by an increase in the number of employers requesting service, an increase in the number of employers using the service for the first time, and the diversity of industries involved.

OAHU BUSINESS SOLUTIONS: DEMAND-DRIVEN SUCCESS AMIDST REDUCED RESOURCES

With Oahu Workforce Investment Board policy support and in the face of reduced resources, Oahu WorkLinks, the local area's One-Stop operator has made the transition from being a provider of set services to being a "broker" dedicated to meeting the needs of Oahu businesses. Promising Practices include a business center that provides space and information as needed by employers, workshops that cater to employers' interest in customer service and workplace safety, and job fairs that introduce an ever broader range of employers to the people and the services available in the workforce system. Oahu further committed to improving their ability to connect employers to groups underrepresented in Hawaii's labor pool, including people with disabilities, ex-offenders, and the long-term unemployed (discouraged workers).

"Hawaiian Homestead Technology, Inc. launched a Computer Aided Drafting ("CAD") conversion facility in Waimanalo, a rural town of 2,500 on Oahu. We worked with community partner, Waimanalo Hawaiian Homes Association, to recruit residents to work at the facility. None of the staff selected had any CAD experience, so were fortunate to work with funders like Oahu WorkLinks that allowed us to properly train our staff in CAD conversions. Now, all of our staff are gainfully employed performing CAD conversions and we are already in the process of expanding the job opportunities! Training funds are absolutely essential when creating new job opportunities which require specific skills sets not generally found in the local labor force." – Olin Lagon HHT CEO



C. Program Design

Three areas that had an adverse effect on PY 2004 outcomes, particularly youth-related outcomes, are:

- 1) Data Management,
- 2) Service Provider Expectations and Training,
- 3) Training Services, and
- 4) Follow-up Services.

1) Data Management

The State's weak performance in younger youth measures can be strengthened by improvements in its data management. In the past, data entry into the State's data management information system, American's One Stop Operating System ("AOSOS"), was not timely. This was largely due to staffing issues, such as turnover and heavy workloads, that lead to giving data management a lower priority.

The consequences of inattention to data management were outcomes that are inaccurate representations of local area activities. With assistance from the State's Workforce Development Division, local areas have reviewed the path of their information flow, have caught up with backlogged records, have re-trained staff, and are committed to giving data entry a higher priority.

2) Service Provider Expectations and Training

Another factor that contributed to disappointing youth outcomes was unclear communication from local areas to their service providers about expectations and "how-to's". There appears to have been a lack of understanding regarding goal-setting for clients and reporting outcomes for certain measures, particularly with respect to the diploma or equivalent attainment and the skill attainment measure. Recent USDOL-provided training addressed these issues and provided information needed to avoid past mistakes.

3) Training Services

The availability of training services is another factor that affected the State's outcomes; positively on Oahu, and negatively on the neighbor islands. For 2004, the earning change among adults who received training services was about \$400 higher than the overall State adult program earning change. The earning replacement change for dislocated workers who received training was 8% higher than the overall State dislocated worker earnings change.

Training programs, unfortunately, are not equally available and accessible on the neighbor islands. For instance, due to its small population and correspondingly limited number of opportunities, Kauai has an ongoing problem with the availability of training programs. As a result, clients are not able to pursue or complete needed education and training programs easily.

The Big Island reported that cumbersome logistical arrangements for training providers contributed to its poor performance in the credential measure for adults.

STRESSING MARKETABILITY BREAKS EMPLOYMENT BARRIERS IN MAUI

The Maui WIB and WorkSource Maui place a premium on empowering customers in all matters involving personal development. Hence, a strong emphasis is placed on ensuring that adequate and appropriate training is obtained by all participants. This results in a better chance of employment, retention, and overall satisfaction, as reflected in the success stories below.

- Laid off from her employer in January of 2002, Julie understood that in order to be more marketable in a competitive job market, she needed to upgrade, enhance and acquire the computer skills that she lacked in order to meet her short-term goal of becoming an Administrative Assistant - Bookkeeping. Julie was deemed eligible for training services under the WIA Adult program. WorkSource Maui was able to provide her with Business Bookkeeping Made Easy and Introduction to QuickBooks through MCC/Vitec courses. Shortly after classroom training, Julie was placed in on-the-job-training ("OJT"), another service to assist participants in achieving their employment goals. Under the OJT, Julie was hired by TC Kōkua (Customer Contact Outsource Center) as a Customer Service Representative with a percentage of her salary subsidized by the WIA program for an initial period. Today, Julie has exceeded her short-term employment goal, and is still with TC Kōkua as their Call Center Manager.
- After working for Budget Rent-A-Car for over 16 years, Susan found herself out of a job effective September 24, 2004. The company was restructuring the organization and she was laid off. As District Manager, her managerial skills were highly transferable; however, her lack of computer knowledge/skills was a barrier that she could not overlook. Susan filed for unemployment and attended a Worker Profiling orientation at WorkSource Maui. After the orientation, Susan was deemed eligible for training services under the WIA Dislocated Worker program. Susan is currently enrolled in MS Word, Excel and PowerPoint classes through Applied Computer Training and Technology. Her short-term goal is continue in a managerial capacity. With this opportunity to remedy her barriers, she will likely become more marketable in her job search.

4) Follow-Up Services

Weak performance outcomes, particular the youth measures, are also attributable to follow-up issues. Most of the youth service providers reported difficulties in tracking youth who exited the program. More emphasis needs to be placed on encouraging youth to remain in contact with program staff so they can be assisted through follow-up services. The USDOL sponsored training mentioned earlier in this section provided overall program design suggestions that should reduce follow-up problems.

LEARNING FROM SUCCESSFUL PEERS ACROSS THE NATION

A Spring 2005 Learning and Action Planning Presentation Series of "Best Practices" evolved out of Hawaii's participation in the National Governors Association ("NGA") Center for Best Practices' Pathways to Advancement Policy Academy. Ideas for Hawaii from among successful peers in the nation include:

1. Six Principles to Strengthen the Economy through our Programs- Wisconsin Concentrated Employment Program
2. Learning to be Demand-Driven- NOVA or Silicon Valley's Job Training Consortium
3. Keys to Transformation: Partnerships in Adult and Post-Secondary Education- Kentucky Alliance



D. Client Characteristics

Also affecting Hawaii's performance outcomes are the characteristics of the clients served. Hawaii's current worker supply shortage, as reflected by its low unemployment rate, results in a current One-Stop Job Center client pool that is more difficult to serve than in the past (when the ratio of jobs-to-job seekers was more favorable to employers). For adults, this generally means that anyone who is "employable" is likely to have a job, and those who remain unemployed have additional challenges.

Several youth service providers on Oahu noted a marked increase in the number of youth with serious basic skills deficiencies that were referred to and accepted by them. Since service providers were working with clients needing prolonged educational services, they naturally had less successful outcomes. In contrast, Kauai's About Face program for eligible youth had a waiting list and was able to select and serve youths that best fit their program design. This, again naturally, resulted in a higher success rate and positive performance outcomes. Since Oahu accounts for over half the State's WIA youth, their increased number of "harder-to-serve" clients contributed negatively to the achievement of the State's performance goals.

CONSTRUCTION CAREER EXPO

STRESSING THE IMPORTANCE OF BASIC SKILLS AND STARTING EARLY

A 2003 State Job Summit reinforced the need for thousands of construction workers over the next five years, and the looming shortage of these high-skilled workers. State actions include:

- A 2003 Pre-Apprenticeship Pilot Program helped prepare apprenticeship applicants.
- A 2004 Construction Career Expo continues to showcase the required long-term educational and training process.
- A 2004 Grant-in-Aide will develop training programs to meet specific construction-worker needs.

A total of 1,400 high school students and supporting educators and adults attended the Career Expo. They learned the importance of basic math and language arts skills, the importance of safety and being drug-free, and the diversity of career opportunities and pathways in the high skills, high wage world of construction. A smaller expo on Kauai was also successful, and cost-effective because resources used on Oahu were shared with Kauai.



E. Special Populations

Of all special population groups, the veteran dislocated workers, dislocated workers with disabilities, and adults receiving public assistance achieved the best performance. The earning change of adult public assistance recipients who received intensive or training services was approximately \$11,000 above the statewide average for all WIA adult program exiters. (See Table B and Table C in Section IV of this report.) The earning replacement rate for veteran dislocated workers and dislocated workers with disabilities was 107% and 148%, respectively. (See Table F in Section IV of this report.) These exceeded the 102% State goal for overall performance

Unfortunately, the outcomes for older individuals were generally lower than the other special population groups, as well as for the adult and dislocated worker participants as a whole. (See Tables B, C, E, and F in Section IV of this report.) It appears that older clients may be compelled to opt for part-time employment, and positions in lower-paying service occupations.

