

# WORKFORCE INVESTMENT ACT

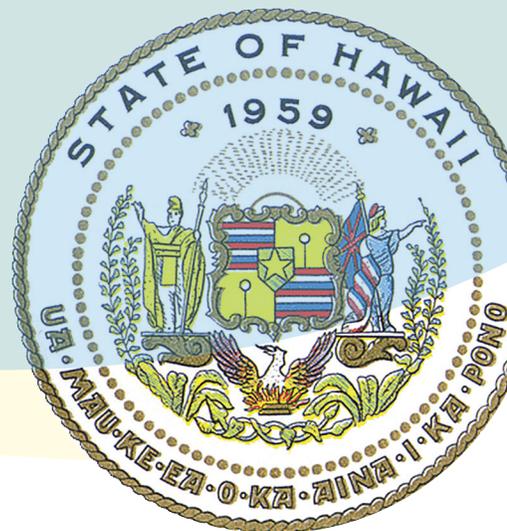
TITLE 1-B ANNUAL PERFORMANCE REPORT



## State of Hawaii

PROGRAM YEAR 2010

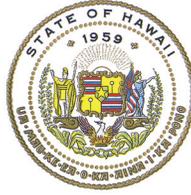
(JULY 2010–JUNE 2011)



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**NEIL ABERCROMBIE**  
GOVERNOR



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October 3, 2011

The Honorable Jane Oates  
Assistant Secretary, Employment and Training Administration  
United States Department of Labor  
Washington D.C. 20210

Dear Assistant Secretary Oates:

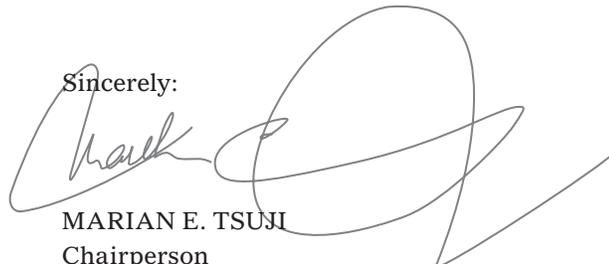
I am pleased to present to you the *Year Eleven Workforce Investment Act Title I-B Annual Performance Report, Program Year July 2010 to June 2011*. This report is a product of a number of different agencies within the State of Hawaii's Department of Labor and Industrial Relations ("DLIR"). They include: The Workforce Development Council ("WDC"); the Workforce Development Division ("WDD"); the DLIR's Research and Statistics Office ("R&S"); as well as the efforts of each of the Local Areas, through their Local Workforce Investment Boards.

Despite the fact that the State continues to face challenges in these hard economic times, the benefits of the Workforce Investment Act ("WIA") in retraining our Adult and Dislocated Workers into higher-paying, more stable work continues to expand. With the promise of an economic turnaround in 2011, WIA programs and services have met the challenge of not only working to fill positions open today, but to project and work toward filling the positions of tomorrow with a highly educated workforce. The WDC, through its Skill Panel forums, have already started addressing the needs in the healthcare and computer software workforce by bringing together all industry stakeholders to address what the workforce needs are now and into the future.

In the area of developing a green workforce, a collaborative effort between the WDC through its State Energy Sector Partnership and the R&S efforts with the Green Labor Market Information Grant have both begun to address what is a green industry and the skills needed while also putting necessary resources to work in training people today for the green jobs of tomorrow.

Our efforts, though, must move through these economic challenges. This challenge will be met by expanding on the Skill Panel forums and aggressively seeking out new funding streams as they become available to address the workforce needs of specific industries. For Hawaii, this is a way forward to developing our 21st Century Workforce.

Sincerely:



MARIAN E. TSUJI  
Chairperson

# The Workforce Investment Act in Hawaii

## ■ Background

The Workforce Investment Act of 1998 (“WIA”) led to the creation of Hawaii’s four local area one-stop delivery systems—Oahu WorkLinks, Kauai \*WorkWise, Work-Source Maui and Big Island Workplace Connection. As part of Hawaii’s workforce development system, these entities are designed to:

- Offer comprehensive employment, labor market and career information;
- Help individuals gain employability skills through targeted education and training;
- Help jobseekers and employers connect;
- Provide specialized assistance to individuals with barriers to employment;
- Assist businesses address workforce issues; and, overall;
- Offer services and information in an integrated and customer-driven atmosphere.

The networks of the four one-stop delivery systems extend beyond 14 physical locations through outreach staff for special populations and businesses. The four one-stop delivery systems are also supported by HireNet Hawaii, a virtual resource offering a wide variety of core employment services from any location with internet access. They are operated by four local workforce investment boards (“LWIBs”) and work with networks of partners including the state-level Workforce Development Council (“WDC”) and the State Department of Labor and Industrial Relations (“DLIR”).

Funding from the federal WIA Title I-B program supports statewide and local area activities that improve the workforce system and deliver services to adults, dislocated workers, and eligible youth.



### ■ Performance Environment

The Hawaii workforce continued to be challenged by the effects of the recession that started in late 2008. During the last program year, state economists initially predicted a rebound in overall economic output for the state, in line with projections from most developed countries that economic recovery had started.

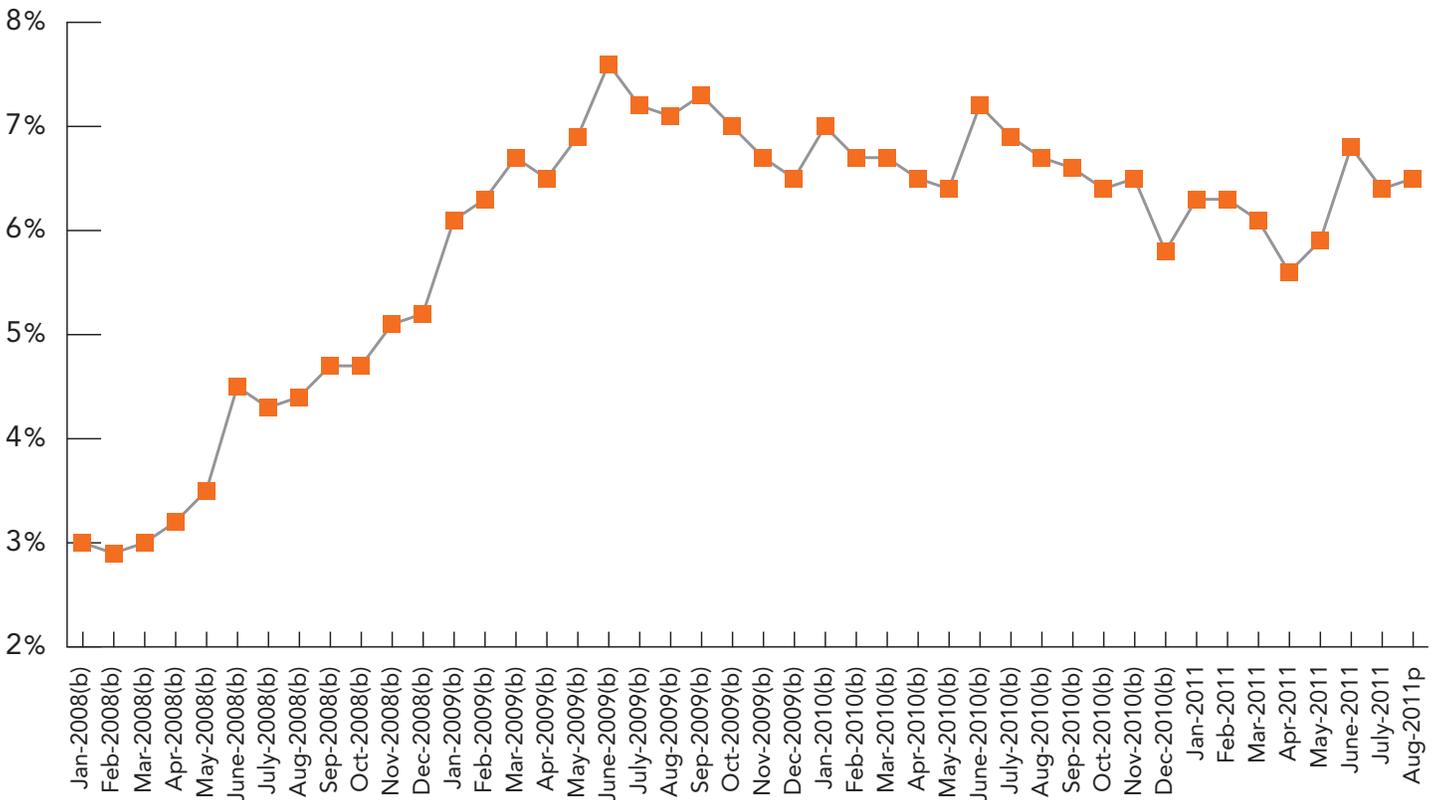
However, due to natural disasters in Japan (A March 2011 earthquake/tsunami in the north) along with a spike in fuel prices (retail fuel prices hovering around \$4 a gallon for most of 2011), local economists reduced their projections, thus putting to question the overall economic recovery in the state. With the sudden downturn in Japanese tourism to the state, and the overall increase in costs, partially due to an increase in jet fuel prices, economic improvement in the state continued to be slow, sluggish and unpredictable.

