



**Territory of American Samoa  
Workforce Investment Act – Title I**

**WIA Annual Report Narrative  
Program Year 2014**

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## **Introduction**

Each state and Territories that receives an allotment under WIA Section 127 or Section 132 must prepare and submit an Annual Report of performance progress to the Secretary of Labor in accordance with WIA Sections 136 and 185. The Department of Human Resources, Employment & Training Division is pleased to submit this annual report summarizing our activities for PY 2014.

The required portions of the Annual Report Narrative include the information required by the WIA sections 136 (d) through (2) and 185 (d). This includes:

>Performance data on the core and customer satisfaction measures, including progress of local areas in the State / Territory in achieving local performance measures;

>Information on the status of state evaluation activities;

>Information on the cost of workplace investment activities relative to the effect of the activities on the performance of participants;

>Assurance that all required elements are reported uniformly so that a state /Territory comparison can be made;

>Information on participants in the workplace investment system;

>A listing of the waivers for which the State /Territory has received approval. Information on how activities carried out under the waivers have affected states and local area performance outcomes directly or indirectly

## **Workforce Investment Act (WIA) Programs – at a Glance**

Program Year 2014 (July 1, 2014 – June 30, 2015)

Each State /Territory receives WIA funds based on a formula established by the Act, which takes into account the number of individuals in poverty, number of unemployed and other factors. These funds are commonly referred to as WIA Formula Funds. The Department of Human Resources (DHR), Employment & Training Division is the designated administrative entity for WIA Formula Funds. There are three (3) funding streams within the Formula Fund- Adult, Dislocated Worker and Youth. These funds and the programs operated with these funds are managed by the Department of Human Resources, Employment & Training Division, American Samoa Government.

For WIA purposes, American Samoa Territory is a single-State delivery area, meaning there is only one Board for the entire state /territory. Local and regional boards are not included in the WIA service delivery area approach. When defining states and local level service delivery, “local refers to those programs that provide services directly to individuals.

Local services are delivered through the Department of Human Resources Workforce Center. All other programs are coordinated with Partners from the Department of Education, American Samoa Community College, OJT with Employers, Work Experience with government agencies, and non profit organizations.

### **WIA Five-Year State / Territorial Plan**

The plan represents the collective efforts of key stakeholders in the development of the State’s strategic planning for the workforce services, particularly those services through Title I WIA. For more information on the State /Territorial Plan, visit the AS Workforce website ([www,ASworkforce.as.gov](http://www,ASworkforce.as.gov))

### **WIA Adult and Dislocated Worker Program**

Adult services are provided through the Department of Human Resources Workforce Center- Employment & Training Division, A.P. Lutali Executive Office Bldg-2<sup>nd</sup> Floor. The Worksite agreements, MOU with various providers or employers are coordinated closely with the Department of Human Resources, Employment & Training Division.

The State formula-funded programs continue to focus on providing employment training to eligible individuals through the DHR Workforce Center. The WIA funded programs place importance on the provision of services to priority and target populations, particularly at risk

youth, teenage parent, displaced homemaker, foster child, disable population, school dropout and veterans. The Workforce Board requires local funds to be expended to support access to occupation skills training to the fullest extent possible.. A description of the type of services provided can be found in the WIA AS State /Territorial State Plan at [www.ASworkforce.as.gov](http://www.ASworkforce.as.gov))

### **Self-Serve Customers**

The Department of Human Resources Workforce Center offers a variety of informational services, which are accessible through our intake staff and our computer lab. Activities and walk-in customers continue to utilize the job-search through coordination with the DHR-ETD and the ASG DHR Personnel Division next door.