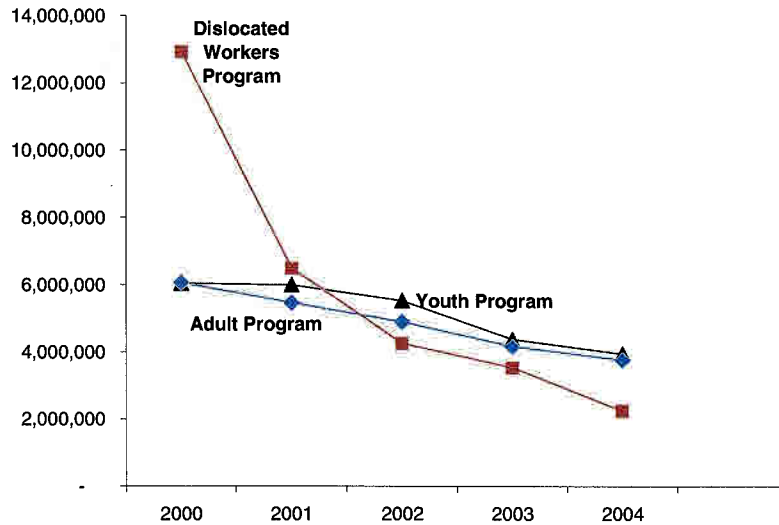
STATEWIDE CAPACITY BUILDING TO ADDRESS NEEDS AMIDST REDUCED RESOURCES

- A USDOL Work Incentive Grant implemented by the Department of Human Services Vocational Rehabilitation Division and administered by the State's Department of Labor and Industrial Relations Department's ("DLIR") Workforce Development Division ("WDD") made it possible to launch the Komo Kaulike Project. This project successfully built the ability of the system to transition students with disabilities to post-secondary education or employment. Assistive Technology Workstations are now found in all One-Stop Job Centers, and a total of 519 One-Stop Job Center staff and partner agencies attended workshops that generated "positive attitudes" and increased skills in serving clients with disabilities. High School special education students and Section 504 classified students and their teachers and counselors were introduced to the one-stop system. Not only did the project prove to be a promising practice in transitioning clients with special disabilities, it also resulted in capacity building by One-Stop Job Center staff and the Department of Education.
- A US DOE America's Career Resource Network grant implemented jointly by the Workforce Development Council ("WDC") and DLIR's Research and Statistics Office made it possible to launch the Hawaii Career Resource Network project (a.k.a. Punaewehe Oihana No'eau). The project helps career service providers serving both "young" and "old" participants to be more effective by utilizing quality career development resources. In 2004, the project continued to support: (1) development of an internet version of Career Kokua (a.k.a. Hawaii's Career Information Delivery System) that is readily accessible at all One-Stop Job Centers and to subscribing WIA service providers, (2) The Real Game Series - training for trainers and facilitators of youth service providers, and (3) presentations on O*NET, Career Assessments, and other activities in collaboration with various partners in the community.

II. Cost Relative to Effect of WIA Programs

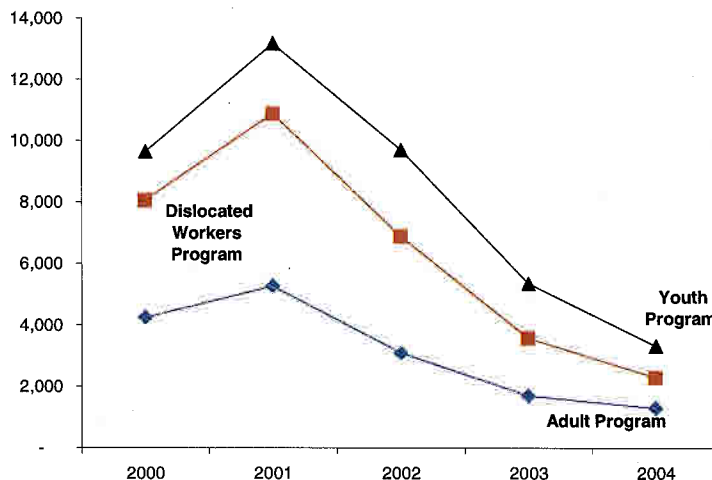
Due in large part to Hawaii's low unemployment rate, the amount of WIA funds has declined since 2000, as shown on Chart 2. This is a major factor in the declining number of participants served over the years, as shown in Chart 3.

Chart 2: Total WIA Allocation by Major Program, State of Hawaii Program Years 2000-2004



Source of Data: State WIA Bulletins issued between 2000-2004

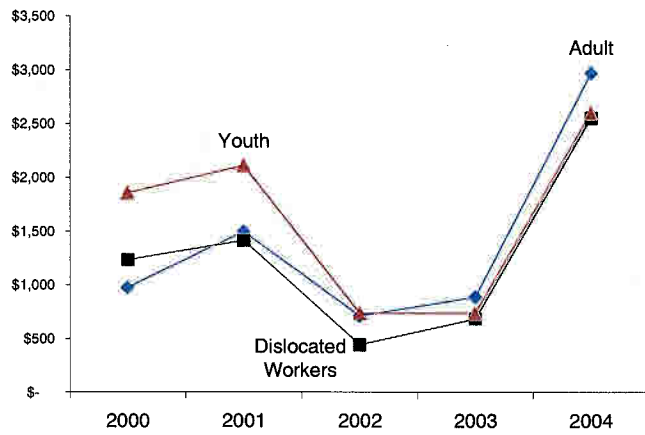
Chart 3: Number of WIA Participants, State of Hawaii Program Year 2000-2004



Source of Data: WIA Annual Reports for 2001-2005, Required Tables in this Report

This is a significantly higher per-participant cost in PY 2004 than in prior years, as shown on Chart 4. Two primary reasons for this increase are (1) the lower number of participants, for reasons described earlier, and (2) more training and on-the-job training than in prior years.

Chart 4: Cost Per Program Participant, State of Hawaii Program Years 2000-2004



Source: WIA Annual Reports 2001-2005, Tables M and N of this Report

III. Status of State Evaluation of WIA Activities

There are three main ongoing actions related to the State's evaluation of WIA activities. These are:

- 1) Evaluation studies,
- 2) Incentive Awards, and
- 3) WIA Planning.

1) Evaluation Studies

The recommendations of two previous statewide evaluation studies – employers' and youth service providers' - were revisited and communicated further to others.

In support of the March 2004 youth study recommendations, as summarized in Appendix 3), State staff visited youth service providers to gather more details and insights. In support of the 2003 Employers' Study recommendations for a more demand-driven system, the State and local area leaders gathered for a Spring 2005 Learning Series on Best Practices. Among the presentations were two models from USDOL's National Business Leadership Partnership Peer-to-Peer Training project. Their lessons helped the State Workforce Development Council ("WDC") strengthen the demand-driven business service sections of the 2005-2007 State WIA Plan.

In addition, the USDOL-funded Social Policy Research Inc. ("SPR") provided additional technical assistance. Towards the end of the program year, they diagnosed performance enhancement issues by consulting with key State and County staff. This process helped identify key issues and areas for continuous improvement and change.

2) Incentive Awards

The State's incentive award for improved regional cooperation and local coordination for PY 2003-2004 was based on Baldrige criteria. The process was simplified in 2004, to make the application-effort commensurate with the monetary grant award level. (The 2001 award level was \$340,000. The 2004 award level is \$25,000.)

All four local areas applied for the State's Baldrige incentive awards for program year 2003 local coordination and regional cooperation. All were recognized for continuous improvement and shared in the monetary reward available. The incentive awards for PY 2003-2004 were as follows:

\$ 7,650	Honolulu (Oahu)
\$ 5,955	Hawaii (Big Island)
\$ 6,273	Maui
<u>\$ 5,122</u>	<u>Kauai.</u>
\$ 25,000	

3) WIA Planning

The State furthered its continuous improvement efforts through its State WIA Plan; that is, integral to the planning process was an evaluation of what worked well, and what could be done better. The same process is being used by the local areas as they prepare their Local Area Plans.