The state’s overall unemployment situation continued to be in the 6% range, with Hawaii continuing to have a lower unemployment rate than the national average.

Chart 1 (below) shows Hawaii’s overall unemployment rate increase from January 2008 to August 2011.

Program year 2010 saw a marked increase in the number of people employed, and a decrease in those unemployed. According to the State Department of Labor, employment increased by 10,050 from October 2010 to August 2011, and those unemployed decreased by 2,450. Although economic conditions are still challenging, these figures do mark a reversal and recovery of the civilian labor force in the state of Hawaii.

**Chart 1: Unemployment Rates in Hawaii, January 2008–August 2011**



SOURCE: Research & Statistics Office, State of Hawaii

## SECTION TWO

# State and Local Area Highlights

The WIA-driven workforce development infrastructure includes the Workforce Development Council (“WDC”), the Workforce Development Division (“WDD”), and the Research and Statistics Office (“R&S”), all housed in the Department of Labor and Industrial Relations (“DLIR”); 14 One-Stop Centers in six major Hawaii islands and the virtual HireNet Hawaii; and four Local Workforce Investment Boards (“LWIBs”). The system continued to engage stakeholders in economic development, education, and workforce development activities that advance Governor Neil Abercrombie’s “New Day” agenda, which focuses on renewable energy and film media.

In Program Year (PY) 2010, Hawaii received a total of \$8,745,031 for the Adult, Dislocated Worker, and Youth Programs. Later, with the addition of \$739 in reallocated Dislocated Worker funds and the rescission of \$4,606 and \$4,748 respectively from the Adult and Dislocated Worker programs, the PY 10 allotment was reduced to \$8,736,416. Despite the decrease, this was a net increase of \$2,250,727 over the PY 2009 allocation of \$6,485,689. With these funds, a total of 1,841 participants received in-depth assessment, case management, support services and training.

### ■ Workforce Development Council

#### BOARD ACTIVITIES

During the program year, a number of new members were appointed to the Council while others who were term-limited departed the Council after years of dedicated service. The new Chair, Ms. Marian Tsuji, was appointed by the newly-elected Governor and took her seat as the new Chair in July, 2011. Upon entering service, Ms. Tsuji, along with the Executive Director, went to work on scoping out and focusing on the WDC’s next 5-year strategic plan that would start in 2014.

The WDC sought to address continuing issues related to achieving Older Youth performance measures. The Council initiated enhanced monitoring of statewide youth programs. Monitoring included on-site observations of both program administration activities and activities at

the contractor level. This monitoring is documented in a report that identified specific issues in each local area, with recommendations.

The WDC quarterly meetings focused on strategic planning and alignment of the state’s workforce infrastructure with economic development. This included briefings on the following topics of strategic significance:

- *Economic Conditions in Hawaii* by Paul Brewbaker, Chair of the State Council on Revenues
- *National Association of Workforce Boards Winter Meeting Review* by Signe Godfrey and Steven Lee
- *Agricultural Workforce Review* by Sylvia Yuen, Dean of the College of Tropical Agriculture and Human Resources, University of Hawaii
- *Workforce Investment Act Budget* by James Hardway, Executive Director, Workforce Development Council

Additionally, the WDC transitioned to a sector strategy for planning purposes and implemented Industry Skill Panels.

#### INDUSTRY SKILL PANELS

The WDC has worked over the past several years toward transitioning to a sector-based approach to strategic planning. The Industry Skill Panel approach adopted by WDC during this past program year has allowed the Council to develop a robust program based on national best practice models.

Industry Skill Panels are private/public partnerships working to ensure that employees in key industries have the skills needed to meet the changing needs of business quickly and competently. Skill Panel leaders build consensus, prioritize their local and regional industry workforce needs and are better able to mobilize partners and leverage resources to make the greatest impact. Designed not to be short-term in nature, the Panels continue to meet and address issues to meet labor needs far after the initial and follow-up forums are held.

For the initial use of the Skill Panel model in Hawaii, the WDC focused on the healthcare workforce in the state.

Soon after, other industries approached the WDC for assistance in forming their own Industry Skill Panels—these included leaders in computer software development, movie production, and agricultural development.

### COMPETITIVE GRANTS

The WDC has been successful in obtaining additional federal funds to augment WIA formula funds.

First awarded in late January 2010, the State Energy Sector Partnership (“SESP”) Grant entered into year two operations by completing the first-level tasks of drafting and getting signed contracts with sub-recipients identified in the grant as training partners. Partners including the Local Workforce Investment Boards, non-profits, labor training organizations and electrical companies all started in earnest their training programs with the awarding of the monies. During the program year, SESP staff attended trainings on grant management and performed trainings



## Healthcare Workforce Skill Panel

In 2010, the healthcare workforce in Hawaii reached a “critical condition.” The state has major industry barriers, including a lack of local training available for specialized occupations, a lack of specific labor market information, a high cost of both living and transportation that inhibits training (especially on neighbor islands), limited access to healthcare in rural and isolated areas, and high health disparities among certain populations. When compared to average U.S. healthcare utilization rates, these and other barriers have led to an estimated 20% lack of primary care providers in the state, as well as shortages in many other healthcare occupations.

In an effort to address this gap in healthcare services and healthcare workforce opportunities for Hawaii residents, a partnership was formed between the Workforce Development Council, the Department of Labor and Industrial Relations, the University of Hawaii’s Career and Technical Education Center, the Chamber of Commerce of Hawaii, and the University of Hawaii Community Colleges. These organizations worked with industry professionals to create Skill Panels focused on Nursing, Long-Term Care, Primary Care, and Technical Disciplines. Initial Skill Panel

meetings were held on October 5 and November 9, 2010; over 150 attendees contributed their time and expertise. As a direct result of these Skill Panels, a number of developments have occurred:

- The development of an innovative Registered Nurse (“RN”) program for final-year Nursing students aimed at reducing the bottleneck by allowing more new RNs to enter high-needs fields
- The deployment of a comprehensive survey to hospitals that will identify advanced practice RN needs based on specialty vacancies and anticipated retirement rates for the coming years
- The formation of a new panel to address specific “workforce readiness” solutions for healthcare employers (created after the topic emerged as a major issue in the October Skill Panel)
- The development of a local training program by an employer-educator team for a high-needs specialty currently unavailable in the state

An initial report on the developments of the Skill Panel was produced in February 2011. A follow-up report will be produced by the end of 2011 as part of the Healthcare Planning Grant report.

to sub-recipients on how to manage and report on grant activities. Currently the management of the grant, which includes a Project Director, is in the process of completing year 2 obligations and initiating year 3 operations. The grant is scheduled to end in late January, 2013.

Another grant awarded in late 2009, the Labor Market Information (“LMI”) grant, continued operations during the program year. The grant produced data on green job activities in the state of Hawaii. Designed to both identify and highlight for future reference what a “green job” was, the grant not only was able to reach out to the business community to start a dialogue on what could be defined as a green job in Hawaii, but also assisted in producing reports that went into detail of what green industries are in Hawaii.

The Healthcare Workforce Planning Grant, awarded in late September 2010 from the Department of Health and

Human Services, continued to produce results throughout the program year. Tying into the Healthcare Workforce Skill Panel, issues surrounding the needs of Hawaii in light of the Affordable Care Act implementation gave depth to specific primary care needs that will need to be addressed as the Act is implemented in 2014. A final report on the specific needs is due by the end of 2011.

The WDC also implemented a \$655,000 College Access Challenge Grant from the U.S. Department of Education. Under the grant, the WDC established a student and adult learner web portal called Myfuturehawaii.org. The portal is designed to assist minority and disadvantaged students and adult learners in applying for post-secondary educational institutions. The portal provides the following four basic applications: (1) Degree audit; (2) College and Career Planning; (3) Electronic College Application and Transcript Submittal; and (4) Tools to find and apply for financial resources.

## Software Workforce Skill Panel

This Skill Panel was developed as a partnership between the University of Hawaii’s Career and Technical Education Center, the Department of Labor’s Workforce Development Council, the University of Hawaii Community Colleges, and the High-Technology Development Corporation. These organizations saw a need to narrow Hawaii’s workforce focus from the broader high technology sector. Software development had a motivated champion in Henk Rogers, the founder of Blue Planet Software and the developer of the video game “Tetris,” and other like-minded business professionals.

