

WORKFORCE INNOVATION AND
OPPORTUNITY ACT
ANNUAL REPORT
PROGRAM YEAR 2015
STATE OF HAWAII

David Y. Ige, Governor State of Hawaii

**The Workforce Innovation and Opportunity Act
Annual Performance Report for Program Year 2015**

was prepared by the:

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WORKFORCE INNOVATION AND OPPORTUNITY ACT IN HAWAII



The Hawaii Workforce Development Council (State Board) in coordination with four Local Workforce Development Boards (Local Boards), administer a variety of federal and state workforce programs including the Workforce Innovation and Opportunity Act (WIOA) of 2014. This report focuses on WIOA Program Year (PY) 2015 (July 1, 2015 through June 30, 2016) financial, participant and performance information and provides highlights on other programs.

Transition to the Workforce Innovation and Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) of 2014 replaced the Workforce Investment Act (WIA) of 1998 and retained and amended the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. As the first legislative reform of the public workforce system in more than 15 years, WIOA authorized the one-stop career center (also known as American Job Center) service delivery system and brought together the following six core programs of federal investment in skill development:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL);
- Adult Education and Literacy Act Title II programs administered by the Department of Education (DoED);
- Wagner-Peyser Act Title III employment services administered by DOL; and
- Rehabilitation Act Title I programs administered by DoED and DHS under Title IV.

WIOA also authorized programs for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs, as well as evaluation and multistate projects administered by DOL.

Effective Dates for Implementation

WIOA took effect on July 1, 2015, the first full program year after enactment, with a few exceptions. For example, the amendments to the Rehabilitation Act in Title IV took effect on the date of enactment July 22, 2014. The WIOA performance accountability provisions took effect on July 1, 2016 and the WIOA state unified and local plans have staggered implementation dates thereafter.

Establishing Firewalls

The Governor designated Department of Labor and Industrial Relations (DLIR) to act on his behalf as the State Grant Recipient (also called State Administrative Entity) for funds received under the WIA. In turn, the DLIR had assigned these responsibilities to the Workforce Development Division (WDD). This designation continued under WIOA, with WDD taking the lead within DLIR to carry out responsibilities of the State Administrative Entity with support from the DLIR Fiscal Office, first for WIA, and then for WIOA. WDD's responsibilities included allocating funds, overseeing the Adult, Dislocated Worker and Youth programs, and reporting on these programs for the State of Hawaii.

As required by both WIA and WIOA, DLIR allocated and contracted at least 85% of the funds received to the four Counties. In turn, the Counties procured their service providers, including WDD offices on the Counties of Hawaii, Maui, and Kauai. As allowed under WIA, the Counties contracted WDD non-competitively.

However, a significant change in WIOA was one requiring service providers to be competitively selected and firewalls to be in place between the procuring agency and providers selected. Although WDD or DLIR was not involved in conducting the competitive procurements required of the Counties, the federal government and Counties perceived that WDD had a conflict of interest because it had dual roles as the State Administrative Entity and Counties' service provider.

After careful consideration and discussion with the federal government, DLIR and WDD decided the best option was to transfer its WIOA Administrative Entity responsibilities to the Workforce Development Council (WDC or State Board), which was re-designated by the Governor. This resolution would enable WDD to bid as a potential WIOA service provider for County procurements.

Because the WDC is administratively attached to DLIR, the WDC makes decisions independently of the DLIR Director. The WDC office has an Executive Director selected and overseen by a private-public board consisting of 41 members, which was established in state statute to comply with WIA and WIOA requirements. WIOA requires the Council to be an advisory body to the Governor on WIOA planning, policy development, and oversight. On July 16, 2015, the Council agreed to assume the additional responsibilities of the WIOA State Administrative Entity. The State Board in coordination with four Local Workforce Development Boards (Local Boards) now administer WIOA and a variety of federal and state workforce programs.

Since that time, the WIOA State Administrative Entity responsibilities and WIOA funds were transferred from WDD to WDC. On August 20, 2015, the Interim Executive Director (ED) officially started at the WDC thereby effecting the firewall between WDC and the WDD. Then on September 10, 2015, the DLIR Director sent a letter to introduce the new Interim ED to the DOL, followed by the October 20, 2015 letter from the Governor officially designating the WDC as the administrative entity to carry out the duties and responsibilities of WIOA. In May 2016 the interim status was removed when the ED's ongoing appointment was confirmed by the State Board.

Highlights of WIOA Reforms in Hawaii

During PY 15 WIOA reforms were primarily focused on:

1. **Reconstitution of support staff for the State Board.** When the Governor's set-aside was reduced from 15 to 5 percent of the WIA allotment, functions of support staff for the State Board were transferred to the Workforce Development Division and decreased drastically. With restoration of the Governor's 15% set-aside under WIOA, beginning at the end of August 2015 and continuing into PY16 staffing was reestablished as an independent office administratively attached to the DLIR.
2. **Expansion of the State Board.** Although WIOA structural modifications to the State and local workforce boards, allowed for smaller boards, in Hawaii the State Board expanded from 31 to 41 members to provide equal representation from the four island counties. The Governor's Office and the WDC coordinated efforts to fill vacancies and meet nomination and composition requirements. Twelve nominations were shepherded through the 2016 legislative nomination process and confirmed by the State Senate. The remaining twelve will be processed in the 2017 legislative session.
3. **Organization and Purpose of the State Board.** WIOA charges boards with more responsibility to be strategic analysts and investors in the labor market. The following seven state-level committees were established to address different areas emphasized in WIOA:
 - a. Executive
 - b. Performance Measures and Accountability
 - c. Sector Strategies and Career Pathways
 - d. Employer Engagement
 - e. Finance
 - f. Youth Services
 - g. Data Management & Technology

In addition, the first in a two-part series of strategic planning sessions was conducted to develop a two to five-year strategic action plan and timeline.

4. **Strategically Aligned Workforce Development Programs:** WIOA ensures that employment and training services provided by the core programs are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs. State Board support staff quickly became the convener and collaborator to achieve this with the core partners.
5. **Development and submittal of a Unified State Plan.** To create a more comprehensive, strategic and streamlined system, WIOA requires a single, Unified State Plan inclusive of all core programs under the Act. The Unified State Plan is designed to improve service delivery and access to the workforce system for job seekers and employers. Despite being about a year behind, with help from a consultant, State Board support staff and the core partners wrote and issued a four-year strategy for preparing an educated and skilled workforce to meet the workforce needs of employers after hosting community conversations to understand the complexity of regional markets and better align workforce resources.
6. **Dissemination of Local Plan Guidelines.** Local Plans are designed to address the needs of the local labor market and encompass the overall strategy of the State Plan. State Board support staff issued instructions and guidelines for Local Plans to ensure coordination with the State's strategic workforce goals.
7. **Local (County) Administrative Entity Meetings.** A schedule of regular meetings to discuss contracts, fiscal and program issues was instituted to align actual performance with requirements.
8. **Policies and Procedures.** New and updated policies and procedures are being researched and published to aid program operations to the local boards. Topics with evolving instructions include One-Stop Infrastructure Funding and Memorandums of Understanding

(MOUs) and establishing effectiveness measures for services to employers.

9. **Data Sharing and Performance Reporting.** Despite strict confidentiality laws, State Board support staff are drafting MOUs with Unemployment Insurance and P-20 (early childhood through higher education) to acquire data for performance reporting. Once established, the MOU will become a template for a wide range of partners.
10. **Connections with Registered Apprenticeship (RA):** Details on inclusion of RA programs in the Eligible Training Provider system are still unfolding as these programs offer various levels of recruitment to the public.

Workforce Vision and Goals

WIOA creates a renewed system that ensures access for all individuals, of every skill level, the opportunity to pursue the skills, training, and education they need to obtain employment that will lead to financial stability and economic security for themselves and their families. Employers will also have the assurance that trained and qualified workers will be available to fill their current and future openings. These ideals are reflected in the vision and five goals with corresponding policy priorities, developed collaboratively by core partners, key service providers, and stakeholders for Hawaii's Unified State Plan effective from July 1, 2016 through June 30, 2020:

VISION

All employers have competitively-skilled employees,
and all residents have sustainable employment and self-sufficiency.

Five Goals for Hawaii's Workforce System

Goals for achieving the vision of preparing an educated and skilled workforce, including individuals with barriers to employment, and for meeting the skilled workforce needs of employers based on analysis of the State's economic conditions, workforce and workforce development activities.

Goal 1 - To provide coordinated, aligned services.

- The Workforce Development Council and its staff (State Board) will review and oversee development and continuous improvement of a seamless, coordinated service delivery system that is described in the Unified State Plan and outlined in local plans and Memorandums of Agreement that describe in detail alignment of services, policies and procedures.
- Core partners and other key service providers will design and utilize a common intake/referral application form in order to coordinate services, avoid duplication of services, reduce paperwork, and streamline administrative operations.
- The State Board will facilitate the development of and conduct the necessary staff training for a centralized data system that will populate from the common intake/referral application form and aggregate data pertinent to common performance measures.
- The State Board will meet with core partners and other key service providers on a semi-annual basis to discuss successes, challenges and solutions to achieving coordinated, aligned services.

Goal 2 - To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians which are currently of concern in the State.

- Each core partner will develop and implement policies and procedures that will ensure that vulnerable populations with barriers to employment that are described in the Unified State Plan receive priority for services.
- The State Board and core partners will engage employers to improve the labor market and skills outcomes for vulnerable populations, as well as increase access to employment opportunities

for those populations.