### **WIA Youth**

In PY 2014, WIA youth funds supported our Summer Youth Employment Program activities in addition to resources from the Community Service Block Grant (CSBG), local government funds, and Governor’s Special Project funds. A total of 602 out-of-school you and in-school youth were served across the Territory. The SYEP provided students with the ten essential elements required under WIA regulations. Through the program, youth were able to gain skills and experience that would not have otherwise been available to them. Many employers noted that had it not been for this program, the local economic turndown would have prevented them from hiring youth workers. Additionally, youth involved in this program were targeted as those likely to need additional supports to gain and maintain work experience. When asked the greatest value of the program, employers and program participants cited the teaching of workplace skills such professionalism and responsibility, job seeking skills such as resume development, the individual work experience component, and the availability of life skills training and supportive services, such as financial literacy, youth in program were given the pre- and post-tests to assess their work readiness skills, and nearly 80 percent increased their skills over the course of the program. (See youth attachment)

### **Shared Youth Vision /Theme**

The Youth Theme for this year “*Inspiring young minds today for a successful workforce tomorrow.*” The DHR-ETD staff and planning youth team continues to grow in membership and scope as the working group to identify ongoing needs of youth related to workforce issues and strategies for streamlining services and maximize limited resources.

The Youth planning staff continue to focus on maintaining a commitment to the neediest youth, as well as promoting new strategies for implementation in PY 2014. WIA staff and planning team continue to focus on the following:

1. Orientation of Supervisors & Employers
2. Orientation of SYEP Participants & Parents
3. Orientation of high school career guidance counselors
4. Increasing the high school graduation rates
5. Efforts is focused on shared case management among Vocational Rehabilitation program, DHSS, Adult Basic Ed & Literacy, Department of Education and other service providers.

### **Employer Services**

Through the creation of economic and workforce development teams, employers can work with designated team from DHR-EDT to communicate with employer needs to each other. The coordinated team approach requires ongoing information sharing and cross-training to be effective. Throughout PY 2014 regularly meetings among OJT employer service representatives from partner agencies were held to develop continuous improvement strategies designed to foster greater efficiency in the delivery of employer business services.

### **Rapid Response**

Rapid Response activities are supported with funds administered by the DHR-ETD. The DHR WIA staff serves as the lead, coordinating local dislocated worker team activities. Local teams include representation from each of the primary Workforce system partners (Voc Rehab, DOH, DHSS); and others as determined necessary. The DHR-ETD staff also serves as the primary contact for layoff aversion and dislocated worker activities for those impacted as a result of a disaster.

Learning about a layoff or closure can come from a variety of sources, including media, rumor, company contact or WARN notices. Upon confirmation of such an event, a team from the DHR-ETD and Workforce System partner agencies is formed for the purpose of assisting the employer and employees. Contact is made with the employer, and with their assistance, the local team partners arranges to meet the workers quickly as possible.

Rapid Response (RR) is also an effective program because it helps the employer deal with the trauma of a layoff or closure. Affected workers may be able, through the coordinated efforts of the Rapid Response team or Partners to immediately relocate to companies needing their skills along with the individual assistance provided by the partner agencies.

## **WIA Set-Aside Projects**

Set-Aside projects refers to the program and/or projects funded with the portion of WIA formula funds that is available to use at the state level to support statewide activities and/or special initiatives. In PY 2014 only the 5% of the total grant amount typically reserved for administration costs was available, therefore no set-aside projects were funded this year. Since American Samoa WIA Program receives a comparatively small WIA allocation, 5% are needed to support program management and administration.

## **Core, Intensive, and Training Services Delivered to participants**

The Department of Human Resources, Employment & Training Division delivered and provided the following services for the Youth, Adult and Dislocated Workers population.

Staff Assisted Core Services	1,147
Intensive Services	940
Training Services	920
WIA Adult Program	240
WIA Dislocated Worker Program	45
WIA Youth Program	602
Educational Achievement Services	62
Alternative Schooling	2
Summer Youth Program	602
Work Experience	619
Leadership Dev Opportunities	86
Supportive Services	10
Career Guidance Services	265

## WIA Program Performance Goals

The USDOL requires each WIA Administrative Entity to report annual performance outcomes against established performance (measure) goals for each funding source. American Samoa WIA reports on “common measure” performance goals, which include the following categories for the adult programs: Entered Employment Rate (EER), Employment Retention Rate (ERR), and Average Earnings. Youth programs are measured against: Placement in Employment or Education; Attainment of Degree or Certificate, and Literacy Numeracy Gains.