The Skill Panel was held on March 31 and attended by over 100 software industry leaders. Its goals were:

- To promote the state of Hawaii as a center for software development
- To educate government and community leaders about the importance of the software industry to the local economy and the need for a quality workforce base
- To work with educational institutions to ensure the Hawaii-based software workforce is being prepared for the “jobs of tomorrow”
- To offer solutions and assist with implementation of initiatives that grow Hawaii’s software industry.

Issues that emerged from the Panel showed the challenges in creating a software industry in Hawaii. Currently, there are about ten times the number of declared majors in software development as there are graduates in Hawaii universities. Upon completion, many who do graduate with a software-focused degree leave Hawaii for higher-paying jobs on the mainland or globally. Also, in Hawaii there is a lack of internships for software development students. Finally, as with the healthcare Skill Panels, “workforce readiness” is a major issue with Hawaii-based software employers.

Since that initial meeting, the software industry in Hawaii has been busy putting into action the proposals made at the Skill Panel meeting. Chief among the developments is the creation of a computer coders committee, led by Henk Rogers, to prioritize the challenges and solutions from the initial Skill Panel.

In addition, based on a comment that there is not enough networking in the software industry in Hawaii, a monthly social-networking event was created that draws in both seasoned software industry professionals and aspiring software development students. Finally, a tech group called “Tech Hui” was formed to widen participation beyond the initial Skill Panel attendees.

### ■ Research and Statistics Office

The Research and Statistics Office (“R&S”) is the State Labor Market Information entity that conducts major research activities for Hawaii and publishes research results for different target audiences. To support workforce development solutions in Hawaii, R&S requested and received a PY 2010 grant of \$324,368 for Workforce Information core Products and Services. The grant required that specific labor market information be delivered. Information was delivered primarily through the website, [www.hiwi.org](http://www.hiwi.org).

In PY 2010, various workforce stakeholders had an increased interest in unemployment conditions, employment projections, and green jobs; therefore, with other offices, R&S customized information products and services to support those interests by creating the following:

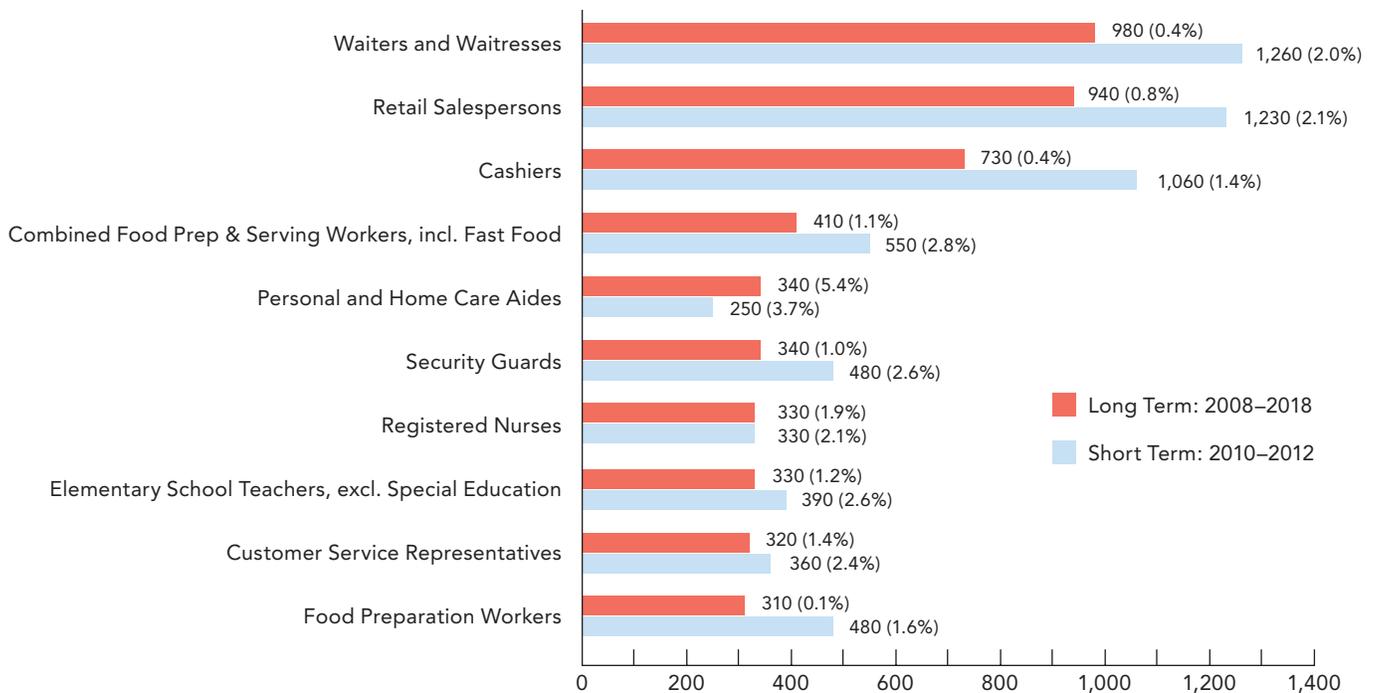
- Short-term industry and occupational employment projections for 2010–2012
- Long-term industry and occupational employment projections for 2008–2018 for the state (revised) and four counties
- Annual Labor Market Dynamics report presenting 2010 job trends for the state and counties

- Green jobs projection comparisons from an initial survey in 2010 between both short- and long-term projections described above
- Initial healthcare industry labor shortages and projections for a health grant proposal

The \$1.2 million Labor Market Improvement (LMI) project was designed to increase the effectiveness of the DLIR as a Hawaii Clean Energy Initiative partner. Promising practices from the LMI Improvement (aka Green LMI) project included R&S’s adoption of the Hawaii Green Jobs Initiative (HGJI) as an outreach brand. This initiative has proven effective in promoting green labor market information and workforce development in the minds of clean energy stakeholders across Hawaii. Since April 2011, the DLIR has leapt forward in visibility, as all green LMI grant materials became unified and presented with a branded logo and website, [www.greenjobshawaii.org](http://www.greenjobshawaii.org).

Today, the Green Jobs Initiative has come full circle and has been adopted as an overarching DLIR strategy for green workforce development, involving the collaborative leadership of the Workforce Development Council (WDC), Workforce Development Division (WDD), Director’s Office (DO), and the Research and Statistics Office (R&S).

**Chart 2: Ten Occupations Projected to Have the Most Annual Job Openings in Hawaii**



SOURCE: Research & Statistics Office, State of Hawaii

## ■ Workforce Development Division

The Workforce Development Division (“WDD”) is the administering entity of WIA for the DLIR. The WDD also administers several USDOL grants for the state.

### **AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA)**

The American Recovery and Reinvestment Act enacted by President Barack Obama on February 17, 2009, was used to preserve and create jobs, promote the nation’s economic recovery, and to assist those most impacted by the recession. All of the \$6,313,624 received was used to provide employment and training activities and support services for 1,297 Adult, Dislocated Worker, and Youth participants during the period from February 1, 2009, to June 30, 2011.

The ARRA Youth Program funds of \$2,918,025 provided summer work opportunities, assessment, counseling, and occupational training for youth ages 14–24. Older youth were able to remain in the program after the summer months to continue their training and to receive job search assistance. In total, 665 youth were enrolled in the program. Those who needed more services than what was offered through ARRA were enrolled in the regular WIA Youth Program.

### **OJT NATIONAL EMERGENCY GRANT**

Through a competitive process, Hawaii received \$601,873 to serve persons severely impacted by the current recession. Dislocated Workers who were laid off or terminated after January 1, 2008, and facing prolonged unemployed (more than the state’s average of 19.88 weeks) may be eligible to participate in on-the-job training activities for a period not to exceed six months. Participating employers are reimbursed for extraordinary training costs at a rate of 50%–90% of the participant’s wages. Reimbursement rates and the length of OJT depend on the participant’s skill level and work experience, the company’s size, and the qualifications for the job.

### **APPRENTICESHIP GRANT**

The WDD was awarded \$100,000 by USDOL to update the state apprenticeship law and rules to conform to the new federal regulations that became effective on December 28, 2008. A portion of the grant was used for a bus tour of apprenticeship facilities to promote “green” occupations in the carpentry, electrical, and plumbing trades to 50 stakeholders including One-Stop Center staff from the four

### **PY 2010 LIST OF WDD-ADMINISTERED PROGRAMS**

- Reemployment Eligibility Assessment (REA)
- Military Spouse and Career Advancement Account
- On-the-Job Training (OJT) National Emergency Grant (NEG)
- Senior Community Service Employment Program (SCSEP) including ARRA supplement
- Disability Navigator Program (ended June 30, 2011)
- Reed Act Funds (ended December 31, 2010)
- Local Veterans Employment Representative Program/ Disabled Veterans Outreach Program (LVER/DVOP)
- Work Opportunity Tax Credit (WOTC)
- Alien Labor Certifications (ALC)
- State Employment Training Funds (ETF)
- State Apprenticeship Program
- Certified Nursing Assistant (CNA) Program Earmark Grant (ended December 31, 2010)
- Wagner-Peyser Program (W-P)
- Reemployment Services–ARRA supplement (ended September 30, 2010)
- Volunteer Internship Program
- ARRA TANF Summer Youth Program

counties, elected officials or their staff, and community college representatives.