IV. WIA Performance Tables

Table A – Workforce Investment Act Customer Satisfaction

January 1, 2004 – December 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Customer Satisfaction	Negotiated Performance Level – ACSI	Actual Performance Level – ACSI	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number Included in the Sample	Response Rate
Participants	81%	83%	505	707	699	81%
Employers	70%	71%	692	11,841	865	72%

Table B - Adult Program Results At-A-Glance

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate *	72%	76%	538
			706
Employment Retention Rate **	85%	90%	706
			786
Earnings Change in Six Months **	\$3,850	\$5,219	\$40,131,020
			769
Employment And Credential Rate*	51%	58%	281
			486

Table C - Outcomes for Adult Special Populations

* October 2, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate *	69%	96	71%	17	72%	13	54%	18
		139		24		18		33
Employment Retention Rate **	87%	110	93%	26	86%	12	89%	24
		127		28		14		27
Earnings Change in Six Months **	\$16,487	\$2,011,402	\$5,850	\$157,964	\$6,412	\$76,929	\$3,691	\$92,273
		122		27		12		25
Employment And Credential Rate*	52.5%	52	68%	13	54%	6	31%	5
		112		19		11		16

Table D - Other Outcome Information for the Adult Program

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate *	74%	253	78%	285
		343		363
Employment Retention Rate **	90%	407	89%	299
		451		335
Earnings Change in Six Months **	\$5,637	2,491,543	\$4,653	\$1,521,559
		442		327
Employment And Credential Rate*	58%	281	n/a	n/a
		486		n/a

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

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Measure	Negotiated Performance Level	Actual Performance Level	
		Percent	Count
Entered Employment Rate *	77%	80%	899
			1,123
Employment Retention Rate **	89%	88%	916
			1,035
Earnings Replacement Rate in Six Months **	99%	92%	\$11,684,511
			\$12,630,563
Employment And Credential Rate*	51%	60%	312
			516

Table F - Outcomes for Dislocated Worker Special Populations

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Entered Employment Rate *	86%	65	91%	10	75%	132	100%	1
		75		11		176		1
Employment Retention Rate **	84%	55	91%	10	84%	117	100%	1
		63		11		140		1
Earnings Replacement Rate **	107%	\$836,223	148%	\$116,307	73%	\$1,472,636	100%	\$4,720
		\$783,760		\$78,574		\$2,009,919		\$497
Employment And Credential Rate *	75%	30	40%	2	55%	40	100%	1
		40		5		73		1

Table G - Other Outcome Information for the Dislocated Worker Program

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate *	78%	401	82%	498
		516		607
Employment Retention Rate **	89%	440	88%	476
		495		540
Earnings Replacement Rate **	100%	\$5,732,898	86%	\$ 5,951,613
		\$5,751,213		\$6,879,350
Employment And Credential Rate *	60%	312		
		516		

Table H - Older Youth Results At-A-Glance

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate*	69%	74%	31
			42
Employment Retention Rate **	79%	80%	28
			35
Earnings Change in Six Months **	\$3,050	\$3,321	\$ 116,225
			35
Credential Rate *	34%	40%	23
			58

Table I - Outcomes for Older Youth Special Populations

* October 1, 2003– September 30, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate *	57%	4 7	-	0 0	67%	2 3	78%
Employment Retention Rate **	0%	0 2	-	0 0	67%	2 3	77%	23 30
Earnings Change in Six Months **	\$1,322	-\$2,644 2	-	\$0 0	-	\$2,127 3	\$3,263	\$97,888 30
Credential Rate *	22%	2 9	-	0 0	50.0%	1 4	41%	23 56

Table J - Younger Youth Results At-A-Glance

* April 1, 2004 – March 31, 2005

** April 1, 2003– March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate *	74%
Diploma or Equivalent Attainment Rate *	57%	51%	168 327
Retention Rate **	54%	50%	268 532

Table K - Outcomes for Younger Youth Special Populations

* April 1, 2003 – March 31, 2004

** April 1, 2003 – March 31, 2004

Data Rounded to Nearest Full Percent or Dollar

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate *	51%	30	78%	52	64%	249
		59		67		387
Diploma or Equivalent Attainment Rate *	58%	15	52%	11	40%	55
		26		21		138
Retention Rate **	55%	17	56%	26	50%	121
		31		47		243

Table L - Other Reported Information

October 1, 2003– September 30, 2004

Data Rounded to Nearest Full Percent or Dollar

	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	
Adults	80%	799	\$4,459	\$4,369,607	0%	0	\$4,152	\$2,171,630	0.7%	4
		1,000		980		538		523		538
Dislocated Worker	84%	1,151	89%	\$14,343,064	0.1%	1	\$5,777	\$4,962,725	1.2%	11
		1,365		\$16,165,809		899		859		899
Older Youth	71%	40	\$3,678	\$205,956	0%	0	\$2,370	\$73,462		
		60		56		31		31		

Table M - Participation Levels

* July 1, 2004– June 30, 2005

** April 1, 2004– March 31, 2005

Measure	Total Participants Served *	Total Exiters **
Adults	1,238	703
Dislocated Worker	977	693
Older Youth (19-21 yrs)	118	66
Younger Youth (14-18 yrs)	977	489

Table N - Cost of Program Activities

July 1, 2004– June 30, 2005

Program Activity		Total Federal Spending
Local Adults		\$ 3,671,043
Local Dislocated Workers		\$ 2,494,174
Local Youth		\$ 2,846,142
Rapid Response (up to 25%) 134(a)(2)(A)		\$ 59,949
Statewide Required Activities (up to 15%) 134(a)(2)(B)		\$ 1,504,289
Statewide Allowable Activities 134 (a) (3)	Capacity Building/Incentive Grants	\$ 14,032
	Worker Reemployment	\$ 14,843
	Additional Local Admin	\$ 42,000
	Planning and Policy	
	Incumbent Worker	
	Program Service	\$ 125,769
Total of All Federal Spending Listed Above		\$ 10,772,241

Note: Local Administrative outlay at county level of \$1,057,114.00 is not included in the above table, as instructed in TEGL 14-00, Change 1. Information provided by DLIR Fiscal Office

Table O –STATE Performance

Data Rounded to Full Percent, Data Based on AOSOS 09/12/05 Run Date

Local Area Name STATE OF HAWAII	Total Participants Served	Adults	1,238	
		Dislocated Workers	977	
		Older Youth	118	
		Younger Youth	977	
	Total Exiters	Adults	703	
		Dislocated Workers	693	
		Older Youth	66	
		Younger Youth	489	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Participants	81%	81%	
	Employers	70%	72%	
Entered Employment Rate	Adults	72%	76%	
	Dislocated Workers	77%	80%	
	Older Youth	69%	74%	
Retention Rate	Adults	85%	90%	
	Dislocated Workers	89%	88%	
	Older Youth	79%	80%	
	Younger Youth	54%	50%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,850	\$5,219	
	Dislocated Workers	99%	92%	
	Older Youth	\$3,050	\$3,321	
Credential/Diploma Rate	Adults	51%	58%	
	Dislocated Workers	51%	60%	
	Older Youth	34%	40%	
	Younger Youth	57%	51%	
Skill Attainment Rate	Younger Youth	74%	64%	
Description of Other State Indicators of Performance -				
Overall Status of STATE Performance		Not Met	Met	Exceeded
		5	12	12

Table O – Local Performance

Data Rounded to Full Percent, Data Based on AOSOS 09/12/05 Run Date

Local Area Name HONOLULU	Total Participants Served	Adults	554	
		Dislocated Workers	451	
		Older Youth	37	
		Younger Youth	553	
ETA Assigned # 15020	Total Exiters	Adults	334	
		Dislocated Workers	327	
		Older Youth	36	
		Younger Youth	334	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Participants	81%	82%	
	Employers	70%	68%	
Entered Employment Rate	Adults	75%	76%	
	Dislocated Workers	78%	78%	
	Older Youth	66%	71%	
Retention Rate	Adults	88%	91%	
	Dislocated Workers	90%	90%*	
	Older Youth	81%	71%	
	Younger Youth	52%	46%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,255	\$6,223	
	Dislocated Workers	102%	95%	
	Older Youth	\$3,050	\$2,521	
Credential/Diploma Rate	Adults	50%	64%	
	Dislocated Workers	53%	62%	
	Older Youth	34%	46%	
	Younger Youth	57%	43%**	
Skill Attainment Rate	Younger Youth	75%	62%	
Description of Other State Indicators of Performance – WIA				
Overall Status of Local Performance		Not Met	Met	Exceeded
*Actual Computation, 89.6%,**less than 80% of negotiated level		7	10	8