- The State Board will conduct a needs assessment in FY17 of homeless individuals and Native Hawaiians to determine what specifically is needed to get these populations into sustainable employment and self-sufficiency, and will develop a statewide strategy to address the results of the needs assessment.
- The core partners and other key service providers will establish a MOA that outlines each agency's roles and responsibilities in providing effective, high-quality, intensive, wrap-around services to vulnerable populations.
- The State Board will coordinate resources among core partners and other key service providers to provide adequate professional development to workforce staff so that the highest-quality and most effective, evidence-based services are provided to vulnerable populations in order that they achieve success.

Goal 3 - To develop sector strategies and a career pathways system that will integrate education and training, and move skilled jobseekers into growth industries.

- Use economic data, industry clusters and industry resources to determine growth industries and the skill needs of industries and employers.
- Establish and maintain sector initiatives that facilitate ongoing dialogue between government, employers and other key stakeholders to increase understanding of growth industry needs, foster learning between related businesses and coordinate use of information and resources to formulate and implement effective workforce solutions that meet the skills, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers.
- Align policies and funding streams across education, workforce, and economic development systems and all levels of government to focus public resources on the training that moves workers into industries with high-quality jobs that lead to better financial outcomes and longer job tenures for workers.
- Take an active role in the development of the "common pathways" for both individuals who desire to pursue secondary education AND for individuals who do not desire to pursue secondary education but desire to learn employment skills through work experience and/or on-the-job training.
- Coordinate a "common" work assessment process between core partners.
- Continue with implementation of the Employment First State Mentoring Program (EFSLMP) to train a cadre of trainers on Customized Employment, who in turn will train other staff.
- Continue with the current iCAN bridging program at the Community Schools for Adults as a stepping stone to proceed into a career pathway leading to a work-readiness certificate and/or degree and economic success. Work closely with UH/CC to create possible dual enrollment and pre-apprenticeship classes for adult learners.

Goal 4 - To augment a high employment rate.

- Build a better business climate for small enterprises that comprise over half of Hawaii's employers by supporting the reduction of tax and regulatory burdens as well as tax policies that make it easier to hire or train additional staff, particularly from those groups who struggle in the labor market.
- Promote skills development through strategic leadership and long-term direction to fortify investments in training, enhance job readiness, industry specific and soft skills acquisition and institutionalize alternate learning methods in ways that help vulnerable populations.
- For individuals with special needs that preclude full-time employment, encourage flexible work, e.g. job-sharing or part-time.
- Coordinate core partner efforts to ensure that all of our students/clients are "registered" into Participant Management Information System (PMIS) and has access to the job seeker resources.
- Develop the roles and responsibilities for each core partner staff (administrative, middle management, direct services staff) involved with the job seeker. The roles and responsibilities will include, but are not limited to: (1) assessment for identifying a career pathway; (2) obtaining the

skills for a job; (3) preparing for interviewing and getting the job; (4) maintaining the job; (5) and/or advancing in the job.

- Meet monthly (later quarterly) to assess what is working and solutions to what is not working.

Goal 5 - To fully engage employers in the workforce development system to address the talent shortage.

- Improve employer use of the PMIS by promoting the benefits of using it; overcoming employer reluctance by providing training; and by making system improvements so that the site is more user friendly.
- Expand employer involvement with program design, implementation, and/or building worksite skills to improve access to jobs and heighten credibility with other employers, potential partners and program participants.
- Focus on short-and long-term goals aligned with industry needs, created with industry input and sustained through industry oversight and participation.
- Establish Core Partner teams. A team approach is not as easy as it sounds. By nature, it's competitive with a sense of ownership to the established employer account. The message from core partner management staff needs to be clear, "one is a placement for all." Meaning that if a service provider is able to place a job seeker with a company; that can open the doors for all core partners to do so in the future.

The State Board's Strategy for Achieving the Vision and Sector Strategy Goals

Sector Strategies

"Sector strategies" are policy initiatives designed to promote the economic growth and development of a state's competitive industries through prioritized, strategic investments targeting those sectors where overall economic returns are likely to be highest that will generate significant gains in terms of jobs and income.

Policy makers are using economic and labor market data to determine which industry sectors are best positioned to make these gains in hopes of successfully achieving mutually beneficial outcomes for business, labor, and the state by increasing competitiveness and growth, improving worker employability and income, and reducing the need for social services while bolstering government revenues generated by both business and workers.

To produce beneficial outcomes sector investments take into consideration the quality of jobs for which training resources are made available. Ideally, training should result in livable wage jobs with benefits that provide access to career opportunities through job placement in an occupation that is part of a well-articulated career ladder.

Under sector partnerships, firms work with representatives of labor, education and workforce professionals, to develop a concrete program to address that industry's particular skills shortages. Development of shared solutions typically involves convening various stakeholders to develop a general understanding of ongoing sector challenges. To be successful, partners meet regularly to solidify a plan to solve workforce problems by implementing mutually agreed remedies.

The State Board will collectively focus on shared problems and address them systemically and collectively. Industry partners will examine interrelated workforce needs of entire in-demand industries, diagnose problems, and align the monetary and institutional resources of not only industry but also labor and the relevant workforce and educational systems to fill skills gaps.

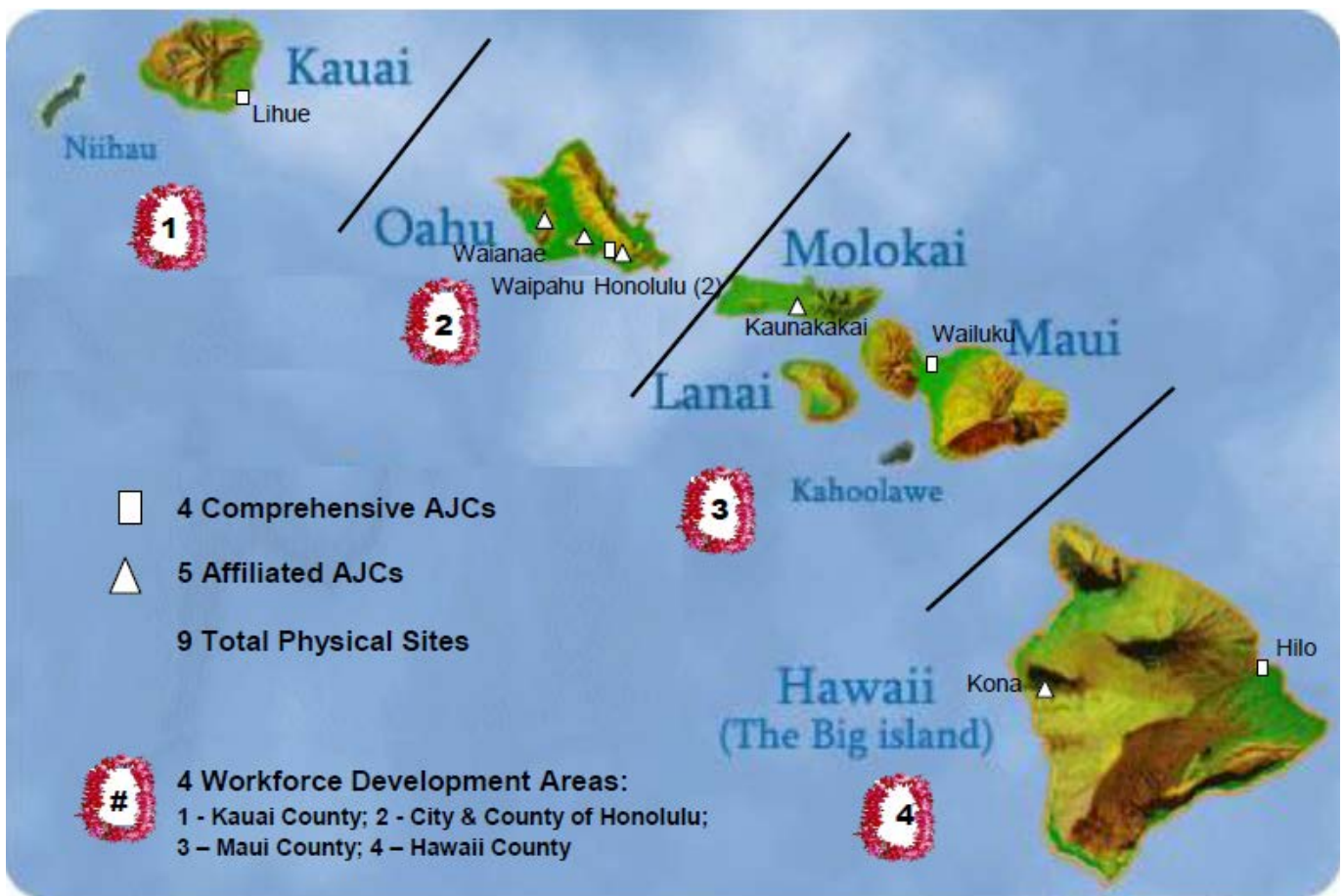
HAWAII'S AMERICAN JOB CENTER SYSTEM

Job Centers (AJCs), or more commonly known as One Stop Centers, in all four counties provide services to local businesses, and employed and unemployed job seekers. County governments, as the Center Operators, take the lead with organizing service providers in delivery of various employment and training services to local customers. Job search assistance and recruiting services for employers are available at the local AJCs listed at <http://labor.hawaii.gov/wdd/onestop/>.

Each of the four local areas maintains commitments and partnerships with many businesses, academic partners, and state and local government officials. The Local Workforce Development Boards, with support from local elected officials and state and local partners, work with the local areas to oversee WIOA programs and services.

During PY 2015, Hawaii residents received workforce services from the network of four comprehensive and five affiliated American Job Centers located throughout the State. Each Center consists of a group of employment and training providers linked electronically and/or co-located at physical site to improve service delivery to customers.

The network enables partner agencies to better coordinate operations and services. Nine Centers are open Monday to Friday on five major islands.