### **Highlights of Non-WIA Programs**

#### **REEMPLOYMENT ASSESSMENTS**

The WDD requested and received \$703,100 in federal Reemployment Eligibility Assessment (REA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly, thereby reducing the duration of their UI benefits. Funds were used to expand reemployment services to over 6,160 UI claimants statewide for the period from July 1, 2010, to March 31, 2011.

#### **EMPLOYMENT AND TRAINING FUND PROGRAM (ETF)**

An 18 month moratorium was imposed on the ETF Employer Referral (Micro) Program from July 1, 2009, through December 31, 2010, due to a lack of funds to send private sector workers to training. When it was lifted in January 2011, 367 individuals were enrolled over the next six months.

Four (4) “green” projects awarded through Requests for Proposals helped develop a workforce versed in environmentally sustainable strategies:



1. Maui Economic Opportunity, Inc., together with University of Hawaii Maui College (UHMC), received \$85,627 to establish two training programs—the *Small Business and Residential Energy Management Program* and the *Commercial Building Energy Management Program*—to certify employees in energy management, including energy auditing and weatherization inspection. Fifty-one (51) individuals were trained, ten (10) of whom acquired Residential Energy Services Network certification. Nine (9) individuals obtained a Building Operator Certification Level 1 credential.
2. \$100,000 was given to the Building Industry Association of Hawaii Construction Training Center of the Pacific and the Sustainable Development Training Institute to develop a green building skills training program. Ninety-seven (97) individuals were trained, and with the curriculum developed through this grant, the BIA expects to train approximately 425 pre-apprentices and 150 journey workers in *Green Building Fundamentals* each year.
3. The University of Hawaii at Manoa, Outreach College, Building Owner and Managers Association of Hawaii, and Hawaii Building Engineers Association used \$44,616 to establish a green training and certification program for building owners, property managers and building operators. Of sixty-two (62) individuals trained in green building practices, 13 completed their Building Operator Level 1 certification, and the curriculum developed continues to be used on Oahu with plans for expansion to Kauai by 2012.

4. The Hawaii Farm Bureau Federation and University of Hawaii College of Tropical Agriculture and Human Resources was awarded \$100,000 to establish an *On-Farm Food Safety Certification Training Program* to train fifty (50) farm operators/employers statewide to pass food safety audits and help producers meet demand for produce from certified farms. The program is scheduled to end in PY 2011.

#### **VOLUNTEER INTERNSHIP PROGRAM (VIP)**

The VIP is a DLIR initiative that allows job seekers, especially those receiving unemployment insurance (UI) benefits, to volunteer at businesses to gain workforce training. Upon successful completion of training, interns receive certification of the job skills acquired and consideration for employment. The opportunity to train through VIP is limited to 16–32 hours per week for 4–8 weeks. Since the program's inception in February 2010, 489 individuals received skills assessment services. Of those, 310 were placed at businesses as VIP trainees, 37 were hired by their business sponsor, and 70 were reported as hired elsewhere.

#### **ARRA TANF SUMMER YOUTH EMPLOYMENT PROGRAM**

The State Department of Human Services contracted the City and County of Honolulu and DLIR to implement an ARRA TANF-funded Summer Youth Employment Program in 2010. The DLIR program was initially limited to the neighbor island counties but was later expanded to include Oahu youth, for a total budget of \$3.5 million. Despite extreme time constraints, DLIR placed over 1,500 youth in the program at various government and private non-profit sites statewide. Feedback from youth and worksite supervisors was overwhelmingly positive because the youth were able to earn wages at their jobs while learning job readiness skills. The program ended on September 30, 2010.

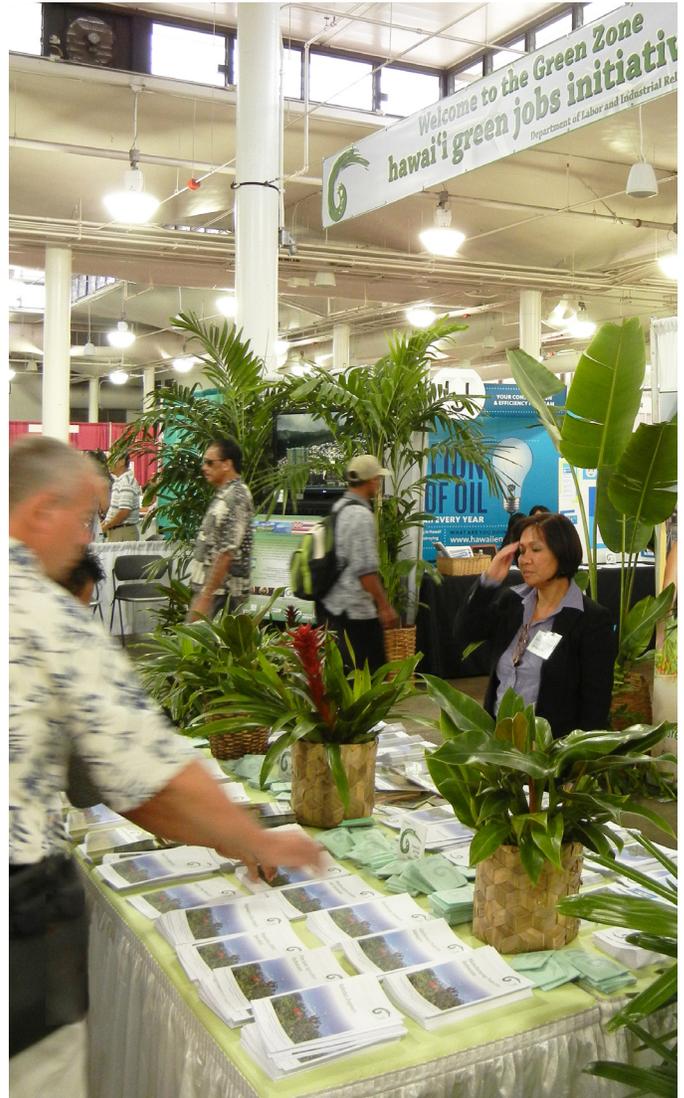
# Oahu WORKFORCE INVESTMENT BOARD HIGHLIGHTS

## ■ Adult and Dislocated Workers

As of August 2011, the Oahu Workforce Investment Board (“OWIB”) is currently either meeting or exceeding all WIA performance measures. During the program year, the Oahu Workforce Investment Board (“OWIB”) remained active, working with both new and more traditional employers to provide work opportunities for adult and dislocated workers. In January and May of 2011, job fairs were held. New companies to the state such as Disney, whose Aulani resort is now open, participated in both job fairs. A number of other construction companies and trade associations also participated, giving individuals looking for work an opportunity to inquire and apply. For the May 2011 job fair, jobs that are considered part of the “green industry” were given a separate section of the fair. This “Green Zone” featured green businesses that were actively recruiting for green jobs. The Zone also featured workforce agencies promoting various training opportunities in green industries.

## ■ Youth Programs

During the program year, OWIB experienced a reorganization of youth programs. The youth programs that relate to WIA were moved from the Office of Special Projects to the WorkHawaii Division. Meanwhile, OWIB’s youth programs have been recognized by a number of national organizations and governmental entities for excellence in service and best practices awards. Currently, older youth WIA programs are exceeding in 3 out of 4 categories, and younger youth programs are exceeding goals in 2 out of 3 measurements.



### National Awards and Recognition for the City & County of Honolulu’s Youth Programs

From	Award or Recognition
U.S. Department of Labor (USDOL)	Young Parents Demonstration Project (1st in the nation)
America’s Promise Alliance	100 Best Communities for Young People Awards
U.S. Conference of Mayors	Best Practices on At-Risk Youth and High School Dropout Prevention Awards
YouthBuild USA	Excellent Attendance, Program Completion, and Diploma Attainment Awards
National Association of Counties	Excellence in Service award
U.S. Department of Labor Training	Featured Speaker: “How to maximize use of resources to generate excellent results”
Harvard University	Bright Ideas Award

## SUCCESS STORIES: OAHU



## Natalie's New Career

### WORKFORCE CHALLENGE:

Natalie was a recent high school graduate, economically disadvantaged and unemployed, looking for a more stable and higher-paying job than the one she previously had at a drugstore.