American Samoa met all of its performance goals for PY 2014 based on the following targets:

### WIA Adult

Entered Employment	30.0%
Employment Retention	70.0%
Average Earnings	\$4,080

### WIA Dislocated Worker

Entered Employment	30.0%
Employment Retention	70.0%
Average Earnings	\$4,080

### WIA Youth

Placement in Employment/Education	30.0%
Attainment of Degree/Certificate	52.0%
Literacy/ Numeracy Gains	40.0%

**Entered Employment Rate (EER)** – The entered Employment Rate is defined by the number of participants who exited the program and were employed by the end of the first quarter after exit. American Samoa exceeded the EER for the adult program and met the EER in the dislocated worker program in PY 2014.

**Employment Retention Rate (ERR)** – The Employment Retention Rate reflects the number of participants who were employed in the first quarter after exit and were still employed in the second and third quarters after exit. In PY 2014, American Samoa met the retention goal for the adult program and exceeded the goal for dislocated workers.

**Average Earnings** – Of those adult participants who are employed in the first, second, and third quarters after the exit quarter; total earnings in the second plus the total earnings in the third quarters are divided by the number of adults exiting during the quarter. The Territory met the average earnings for both adult and dislocated worker programs.

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**Placement in Employment or Education** – Of those youth who are not in post-secondary education or employment at the date of participation, those that are in the first quarter after exit are divided by the number of exits during the quarter. This youth measure was exceeded in PY 13 and again PY 2014.

**Attainment of a Degree or Certificate** - Of those youth enrolled in education at intake or during the program who attain a diploma, GED or certificate by the end of the third quarter after the exit quarter are divided by the number of exits during quarter. This Youth measure was exceeded in PY 2013 and again PY 2014.

**Literacy and Numeracy Gains** – Of those out-of-school youth who are basic-skills deficient, the number of youth who increase one or more educational functioning levels is divided by the number who have completed a year in the program, plus the number of youth who exit before completing a year in the youth program. This youth measure was also exceeded in PY 2014, marking a significant improvement over PY 2013 performance when this measure was not met.

### **Customer Satisfaction**

Customer satisfaction is an important tool for measuring program effectiveness from the point of view of the people who experience the services we offer. Customer satisfaction is measured at various stages in each program year. In 2014, customer satisfaction survey were completed by a sampling of customers accessing services DHR-EDT Workforce Center, the WIA Program.

As demonstrated by the results displayed in the two tables below, customers indicate a high level of satisfaction with the initial services they receive. Comments offered were very positive and supportive of the staff. Other comments noted the lack of coffee, food, water and other amenities as a concern. Some people would prefer to have information sent to them to eliminate gas expenses and /or inconveniences. All comments were reviewed by DHR-WIA management and used to inform continuous improvement strategies, as appropriate.

Questions	Yes	No
Did we provide you with the information we were looking for?	1456	3
Did we explain our services and/or programs to your satisfaction	1456	3
Is there anything else that we could have done for you that was not Offered?	10	1446

Overall Rating	Excellent	Very Good	Good	Fair	No rating
Number	751	524	145	17	22
% of Total	51%	36%	10%	1%	1%

### **WIA Program Financial Summary**

Financial reports are completed quarterly. Quarterly reports are submitted to Workforce Board, DHR Directory and the Grants Division, Department of Treasury. A summarized financial report is attached – Appendix (A).

The WIA financial statement for PY 2014 shows a significant increase in the percent of total funds expended in PY 2014 (60%). The total amount of funds available was just slightly higher this year over last year but the number of participants served was slightly less. The increase in expenditures is attributable to a number of factors, including the increased cost of direct services to participants and on-the-job training supported with formula funds.