THE ECONOMY AND JOBS

Hawaii's economy continued to improve during Program Year (PY) 2015, July 2015 to June 2016. Construction rebounded strongly, while the combined industries of education/health services and leisure/hospitality both continued to display significant improvement. Highlights of the economic recovery can be found in the labor market information produced by the Research and Statistics Office:

- Monthly nonfarm jobs in Hawaii grew by 2.3 percent during PY 2015, increasing by 14,500;
- Annual average nonfarm jobs rose 1.9 percent from PY 2014 to PY 2015, adding 12,310 jobs;
- The unemployment rate declined by 0.2 percentage points during PY 2015;
- Hawaii's unemployment rate in PY 2015 was 3.4 percentage points lower than in PY 2011; and
- With the momentum of the continued economic rebound from the recession, short-term job growth will outpace long-term growth in key industries.

Hawaii's seasonally-adjusted nonfarm job count expanded by 14,500 or 2.3 percent, from 636,700 in July 2015 to 651,200 in June 2016.

Job Count, Seasonally Adjusted

Month	Jobs
July-15	636,700
August-15	640,600
September-15	637,300
October-15	640,200
November-15	640,500
December-15	642,000
January-16	644,300
February-16	648,600
March-16	651,400
April-16	647,200
May-16	647,300
June-16	651,200

In PY 2015, Hawaii's nonfarm job count averaged 643,940, reflecting an increase of 12,310 jobs, or 1.9 percent over PY 2014. Significant industry growth occurred in:

Construction (4,940 jobs, 14.9 percent)
Education and Health Services (2,660 jobs, 3.3 percent); and
Leisure and Hospitality (2,500 jobs, 2.2 percent).

Hawaii Job Count by Major Industry Group, 2014-15

Industry	PY 2014	PY 2015	Year Ago change Net	Year Ago change %
Construction, Mining, Logging	33,080	38,020	4,940	14.9%
Education & Health Services	80,130	82,790	2,660	3.3%
Leisure & Hospitality	113,580	116,080	2,500	2.2%
Total Nonfarm	631,630	643,940	12,310	1.9%
Financial Activities	27,900	28,230	330	1.2%
Professional & Business Svcs.	82,970	83,760	790	1.0%
Other Services	26,720	26,880	160	0.6%
Trade, Transportation, Utilities	118,740	119,230	490	0.4%
Government	125,970	126,320	350	0.3%
Manufacturing	14,030	13,990	-40	-0.3%

During PY 2015, Hawaii's unemployment rate declined from 3.6 percent in July 2015 to 3.4 percent in June 2016. Meanwhile, the national rate went from 5.3 percent to 4.9 percent in the same period. Hawaii's ratio was 1.5 percentage point lower than the U.S. in June 2016.

PY 2015 Unemployment Rates in Hawaii and the United States (Seasonally-Adjusted)

Month/Year	Hawaii	US
Jul-15	3.6%	5.3%
Aug-15	3.5%	5.1%
Sep-15	3.4%	5.1%
Oct-15	3.4%	5.0%
Nov-15	3.3%	5.0%
Dec-15	3.3%	5.0%
Jan-16	3.2%	4.9%
Feb-16	3.1%	4.9%
Mar-16	3.1%	5.0%
Apr-16	3.2%	5.0%
May-16	3.2%	4.7%
Jun-16	3.4%	4.9%

Source: BLS Website

During PY 2015, Hawaii's unemployment rate averaged 3.3 percent, compared to 5.0 percent nationally. The average in Hawaii and the U.S. during PY 2011 was 6.7 and 8.5 percent, respectively. Over the five-year period, Hawaii's rate decreased by 3.4 percentage points compared to 3.5 points for the nation. Although Hawaii's unemployment rate remains lower than the U.S., the gap has shrunk slightly.

Average Unemployment Rates in Hawaii and the United States PYs 2011-2015 (Seasonally Adjusted)

Program Year	Hawaii	US
PY 2011	6.7%	8.5%
PY 2012	5.2%	7.8%
PY 2013	4.7%	6.8%
PY 2014	4.0%	5.7%
PY 2015	3.3%	5.0%

Source: BLS Website

Over the long-term, Hawaii's workforce is projected to expand 5.6 percent by 2024, an increase of 38,790 jobs. This translates into 0.6 percent annual growth. However, because of the current economic rebound following the recession, the short-term forecast is rosier. Forecasted growth through the first quarter of 2017 is 1.4 percent annually. Industries anticipated to experience the greatest net job growth are: construction; accommodation and food services; administrative support, waste management and remediation services; retail trade; health care and social assistance; and educational services.

Short-Term Industry Forecasts to 2017, State of Hawaii

Industry Title	Ave. Ann. Growth #	Ave. Ann. Growth %
Total All Industries	10,010	1.4%
Construction	1,940	6.1%
Accommodation and Food Services	1,480	1.5%
Administrative & Support & Waste Management & Remediation Services	1,180	2.4%
Retail Trade	965	1.4%
Health Care and Social Assistance	950	1.3%
Educational Services	555	0.9%

Long-Term Industry Projections, State of Hawaii, 2014-2024

Industry Title	Ave. Ann. Growth #	Ave. Ann. Growth %
Health Care and Social Assistance	901	1.3%
Accommodation and Food Services	473	0.5%
Construction	452	1.4%
Retail Trade	373	0.5%
Administrative and Support and Waste Management and Remediation Services	345	0.7%
Educational Services	316	0.5%

HAWAII WORKFORCE INTERNET (HIWI)

The Research and Statistics Office (R&S) is the State labor market information entity that conducts major research activities on Hawaii's workforce and publishes reports for different target audiences.

The Hawaii Workforce Infonet (HIWI) website is an interactive website containing all the labor market information data and publications that are produced by R&S. Visit HIWI at: <https://www.hiwi.org>.

Positive signs of an economic recovery generated interest in unemployment conditions and employment projections. The following customized information products and services were created:

- Short-term industry and occupational employment projections for the State of Hawaii, 2015-2017;
- Annual Labor Market Dynamics report presenting 2015 job trends for the State and Counties; and
- Long-term industry and occupational employment projections for the State of Hawaii, 2014-2024.

Hawaii Employment Projections by Major Occupational Group Short Term (1st Quarter 2015-1st Quarter 2017)

Occupational Group	Ave. Ann. Openings Growth	Ave. Ann Openings Replacement	Ave. Ann. Openings Total	Ave. Ann. Growth
Total, All Occupations	10,180	17,040	27,220	1.4%
Management	850	1,230	2,070	1.4%
Business and Financial Operations	330	520	850	1.2%
Computer and Mathematical	130	120	250	1.3%
Architecture and Engineering	100	230	340	1.0%
Life, Physical, and Social Science	80	200	280	1.0%
Community and Social Service	150	240	390	1.3%
Legal	40	80	110	0.8%
Education, Training, and Library	490	940	1,430	1.0%
Arts, Design, Entertainment, Sports, and Media	130	290	430	1.0%
Healthcare Practitioners and Technical	380	610	990	1.2%
Healthcare Support	330	350	680	1.8%
Protective Service	270	460	720	1.2%
Food Preparation and Serving Related	1,340	3,510	4,850	1.7%
Building and Grounds Cleaning and Maintenance	620	870	1,490	1.4%
Personal Care and Service	330	530	860	1.5%
Sales and Related	880	2,290	3,170	1.3%
Office and Administrative Support	870	1,900	2,770	0.8%
Farming, Fishing, and Forestry	20	140	170	0.3%
Construction and Extraction	1,550	540	2,090	4.3%
Installation, Maintenance, and Repair	410	570	970	1.6%
Production	180	350	530	0.9%
Transportation and Material Moving	710	1,070	1,790	1.7%

Hawaii Employment Projections by Major Occupational Group Long Term (2014-2024)

Occupational Group	Average Annual Openings Growth	Ave. Ann Openings Replacement	Ave. Ann. Openings Total	Avg. Ann. Growth
Total, All Occupations	4,300	16,640	20,950	0.6%
Management	280	1,290	1,570	0.4%
Business and Financial Operations	160	550	710	0.5%
Computer and Mathematical	100	140	240	1.0%
Architecture and Engineering	40	240	280	0.3%
Life, Physical, and Social Science	50	210	260	0.5%
Community and Social Service	100	250	350	0.8%
Legal	20	90	100	0.4%
Education, Training, and Library	290	960	1,250	0.6%
Arts, Design, Entertainment, Sports, and Media	70	300	370	0.5%
Healthcare Practitioners and Technical	340	660	990	1.1%
Healthcare Support	290	370	660	1.6%
Protective Service	90	490	570	0.4%
Food Preparation and Serving Related	450	2,970	3,410	0.5%
Building and Grounds Cleaning and Maintenance	250	930	1,180	0.5%
Personal Care and Service	220	520	750	1.0%
Sales and Related	380	2,090	2,480	0.5%
Office and Administrative Support	290	1,870	2,160	0.1%
Farming, Fishing, and Forestry	0	140	140	-0.5%
Construction and Extraction	400	530	930	1.1%
Installation, Maintenance, and Repair	160	590	750	0.6%
Production	60	360	420	0.2%
Transportation and Material Moving	280	1,100	1,380	0.6%

In addition to jobs created due to economic expansion, there are many more openings that occur when someone leaves a position due to retirement or other reasons. Combining openings due to growth and replacements represent the total picture in terms of job openings. Due to the momentum of the current economic upswing, the short-term forecast estimates 27,220 total job openings each year through the first quarter of 2017. Over the long-term, between 2014 and 2024, an estimated 20,950 total job openings are expected each year.

The top three occupational groups that will produce the most job openings in both the short- and long-term are: food preparation and serving related; sales and related; and office and administrative support.