### WORKFORCE SOLUTION:

Natalie and her Employment Counselor at Oahu WorkLinks developed a career plan, identifying a high-growth, high-demand occupation in healthcare that she was interested in pursuing: Medical Assisting. Using ARRA training funds, Natalie enrolled in Leeward Community College's Medical Assistant program, where she excelled.

### OUTCOMES & BENEFITS:

After completing coursework and an externship, Natalie received her Certificate of Professional Development for Medical Assistant. The following month Natalie was employed by Hawaii Pacific Health (HPH) as a Medical Assistant, working at the Pediatric Outpatient office at Kapiolani Women and Children's Hospital. There she earns \$16.65 an hour, more than double her previous pay at the drug store. She is looking forward to a rewarding career.



## Michael Moves Up

### WORKFORCE CHALLENGE:

Michael had worked in the security industry as an Armored Service Technician, but experienced a layoff after five years. As a dislocated worker, Michael was collecting unemployment benefits when he received word that his wife was pregnant with their first child. He knew that he had to get a job and provide for his growing family.

### WORKFORCE SOLUTION:

Michael and his Oahu WorkLinks Employment Counselor developed a career plan based on his goal of getting a stable job without the stress of having to carry a firearm. Using WIA funding, he enrolled at Professional Driving Academy to obtain his Commercial Driver License. Several months later, he passed the training with flying colors and got his CDL Type A License.

### OUTCOMES & BENEFITS:

Michael was hired by Honolulu Disposal as a Truck Driver, earning \$16 an hour. He is now able to work in a waste management job that helps the environment. What's more, the stable income helped him purchase a house, just in time to become a father.

*Natalie's, Michael's, and Marvin's stories were originally posted on [www.workforceinvestmentworks.com](http://www.workforceinvestmentworks.com) from the National Association of Workforce Boards.*

## SUCCESS STORIES: OAHU



## Marvin's Sweet 16

### WORKFORCE CHALLENGE:

Prior to enrolling at the City and County of Honolulu's Youth Services Center, Marvin was a troubled youth who committed several infractions that brought him within the jurisdiction of the state of Hawaii's Family Court system. In February 2009, Marvin dropped out of school at 15 years old.

### WORKFORCE SOLUTION:

As an at-risk youth and youth offender, Marvin came to the juvenile diversion program at the Youth Services Center hoping to obtain his high school diploma. Marvin enrolled in the Competency-Based Diploma (CBASE) classes but was unable to complete his 5th and final unit when the diversion program came to a close as the funding ran out. Fortunately Marvin was accepted into the Workforce Investment Act Youth Program to complete his CBASE instruction.

### OUTCOMES & BENEFITS:

Marvin progressed exceptionally fast through the CBASE program. At 16 years old, Marvin obtained his high school diploma. After completing his academic instruction, Marvin was able to secure a paid internship through WIA at a local auto body and stereo company. With a change in attitude, and willpower and determination, he successfully achieved his goals.



## Naili's Big Plans

Nailiulaikalani is a 21-year-old, part-Hawaiian female and single parent living in Hau'ula with her daughter. She graduated from Kahuku High & Intermediate School.

On March 13, 2009, Naili came into our office at Hau'ula for a scheduled assessment appointment. She was interested in Medical Assistant Training and had a scholarship award from Hana Lima, but needed more financial assistance in order to enroll in classes at Hawaii Medical Institute of Hawaii that began in April. She appeared well-dressed, friendly, ambitious, and hard-working, and her past experience as a general office

clerk, teller, volunteer, and cashier had allowed her to acquire skills in customer service, computer and office equipment, and cash handling. She had also attended training and received certificates in Prenatal & Infant development.

Naili began her training in April 2009 as a Medical Assistant at Hawaii Medical Institute, and through hard work and ambition she received her Clinical Medical Assistant Diploma on June 13, 2010. While attending training she continued volunteering, caring for her daughter, and seeking part-time employment.

Naili is currently employed at Ko'olauloa Health and Community Wellness Center in Hau'ula as a Medical Assistant, where she provides medical and clerical assistance. She enjoys her job and helping patients in her community. In the years to come she will seek a bachelor's degree in Nursing and pursue her career in the medical field—and will continue to volunteer in her community.

# Hawaii County **WORKFORCE INVESTMENT BOARD HIGHLIGHTS**

## ■ Adult Program Highlights

The unemployment rate for Hawaii County was 10.6% in June 2011. Unfortunately, this has brought Hawaii County back to the levels of a year ago (2010). Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market and a lack of new job openings during this sluggish economy. Hawaii Branch, with its local offices in Hilo and Kona, has stepped up its job preparation activities for our participants to increase their competitiveness.

Despite employment opportunities remaining scarce, the State Workforce Development Division staff continues to provide an array of job readiness workshops with heavier emphasis on career navigation and counseling. Continuous engagement is a common theme for all levels of unemployed individuals. Participants have opportunities to seek local college financial aid assistance through orientation and application workshops at the One-Stop.

WIA counselors continue to take part in an accelerated employer relations campaign (at the state and local levels) in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

Due to Hawaii County's high per-capita poverty rates and a double-digit unemployment rate, Hawaii WIB continues to dual-enroll participants with one-stop partners like Alu Like, the Division of Vocational Rehabilitation, the Senior Employment & Training Program, and other non-mandated one-stop partners in order to optimize funding resources due to the poor economy.

## ■ Dislocated Worker Highlights

The dislocated worker population has also been adversely affected by the stubborn economic slowdown. Fortunately, many dislocated worker participants have greater skill sets and sounder work and maturity skills. However, for many participants, new occupational skills and skill sets need to be learned, and readjustment services in this very tight economy become paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our program.

With these challenges, Hawaii WIB, as of the end of June 30, 2011, has exceeded its goals for the year by 1%. Planned enrollment was 216 and actual was 220. Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice. The Hawaii WIB has noted a trend that during the last year, many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range and some are opting to return to school and/or receive more training during this economic downturn.

## ■ Youth Highlights—Older Youth

The Ola I Ka Hana Program run by contractor Goodwill served 94 older and younger youth in the program year. Of these, 81 were aged 14–18 and 13 were aged 19–21. The increase in enrollment is attributed to the effort of the staff to promote the Ola programs and conduct outreach services in Kona, Honoka'a and other rural areas. A total of 25 youth have attained their high school diplomas or certificates of completion in the program year.

There were 19 youth who received their Competency-Based High School Diploma in June 2011: 16 youth in Hilo and three youth in Kona. Two graduates have applied to UH-HCC and are awaiting their results for admission in the fall. The other graduates have obtained employment or are working with their youth specialists to secure a job placement.

## ■ Youth Highlights—Younger Youth

Through our contractor, Paxen, Hawaii WIB is currently servicing an enrolled total of 67 participants. The contractor had a total of 40 "current enrollment participants" and 27 participants who have been exited during PY 2010–2011 and are now in "follow up services." The contractors continue to provide follow up to participants who have been exited during PY 2009–2010. Work continues with the local community colleges and university to establish a rapport between them and the participants who are of eligible age. In addition, participants have been assisted in applying for and sustaining higher education and financial aid tuition assistance, résumé building, financial literacy, employment seeking and referrals to outside agencies.

## SUCCESS STORIES: HAWAII COUNTY

## Chantel Finds a Way

### WORKFORCE CHALLENGE:

Chantel, age 21, was a high school dropout and a single mom of a two-year-old son when she learned about the Ola I Ka Hana Older Youth Program through a friend. Being on welfare, she was informed that one of the requirements to receive benefits was that she had to find employment and work a minimum of 30 hours per week. Chantel knew that without a high school diploma she was not going to be able to find a job, since most of the jobs required a high school diploma or GED.

### WORKFORCE SOLUTION:

Chantel applied with Ola in 2009. There were a few barriers for Chantel to overcome, as she had no driver's license, no transportation and no childcare before she started the early morning classes for her program. With the help of family and friends she began the program. The coursework proved difficult at first for her since she had not been in school for a while. But Chantel remembers thinking about her son and wanting to make him proud of her. She also remembers how her youth specialist, Kealoha Daubert, made learning interesting and fun. She got up early and attended class with a good attitude.

### OUTCOMES & BENEFITS:

Chantel was a model student, and it paid off. She was hired by Laniakea Express as a full-time cashier. She received a pay increase after only a month of being employed and is still employed there. She received her Competency Based High School diploma in 2010 and continues to meet with her youth specialist, Kealoha, quarterly. She says to others, "Stay in school, but if for any reason you can't, the Ola program and teachers can help you. They helped me, and I'm thankful."