### **Cost per participant**

The cost per participant is calculated by dividing the total WIA state allocation by the number of participant served within a specific program year. This definition, fails to take into account that funds are available for up to three years and not all of the formula funds have been expended for the year. Thus, even though the funds are still available to be expended on services, and will be invested this coming year in serving individuals coming into the system.

The cost per participant for Adult /Dislocated Worker is \$1,533.00 and cost for youth enrollment is \$1,200.

## ***Success Stories from the Field.....***

How do you find work when you have no skills?

How do you support a family when you cannot find employment?

Tasi Tuiolemotu is a 26 year old married father (with the couple's 2<sup>nd</sup> child on the way) newly arrived from California, where his only work experience was in low-skill, low-pay jobs-stock clerk, forklift driver, fast food prep.

Tasi and the family tried to get by on food stamps and Tasi's job at a gas station earning \$4.41 an hour. It wasn't working. With the pregnancy, Tasi knew he had to do something different to provide for his family.

Urged by the WIA Cs worker to consider a new training program in carpentry, Tasi thought about how he has always enjoyed working with his hands and making things. He scored high in the Realistic category on the Interest Profiler, and read the literature given to him describing the training program offered at the ASCC.

Tasi needed to lay some groundwork for this big change in his life. He agreed to enroll at the ASCC. At times, the new experience of school and training proved too much, but Tasi wanted it badly enough that he accepted extra counseling and tutoring. Tasi graduated from his training in May 2014. He was immediately hired by one of our local Construction Company making \$10.50 per hour with full benefits.

### **Help can arrive in small increments, but make a huge difference in a family's life.....**

Lago, a 48-year old father of two, lost his job in August, 2014 with the Star Kist company. It was steady work for three years, and Lago hoped he would collect benefits while looking for work and keep things together. He soon realized that his work compensation check didn't cover all his bills. Lago's phone was disconnected, making a job search even more difficult. The electricity was about to be shut off at home.

In Oct 2014, Lago eligible for WIA, asked for some counseling and guidance assistance. Working with WIA partners, Lago was able to get the phone turned on, and he received some help with the electric bill. He was also referred to the DHSS for assistance for food stamps and WIC support. Most importantly, Lago got help that was essential in becoming a marketable job seeker. By obtaining his license with the help of WIA and Partners, Lago was able to find a job with skills employers needed. Hired as a full time Service Technician by Blue Sky. Lago earns

\$12 an hour for 40 hour week with full benefits. The future looks a lot brighter for Lago and his two children due to the help of WIA and Partners.

Penitito's problems were piling up, one after another, and he did not see a way clear of them. With a pregnant wife and two children, he has moved from Hawaii to AS to start a new life, but those problems were piling up. The family couldn't find a place to live and were cramped in his mother-in-law's small home; the family car had broken down. The only income coming in was WIC and food stamps.

But perhaps the biggest problem for Penitito was finding a job. As a convicted felon, Panitito faced the challenge of explaining his past to prospective employer while proving he was a man who had changed his ways. He practiced his interview skills and explanations, but all the problems and pressures convinced Penitito to visit the WIA Workforce Center –DHR-ETD.

The WIA Program and Partners were impressed by Penitito's determination to help himself and his family. First, Penitito was referred to the DHSS to provide Support for FS, WIC, Next, Penitito's WIA counselor urged him to file a 2<sup>nd</sup> request for his Social Security Disability income for his wife. To get a job, the WIA program provided an OJT contract for him to be employed @ the 5-Star All-Signs Business earning \$5.50 hourly. He proved to his employer that he was dependable ,smart and capable of advancing in the company.

Penitito is no longer looking over his shoulder for law enforcement problems. He is only looking ahead, and he was helped to move in the right direction because of his love for his family and by WIA & Partners working together on his behalf.