Overall, Hawaii's economy has improved significantly following the recession as evidenced by lower rates of unemployment, increasing job counts, and positive employment projections. Tourism-supported occupations will continue to spur economic growth while the administrative and construction occupations will also display additional strength. Other areas of growth will be in management, transportation, building and grounds cleaning, education, and health-related professions.

WORKFORCE INNOVATION AND OPPORTUNITY ACT AND RELATED PROGRAMS

WIOA ADULT PROGRAM

Section 3(2) of WIOA defines an “adult” as an individual who is 18 years or older. All participants must be a United States citizen or noncitizen authorized to work in the U.S. Males must also meet the additional requirement of registration for Military Selective Service (MSS) if born on, or after, January 1, 1960.

Critical components of service delivery in the new WIOA law:

1. Merging of the WIA “core” and “intensive” services service categories into a combined “career services” category.
2. Elimination of the required sequence of services, enabling job seekers to access training immediately.
3. Emphasis on access to real-world training opportunities through:
 - a. Increasing the ability to use on-the-job training (*reimbursement rates up to 75 percent for eligible employers*), incumbent worker training (*may use up to 20 percent of local funds*), and customized training;
 - b. New opportunities to utilize prior learning assessments;
 - c. Pay-for-performance training contracts for adults and youth (*local boards may use up to 10 percent of funds*); and
 - d. Requirements for implementation of industry or sector partnerships and career pathway strategies.
4. Local areas have flexibility to serve job seekers with the greatest need by transferring up to 100 percent of funds between the Adult and Dislocated Worker programs.
5. Job seekers who are basic skills deficient, in addition, those who are low-income individuals have a priority for services from the Adult program. Veteran and/or covered spouse status for veterans’ priority, if applicable.

Adult Success Stories

Core Partnering to Advance Real-World Training

Brian’s ailing, elderly father needed help, so he relocated 2,877 miles from Anchorage, Alaska to Hilo, Hawaii to become his father’s primary caregiver. When Brian arrived he was collecting Unemployment Insurance, Food Stamps and had a limited skill-set. Brian wanted a career that would allow him to support himself and take care of his father.

With assistance from his Workforce Development Division case manager and through the WIOA Adult Program, Brian was placed in a six month On-the- Job-Training (OJT) position at the Lokahi Treatment Center as a Peer Support Specialist.

Throughout his OJT, Brian had excellent progress reports stating that “He was open to learning, has good communication skills and interacts well with clients.”

When his Case Manager suggested Adult Basic Education courses to improve his writing and math skills, Brian knew it would only benefit him and enrolled. The Lokahi Treatment Center recognized his efforts and promoted him to Residential House Manager in May 2016. This meant not only a pay raise, but also room and board as part of his new employment package.

Brian continues to enjoy his career and working on his own achievements. He arranges intakes, provides

supportive counseling and teaches life skills such as budgeting and mediation. With aid from the Department of Vocational Rehabilitation (DVR) he was able to acquire a computer and printer to continue honing his skills. Brain feels fortunate to have a fulfilling career that grants him flexibility and allows him to be part of others' success.

A Dream Come True

by Terrie Savaiinaea

My childhood dream was to become a nurse. At the time I was not sure what type of nurse but I knew I wanted to work in the hospital helping people. However, as I approached high school my dreams of becoming a nurse were slipping away. Due to poor financial planning and choices in life my parents were unable to provide me with any guidance or money to pursue my dream. So in my senior year I joined the U.S. Navy.

I knew that the military would pay for my education while I served my country. But I was injured while at boot camp and learned that I had Osgood Schlatter disease in my right knee.

Although the military was therefore unable to pay for my schooling, I never gave up on my dream. I worked as a Chiropractor Assistant where the doctor encouraged me to return to school, pursue my dream and someday become a great nurse.

I then found Oahu WorkLinks, an American Job Center, with the resources to help me achieve my goal. The WIOA Adult Program paid for my tuition and books enabling me to complete my schooling and receive my Associate degree with double honors from Leeward Community College in Spring 2014. Subsequently, in May 2016, I received my Bachelor of Science in Nursing degree.

I'm currently employed with Waianae Coast Comprehensive Health Center and furthering my education to become a Nurse Practitioner with plans to return to the Center as a Registered Nurse.

My ultimate goal is to open my own Skilled Nursing Facility on the Leeward Coast that will incorporate native Hawaiian healing techniques, with an emphasis on homeopathic remedies, therapies and other forms of healing while incorporating Western medicine.

By becoming a nurse, my commitment to my community is making a difference in people's lives. I am highly aware that being a nurse is hard work, but am determined to use my knowledge to become a competent, compassionate, loving and skilled geriatric nurse and use my education to the fullest.

WIOA DISLOCATED WORKER PROGRAM

The WIOA Dislocated Worker Program provides employment and training services to individuals who lose their jobs because of layoffs, plant closures, or downsizing. The program works to increase the employment and retention of dislocated workers by increasing their job readiness, educational attainment, occupational skills, and by connecting them to in-demand occupations.

WIOA Section 3(15) defines "dislocated worker," for purposes of qualifying for services under WIOA Section 134, as an individual who meets one of the following five parts:

Part I

1. Has been terminated or laid off, or who has received a notice of termination or layoff, from employment:
 - a. is eligible for or has exhausted entitlement to unemployment compensation; **or**
 - b. has been employed for a duration sufficient to demonstrate, to the appropriate entity at a One-Stop Center referred to in Section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment

- compensation law; **and**
2. is unlikely to return to a previous industry or occupation;

Part II

1. Has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
2. is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **or**
3. for purposes of eligibility to receive services other than training services described in Section 134(c)(3), career services described in Section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

Part III

1. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides, or because of natural disasters;

Part IV

1. Is a displaced homemaker;
Displaced Homemaker – WIOA Section 3(16) defines “displaced homemaker” as an individual who has been providing unpaid services to family members in the home and who:
 - Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment; and either
 - has been dependent on the income of another family member but is no longer supported by that income; **or**
 - is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of:
 - a deployment;
 - a call or order to active duty pursuant to a provision of law referred to in Section 101(a)(13)(B) of Title 10, United States Code;
 - a permanent change of station; **or**
 - the service-connected death or disability of the member.

Part V

1. Is the spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; **or**
2. is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

WIOA Dislocated Worker Services

Like the Adult Program, a variety of career and training services are available to help dislocated workers prepare for new jobs. These services are intended to help them get back into the workforce quickly and with skills that are needed by Hawaii’s employers. In addition to the WIOA Dislocated Worker Program, other programs provide specialized services to dislocated workers:

National Emergency Grants (NEG) - Address large-scale layoffs and other unexpected events such as natural disasters.

Rapid Response - Provides early intervention assistance designed to transition workers to their next

employment as soon as possible. Information on Unemployment Insurance, training and other services were provided to affected workers.

These rapid response services followed notices of permanent closures or mass layoffs to enable dislocated workers to transition to new employment quickly.

National Emergency Grants (NEGs)

Provides On-the-Job-Training (OJT) opportunities to unemployed workers while building the capacity of the workforce investment system and assisting in economic recovery. OJT participants are given a chance to "earn and learn," developing applicable occupational skills while earning a paycheck. OJT assists workers to become proficient in needed skills quickly, encouraging employers to hire workers sooner than perhaps initially planned, facilitating private sector hiring and spurring economic growth. Employers are reimbursed a percentage of the OJT participant's base hourly wage rate based on employer size up to the wage cap approved by USDOL:

- 50 Percent: Employer with 251 or more employees;
- 75 Percent: Employer with 51 to 250 employees; and
- 90 Percent: Employer with 50 or fewer employees.

Dislocated Worker Success Stories

Swift Turnaround

~When one door closes, another opens...~

Bradley Bishop arrived at Oahu WorkLinks on August 24, 2015 having just been involuntarily terminated from his job. He was planning a career change, looking for a RN program, since he already had a bachelor's degree in Psychology and Art & Technology. When initially seen by one of the Case Managers, career options were discussed at length. He was advised to do more research to find a locally "in demand" occupation that WIOA would be able to fund. Mr. Bishop was referred to Kumu A'o and the other websites that would become instrumental in discovering his career path.

Mr. Bishop then decided that he could not meet Nursing Program prerequisites that had to be completed by September 1, 2015 for admittance in the Spring semester nor could he afford living expenses during the two year nursing practicum.

A short time later Mr. Bishop was granted unemployment insurance (UI) benefits. As a Dislocated Worker receiving UI benefits, he decided to go to DevLeague, an institution that specializes in Web Developing where he would be certified upon course completion. It's an intense course taught from Monday through Saturday where students often don't get enough sleep. DevLeague provided him with insights to his inner strength, connected him with valuable friends and fostered a camaraderie that gave him a sense of belonging.

In his own words, Mr. Bishop says, "The days at DevLeague were a minimum of 11 hours but typically I spent 16 or more there and they moved at an extremely fast rate. So completing that program showed me what I was really capable of!

I feel so grateful for Oahu WorkLinks and the counselors there. Everyone who worked with me was compassionate and understanding of my situation. I never dreamed I would be a dislocated worker. Being unemployed deteriorates your self-confidence and self-value. The counselors were always understanding of this but invariably very encouraging. I'm also thankful for the Workforce Innovation and Opportunity Act and the On-the-Job Training opportunities Oahu WorkLinks orchestrated for me. Without these programs, I definitely would not be in the position I am in today. They really gave me the tools to redirect my life. Yes,

it took a lot of work, but I am so very grateful to be given the chance at a new career that has a good outlook predicted for it!"

On Her Own Again

Erika is a hard working mother who was laid off by Macy's. To make matters worse, she exhausted her Unemployment Insurance benefits. She and her husband strive to be independent and provide for their two children. When she enrolled in the Workforce Development Division's Dislocated Worker program she was receiving Supplemental Nutrition Assistance Program (SNAP) benefits. Erika and her Case Manager were determined to return her to self-sufficiency.