*These stories were originally posted on [www.workforceinvestmentworks.com](http://www.workforceinvestmentworks.com) from the National Association of Workforce Boards.*

## Stacey's Turnaround

### WORKFORCE CHALLENGE:

Stacey grew up in a housing project on Oahu. The problems started in the summer before her freshman year, when alcohol abuse led to problems in her parents' marriage. During that difficult time she and her brother both joined gangs. Her mother recognized that things were heading downhill, divorced her father and moved them to the Big Island. Although Stacey was taking care of her younger siblings, she also started drinking and using marijuana. Cutting class left her 10 credits behind her classmates.

### WORKFORCE SOLUTION:

Stacey got involved with the Ola Program because her hanai sister had participated in the past. This program targets at-risk high school seniors and prepares them to complete high school requirements and enter the workforce. At first, Stacey did not think that she could "take the program seriously," but she was wrong. "I fell in love with how the teachers teach and the school environment. I started to take the program seriously," said Stacey. "I paid a lot of attention to what our teachers were teaching us and I got myself into the Competency Based High School Diploma (CBHSD) class by passing [a standardized assessment test]." Stacey is now in the CBHSD class and is working toward her high school diploma. Stacey says, "The Ola Program has helped me believe and have faith in myself that I can and will accomplish my dreams and goals."

### OUTCOMES & BENEFITS:

Recently, Stacey shared, "This program has helped me realize that there's a lot to life, and [that] sitting at home watching TV isn't life. I did turn my life around for the better. It was time for me to wake up and smell the coffee because life was just passing me by. I was a nobody, but now I can call myself a somebody because I'm living my life to the fullest, taking one step at a time. Thank you for giving me the opportunity to share my life and how I've become a better person."

## Kauai County **WORKFORCE INVESTMENT BOARD HIGHLIGHTS**

### ■ Adult and Dislocated Worker Programs

Job Seeker documented walk-in visits, on average, are on the rise. This is probably more reflective of staff having adjusted to the reduced staffing available to cover the resource room, and of staff being better able to ensure that most walk-ins actually register before receiving services.

Credential attainment continues to be a challenge, particularly for the Adult and Dislocated Worker WIA programs. This may be attributable to limited Kauai Community College credential options due to class cancellation when enrollment is low, or to classes not being scheduled until a sufficient number of interested students are wait-listed.

To address this, the Kauai Workforce Investment Board approved fourteen 24-week on-line training courses being offered through KCC by ED2GO. Of these, 11 courses have a related certification exam. While costly, these new courses offer a viable option since they will run regardless of local enrollment count and participants can work on their program 24/7—meaning work schedules are not a limiting factor to participation. KWIB hopes these new offerings will help in addressing the diverse needs of participants and will improve their credential measures over time.

### ■ Younger and Older Youth Programs

The County of Kauai recently awarded its Youth Program service provider contract to Paxen Huli Ke Alo LLC. The organization just concluded a very successful STEM summer program that served 30 younger youth through a state grant. They are now gearing up for the new school year, and some of their STEM participants are excited about enrolling in the WIA program.

In recent years, older youth were being placed in the subcontractor's alternate adult work readiness program, "Forward March." This was done to address the youth's most immediate need for employment and because of limited WIA program funding. Frequently as a result, there were no OY exiters; measures were shown as 0% when actually it should have been "Not Applicable" since, mathematically, denominators cannot be 0. The Youth Program contract recently issued to Paxen Huli Ke Alo requires that at least 15% of the served population be older youth. It is hoped that this new contract will improve WIA older youth performance measures in future program years.

#### SUCCESS STORIES: KAUAI

### Finally on the Right Path

A 17-year-old boy came to Kauai's youth program in the fall of 2009, having been referred by his sister, who was a graduate of the adult program. The boy had been a runaway, had dropped out of school, and was on probation. Yet he responded to the program, whizzed through classes, got his GED in December of 2009, and found himself a job in a restaurant. Things were still not easy for him, though, and he struggled to figure out what he wanted to do. His mother told us his home life was chaotic, with a drug-addicted, sometimes violent sibling in the house. She feared for him. In October of 2010 he decided to join the Hawaii National Guard and successfully completed basic training in Fort Benning, Georgia. Upon his return to Hawaii, he decided to attend community college on Oahu, where today he continues his duties with both school and the National Guard.

### Turning a New Leaf

For 37 years a woman worked for a long-established Kama'aina company on Kauai, but when her company closed during the economic downturn, her 37-year career went with it. To get herself back into the workforce, she enrolled in WIA DW-Formula and was sent to Kauai Community College for a short-term computer course. After registering for the VIP Program, she was able to secure an 8-week internship with a notable community-based non-profit organization, where she subsequently secured a full-time position. Today, she is very glad to be working again!

## Maui County WORKFORCE INVESTMENT BOARD HIGHLIGHTS

### ■ Adult and Dislocated Program Highlights

Maui WIA staff continues its efforts in the recruitment and enrollment of eligible adult and dislocated worker customers to provide core, intensive and training information and services. Management continues to work on strategies to improve recruitment, enrollment, performance outcomes and overall services provided in the WIA programs.

Staff are utilizing the materials and information provided to them, with a focus on the career assessment tools. Counselors are encouraging participants to explore Career Kokua, HNH, My Future/My Skills, TORQ, ONet, and other career assessment websites and tools, and to utilize their results to better assess their employment goals.

Participants have found that their results from the various career assessment tools have uncovered hidden abilities, skills and knowledge they never knew existed, and that they felt confident in setting achievable employment goals with little to no training. With technology, on-line assessments can now be administered and completed within a few hours, including receiving results. Case management, however, remains a huge part in participant success in achieving employment goals and securing employment.

### ■ Youth Program Highlights—Ku'ina Program

#### POST-SECONDARY EDUCATIONAL OPPORTUNITIES

The Ku'ina program is working toward recruiting more students from the county's outlying areas of Lanai, Molokai and Hana. Although the numbers from a recent two-month outreach campaign in these areas were small, the Ku'ina program hopes to enroll more students from these areas as a result of the outreach efforts.

Some of the outcomes resulting from the high school outreach efforts include the development of the Maui Loa Program and the implementation and execution of a transition plan for at-risk students, targeting seniors in the areas of teen pregnancy, ESL, 504, and disability.

**Maui Loa ("Breath of Life") Program:** To address the drop-out issue at Lahainaluna High School, Ku'ina staff presented this tutoring and mentoring program to



the school's counselors to focus on at-risk seniors. The four components of the program are: (1) Tutoring in the subjects of English and math; (2) Mentoring 4–6 hours per month; (3) Service learning with an organization (i.e. Habitat for Humanity); and (4) Life and career skills through an online training program.

In recent achievements, Ku'ina was able to assist and graduate 13 students, and all 13 students attained a credential. Three students graduated with RN degrees, one of whom now works for Maui Memorial Medical Center as a registered nurse. The other two are still deciding if they want to enter the workforce or continue their education toward a bachelor's degree. Four other students graduated with Liberal Arts degrees: two of them are entering the Bachelor's of Education program, another is transferring to Georgia for her Bachelor's in Environmental Science, and the other has found work at UH Maui College as a Dental Assistant Teacher's Aid.

As for students achieving long-term educational goals, three students who attained GEDs a few years ago are still enrolled at University of Hawaii Maui College. They are making progress toward their educational goals, and in a few semesters they too will be earning post-secondary credentials. Two other students attained certificates in Sustainable Construction, and both of them are currently looking for work.

Finally, one of Ku'ina's Dental Assisting graduates was hired as a dental assistant in a private practice. The Ku'ina staff is very proud of this student's efforts and accomplishments.

## PRE-VOCATIONAL TRAINING/SUMMER WORK EXPERIENCE

Ten students completed a 16-hour pre-vocational training in the summer of 2011. The Ku'ina staff used the "A-Game" curriculum that is widely used in other WIA programs across the nation. The "A-Game" focuses on seven workplace values that give the student the knowledge to excel on the job. All ten students completed the course and the mastery exam. They attained a certificate of completion and now have their names in a national database used by employers to verify the students' completion of the "A-Game."

Of the ten "A-Game" participants, four were placed in a six-week summer work experience program. One student attained a job on her own.

### SUCCESS STORIES: MAUI

## A Student With Drive

The highlight of Ku'ina's summer program came from a non-traditional automotive student. Initially, the employer had reservations about the student because she was female. After the six-week program, however, the employer was very pleased with the student's effort and job performance. As a result, the employer hired the student and gave her a dollar-per-hour raise. This is a perfect example of how a program can train a youth and develop an internship site that transitions into paid employment.

## Waivers and Their Impact on Performance Measures

Throughout the last programming year, the state of Hawaii has both evaluated current waivers and moved forward with utilizing new waivers to improve the workforce development capacity in the state. Although there is limited funding to implement the waivers, the local areas and the state Workforce Development system continue to rely on WIA waivers to provide maximum flexibility for adult workers, dislocated workers, incumbent workers, and youth to utilize WIA programs and services.