### **Return on Investment for WIA Youth**

Lupelele was a member of the WIA Summer Youth Employment Program during 2010 – 2011 school year. She was a teenage parent and took advantage of every opportunity presented by the program. She applied for the WIA support services to help pay for her tuition and fees at the AS Community College . During her college years Lupelele worked at the LBJ Hospital where she started out as a dietary aid and worked her way up to being an LPN Nurse. Currently, Lupelele is now employed as a registered nurse at our medical center. Most recently, she has received an award for outstanding Nurse and has committed to mentoring nursing students and for those who are interested in pursuing career in health care. We are so proud of everything Lupelele has accomplished and look forward to being there when she received her MA.

## **Continuous Improvement Moving Forward**

Customer feedback is an important component for identifying system improvements. Results from surveys are shared with staff at all levels in an effort to identify and/or procedures that may need to be changed or adjusted to achieve greater success in meeting the needs of both or business and individual customers. This is an on-going and every evolving process.

Specific process improvements to be implemented in PY 2014 include a more timely release of surveys. Currently surveys are sent out twice a year, which may be limiting our response rate. In most cases people being surveyed received services a year or more earlier; it is logical to assume that the longer the length of time from the last service received the more likely it is that people will not respond to a survey. Moving forward with surveys will be sent out monthly to individuals with exits at the 90 day mark, which we believe will significantly increase our response rate. In addition, WIA Cs workers or employment counselors will inform participants upon exiting from the program that they will receive an electronic survey in 90 days and encourage them to respond. WIA counselors will also be required to contact people who do not respond to the survey after it is sent out. Finally, reminders will be sent out more frequently and staff will track responses weekly.

## **Performance & Reporting Requirements – Federal Waivers**

WIA regulations allow states /Territories to request waivers for certain programmatic requirements as needed to improve access and /or performance efficiencies. As part of the Territory of American Samoa State Plan, the Territory submitted requests for waivers of statutory and regulatory requirements under WIA, Final approval of these waivers was granted in PY 2013.

Waiver to permit the State /Territory to replace the performance measures at WIA Section 136 (b) with the common measures. The Territory requested a waiver that allows the Territory to replace the 17 performance measures under WIA Section 136 (b) with the common measures for reporting purposes. Reporting on the common measures only makes it easier to compare performance outcomes across the partner agency programs , as well as allow program providers to focus on performance for six key indicators versus the 17 measures. The Waiver shall remain in place at which time WIOA performance measures will replace the current WIA requirements.

Waiver of WIA Section 101 (31) (8) to increase the employer reimbursement for on-the-job training under the State Formula funded program. The Territory requested a waiver to permit an increase in employer reimbursement for OJT through a sliding scale based on the size of the business. This waiver will stay in place at which time WIOA will go into effect. The sliding scare reimbursement process through for OJT employers is allowable under WIOA.

# SUMMER YOUTH EMPLOYMENT PROGRAM – PY'2014



SUPERVISOR'S TRAINING



REGISTRATION



SYEP OPENING

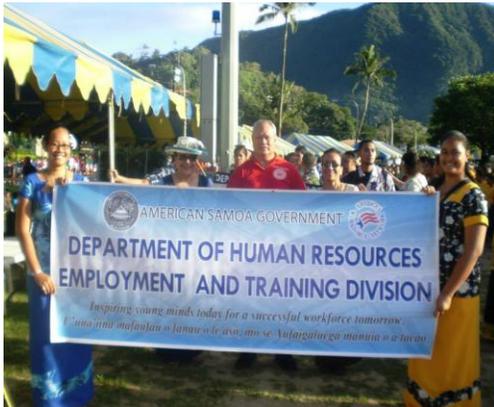




**JOB PLACEMENTS**



**CLASSROOM COMPONENTS**



**ASG YOUTH DAY**





AGRICULTURE

TROPHY & THINGS

WORKSITES



PUBLIC WORKS

REVENUE

PARKS & RECREATION



PAYROLL



PAY DAY