Table O – Local Performance

Data Rounded to Full Percent, Data Based on AOSOS 09/12/05 Run Date

Local Area Name HAWAII	Total Participants Served	Adults	454	
		Dislocated Workers	328	
		Older Youth	66	
		Younger Youth	277	
ETA Assigned # 15020	Total Exiters	Adults	243	
		Dislocated Workers	254	
		Older Youth	23	
		Younger Youth	96	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Participants	81%	81%	
	Employers	70%	72%	
Entered Employment Rate	Adults	66%	74%	
	Dislocated Workers	73%	80%	
	Older Youth	58%	73%	
Retention Rate	Adults	83%	90%	
	Dislocated Workers	88%	90%	
	Older Youth	79%	80%	
	Younger Youth	58%	59%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,697	\$4,884	
	Dislocated Workers	111%	94%	
	Older Youth	\$3,325	\$5,464	
Credential/Diploma Rate	Adults	53%	42%	
	Dislocated Workers	44%	52%	
	Older Youth	34%	38%	
	Younger Youth	59%	68%	
Skill Attainment Rate	Younger Youth	75%	50%*	
Description of Other State Indicators of Performance - WIA 136(d)(1)				
Overall Status of Local Performance		Not Met	Met	Exceeded
*below 80% of negotiated level		3	14	13

Table O – Local Performance

Data Rounded to Full Percent, Data Based on AOSOS 09/12/05 Run Date

Local Area Name MAUI	Total Participants Served	Adults	151	
		Dislocated Workers	165	
		Older Youth	7	
		Younger Youth	76	
ETA Assigned # 15020	Total Exiters	Adults	87	
		Dislocated Workers	95	
		Older Youth	0	
		Younger Youth	31	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Participants	81%	89%	
	Employers	70%	73%	
Entered Employment Rate	Adults	73%	85%	
	Dislocated Workers	77%	86%	
	Older Youth	66%	0%*	
Retention Rate	Adults	83%	89%	
	Dislocated Workers	88%	85%	
	Older Youth	66%	0%*	
	Younger Youth	53%	68%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,950	\$4,135	
	Dislocated Workers	92%	88%	
	Older Youth	\$3,050	0%*	
Credential/Diploma Rate	Adults	52%	76%	
	Dislocated Workers	56%	81%	
	Older Youth	33%	0%*	
	Younger Youth	57%	80%	
Skill Attainment Rate	Younger Youth	71%	85%	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
*below 80% of negotiated levels		6	11	11

Table O – Local Performance

Data Rounded to Full Percent, Data Based on AOSOS 09/12/05 Run Date

Local Area Name	Total Participants Served	Adults	79	
KAUAI		Dislocated Workers	33	
		Older Youth	8	
		Younger Youth	71	
ETA Assigned #	Total Exitters	Adults	39	
<u>15020</u>		Dislocated Workers	17	
		Older Youth	7	
		Younger Youth	28	
		Negotiated Performance	Actual Performance Level	
Customer Satisfaction	Participants	81%	85%	
	Employers	70%	73%	
Entered Employment Rate	Adults	67%	50%*	
	Dislocated Workers	78%	67%	
	Older Youth	66%	100%	
Retention Rate	Adults	82%	82%	
	Dislocated Workers	88%	87%	
	Older Youth	72%	100%	
	Younger Youth	57%	63%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,697	\$2,989	
	Dislocated Workers	97%	84%	
	Older Youth	\$3,050	\$3,996	
Credential/Diploma Rate	Adults	48%	26%*	
	Dislocated Workers	42%	31%*	
	Older Youth	34%	0%*	
	Younger Youth	58%	70%	
Skill Attainment Rate	Younger Youth	73%	81%	
Description of Other State Indicators of Performance -				
Overall Status of Local Performance		Not Met	Met	Exceeded
*below 80% of negotiated levels		8	9	8

Appendix 1 Terms and Definitions

Performance Measurement Elements for Adult Service Recipients	
Measure	Formula
Entered Employment	<p>Of those adults who are not employed at registration:</p> <p>The number of adults who have entered employment by the end of the first quarter after exit</p> <p style="text-align: center;"><u>Divided by</u></p> <p>The number of adults who exit during the quarter</p>
Retention Rate	<p>Of those adults who are employed in the first quarter after exit:</p> <p>The number of adults who are employed in the third quarter after exit</p> <p>Divided by</p> <p>The number of adults who exit during the quarter</p>
Earnings Change	<p>Of those adults who are employed in the first quarter after exit:</p> <p>[Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p>Minus</p> <p>[Pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration)]</p> <p>Quantity divided by</p> <p>Number of adults who exit during the quarter</p>
Employment and Credentials Rate	<p>Of the adults who receive training services:</p> <p>The number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit</p> <p>Divided by</p> <p>The number of adults who exited during the quarter</p>

Appendix 1 Terms and Definitions

Performance Measurement Elements for Dislocated Worker Service Recipients	
Measure	Formula
Entered Employment	<p>The number of dislocated workers who have entered employment by the first quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Retention Rate	<p>Of those who are employed in the first quarter after exit:</p> <p>The number of dislocated workers who are employed in the third quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Earnings Replacement	<p>Of those who are employed in the first quarter after exit:</p> <p>[Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p>Divided by</p> <p>[Pre-dislocation earnings (earnings in quarter 2 + quarter 3 prior to dislocation)]</p>
Employment and Credentials Rate	<p>Of the dislocated workers who receive training services:</p> <p>The number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exited during the quarter</p>

Appendix 1 Terms and Definitions

Performance Measurement Elements for Older Youth (Age 19 to 21 years-old) Service Recipients	
Measure	Formula
Entered Employment	<p>Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training the first quarter after exit:</p> <p>The number of older youth who have entered employment by the first quarter after exit</p> <p>Divided by</p> <p style="text-align: center;"><u>The number of older youth who exit during the quarter</u></p>
Retention Rate	<p>Of those who are employed in the first quarter after exit and are not included in post-secondary education or advanced training in the third quarter after exit:</p> <p>The number of older youth who are employed in the third quarter after exit</p> <p>Divided by</p> <p>The number of older youth who exit during the quarter</p>
Earnings Change	<p>Of those who are employed in the first quarter after exit and are not included in post-secondary education or advanced training in the third quarter after exit:</p> <p>[Total post-program earnings (earnings in quarter 2 + quarter 3 after exit)]</p> <p>Minus</p> <p>[Pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration)]</p> <p>Quantity divided by</p> <p>Number of older youth who exit during the quarter</p>
Credential Rate	<p>The number of older youth who were in employment/post-secondary education/advanced training by the end of the first quarter after exit and received a credential by the end of the third quarter after exit</p> <p>Divided by</p> <p>The number of older youth who exited during the quarter</p>

Appendix 1 Terms and Definitions

Performance Measurement Elements for Younger Youth (Age 14 to 18 years-old) Service Recipients	
Measure	Formula
Skills Attainment	<p>Of all in-school youth and any out-of-school youth who are assessed to be in need of basic skills, work readiness skills and/or occupational skills:</p> <p>Total number of basic skills goals attained + number of work readiness skills goals attained + number of occupational skills goals attained</p> <p>Divided by</p> <p>Number of basic skills goals + number of work readiness skills goals + number of occupational goals set</p>
High School or General Equivalency Diploma Attainment	<p>Of those who register without a diploma or its equivalent:</p> <p>The number of younger youth who attain a secondary school diploma or its equivalent by the end of the first quarter after exit</p> <p>Divided by</p> <p>The number of younger youth who exit during the quarter (except those still in secondary school at exit)</p>
Retention Rate	<p>The number of participants found in one of the following in the third quarter after exit:</p> <ul style="list-style-type: none"> • Post-secondary education • Advanced training • Employment • Military service • Qualified apprenticeships <p>Divided by</p> <p>The number of younger youth who exit during the quarter (except those still in secondary school at exit)</p>

Appendix 1

Terms and Definitions

A Word About Customer Satisfaction

The mandates of the Workforce Investment Act of 1998 guide the implementation of the one-stop system in each state. One common requirement is that all states conduct telephone surveys to determine the level of customer satisfaction with services provided through their systems. Two separate surveys are conducted; one gathers information from participants and the other from employers. A random sample is drawn for both. Those samples must be large enough to ensure that there will be at least 500 completed surveys obtained each year from participants and 500 each year from employers.

The surveys are built around a small set of questions that form the customer satisfaction index. These three specific questions were designed to be used nationwide and address different dimensions of the customer's experience. The resulting index is called the American Customer Satisfaction Index (ACSI) which is created by combining scores from the three index questions. The responses to these questions rate overall satisfaction on a point scale of 0 to 100. However, the results are reported not as a percentage, but as a score which is a weighted average. Along with these mandatory questions, each state can add others that will provide information on the extent to which customers of the one-stop system are benefiting from its services.