After consultation with the local areas, a request was submitted to extend the duration of these waivers for another program year:

- Waiver of WIA to exempt a state from the requirement to provide local area incentive grants;
- Waiver of the provision that prescribes a time limit on the period of initial eligibility for training providers;
- Waiver of WIA requiring that providers of Youth program elements be selected on a competitive basis;
- Waiver of the required 50 percent employer contribution for customized training required in the WIA statute;
- Waiver of the 20 percent limit on transferring WIA funds between the Adult and Dislocated Worker Program;
- Waiver of the prohibition on the use of Individual Training Accounts for older and out-of-school youth;
- Waiver of WIA to increase the employer reimbursement for on-the-job training.

Furthermore, the WDC also requested a new waiver be implemented for the state of Hawaii during the program year:

- Waiver to exempt the state from including credential attainment outcomes for those who are enrolled in on-the-job training in the credential performance measure calculations.

A goal of implementing this new waiver is that smaller companies are given access to financial resources to implement on-the-job (“OJT”) programs for new and existing employees. As with most companies in Hawaii, employees are trained on company-specific equipment and for procedures that don’t necessary end with a nationally-recognized certification of skills learned. This waiver will allow the One-Stop Centers to offer and promote OJT without having to be worried about individuals attaining nationally-recognized certifications.

### EVALUATION OF CURRENT WAIVERS

During the program year, the WDC will periodically request information on the implementation of waivers at the local areas. In general, waivers are being executed in the local areas with a view that they are available tools to assist companies looking to increase training opportunities. Waivers focused on youth allow the local areas to provide the maximum amount of flexibility to the Older Youth population to have access to WIA programs. A goal of this flexibility is to increase overall state Older Youth performance measures with a goal of achieving all Older Youth goals.

**Chart 3: Cost per Participant for Three WIA Title 1-B Programs, PY 2010**

	Reported Expenditure	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$2,000,821	621*	\$3,221. <sup>93</sup>
Dislocated Workers	\$2,432,663	811	\$2,999. <sup>58</sup>
Youth (14–21)	\$1,841,717	430	\$4,283. <sup>06</sup>
Total	\$6,275,201	1,862	\$3,370. <sup>14</sup>

\* Total does not include self-service participants

## PY 2010 Statewide Performance Summary

### Adults

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	50%	67.4%	Exceeded
Employment Retention Rate	82.1%	88.3%	Exceeded
Average Earnings	\$10,800	\$11,550. <sup>00</sup>	Exceeded
Credential/Diploma Rate	55%	60.3%	Exceeded

### Dislocated Workers

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	65%	72.9%	Exceeded
Employment Retention Rate	86%	90.6%	Exceeded
Average Earnings	\$14,750	\$15,853. <sup>60</sup>	Exceeded
Credential/Diploma Rate	60%	66.8%	Exceeded

### Younger Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Education Retention Rate	44%	46.2%	Exceeded
Credential/Diploma Rate	46%	65.7%	Exceeded
Skill Attainment Rate	71%	87.5%	Exceeded

### Older Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	40%	50.0%	Exceeded
Employment Retention Rate	60%	66.7%	Exceeded
Six Month Earning Increase	\$1,750	\$3,221. <sup>80</sup>	Exceeded
Credential/Diploma Rate	38%	25.0%	Did not meet 80% of target

### Customer Satisfaction

Performance Measure	SNPL*	Hawaii Results	Rating
Employers	82%	97.68%	Exceeded
Participants	72%	86.44%	Exceeded

\* State Negotiated Performance Levels

APPENDIX:

# **WIA Performance Tables**

Authorized official certifying accuracy and completeness of data:

Elaine Young, Administrator

Workforce Development Division

Hawaii Department of Labor and Industrial Relations

**Table A: Workforce Investment Act Customer Satisfaction Results (Only Half-Year Results)**

	Negotiated Performance Level (ACSI)	Actual Performance Level (ACSI)	Number of Surveys Completed	Number of Customers Eligible for the Survey*	No. of Customers Included in the Sample	Response Rate
Participants	72%	86.44%	55	775	82	67.1%
Employers	82%	97.68%	29	1,221	45	64.4%

\* Whole-year numbers

**Table B: Adult Program Results**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	50%	67.4%	$\frac{155}{230}$
Employment Retention Rate	82.1%	88.3%	$\frac{106}{120}$
Average Earnings	\$10,800.00	\$11,550.00	$\frac{\$1,166,555}{101}$
Employment and Credential Rate	55%	60.3%	$\frac{85}{141}$

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

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	50.5%	$\frac{51}{101}$	50%	$\frac{3}{6}$	50%	$\frac{2}{4}$	58.8%	$\frac{10}{17}$
Employment Retention Rate	84.1%	$\frac{37}{44}$	100%	$\frac{4}{4}$	0%	$\frac{0}{2}$	70%	$\frac{7}{10}$
Average Earnings	\$9,699.90	$\frac{\$358,897}{37}$	\$11,585.00	$\frac{\$34,755}{3}$	-	$\frac{0}{0}$	\$3,462.20	$\frac{\$20,773}{6}$
Employment and Credential Rate	63.8%	$\frac{44}{69}$	33.3%	$\frac{1}{3}$	100%	$\frac{1}{1}$	75%	$\frac{3}{4}$

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

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	61.1%	55	71.4%	100
		90		140
Employment Retention Rate	88.7%	63	87.8%	43
		71		49
Average Earnings	\$12,629.00	\$757,739	\$9,971.10	\$408,816
		60		41

**Table E: Dislocated Worker Program Results**

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	65%		72.9%	285
				391
Employment Retention Rate	86%		90.6%	232
				256
Average Earnings	\$14,750.00		\$15,853.60	\$3,471,941
				219
Employment and Credential Rate	60%		66.8%	151
				226

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

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	67.9%	19	50%	1	57.7%	45	100%	1
		28		2		78		1
Employment Retention Rate	88.9%	16	100%	1	88.1%	37	0%	0
		18		1		42		1
Average Earnings	\$20,055.40	\$280,776	\$34,385	\$34,385	\$12,689.80	\$469,521	-	0
		14		1		37		0
Employment and Credential Rate	60%	6	-	0	41.5%	17	100%	1
		10		0		41		1

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

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.7%	168	70.5%	117
		225		166
Employment Retention Rate	88.6%	124	93.1%	108
		140		116
Average Earnings	\$15,347.30	\$1,780,287	\$16,423.80	\$1,691,654
		116		103

**Table H.1: Youth (14–21) Program Results**

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	–	45.9%	78
			170
Attainment of Degree or Certificate	–	63.0%	102
			162
Literacy and Numeracy Gains	–	27.4%	46
			168

**Table H.2: Older Youth (19–21) Program Results**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	40%	57.1%	4
			7
Employment Retention Rate	60%	66.7%	4
			6
Earnings Change	\$1,750.00	\$3,221.80	\$16,109
			5
Credential Rate	38%	33.3%	3
			9

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

	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	75%	3	-	0	-	0	60%	3
		4		0		0		5
Employment Retention Rate	0%	0	-	0	100%	1	75%	3
		1		0		1		4
Earnings Change	-	0	-	0	\$182.00	\$182	\$3,981.50	\$15,926
		0		0		1		4
Credential Rate	50%	2	-	0	-	0	28.6%	2
		4		0		0		7

**Table J: Younger Youth (14-18) Program Results**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	71%	87.5%	244
			279
Youth Diploma or Equivalent Rate	46%	65.7%	65
			99
Retention Rate	44%	46.2%	104
			225

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

	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.4%	93	64.5%	20	88.1%	171
		104		31		194
Youth Diploma or Equivalent Attainment Rate	54.3%	19	77.8%	14	70.0%	42
		35		18		60
Retention Rate	35.5%	27	42.2%	19	42.5%	68
		76		45		160

**Table L: Other Reported Information**

	12-Month Employment Retention Rate		12-Month Earnings Increase (for Adults and Older Youth) or 12-Month Earnings Replacement (for Dislocated Workers)		Placement 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	76.7%	$\frac{89}{116}$	\$4,262.10	$\frac{\$473,094}{111}$	14.8%	$\frac{22}{155}$	\$3,829.00	$\frac{\$570,527}{149}$	61.8%	$\frac{34}{55}$
Dislocated Workers	89.6%	$\frac{223}{249}$	80.0%	$\frac{\$3,178,667}{\$3,971,875}$	35.8%	$\frac{102}{285}$	\$6,980.30	$\frac{\$1,856,763}{266}$	51.2%	$\frac{86}{168}$
Older Youth	71.4%	$\frac{5}{7}$	\$3,695.70	$\frac{\$25,870}{7}$	0%	$\frac{0}{5}$	\$1,734.70	$\frac{\$5,204}{3}$	(n/a)	