Starting in the WIA program and carried over to WIOA, Erika's goal was not just to get a job, but to find a career she enjoyed that allowed her to make a living wage. With the support of her Case Manager, Erika entered the intensive 80-hour Medical Administrative Assistant Training Program through the Hawaii Institute of Health Care and Training Services (HIHTS). With focused hard work she completed the classes necessary to take the National Board Certification exam, then passed the test.

In August, 2015, Erika was hired by Valley Medical Group in Hilo as a part-time Medical Assistant making \$11.00 per hour processing Workers' Compensation claims. As a model employee, Erika was rewarded with a full time position which allowed her to steadily increase her earnings to her current level of making \$17.50 an hour. She is looking forward to another raise at her next performance evaluation. Erika's Case Manager continues to be a strong part of her support system as they enter the 4th quarter of follow up.

Erika is a true success! She is off of Food Stamps and is self-sufficient again. She is happy with her training and has a career she loves, which she attributes to hard work and the WIOA Dislocated Worker program.

WIOA YOUTH PROGRAM

The WIOA Youth Program prepares eligible low-income youth, ages 14-24, for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves in-school and out-of-school youth, youth with disabilities and low literacy rates, and others (foster child, homeless, pregnant or a parent, offender or runaway) who require additional assistance to complete an educational program or enter employment. Males, 18 years of age or older must also meet the additional requirement of registration for Military Selective Service.

a. Out-of-School (OSY) Youth Eligibility Categories

Youth: a) ages 16-24 at time of enrollment; b) not attending any school (as defined by state law); c) meets one of a list of eight criteria:

1. school dropout;
2. within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
3. recipient of a secondary school diploma or its recognized equivalent who is low-income and basic skills deficient; or an English language learner;
4. subject to the juvenile or adult justice system (offender);
5. a homeless individual defined in Section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), a homeless child or youth (as defined in Section 725 of the McKinney- Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), a runaway, in foster care or has aged out of the foster care system, otherwise eligible for assistance under Section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
6. pregnant or parenting;
7. low-income individual with a disability; or
8. low-income individual who requires additional assistance to enter or complete an education program or to secure or hold employment.

b. In-School (ISY) Youth Eligibility Categories

Youth: a) ages 14 to 21 and; b) attending school; c) who are low-income and d) fall within one or more of following criteria:

1. individual with a disability;
2. basic skills deficient;
3. English language learner (limited English proficiency);
4. offender;
5. homeless, runaway, or foster child;
6. pregnant or parenting; and/or
7. an individual who requires additional assistance to enter or complete an education program or to secure or hold employment.

Critical components of service delivery in the new WIOA law:

1. Youth services focus will be improved by placing a priority on:
 - a. out-of-school youth;
 - b. high school dropout recovery;
 - c. achievement of recognized postsecondary credentials, and
 - d. career pathways and work-based learning will be promoted as leading approaches to be adopted on a wider scale;
2. from 30 percent under WIA, requires a minimum 75 percent of Youth Program funding at both the State and Local levels be directed towards out-of-school youth, of which at least 20 percent of youth formula funds is prioritized for work-based activities (work experience) such as summer jobs, year-round employment, pre-apprenticeship, on-the-job training, and internships and job shadowing so that youth are prepared for employment;
3. WIOA increases individuals with disabilities' access to high quality workforce services and prepares them for competitive integrated employment:
 - a. AJCs will provide physical and programmatic accessibility to employment and training services for individuals with disabilities;
 - b. youth with disabilities will receive extensive pre-employment transition services so they can successfully obtain competitive integrated employment;
 - c. State vocational rehabilitation agencies will set aside at least 15 percent of their funding to provide transition services to youth with disabilities;
 - d. a committee will advise the Secretary of Labor on strategies to increase competitive integrated employment for individuals with disabilities; and
 - e. VR state grant programs will engage employers to improve participant employment.

WIOA YOUTH SERVICES

Youth participants have access to one or more of the 15 federal program elements. These elements are:

1. tutoring, study skills, and dropout prevention;
2. alternative education;
3. summer employment when linked to academic and occupational learning;
4. paid and unpaid work experiences;
5. occupational skills training;
6. leadership development;
7. supportive services;
8. adult mentoring for 12 months;
9. follow-up services for 12 months;
10. comprehensive guidance and counseling;

Five new Youth Program elements:

11. financial literacy;
12. entrepreneurial skills training;
13. services that provide labor market and employment information in the local area;
14. activities that help youth transition to postsecondary education and training, and
15. education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states and local areas can leverage other Federal, State, Local, and philanthropic resources to support in-school and out-of-school youth. The year-round youth program emphasizes basic skills competencies, academic and occupational training, and exposure to the job market and employment. WIOA affirms the U.S. Department of Labor's commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education.

YOUTH SUCCESS STORIES

Sunshine through the Storm

After dealing with some personal storms in family relationships Erviann Shirai found the courage to peek through the clouds, hoping to see rainbows and sunshine even on the gloomiest days.

Returning to Hawaii from Washington part way through her senior year, Erviann was haunted by thoughts of failing to graduate. Once here, she decided to attend Youth Challenge Academy (YCA) believing that it was a great opportunity to obtain her diploma through a non-traditional high school. Erviann was pleasantly surprised to hear of YCA's partnership with the WIOA Youth Program which assigned her a Case Manager to provide support throughout her time at YCA as well as through one year of follow-up during her transition into post program activities.

While at YCA, Erviann worked with the Family Tree Project, another WIOA Youth Program partner. She received counseling to help deal with the personal storms. She stayed the course even when it was mentally, emotionally and physically challenging.

With graduation approaching, she attended the WIOA Youth Job Fair. A little nervous and hesitant about the application process, Erviann completed Lowe's online application. Her good attitude, great smile and confidence shone through during her interview. She was first offered part-time employment, then a full-time job which offers great benefits and a wonderful team environment.

Erviann's longterm goal is to become a nurse. With assistance from Leeward Community College's Academic Counselor for Admissions and her WIOA Case Manager, she will enroll in the fall or spring term. The entire WIOA Youth Program staff is proud of what she has accomplished so far and will continue to support, encourage and empower her to fill her life with good choices.

Technology Pathway

Sean is an Out-of-School Youth with Goodwill's Ola I Ka Hana Youth Program who earned a paycheck working at the Goodwill Retail Store Community Work Experience Program (CWEP) while learning new skills and growing personally and professionally. According to Sean, "I was able to get on-the job training and learn skills that have helped me become more organized."

Sean enhanced his soft skills as he learned to be at ease when speaking to customers, developed relationships with co-workers and focused on teamwork. His reading and math skills improved and he learned something about himself, he has a passion and knack for computers.

Sean's plans to participate in On-the-Job Training (OJT) which would allow him to learn new skills and be placed in a Computer Technician position once he completes 6 months of training. He is working diligently to finish his last Competency Based unit so that he can graduate with his High School diploma. Anticipating graduation, Sean applied for Hawaii Community College (HawCC), filed for financial aid and is looking toward a major in Computer Technology. Between his upcoming computer courses and the possibility of work experience in the "Tech" industry, Sean plans to be ahead of the game as he mixes education and workforce experience to achieve his goals.

Life of My Dreams

"The biggest adventure you can take is to live the life of your dreams." - Oprah Winfrey

Makana is a true testament to that statement. As he spoke with his Youth Specialist about his first exposure to the National Park Service as a Junior Ranger, he expressed hopes that this would potentially become his career pathway. But Makana soon learned that federal hiring practices gave priority to veterans first and that competition was stiff due to large numbers of applicants applying for entry level positions.

Undeterred, his Goodwill Youth Specialist reached out to the National Park Service's Youth and Volunteer Program Coordinator (YVPC) who agreed to join Goodwill's Community Work Experience Program (CWEP) and place Makana with the National Park Service as a Maintenance Trainee because Makana had made a lasting impression on the YVPC and the Park Rangers who remembered him for his hard work and passion as a Junior Ranger.

Pre-employment screening and orientation were conducted in April to meet the May 1, 2016 start date at Hawaii Volcanoes National Park. Makana did whatever was needed, painting, picking up trash, washing motor vehicles and cleaning hand tools. This might not sound all that exciting but Makana says, "I gained new work experiences and met and worked with a lot of people I wouldn't otherwise have met." It also taught accountability, communication and teamwork.

In addition to Maintenance Trainee responsibilities Makana worked as carpenter where his true passion lies. He changed roof tops, fixed parts of houses that were broken or rotting. He also assisted his Supervisor with mentoring some teens who were there for the Youth Summer Internship Program. "This experience taught me patience and leadership," said Makana. "I learned to never be a follower and to always be a leader."

Makana is currently enrolled at Hawaii Community College where he is refining his skills in the Carpentry Program. "I gained a lot of knowledge and experience being exposed to so many opportunities at the park," said Makana, "I've even earned a positive reputation through the program, which has opened doors and allowed me to return." The WIOA In-School Youth CWEP Program helped Makana work toward his goals. He understands the concept of "you help them, they help you." After he graduates from college, he will apply for full time carpenter position at the Hawaii Volcanoes National Park. Makana is on his biggest adventure, living the life of his dreams.

Go with the Flow

Victor Yi enrolled in the Oahu Worklinks Youth Program in December 2015 and earned his high school diploma six months later in June 2016. He has dealt with a lot in his young life. His mother has been in and out of prison since he was 5-years-old. His father was deported back to Korea for bad decisions he made around the time Victor was born. His grandfather who was his only positive male figure, passed away when he was in 7th grade. Life seemed stacked against him. This affected his attitude toward school and others and he considered himself a “punk.” Victor feared that if he stayed on his current path he would end up on the streets.