Customer Satisfaction Measurement Elements for all WIA Service Recipients	
Measure	Formula
Participant (Service Recipient) Satisfaction	The individuals contacted for this survey are people who have participated in WIA Title I programs and left (exited) during the three-month period (quarter) being reviewed. Participants are contacted on a rolling basis within 60 days of the exit date or the date that an exit has been determined.
Employer Satisfaction	The individuals contacted for this survey are all employers who have received a substantial service from the one-stop system. Such services involve personal contact with one-stop staff, e.g. customized job training, customized labor market information, staff facilitated job order assistance, etc. These employers are contacted on a rolling basis within 60 days of the completion of the service or 30 to 60 days after a job order has been listed where no referrals have been made.

source: www.ctdol.state.ct.us/wia/wia-pmtables.html

Appendix 1

Terms and Definitions

Other Commonly Used Terms

Accrual Basis is a method of accounting in which each item is entered as it is earned or incurred regardless of when actual payments are received or made

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.

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 Career Resource Network (ACRN) consists of state and federal organizations that provide information, resources and training on career and education exploration. The network is funded by a grant from the U.S. Department of Education.

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. The State of Hawaii currently uses this system for WIA and Wagner-Peyser programs.

Apprenticeship. Registered programs are those approved and recorded by the USDOL's Employment & Training Administration/Bureau of Apprenticeship and Training (BAT) or by a recognized State Apprenticeship Agency.

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 describes an individual whose English reading, writing, speaking or computing skills are at or below the 8th 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.

Best Practices, promising practices, and "lessons learned" are used interchangeably here and are often best approaches that offer ideas about what works best in a given situation. As used in this report, they often refer to a specific program or project and are not trying to be universal in scope or application. Best Practices are expected to have been evaluated and tested rigorously.

Appendix 1

Terms and Definitions

Other Commonly Used Terms (continued)

Business Leadership Partnership Peer-to-Peer Project. A USDOL-supported peer-to-peer capacity building work mainly through case studies.

Career Kokua or Hawaii's Career Information Delivery System (HCIDS) is a computerized system of localized, current career and related educational information essential for sound career decision making.

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.

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.

Demand-Driven is an orientation towards meeting the workforce and skills needs of the employers within the service area

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

Diseconomies of Scale occur when an operation becomes too large or too small in size or scale that cost per unit of production increases.

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.

Appendix 1

Terms and Definitions

Other Commonly Used Terms (continued)

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.

Federal Research Evaluation Database (FRED) is an analytical and diagnostic tool produced by the Administrative Data Research and Evaluation (ADARE) alliance of nice state partners managed by the Jacob France Institute at the University of Baltimore.

Harder-to-Transition is a description used in this report to describe clients who have multiple barriers or more challenging barriers and overcoming them usually requires more resources, time and innovative solutions.

Hawaii Workforce Informer (HIWI) is a website that posts economic and labor market information for the State of Hawaii. It is a resource for information on wages, unemployment rate, labor market data and projections.

Incentive Awards fulfills the WIA requirement that States must use a portion of WIA funds to provide incentive grants to local areas for exemplary performance on the performance measures, as well as local coordination and regional cooperation.

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.

Individual Training Accounts (ITAs) are training funds that can be used by individuals who have been determined eligible by their local One-Stop Job centers to receive Workforce Investment Act (WIA) funded training.

Komo Kaulike is a Hawaiian phrase and chosen as a project name to denote access equality or fair entry.

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.

Appendix 1

Terms and Definitions

Other Commonly Used Terms (continued)

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/non-metropolitan areas of the United States.

National Governors Association Center for Best Practices' Pathways to Advancement Policy Academy is an academy that is assisting selected states to change higher education, workforce development, economic development, and welfare policies to help more adults obtain postsecondary credentials.

Negotiated Performance Levels are goals which WIA requires that States use for managing continuous improvement and enhanced customer satisfaction. The levels are negotiated by local areas, the State, regional and national offices and considers national benchmarks and the adequacy of any information states offer to substantiate each level.

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.

Older Individuals are WIA clients who are 55 years and older.

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.

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.

Appendix 1

Terms and Definitions

Other Commonly Used Terms (continued)

Rapid Response is a program which provides short-term, early intervention and immediate assistance with layoffs and/or plant closures affecting a significant number of workers.

Self-sufficiency is a standard which local areas can use as a 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.

Social Policy Research, Associates, (SPR or SPRA) is a research, evaluation, and technical assistance firm located in Oakland, California that specializes in providing rigorous and responsive services related to employment assistance, job training, education, youth programs, and comprehensive social services

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.

The Real Games Series is a set of six hands-on, interactive curriculum designed to connect classroom/learning and the world of work or real life.

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.

Work Incentive Grants awarded by the United States Department of Labor to support One-Stop Centers to ensure that their customers with disabilities obtain complete career and employment services, thus increasing their potential of employment.

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

Workforce Investment Act Standardized Record Data (WIASRD) contains individual record data submitted by states for each workforce area that includes participant characteristics, activities and outcomes. Aggregate data can be used to determine whether goals have been met in the workforce areas.

About WIA in Hawaii

The Workforce Investment Act of 1998, effective July 1, 2000, rewrote federal statutes governing job training, adult education and literacy, and vocational rehabilitation programs. WIA's cornerstone is the one-stop center system of delivering services. This system improved on prior practices by providing better coordinated and more customer-friendly and locally-driven services. The one-stop system is designed to meet the needs of employers and career seekers by providing core, intensive, and training services within available resources and eligibility requirements. Each year, there are target performance levels for seventeen measures. The targets (goals) are negotiated at the federal-state level and then at a state-local area level. This annual report covers State and local area performance for WIA Year 5 or Program Year 2004.

WIA IMPLEMENTATION FRAMEWORK

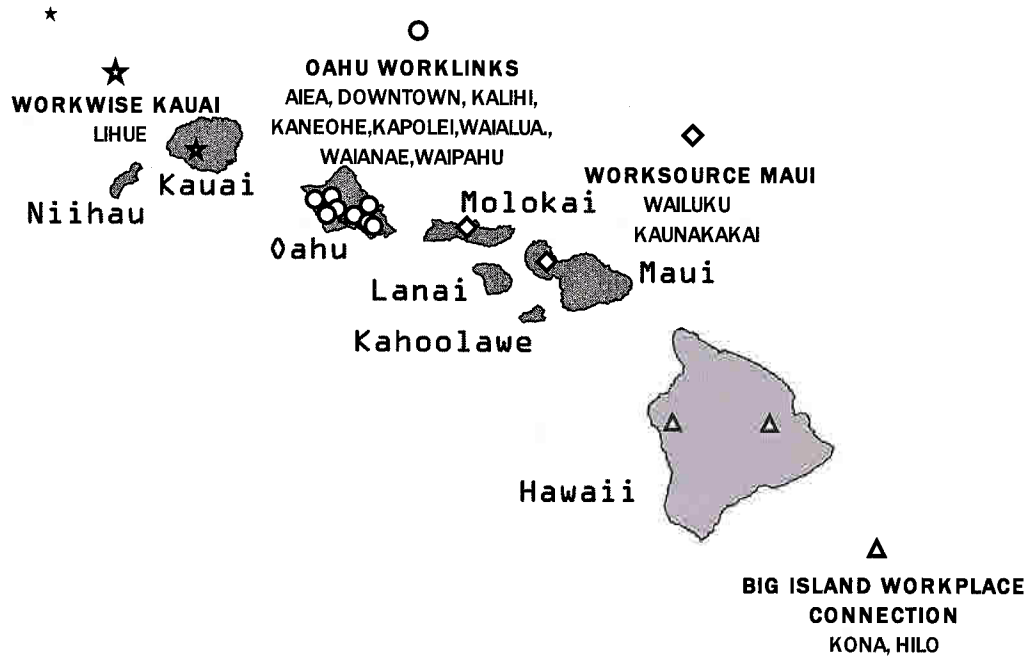
Federal and State laws govern the implementation of WIA. The Hawaii Workforce Development Council was designated by law to be the WIA State Investment Board. The Governor appoints its members. The Council serves as WIA policy adviser to the Governor regarding planning, coordination, and oversight of WIA service provision on a statewide level. It prepared and is guided by the Hawaii Workforce Development Strategic Plan and the State Workforce Investment Act Title I-B Five Year Plan.

The Governor also designated the four counties as local workforce investment areas. The Mayors of each county appoints local area workforce investment board members. Together with the Mayors, the local workforce investment boards are the front-line implementers of WIA. In cooperation with their respective mayor, each local board selects and monitors their local area one stop center operators and training providers. Each local board also appoints a local youth council and selects youth service providers. Each local board develops and adopts five-year local WIA plans, which include Memoranda of Understanding between the counties and the one-stop partners.