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	<b>24,144</b>	<b>21,104</b>
Total Adults (self-serve only)	22,767	20,443
WIA Adults	23,388	20,753
<b>WIA Dislocated Workers</b>	<b>811</b>	<b>359</b>
<b>Total Youth (14–21)</b>	<b>430</b>	<b>145</b>
Younger Youth (14–18)	364	135
Older Youth (19–21)	66	10
Out-of-School Youth	307	83
In-School Youth	123	62

**Table N: Cost of Program Activities (WIA Regular Funds and ARRA WIA Formula Funds Only)**

Program Activity	WIA Regular Funds	ARRA WIA Formula Funds
Local Adults	\$2,000,821	\$208,322
Local Dislocated Workers	\$2,432,663	\$470,112
Local Youth	\$1,841,717	\$923,296
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$42,426	\$40,899
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$569,685	\$641,964
Statewide Allowable Activities	Program Service (WDC)	\$240,997
WIA Section 134(a)(3)	.....	
including Required Activities	.....	
WIA Section 111(d)	.....	
<b>Total of All Federal Spending Listed Above</b>	<b>\$7,128,309</b>	<b>\$2,284,593</b>
<b>Total Federal Spending Combined</b>		<b>\$9,412,902</b>

**Table O.1: State and Local Performance—Oahu**

Local Area Name: <b>Oahu</b>	<b>Total Participants Served</b>	Adults	12,279	
		Dislocated Workers	423	
		Older Youth (19–21)	25	
		Younger Youth (14–18)	168	
ETA Assigned # 15005	<b>Total Exiters</b>	Adults	11,299	
		Dislocated Workers	201	
		Older Youth (19–21)	3	
		Younger Youth (14–18)	61	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	72%	–	
	Employers	82%	–	
<b>Entered Employment Rates</b>	Adults	50%	77.1%	
	Dislocated Workers	65%	76.4%	
	Older Youth (19–21)	40%	33.3%	
<b>Retention Rates</b>	Adults	82.1%	89.8%	
	Dislocated Workers	86%	91.4%	
	Older Youth (19–21)	60%	100%	
	Younger Youth (14–18)	44%	38.8%	
<b>Average Earnings</b>	Adults	\$10,800. <sup>00</sup>	\$13,122. <sup>60</sup>	
	Dislocated Workers	\$14,750. <sup>00</sup>	\$16,610. <sup>10</sup>	
<b>Six Months Earnings Increase</b>	Older Youth (19–21)	\$1,750. <sup>00</sup>	\$3,544. <sup>30</sup>	
<b>Credential/Diploma Rates</b>	Adults	55%	61.1%	
	Dislocated Workers	60%	68.3%	
	Older Youth (19–21)	38%	33.3%	
	Younger Youth (14–18)	46%	83.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14–18)	71%	89.9%	
<b>Placement in Employment or Education</b>	Youth (14–21)	–	30.7%	
<b>Attainment of Degree or Certificate</b>	Youth (14–21)	–	66.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14–21)	–	30.6%	
<b>Overall Status of Local Performance:</b>		<b>Not met*</b>	<b>Met**</b>	<b>Exceeded***</b>
Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		0	3	12

**Table O.2: State and Local Performance—Hawaii County**

Local Area Name: <b>Hawaii County</b>	<b>Total Participants Served</b>	Adults	6,433	
		Dislocated Workers	285	
		Older Youth (19–21)	15	
		Younger Youth (14–18)	134	
ETA Assigned # 15010	<b>Total Exiters</b>	Adults	5,533	
		Dislocated Workers	119	
		Older Youth (19–21)	3	
		Younger Youth (14–18)	50	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	72%	–	
	Employers	82%	–	
<b>Entered Employment Rates</b>	Adults	50%	50.0%	
	Dislocated Workers	65%	66.1%	
	Older Youth (19–21)	40%	100%	
<b>Retention Rates</b>	Adults	82.1%	87.0%	
	Dislocated Workers	86%	89.1%	
	Older Youth (19–21)	60%	0%	
	Younger Youth (14–18)	44%	58.7%	
<b>Average Earnings</b>	Adults	\$10,800. <sup>00</sup>	\$9,761. <sup>80</sup>	
	Dislocated Workers	\$14,750. <sup>00</sup>	\$14,173. <sup>90</sup>	
<b>Six Months Earnings Increase</b>	Older Youth (19–21)	\$1,750. <sup>00</sup>	\$0. <sup>00</sup>	
<b>Credential/Diploma Rates</b>	Adults	55%	62.5%	
	Dislocated Workers	60%	66.7%	
	Older Youth (19–21)	38%	66.7%	
	Younger Youth (14–18)	46%	54.5%	
<b>Skill Attainment Rate</b>	Younger Youth (14–18)	71%	93.2%	
<b>Placement in Employment or Education</b>	Youth (14–21)	–	74.4%	
<b>Attainment of Degree or Certificate</b>	Youth (14–21)	–	76.7%	
<b>Literacy or Numeracy Gains</b>	Youth (14–21)	–	27.8%	
<b>Overall Status of Local Performance:</b>		<b>Not met*</b>	<b>Met**</b>	<b>Exceeded***</b>
Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		2	3	10

**Table O.3: State and Local Performance—Kauai**

Local Area Name: <b>Kauai</b>	<b>Total Participants Served</b>	Adults	2,723	
		Dislocated Workers	56	
		Older Youth (19–21)	1	
		Younger Youth (14–18)	41	
ETA Assigned # 15020	<b>Total Exiters</b>	Adults	2,196	
		Dislocated Workers	19	
		Older Youth (19–21)	2	
		Younger Youth (14–18)	17	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	72%	–	
	Employers	82%	–	
<b>Entered Employment Rates</b>	Adults	50%	100%	
	Dislocated Workers	65%	58.3%	
	Older Youth (19–21)	40%	0%	
<b>Retention Rates</b>	Adults	82.1%	71.4%	
	Dislocated Workers	86%	75.0%	
	Older Youth (19–21)	60%	0%	
	Younger Youth (14–18)	44%	68.0%	
<b>Average Earnings</b>	Adults	\$10,800. <sup>00</sup>	\$13,172. <sup>60</sup>	
	Dislocated Workers	\$14,750. <sup>00</sup>	\$19,649. <sup>30</sup>	
<b>Six Months Earnings Increase</b>	Older Youth (19–21)	\$1,750. <sup>00</sup>	\$0. <sup>00</sup>	
<b>Credential/Diploma Rates</b>	Adults	55%	100%	
	Dislocated Workers	60%	0%	
	Older Youth (19–21)	38%	0%	
	Younger Youth (14–18)	46%	46.7%	
<b>Skill Attainment Rate</b>	Younger Youth (14–18)	71%	75.6%	
<b>Placement in Employment or Education</b>	Youth (14–21)	–	60.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14–21)	–	39.1%	
<b>Literacy or Numeracy Gains</b>	Youth (14–21)	–	7.7%	
<b>Overall Status of Local Performance:</b>		<b>Not met*</b>	<b>Met**</b>	<b>Exceeded***</b>
Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		5	3	7

**Table O.4: State and Local Performance—Maui County**

Local Area Name: <b>Maui County</b>	<b>Total Participants Served</b>	Adults	1,953	
		Dislocated Workers	46	
		Older Youth (19–21)	25	
		Younger Youth (14–18)	21	
ETA Assigned # 15015	<b>Total Exiters</b>	Adults	1,725	
		Dislocated Workers	17	
		Older Youth (19–21)	2	
		Younger Youth (14–18)	7	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	72%	–	
	Employers	82%	–	
<b>Entered Employment Rates</b>	Adults	50%	70.0%	
	Dislocated Workers	65%	85.7%	
	Older Youth (19–21)	40%	0%	
<b>Retention Rates</b>	Adults	82.1%	100%	
	Dislocated Workers	86%	91.7%	
	Older Youth (19–21)	60%	100%	
	Younger Youth (14–18)	44%	42.9%	
<b>Average Earnings</b>	Adults	\$10,800.00	\$8,165.70	
	Dislocated Workers	\$14,750.00	\$13,205.00	
<b>Six Months Earnings Increase</b>	Older Youth (19–21)	\$1,750.00	\$5,475.00	
<b>Credential/Diploma Rates</b>	Adults	55%	0%	
	Dislocated Workers	60%	33.3%	
	Older Youth (19–21)	38%	0%	
	Younger Youth (14–18)	46%	25.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14–18)	71%	58.3%	
<b>Placement in Employment or Education</b>	Youth (14–21)	–	60.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14–21)	–	44.4%	
<b>Literacy or Numeracy Gains</b>	Youth (14–21)	–	38.1%	
<b>Overall Status of Local Performance:</b>		<b>Not met*</b>	<b>Met**</b>	<b>Exceeded***</b>
Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		6	3	6

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