With the help and support of his grandmother who is his guardian, and a social worker, he discovered the Oahu WorkLinks Youth Program and Honolulu Community Action Program (HCAP). He showed how intelligent he was by not needing tutoring services before starting HCAP’s diploma program. He loved the new school environment provided by HCAP. In his own words, “the staff was so welcoming and it felt like a family.”

Victor breezed through his Competency Based classes averaging 95% on all his tests. He then completed the Phase II requirement of gaining work experience. He wound up doing volunteer work at River of Life Mission where he helped with food preparation for their soup kitchen. It was a good way for him to see the struggles of others and grow to appreciate what he has versus what he doesn’t. With this valuable volunteer experience, he was able to land his first paid job at Jamba Juice.

Victor doesn’t know what’s in store for him but is better equipped to deal with any adversity that comes his way. He still has that go with the flow attitude, but the flow seems to be better focused. He has already applied to start classes at Honolulu Community College in the fall of 2016.

Renewed Focus

By Jason Lee

I'm a 2014 graduate from King Kekaulike High School and now attending University of Hawaii Maui College as a sophomore and finishing my Liberal Arts degree. I'm the youngest of four boys and the first to go through college. I was placed in Legal Guardianship when I was around 3-years-old along with my brothers.

My first semester of college was a learning experience. I didn't know what to expect, so I just took it lightly and thought it was like high school. I didn't do well my first semester. I had to get into the adult life and college life.

Fortunately, I applied to the Ku'ina Program after being referred by Lyle Irimata at the Educational Opportunity Center. The Ku'ina Program helped by establishing study time, setting requirements to help me stay on top of my work. Program Director, Wayne Aguiran, helped motivate me to do better in school and to stay focused. My Case Manager, Misti Bell, kept up with me and laid out what was needed to get my act together. Rather than take a full-time course load in my second semester, I was advised to go to half time and bring up my GPA up to maintain eligibility for financial aid.

The required study hall helped a lot to keep me in study mode together with progress reports. I managed to earn a 4.0 in my second semester and improved from there. My current goal is to graduate with my Associate Degree then transfer to Oregon to get my Bachelor's Degree in Kinesiology. I'm considering becoming a Physical Trainer or may continue to become a Physical Therapist.

Aloha mai kakou,

By Diana Naihe

I originally come from the boonies of Hana, Maui, where I absorbed the foundation of my values from this heavenly jungle. I graduated from high school in 2013. This was at a time when all my classmates and I were getting ready to enter the "real world," and I was scared to move on. I didn't want to find a job and didn't want to go to college. I just wanted to stay home and be under the same roof as my parents, who would shelter and feed me. However, we had a presentation about going to college from Lyle Irimata at the Educational Opportunity Center and Ron Smith from the Ku'ina Program and my mind switched gears.

They shared how they help students get motivated, job-ready and find a career with their specialty. I instantly wanted to be involved, so I went home and discussed the program with my mom. She also felt that it would be a great program for me, so with her guidance and support, I applied and set up a meeting with Case Manager Misti Bell.

What I liked best about Ku'ina services was that they motivated me to do the best I could in all of my University of Hawaii Maui College classes. If I did well, received good grades, kept up with the workshops and progress report sessions, then I received a stipend that commended my awesome achievements.

But it wasn't just about the stipends. It was the skills and knowledge I gained. They taught time-management and study skills, how to be a good student using the A-Game strategy and how to become a successful person overall. I still apply these skills in my everyday life at work, school, home and everywhere I go.

I graduated with a dual Associates degree in Hawaiian Studies and Liberal Arts in 2015. The Ku'ina Program provided me with a cap and gown for my graduation. After that, I didn't want to leave Ku'ina which treated me as if I was at home. But, it was time to move on with my education and obtain a higher-level degree.

I'm now on the path towards getting a Bachelor of Arts in Interdisciplinary Studies from UH Manoa. My passion is for a career to benefit our Hawaiian Community in a way that is good for the environment and the people. So, I'm all about that "school life" right now and absorbing all the knowledge I can. I am a Peer Mentor and Tutor for the Manaiakalani Program, and a Student Assistant for Luana Kawa'a under the Ka Hikina O Ka La Program.

The last person I spoke with in an interview before I left the program was my Case Manager Danielle Phillips, and she encouraged me to never give up in what I believe and to always go for what makes me happy! I never forgot this, and because of her I'm living my life happily, helping students and others to pursue their journeys.

PY 2015 WIOA PARTICIPATION SUMMARY

Hawaii's WIOA Program served eligible adults, dislocated workers, and youth (ages 14-21) through its network of American Job Centers. Center resources were used to help unemployed and underemployed workers learn new skills and acquire employment. Within the American Job Centers the WIOA programs provided comprehensive skills assessments, counseling, and career planning, basic skills and occupational training, access to labor market information, job search and placement assistance to increase employment retention and earnings of participants.

Adults	290
Dislocated Workers	318
Youth	480
Total Participants	1, 088

Largely due to a declining unemployment rate and revived economy, during Program Year (PY) 2015, July 1, 2015 to June 30, 2016, Hawaii received a total of \$5,920,212 for the WIA Adult, Dislocated Worker and Youth Programs which was a decrease of \$119,953 from the PY 2014 allocation of \$6,040,165. Although 1,092 fewer participants were served in PY 15, participants in target populations of these programs needed more intensive counseling, supportive services, training and case management to enter or rejoin the workforce.

- 1,088 Hawaii residents received WIOA-funded services, an enrollment decrease of 325 or -23% from the previous year.
- Hawaii enrolled 290 adults, 318 dislocated workers, and 480 youth in WIOA services.
- The Adult Program served a percentage of participants (26.65%).
- The 290 participants served in the Adult Program are 240 fewer or a 64% decrease from PY 2014.
- The Dislocated Worker Program experienced a decrease of 140 participants (-31%) from PY 2014.
- Youth had the highest number of participants served, 480, an increase of 55 participants (13%) over PY 2014.
- Hawaii served 380 (79.17%) out-of-school and 100 (20.83%) in-school youth.
- The growth in the number served correlates to a combination of an increase in total allocations with higher costs per participant. The ongoing decline in the unemployment rate has resulted in enrollment of individuals requiring more assistance and services.

PARTICIPANTS BY PROGRAM YEAR

Program	PY 2011	PY 2012	PY 2013	PY 2014	PY 2015
Adult	495	473	603	530	290
Dislocated Worker	691	609	554	458	318
Youth	516	514	531	425	480

WAGNER-PEYSER AND RELATED PROGRAMS

Wagner-Peyser Program

Wagner-Peyser is a federally funded labor exchange program that provides services to employers and job seekers statewide. Some of the major services provided are listed below:

job search assistance (job registration);
recruiting assistance for employers (job orders);
matching job seekers and jobs; and
work test requirements assistance for unemployment compensation claimants.

HireNet Hawaii is a self-service website offering an array of services and information to match job seekers and jobs at: www.hirenethawaii.com. Data for PY 2015 indicates there were 32,583 job seekers registered in HireNet Hawaii compared to 42,880 in PY 2014, a decrease of 10,297 or 24 percent of job seekers. The decrease of registered job seekers may be attributed to the decrease in the number of unemployed in the civilian labor force.

Reemployment Services and Eligibility Assessments (RESEA)

The DLIR requested and received \$1,075,361 in federal Reemployment Services and Eligibility Assessment (RESEA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly, thereby reducing the duration of their UI benefits. UI claimants participated in a combination of up to two group sessions and individualized services on job search requirements, labor market information, and assessment of career goals. Since the initiative began in March 2005, over 10,157 UI claimants were assisted with their reemployment efforts. In Fiscal Year 2014 (October 1, 2014 to September 30, 2015), Hawaii's RESEA initiative is expected to reduce the duration of UI collection by about one week and decrease UI payments by approximately \$3.4 million based on an average weekly UI benefit amount of \$416 per week.

VETS Services to Military Veterans

During Program Year 2015, there was a downward trend in several of the key employment service activity data points tracked by DLIR. An improved economy from the previous year is a key explanation for the trend. Hawaii AJCs served 2,709 veterans, eligible persons, and transitional service members versus 3,893 in Program Year 2014. Of this total 1,260, (46.5%) received staff-assisted services and 670 (24.7%) received intensive services. Of the 2,709 served, 642 (23.7%) were disabled veterans and 1,411 (52%) were post-9/11 era veterans.

Post 9/11 Era Veterans: There were 1,411 post- 9/11 era veterans registered with Hawaii's AJCs, of which 1,009 (71.5%) received staff-assisted or intensive services.

Local Veterans' Employment Representative (LVER): LVERs conducted employer outreach and to promote skills of job ready veterans and develop job openings for them. Employer outreach rates averaged 65 employers per quarter.

Disabled Veteran Outreach Program (DVOP): Through comprehensive assessments, developing plans to set employment goals and resolve barriers, and case management services, DVOP specialists helped 184 disabled veterans, 74 special disabled veterans (veterans with a 30% or more service-connected disability), and 89 homeless veterans and eligible persons connected with supportive and training services as well as obtained good jobs.

Work Opportunity Tax Credit (WOTC)

The Work Opportunities Tax Credit Program provides Hawaii employers with a federal tax credit when they hire individuals from targeted groups of disadvantaged job seekers. Employers may be eligible for tax credit between \$1,200 and \$9,600 per employee, depending on the target group of the employee and the number of hours worked in the first year.

Qualified target groups include:

- IV-A Temporary Assistance to Needy Family (TANF) recipients;
- Veterans;
- Ex-offenders;
- Designated community resident;
- Vocational rehabilitation referral participants;
- Summer Youth;
- Food Stamp (SNAP) Assistance recipients;
- Supplemental Security Income recipients;
- Long-Term TANF recipients; and
- Long-Term Unemployment recipients.