At the State level, the Department of Labor and Industrial Relations was designated as WIA state grant administrator. The Department assigned its Workforce Development Division to oversee and monitor WIA grant funds. At the county or local area level, each mayor also designates local area grant administrators to oversee funds. In accordance with the law, WIA Title I –B funds are spent on services for adults, dislocated workers, youth and on other allowable statewide activities such as rapid response and capacity building.

Appendix 2 About WIA in Hawaii

ONE STOP JOB CENTERS-LOCATION, SERVICES AND PARTNERS



EMPLOYER SERVICES

Job Listing and Matching

Funding for Training Programs

Job Fairs

Resource Center to Assist in Recruitment

Information About Tax Incentives, Federal Bonding, Rapid Response
to Mass Layoff and other Employer-Assisting Programs

JOBSEEKERS SERVICES

Job Search Assistance

Career Planning Assistance





Training

Complimentary Office Services

Library Resource Center

Appendix 2 About WIA in Hawaii

One-Stop Job Center Consortia Partners

LIST OF PARTNERS								
	Oahu Workforce Links	Big Island Workplace Connection	workresourcesmaui	workwise!	Oahu Workforce Links	Big Island Workplace Connection	workresourcesmaui	workwise!
ALU LIKE Inc- Local Offices	x							
DOE Community School for Adults (CAS)	x							
UH Community Colleges	x							
DHS Benefit Employment and Support Services(BESSD)	x							
DHS Vocational Rehabilitation and Services to the Blind Division (VocRehab or DVR)	x							
DLIR Workforce Development Division (WDD)								
DLIR Unemployment Division (UI)								
Maui Economic Opportunity, Inc (MEO)								
Hawaii County Economic Opportunity Council(HCEOC)								
Kauai Economic Opportunity (KEO)								
Hawaii County Office of Housing and Community Development (OHCD)								
Maui County Office of Housing and Human Concerns (HHC) Agency for Elderly Affairs								
Senior Community Service Employment Programs (SCSEP) Community Development Block Grant								
Job Corps Hawaii	x							
Honolulu Community Action Program	x							
City and County of Honolulu, Dept. of Community Services Office of Special Projects	x							
City and County of Honolulu, Dept. of Community Services WorkHawaii	x							

Sources: Memorandum of Understanding dated 10/26/04 for Kauai, 02/08/05 for Maui, 07/12/04 for Big Island, 09/02/05 for Oahu

Appendix 2 About WIA in Hawaii

WIA YOUTH PROGRAMS

A broad range of coordinated services based on ten required program elements make up the WIA youth program. WIA's intention is to develop comprehensive youth development strategy and move away from one-time, short-term intervention activities.

Eleven* WIA Requirements

1. Comprehensive Guidance and Counseling
2. Summer Employment Opportunities directly linked to Academic and Occupational Learning
3. Paid and Unpaid Work Experiences
4. Tutoring, Study Skills Training and Instruction Leading to Completion of Secondary School, including Dropout Prevention Strategies
5. Alternative Secondary Education
6. Occupational Skills Training
7. Leadership Development Opportunities
8. Supportive Services
9. Adult Mentoring for at least One Year
10. Follow-Up Services for at least One Year
11. Financial Literacy

* added in 2005 WIA Plan for PYs 2005-2007

Program Year 2004 WIA Youth Service Providers

OAHU

Boys and Girls Club of Hawaii

Goodwill Industries of Hawaii Ola I Ka Hana

Hawaii Human Development Corporation

Honolulu Community Action Program

Ko'olauloa Education Alliance Corporation

Samoan Services Providers Association

Susannah Wesley Community Center

BIG ISLAND

Salvation Army Family Intervention Services

MAUI

Maui Community College Kuina Program

KAUAI

Hawaii National Guard About Face! Program

Source: WIA Bulletin August 28, 2005

Appendix 2 About WIA in Hawaii

USEFUL WEBSITES

FEDERAL GOVERNMENT ON EMPLOYMENT AND TRAINING
www.doleta.gov

WIA PERFORMANCE AND RESULTS
www.doleta.gov/Performance/

UNDERSTANDING PERFORMANCE MEASURES USED IN THIS REPORT
www.spra.com/PEP/adult.shtml
www.spra.com/PEP/youth.shtml

NATIONAL WORKFORCE DEVELOPMENT SUPPORT ORGANIZATIONS
National Governors Association www.nga.org
National Association of Workforce Board www.nawb.org
National Association of State Workforce Agencies www.naswa.org/
National Youth Employment Coalition
www.nyec.org

WIA PLANS IN HAWAII
www.hawaii.gov/wdc

WIA ACTIVITIES AND RELATED WORKFORCE DEVELOPMENT SERVICES
www.hawaii.gov/wdd

WIA STATE AND LOCAL WORKFORCE AND CAREER INFORMATION
www.hiwi.org

LOCAL ONE-STOP JOB CENTERS IN HAWAII
OAHU www.oahuworklinks.org
KAUAI www.workwisekauai.org

STATE ECONOMIC DATA
http://www3.hawaii.gov/DBEDT/index.cfm?parent=statistics_and_economic_information
www.uhero.org

STATE EDUCATION DATA
K-12: <http://arch.k12.hi.us/>
Post Secondary : <http://www.hawaii.edu/iro/>
www.hawaii.edu/cte

COMMUNITY AND NEIGHBORHOOD DATA
uhfamily.hawaii.edu/Cof_Data/datacenter.asp

STATE AND COUNTY GOVERNMENTS
Hawaii State www.hawaii.gov
City and County of Honolulu www.co.honolulu.hi.us
Hawaii County www.hawaii-county.com
Maui County www.co.maui.hi.us
Kauai County www.kauaigov.or

OTHER STATE ORGANIZATIONS
Aloha United Way www.auw.org
ALU LIKE www.alulike.org

About WIA in Hawaii

Appendix 2 About WIA in Hawaii

HAWAII WORKFORCE DEVELOPMENT COUNCIL (“WDC”)

Private Sector

Gregg Yamanaka, WDC Chair
CFO CLO Terabiz

Todd Apo

Vice President Ko Olina
Community Association

Gladys Baisa

Executive Director, Maui
Economic Opportunity, Inc

Jeff Bloom, President & Owner
CTA

Jonathan Chun, Attorney,
Belles, Graham, Proudfoot &
Wilson

Michael Fitzgerald, President &
CEO

Enterprise Honolulu

Signe Godfrey, President
Olsten Staffing Services

Erwin Hudelist, President
Hagadone Printing

Corianne Lau, Attorney
Alston Hunt Floyd and Ing

Stephen Metter, CEO
MW Group

Darnney Proudfoot, Vice
President for Human Resources,
Kaua`i Island Utility Cooperative

James Tollefson, President /CEO
Chamber of Commerce of Hawaii

Gary Wiseman, President
Associated Builders and
Contractors, Inc

WIB Chairs

Alan Garson Ed.D, Owner
G & G Consultants

Glenn Yamasaki Kimura, Vice
President & Team Leader Private
Client Services-Maui #127.
Bank of Hawaii

Native Hawaiian Organization

Winona Whitman, Director
Dept. of Employment and Training
ALU LIKE, Inc. -ETP

Labor

Marcia Armstrong, Chair,
Collective Bargaining, UHPA
UHCC

Denis Mactagone, Senior. Service
Representative & Director of
Training Hawaii Carpenters Union

Partner Agencies

Nelson Befitel
State Department of Labor and
Industrial Relations Director
James Hardway, Alternate

Dr. David McClain

University of Hawaii Interim
President

Michael Rota, Associate Vice
President for Academic Affairs-
Alternate

Patricia Hamamoto

State Department of Education
Superintendent

Kathy Kawaguchi

Assistant Superintendent OCISS -
Alternate

Lillian Koller

State Department of Human
Services Director

Garry Kemp, BESS Division-
Alternate

Ted Liu, State Department of
Business, Economic Development
and Tourism Director

Bob Shore, Economist-Alternate

Elected Officials

The Honorable Linda Lingle
Governor of the State of Hawaii
Lester Nakamura, DAGS
Governor’s Representative

The Honorable Alan Arakawa
Mayor -Maui County
JoAnn Inamasu, Office of
Economic Development-Designee

The Honorable Mufi Hanneman
Mayor -C and C Honolulu
Deborah Morikawa Department
of Community Services-Designee

**The Honorable Norman
Sakamoto**

The Honorable Will Espero
Hawaii State Senate

The Honorable Mike Kahikina
The Honorable Scott Nishimoto
Hawaii House of Representative

Immediate Past Members

E. Micheal Boughton

Susan Doyle

Alan Ito

Wayne Kanemoto

OAHU WORKFORCE INVESTMENT BOARD (“OWIB”)

Russell Chun, Chair
General Manager
Miramar Hotel

Rebecca Rude-Ozaki, Vice Chair
Assistant Professor & Real Choice ACCESS Project
Coordinator
UH Center for Disability Studies

Edmund Aezon
Manpower Specialist
Hawaii Carpenters Union

Garret Hoe
President
Ohana Care

William Musson
Senior Security Consultant
Symantec, Inc.

Ann Chung
Executive Director
Hawaii Technology Trade
Association

James Hom
Oahu Branch Manager
DLIR Unemployment Insurance

Michael Rota
UH Associate Vice President for
Academic Affairs

Harold Dias Jr.
President
Hawaii State AFL-CIO

Francis Imada
CFO
Clinical Laboratories of Hawaii

Beverly Rowe
Workforce Director
U.S. Veteran’s Initiative

Neil Dietz
Port Agent
Seafarers International Union

Gwen Kagihara
Oahu Branch Administrator
DHS DVR

Nanea Sai
Employment and Training Manager
ALU LIKE Inc.

Julie Dugan
Business and Community Liaison
Hawaii Job Corps Center

Nelson Kanemoto
CEO
Referentia Systems, Inc.

Jeanne Schultz
Director of Economic Development
C&C of Honolulu Office of the
Mayor

William Emmsley
Executive Director
Samoan Service Providers’
Association

Joanne Kealoha
Social Services Coordinator
ILWU Local 142

Jon Takushi
Sales Manager
Sheraton Hotels and Resorts
Waikiki

Victor Geminiani
Executive Director
Legal Aid Society of Hawaii

Dennis Ling
Administrator
DBEDT SMDS

James Tollefson
President and CEO
Chamber of Commerce of Hawaii

Roger Godfrey
President
Times Super Market

Ann Mahi
Director of SCLB
DOE OCISS

Vaughn Vasconcellos
CEO and President
Akimeka LLC

Robert Hall
Vice President, Fleet Personnel
NCL America- Hawaii Division

Maryellen Markley
Executive Director
Hawaii Services for the Disabled

Joan White
Executive Director
HCAP

LiLi Hallet
Director of Human Resources
Ohana Outrigger Hotels & Resorts.

Richard Matsumoto
Principal
DOE Kaimuki/Kaiser CAS

William Wilson
President and CEO
Hawaiian Dredging and
Construction Co.

Timothy Ho
President
Hawaii Employers Council

Norma McDonald
Oahu Branch Manager
DLIR WDD

Blake Yokotake
Personnel Manager
Seven-Eleven Hawaii, Inc.

Deborah Kim Morikawa
Director
C&C Honolulu DCS
About WIA in Hawaii

OAHU YOUTH COUNCIL

Julie Dugan, Chair
Business and Community Liaison
Hawaii Job Corps

Jasmine Baker
Youth Program Graduate
Boys and Girls Club of Hawaii

R. Mark Browning
Judge-Family Court
District Court, State of Hawaii

Dan Buron
Vice President, Human Services
Goodwill Industries of Hawaii, Inc.

Rolanse Crisafulli
Administrator
Oahu WorkLinks

James Davis
Youth Program Graduate
Youth Build

William Emmsley
Executive Director
Samoan Service Providers Association

Lt. Frank Fujii
Lieutenant
Honolulu Police Department –Juvenile Services Division

Janice Jones
Parent
Youth Participants.

Gwen Kagihara
Oahu Branch Administrator
DHS DVR

Michael Kahikina
Representative- Hawaii Legislature
& Director of
Boys and Girls Club of Hawaii

Joanne Kealoha
Social Service Coordinator
ILWU Local 142

Gordon Lum
Vice Principal
Waipahu Community School for Adults

Debbie Kim Morikawa
Director
C&C Honolulu Department of Community Services

Punky Pleta-Cross
Executive Director
Hale Kipa

Nanea Sai
Employment and Training Manager
ALU LIKE Inc.

Ryan Umemoto
CEO and President
Ohana Care

Robert Young
Program Specialist
Housing Community Development Corporation of Hawaii

HAWAII ISLAND WORKFORCE INVESTMENT BOARD (“HIWIB”)

Alan Garson, Ed.D. Chair
President
G&G Consultants

Mark McGuffie, Vice Chair
Executive Director
Hawaii Economic Development Board

Michael Gleason
President and CEO
The ARC of Hilo

Warren Lee
Manager
Hawaiian Electric Light Co.

Clyde Oshiro
Owner
Clye Oshiro, CPA

Elmer Gorospe
Business Agent
ILWU Local 142

Andy Levin
Executive Assistant
County of Hawaii Mayor’s
Liaison

Dawn Pacheco
Corporate HR Administrator
Hawaii Planning Mill

Blayne Hanagami
Branch Manager
DLIR Workforce
Development Division

Debra Maiava
Owner
Ken’s House of Pancakes
Larry Manliguis
Deputy Director
Hawaii County Economic
Opportunity Council

Leonard Paik
Principal
DOE Hilo Community
School for Adults

Bert Hashimoto
Branch Manager
DHS BESSD

Delan Rusty Perry
Owner
Volcano Isle Fruit Co. Inc.

Alvin Inoue
Branch Manager
DLIR Unemployment
Insurance Division

David Marquez
Executive Director
Kealakehe Ahupua’a 2020.
Inc

Gary Rockwood
Director of Human Resources
Hapuna Beach Prince Hotel

Wayne Kanemoto
Owner
Kanalani Enterprise Ltd.

Gay Mathews
CEO/President
North Hawaii Community
FCU

Makani Stevens
Coordinator
North Hawaii Outcomes
Project

Rebecca Kenney
Dean OCET
Hawaii Community College

Kelly Moran
Realtor/Broker
Hilo Brokers Ltd.

Valerie Takata
Area Superintendent
DOE Hawaii District

Carla Kurokawa
Program Director
ALU LIKE Inc

Dwayne Mukai
Financial Advisor
Morgan Stanley Inc

Toby Taniguchi
Vice President Operations
KTA Superstores

Alison Lee
Island Manager
DHS DVR

Irene Nagao
Sole Proprietor
Weekenders

Steve Todd

HAWAII ISLAND YOUTH COUNCIL

Irene Nagao, Chair
Sole Proprietor
Weekenders

Wayne Kanemoto, Vice Chair
Owner
Kanalani Enterprise Ltd.

Joan Chong
Extension Agent
UH Cooperative Extension
Services

Carla Kurokawa
Program Director
ALU LIKE Inc

Sara Narimatsu
Program Administrator
Hawaii Community College

Alan Garson, Ed.D.
President
G&G Consultants

Marion Makaimoku
Career Academy Coordinator
Kamehameha Schools
Hawaii Campus

Pam Nauman
Program Manager
Family Support Services of
West Oahu

Glennon Gringo
Manager
YMCA

Andy Levin
Executive Assistant
County of Hawaii Mayor's
Liaison

Leonard Paik
Principal
DOE Hilo Community
Schools for Adults

Blayne Hanagami
Branch Manager
DLIR Workforce
Development Division

David Marquez
Executive Director
Kealakehe Ahupua'a 2020.
Inc

Lori Sasaki
Branch Manager
DLIR-WDD

Randy Tsuneda
Program Manager
Queen Liliuokalani
Children's Center

MAUI COUNTY WORKFORCE INVESTMENT BOARD ("MWIB")

Glenn Yamasaki Kimura, Chair
Vice President and Team Leader
Private Clients Service
Bank of Hawaii

Eileen Wachi, Vice Chair
Manager of Administration
Maui Electric Company

Judy Anderson
Compensation and Benefits
Manager
Maui Land & Pineapple Company

Rose Marie Duey
Maui Island Representative
ALU LIKE Inc.

Faith Nagata
Branch Manager
HI DLIR Unemployment Insurance
Division

Lynn Araki-Regan
Economic Development
Coordinator
County of Maui Office of
Economic Development

Rudy Esquer
Grants Administrator
Department of Housing and Human
Concerns, County of Maui

Linn Nishikawa
Owner
Linn Nishikawa & Associates, Inc

Perry Artates
Construction Resource Specialist
Hawaii Operating Engineers

Linda Fukunaga
Section Administrator
HI Dept. of Human Services
Benefit, Employment and Support
Services Division

Stacie Thorlakson
President
Maui Chamber of Commerce

Gladys Baisa
Executive Director
Maui Economic Opportunity, Inc.