On December 18, 2015, President Obama signed into law the Protecting Americans from Tax Hikes Act of 2015 (the PATH Act) that retroactively reauthorizes the WOTC Program for a five-year period from January 1, 2015 to December 31, 2019. The PATH Act also introduces a new target group, Qualified Long-Term Unemployment Recipients for new hires that begin to work for an employer on or after January 16, 2016 through December 31, 2019.

During the period July 1, 2015 – June 30, 2016, there were 7,503 new WOTC *Requests for Certification* received. During the same period, 4,073 requests were certified and 3,950 requests denied.

Foreign Labor Certification Program

The Foreign Labor Certification (FLC) Program allows employers to hire foreign workers if they can demonstrate that there is a shortage of U.S. workers who are available, willing and qualified to do the work at wages that meet or exceed the prevailing wage for occupations in the area of intended employment. This program is designed to ensure that the admission of foreign workers on a permanent or temporary basis will not adversely affect the job opportunities, wages, and working conditions of similarly employed workers in the United States.

The type of work an employer has to offer determines which certification is selected. H-2A certifications are for temporary agricultural workers whereas the H-2B certification permits hiring into temporary non-agricultural occupations. Of these options, Hawaii is the most extensively involved with the H-2A program. In Program Year 2015, seven applications for Temporary Employment Certification were filed by Hawaii employers of which five were for the H-2A program and two were for the H-2B program.

Other Workforce Programs

Trade Adjustment Assistance (TAA) Program

The TAA Program assists American workers who have lost their jobs as a result of foreign trade. A petition must be filed with the USDOL by or on behalf of a group of workers who have experienced a job loss as a result of foreign trade. After the USDOL investigates the facts behind the petition, it determines whether statutory criteria are met. Once a petition to certify the worker group is granted, individual workers may apply for TAA benefits and services through the Workforce Development Division. TAA

benefits and services include job training, income support, job search, relocation allowances and assistance with healthcare premium costs. Four TAA participants laid off from employers in other states were provided retraining services in Hawaii.

DLIR applied for federal funds and received \$2,032,503 in March 2016 to assist workers who will have lost their jobs from Hawaiian Commercial & Sugar (HC & S) Company from November 16, 2014 to November 16, 2016. US DOL approved the second petition to serve workers who are still employed and working from April 4, 2015 through August 30, 2018 and workers who have been totally or partially laid-off from November 17, 2016 to August 30, 2018.

Registered Apprenticeship

Registered Apprenticeship in Hawaii is a formalized, structured training program which combines on-the-job learning with related technical instruction to teach the practical and theoretical aspects of a skilled occupation. During this time, apprentices work and learn under the direction of experienced journeyworkers to become highly skilled workers. Apprentice wages usually start at 40% of the journeyworker wage, and increase periodically until journeyworker level is achieved in two to five years.

Registered Apprenticeship programs are sponsored by an employer, a group of employers, and/or a labor organization. DLIR's Workforce Development Division registers apprenticeship programs and apprentices in Hawaii and provides technical assistance to sponsors in developing their program standards and with the operation and administration of their program.

There are 45 registered programs in Hawaii and more than 7,000 apprentices. Most programs are for construction occupations such as Carpenter, Painter, Plumber, Electrician, Operating Engineer, Ironworkers, Roofers, Mason, and Laborer. In PY 2015, 2,362 new apprentices were registered and more than 436 completed apprenticeship programs.

In October, 2015, DLIR was awarded \$2.9 million by the US Department of Labor under the American Apprenticeship Initiative to expand apprenticeships to Information Technology occupations. In June 2016, DLIR received another grant of \$200,000 from US Department of Labor under the Apprenticeship USA State Accelerator Grant to build capacity of apprenticeship programs, expand apprenticeship into other occupations, integrate with other employment and training programs, and automate apprenticeship processes. The grant will also help diversify the apprenticeship workforce by including more women, veterans, and persons with disabilities.

Senior Community Service Employment Program (SCSEP)

Workforce Development Division received \$1,846,110 in Title V, Older Americans Act funds for the PY 2015 operation of the Senior Community Service Employment Program in Hawaii. These funds were allocated to support 169 Senior Community Service Employment Program positions throughout the state. Based on preliminary reports, 228 unemployed, low-income older individuals participated in the program during PY 2015. Attainment of an aggregate score of at least 80% for all six of the negotiated core performance measures is considered to have met the performance for the year. Hawaii achieved an aggregate score of 90% for Program Year 2015.

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 four to eight weeks. In PY 2015, 138 individuals were placed into an internship.

Employment Training Fund (ETF)

During PY 2015, the ETF Micro Program continued to provide funding for short-term, non-credit courses for Hawaii's employers to upgrade the skills of their workforce. Statewide, the ETF Micro Program continues to provide training funds for hundreds of Hawaii's workers. Workers from all islands were sent to ETF-funded courses.

In 2015, the Employment and Training Fund also funded six Macro pilot training programs servicing a variety of industries, with emphasis on small businesses employing fewer than 50 employees. Six employer consortia were awarded a total of \$656,858 for these one-year seed grants. They were:

- Japan Hawaii Travel Association -\$112,500
- Native Hawaiian Hospitality Association- \$125,000
- Retail Merchants of Hawaii- \$125,000
- Hawaii Tropical Fruit Growers- \$70,886
- Hawaii Workforce and Economic Development Ohana (HIWEDO) - \$117,502
- SCORE Hawaii- \$94,000

Disability Employment Initiative (DEI)

To strengthen the success and progress made during DEI Round II, Hawaii competed for and was awarded the DEI VI, a \$2.5 million grant from the USDOL to expand the capacity of the American Job Centers (AJCs) statewide, to more effectively serve individuals with significant disabilities.

Responding to the new emphasis in Workforce Innovation and Opportunity Act (WIOA) to leverage funding and integrate resources, DEI VI utilizes a collaborative strategy where multiple workforce and disability service providers, educational institutions and businesses collaborate extensively with each other.

During the past program year, through DEI, Workforce Development Division (WDD) collaborated with Vocational Rehabilitation (VR), Developmental Disability Division (DDD), University of Hawaii Center on Disability Studies (UHCDS) and Department of Education (DOE) and accomplished the following:

- 35 workforce and disability service provider's front line staff received 64 hours of training in Customized Employment strategies, through the Employment First State Leadership Employment Program (EFSLMP) grant.
- Outreach to 20 employers and provided information on Customized Employment and the Employment First initiative.
- Partnered with UHCDS to revitalize the Business Leadership Network (BLN) on Oahu. The BLN is a business to business organization that helps business drive performance by leveraging disability inclusion in the workplace, supply chain and marketplace.

PY 15 STATE AND COUNTY ANNUAL PERFORMANCE OUTCOMES

Effective July 1, 2014, Hawaii transitioned from the original 17 core and customer satisfaction measures to nine common measures. The four local areas adopted the same performance measures as those negotiated between the State and Federal government. During this period the State exceeded eight of nine performance measures and met the final measure. Measures are met if 80% of the negotiated level is achieved. *Assurance: The following performance outcomes are reported in accordance with instructions for the Workforce Investment Act Standardized Record Data (WIASRD) system so that state-by-state comparisons can be made.*

Effect of Workforce Investment Activities Relative to Effect on *Statewide* Participant Performance:

- Adult and Dislocated Worker participants who received training services had higher average earning rates than those who only received core services. (Tables D and G of the Appendix)
- The small sample size makes it difficult to compare results of dislocated worker entered employment rates and employment retention rates for participants by service levels. However, individuals who received training services had higher average earnings than the other two groups of participants.

Effect of Workforce Investment Activities Relative to Effect on *Local* Participant Performance:

- Oahu met or exceeded goals for all measures.
- Maui met all goals except for one Adult measure.
- Hawaii Island met or exceeded all Dislocated Worker measures; met or exceeded 2 out of 3 Adult measures; and improved Youth performance by exceeding 2 of 3 Youth measures. Efforts continue to focus on improving performance so that all Youth measures are met.
- Kauai met or exceeded all Adult, Dislocated Worker and Youth measures.

PY 15 STATE AND COUNTY ANNUAL PERFORMANCE OUTCOMES

State of Hawaii

WIOA Adult	GPRA Goal	Neg. Level	State Outcome Level	State % of Neg. Level
Entered Employment Rate	59.80%	65.00%	67.90%	104.46%
Employment Retention Rate	80.90%	86.00%	86.60%	100.70%
Average Earnings	\$14,149	\$12,200	\$12,661	103.78%
Participants [WIOA Adults]	NA	NA	12,261	NA
Self-Service Only	NA	NA	11,731	NA
Exiters [WIOA Adults]	NA	NA	11,571	NA
Self-Service Only	NA	NA	11,282	NA

WIOA Dislocated Worker	GPRA Goal	Neg. Level	State Outcome Level	State % of Neg. Level
Entered Employment Rate	63.40%	78.00%	79.50%	101.92%
Employment Retention Rate	84.50%	92.50%	96.10%	103.89%
Average Earnings	\$17,343	\$14,759	\$16,757	113.54%
Participants	NA	NA	458	NA
Exiters	NA	NA	269	NA

WIOA YOUTH	GPRA Goal	Neg. Level	State Outcome Level	State % of Neg. Level
Placement in Employment or Education	60.10%	63.00%	72.30%	114.76%
Attainment of Degree or Certificate	62.50%	68.50%	75.80%	110.66%
Literacy/Numeracy Gains	46.60%	45.00%	40.80%	90.67%
Participants	NA	NA	480	NA
Out of School Youth	NA	NA	380	NA
In School Youth	NA	NA	100	NA
Exiters	NA	NA	173	NA
Out of School Youth	NA	NA	109	NA
In School Youth	NA	NA	69	NA