Gary Fukuroku
Manager/ CEO
Maui County Employees Federal
Credit Union

Gwen Ueoka
Principal
Maui Community School for
Adults

Rosalyn Baker
Senator
Hawaii State Senate

Suzette Robinson
VITEC Director
Maui Community College
Office of Continuing Education and
Training

Leslie Wilkins
Vice President
Maui Economic Development
Board, Inc.

James Coon
Chief Executive Officer
Trilogy Excursion

Barbara Haliniak
President
Molokai Chamber of Commerce.

Bill Wong
Retired CPA

Ululani Correa
Executive Director
Maui Hotel Association

Stephen Kealoha
Retired
Maui Electric Company

Christine De Guzman-Kim
Site Director
Hawaii Job Corps Center-Maui

Paul Kiang
Branch Administrator
HI Dept. of Human Services
Division of Vocational
Rehabilitation

Jerrybeth DeMello
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ILWU local 142

Frances Driesbach
Community All Starts Site
Manager
Paxen Group

Kevin Kimizuka
Branch Manager
HI Department of Labor and
Industrial Relations
Workforce Development Division
About WIA in Hawaii

MAUI COUNTY YOUTH COUNCIL

Gwen Ueoka, Chair
Principal
Maui Community School for Adults

Marlene Burgess
Employment and Training Manager
ALU LIKE Inc

Jim Crowe
Director of Youth Bank
Maui Economic Opportunity, Inc

Christine DeGuzman-Kim
Site Director
Hawaii Job Corps Center-Maui

Amanda Farmer
Student Representative

Sharane Gomes
OCET Program Coordinator
Maui Community College

Joanne Ka'aea
Administrator
Juvenile Client and Family
Services Branch

Paul Kiang
Branch Manager
DHS DVR

Kevin Kimizuka
Branch Manager
DLIR WDD

Lt. Randal Leval
Juvenile Section
Maui Police Department

Cliff Libed
Housing Manager
Housing and Community
Development Corporation of
Hawaii

Kelly Pearson
Director of Operations
Boys and Girls Club of Maui

Eddie Pidot
For Karen Holt
Molokai Community Service
Council and Ho'ikaika

Wendy Stebbins
Grants Management Specialist
Maui County Housing and Human
Concerns

KAUAI WORKFORCE INVESTMENT BOARD (“KWIB”)

Tom Cooper, Chair
Director of Hawaiian Operations
General Dynamics, Advanced Information System

Walter Agena
Director of Sales
Aloha Beach Resort

Mary Lou Barela
Executive Director
Hale Opio Kauai Inc.

Peggy Cha
Provost
Kauai Community College

Jonathan Chun
Attorney-at-Law
Belles, Graham Proudfoot and
Wilson

Col. Ted Daligdig
About Face Program Manager
National Guard

MaBel Fujiuchi
Chief Executive Officer
Kauai Economic Opportunity, Inc

Jay Furfaro
Council Member
Kauai County Council

Randy Gingras
President
Kauai Chamber of Commerce

Tracy Hirano
Branch Manager
HI Department of Labor and
Industrial Relations
Workforce Development Division

David Kagawa
Resource Teacher- Career and
Technical Education
HI Department of Education
Kauai Complex Area

Steven Kai
Plant Manager.
Pioneer-DuPont Agriculture and
Nutrition

Michael Machado
Business Agent
International Longshore and
Warehouse Union

Sean Mahoney
Service Representative
Carpenter’s Union Local 745

Lianne Malapit
Manager
MedCenter Pharmacy

Remi Meints
Employment and Training Manager
ALU LIKE Inc.

Joan Morita
Human Resource Manager
Kauai Coffee Company

Barbara Okabayashi
Recruitment Manager
Macy’s West

Terry Proctor
Vice Principal
HI Department of Education
Community School for Adults

Darnney Proudfoot
Vice President for Human
Resources
Kauai Island Utility Cooperative

Janice Shitanaka
Section Manager
HI Department of Human Services
Division of Vocational
Rehabilitation

Irving Soto
VP Business Development
Kauai Community Federal Credit
Union

William Trugillo
Manager and Counselor
Boys and Girls Club

Brenda Viado
Branch Manager
HI Department of Labor and
Industrial Relations
Workforce Development Division,
Kauai

Marilyn Yamaguchi
Branch Manager
HI DLIR Unemployment Division,
Kauai

Mattie Yoshioka
Managing Director
Kauai Economic Development
Board

Diane Zachary
President/CEO
Kauai Planning and Action
Alliance

KAUAI YOUTH COUNCIL

Marilyn Wong, Chair
Program Specialist Youth/Seniors
Office of Community Assistance, Recreation Agency

Annaleah Atkinson
Manager, Teen Court
Hale Opio Kauai

Jonathan Chun
Attorney-at-Law
Belles, Graham, Proudfoot and
Wilson

Col. Ted Daligdig
About Face Program Manager
National Guard

Ryan Elston
Realtor
Sleeping Giant Realty

David Kagawa
Resource Teacher- Career and
Technical Education
HI Department of Education
Kauai Complex Area

Terry Proctor
Vice Principal
HI Department of Education Kauai
Community School for Adults

Dely Sasaki
Program Manager
HI Department of Health

William Trugillo
Manager and Counselor
Boys and Girls Club

Nathan Wood
Manager
Trex Enterprise

KEY STATE AND LOCAL WIA CONTACTS

State of Hawaii Workforce Development Council

Chair: **Gregg Yamanaka**
Executive Director: **Ann T. Yamamoto**
830 Punchbowl Street Room 417
Honolulu, HI 96813

Tel.: 808-586-8670
Fax: 808-586-8674
e-mail: DLIR.workforce.council@hawaii.gov
website: www.hawaii.gov/labor/wdc

Local Workforce Investment Boards

OAHU

Chair:
Russell Chun

Lead Staff:
John Sabas

711 Kapiolani Blvd.
Room #410
Honolulu, HI 96813

Tel.: 808-591-5555
Fax: 808-591-5560
jsabas@honolulu.gov

HAWAII COUNTY

Chair:
Alan Garson

Lead Staff:
Susan Akiyama

50 Wailuku Drive
Hilo, HI 96720

Tel.: 808-961-8379
Fax: 808-961-8685
ohcdwia@co.hawaii.hi.us

MAUI

Chair:
**Glenn Yamasaki
Kimura**

Lead Staff:
JoAnn Inamasu

200 South High St
6th Floor
Wailuku, HI 96793

Tel.: 808-270-7808
Fax: 808-270-7995
joann.inamasu@co.maui.hi.us

KAUAI

Chair:
Tom Cooper

Lead Staff:
Patricia Fleck

4444 Rice Street #200
Lihue, HI 96766

Tel.: 808 241-6389
Fax 808-241-6399
pfleck@kauai.gov

Youth Councils

HONOLULU

Chair:
Julie Dugan
Lead Staff:
Barry Soalo

711 Kapiolani
Boulevard Suite #410
Honolulu, HI 96813

Tel.: 808-591-5555
Fax: 808-591-5560
bsoalo@honolulu.gov

HAWAII COUNTY

Chair:
Irene Nagao
Lead Staff:
Klayford Nakaahiki

50 Wailuku Drive
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Tel.: 808-961-8379
Fax: 808-961-8685
ohcdwia@co.hawaii.hi.us

MAUI COUNTY

Chair:
Gwen Ueoka
Lead Staff:
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6th Floor
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KAUAI COUNTY

Chair:
Marilyn Wong
Lead Staff:
Patricia Fleck

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About WIA in Hawaii

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* WIA-defined comprehensive One-Stop Job Center



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About WIA in Hawaii

Appendix 3

STATEWIDE EVALUATION STUDIES RECOMMENDATION SUMMARIES

2003 Employers Evaluation Study

- 1) One-Stop Job Centers to target growth businesses that are small to medium sized, less than \$5 million, have occupations that are blue collar, professional, sales and administration;
- 2) Assist these businesses with additional services:
 - Training programs
 - Recruiting programs
 - Financial info; e.g., ETF info, tax credits
- 3) Tighter screening of job applicants;
- 4) Share best practices between counties;
- 5) Improve professional skills (timeliness, responsiveness, professionalism) of One-Stop Job Center employees.

2004 Youth Service Providers Evaluation

- 1) Correlate the assessments and service goals with the ongoing and follow-up services provided to the youth;
- 2) All providers must conduct both pre-test and post-test to determine skill attainment;
- 3) Follow-up services need to go beyond tracking the youth to determine progress; and are to include services to assure good outcomes;
- 4) Local areas, that select providers to serve geographic areas, need to encourage service providers to not centralize and deliver most of the services in-house;
- 5) Local areas would benefit from using a Monitoring model.