Hawaii County

WIOA Adult	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	59.80%	65.00%	73.33%	112.82%
Employment Retention Rate	80.90%	86.00%	85.00%	98.84%
Average Earnings	\$14,149	\$12,200	\$9,582	78.54%
Participants [WIOA Adults]	NA	NA	2935	NA
Self-Service Only	NA	NA	2852	NA
Exiters [WIOA Adults]	NA	NA	2545	NA
Self-Service Only	NA	NA	2496	NA

WIOA Dislocated Worker	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	63.40%	78.00%	84.62%	108.49%
Employment Retention Rate	84.50%	92.50%	98.15%	106.11%
Average Earnings	\$17,343	\$14,759	\$12,415	84.12%
Participants	NA	NA	66	NA
Exiters	NA	NA	71	NA

WIOA Youth	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Placement in Employment or Education	60.10%	63.00%	70.45%	111.83%
Attainment of Degree or Certificate	62.50%	68.50%	80.85%	118.03%
Literacy/Numeracy Gains	46.60%	45.00%	34.38%	76.40%
Participants	NA	NA	117	NA
Out of School Youth	NA	NA	66	NA
In School Youth	NA	NA	51	NA
Exiters	NA	NA	67	NA
Out of School Youth	NA	NA	35	NA
In School Youth	NA	NA	32	NA

Maui County

WIOA Adult	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	59.80%	65.00%	66.67%	102.57%
Employment Retention Rate	80.90%	86.00%	75.00%	87.21%
Average Earnings	\$14,149	\$12,200	\$5,098	41.79%
Participants [WIOA Adults]	NA	NA	1064	NA
Self-Service Only	NA	NA	1053	NA
Exiters [WIOA Adults]	NA	NA	932	NA
Self-Service Only	NA	NA	911	NA

WIOA Dislocated Worker	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	63.40%	78.00%	71.43%	91.58%
Employment Retention Rate	84.50%	92.50%	100.00%	108.11%
Average Earnings	\$17,343	\$14,759	\$14,247	96.53%
Participants	NA	NA	15	NA
Exiters	NA	NA	13	NA

WIOA Youth	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Placement in Employment or Education	60.10%	63.00%	83.33%	132.27%
Attainment of Degree or Certificate	62.50%	68.50%	78.26%	114.25%
Literacy/Numeracy Gains	46.60%	45.00%	0.00%	0.00%
Participants	NA	NA	14	NA
Out of School Youth	NA	NA	6	NA
In School Youth	NA	NA	8	NA
Exiters	NA	NA	24	NA
Out of School Youth	NA	NA	7	NA
In School Youth	NA	NA	17	NA

Kauai County

WIOA Adult	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	59.80%	65.00%	57.14%	87.91%
Employment Retention Rate	80.90%	86.00%	82.35%	95.76%
Average Earnings	\$14,149	\$12,200	\$12,518	102.61%
Participants [WIOA Adults]	NA	NA	1233	NA
Self-Service Only	NA	NA	1168	NA
Exiters [WIOA Adults]	NA	NA	1038	NA
Self-Service Only	NA	NA	950	NA

WIOA Dislocated Worker	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Entered Employment Rate	63.40%	78.00%	71.70%	91.92%
Employment Retention Rate	84.50%	92.50%	95.24%	102.96%
Average Earnings	\$17,343	\$14,759	\$15,423	104.50%
Participants	NA	NA	46	NA
Exiters	NA	NA	42	NA

WIOA Youth	GPRA Goal	Neg. Level	Outcome Level	% of Neg. Level
Placement in Employment or Education	60.10%	63.00%	73.68%	116.95%
Attainment of Degree or Certificate	62.50%	68.50%	57.89%	84.51%
Literacy/Numeracy Gains	46.60%	45.00%	58.82%	130.71%
Participants	NA	NA	52	NA
Out of School Youth	NA	NA	31	NA
In School Youth	NA	NA	21	NA
Exiters	NA	NA	16	NA
Out of School Youth	NA	NA	6	NA
In School Youth	NA	NA	10	NA

PY 2015 Statewide Performance Snapshot

Adult

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	65.0%	67.9%	Exceeded
Employment Retention Rate	86.0%	86.67%	Exceeded
Average Earnings	\$12,200	\$12,661	Exceeded

Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Placement in Employment/ Education	63.0%	72.3%	Exceeded
Attainment of Degree/ Certificate	68.5%	75.8%	Exceeded
Literacy/ Numeracy Gains	45.0%	40.8%	Met

Dislocated Workers

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	78.0%	79.5%	Exceeded
Employment Retention Rate	92.5%	96.10%	Exceeded
Average Earnings	\$14,759	\$16,757	Exceeded

*SNPL stands for State Negotiated Performance Levels

RATINGS LEGEND:

“Exceeded” signifies that Hawaii results are over 100% of SNPL.

“Met” signifies that Hawaii results are 80-100% of SNPL

Cost per Participant for Hawaii’s Title I-B Programs, PY 2015

Program	Reported Expenditures	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$1,643,452	290*	\$5,667.08
Dislocated Workers	\$1,350,281	318	\$4,246.17
Youth (14-21)	\$1,662,916	480	\$3,464.41
Total	\$4,656,649	1,088	\$4,280.01

APPENDIX

WIOA Performance Tables

Authorized official certifying accuracy and completeness of data: Allicyn Tasaka, Executive Director
Workforce Development Council
Hawaii Department of Labor and Industrial Relations

Table B: Adult Program Results

Performance Measure	Negotiated Performance Level	Actual Performance Level	Actual Performance Level
Entered Employment Rate	65.0%	67.9%	108/159
Employment Retention Rate	86.0%	86.6%	181/209
Average Earnings	\$12,200.00	<u>\$12,661</u>	\$2,202,952/174
Employment and Credential Rate	0%	52.8%	95/180

Performance Level Outcomes for Adult Special Populations

Table C1: Public Assistance Recipients Receiving Intensive or Training Services

Performance Measure	Negotiated %	Actual #
Entered Employment Rate	68.6	72/105
Employment Retention Rate	86.5	90/104
Average Earnings	\$10,625.00	\$903,121/85
Employment and Credential Rate	59.4	57/96

Table C2: Veterans

Performance Measure	Negotiated %	Actual #
Entered Employment Rate	55.6	5/9
Employment Retention Rate	71.4	5/7
Average Earnings	\$8,733	\$26,199/3
Employment and Credential Rate	60	3/5

Table C3: Individuals with Disabilities

Performance Measure	Negotiated %	Actual #
Entered Employment Rate	40	4/10
Employment Retention Rate	83.3	5/6
Average Earnings	\$6,411	\$32,055/5
Employment and Credential Rate	50	3/6

Table C4: Older Individuals

Performance Measure	Negotiated %	Actual #
Entered Employment Rate	45.0%	9/20
Employment Retention Rate	88.9%	8/9.0
Average Earnings	\$6,674	\$53,392/8
Employment and Credential Rate	50.0%	6/12

Other Outcome Information for the Adult Program**Table D1: Individuals Who Only Received Core Services**

Performance Measure	Actual %	Actual #
Entered Employment Rate	80.0	4/5
Employment Retention Rate	50.0	1/2
Average Earnings	\$2,066	\$2,066/1

Table D2: Individuals Who Only Received Core and Intensive Services

Performance Measure	Actual %	Actual #
Entered Employment Rate	60.0	36/60
Employment Retention Rate	81.4	48/59
Average Earnings	\$9,502	\$437,079/46

Table D3: Individuals Who Received Training Services

Performance Measure	Actual %	Actual #
Entered Employment Rate	72.3	68/94
Employment Retention Rate	89.2	132/148
Average Earnings	\$13,888	\$1,763,807/127

Table E: Dislocated Worker Program Results

Performance Measure	Negotiated Performance Level	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	78.0	79.5	198/249
Employment Retention Rate	92.5	96.1	195/203
Average Earnings	\$14,759.00	\$16,767	\$3,018,094/180
Employment and Credential Rate	0	46.8	65/139

Outcomes for Dislocated Worker Special Populations**Table F1: Veterans**

Performance Measure	Actual %	Actual #
Entered Employment Rate	80	0/25
Employment Retention Rate	95.7	22/23
Average Earnings	\$21,666	\$433,293/20
Employment and Credential Rate	43.8	7/16

Table F2: Individuals with Disabilities

Performance Measure	Actual %	Actual #
Entered Employment Rate	0	0/0
Employment Retention Rate	100	1/1
Average Earnings	\$16,579	\$16,579/1
Employment and Credential Rate	0	0

Table F3: Older Individuals

Performance Measure	Actual %	Actual #
Entered Employment Rate	60.3	35/58
Employment Retention Rate	97.9	47/48
Average Earnings	\$14,575	%597,574/41
Employment and Credential Rate	33.3	10/30

Table F4: Displaced Homemakers

Performance Measure	Actual %	Actual #
Entered Employment Rate	0	0/0
Employment Retention Rate	100	1/1
Average Earnings	\$19,658	\$19,658/1
Employment and Credential Rate	100	1/1

Other Outcome Information for the Dislocated Worker Program

Table G1: Individuals Who Only Received Core Services

Performance Measure	Actual %	Actual #
Entered Employment Rate	100	1/1
Employment Retention Rate	100	4/4
Average Earnings	\$12,586	\$50,344/4

Table G2: Individuals Who Only Received Core and Intensive Services

Performance Measure	Actual %	Actual #
Entered Employment Rate	81.1	90/111
Employment Retention Rate	96.9	94/97
Average Earnings	\$15,427	\$1,357,533/88

Table G3: Individuals Who Received Training Services

Performance Measure	Actual %	Actual #
Entered Employment Rate	78.1	107/137
Employment Retention Rate	95.1	97/102
Average Earnings	\$18,298	\$1,610,217/88

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

Performance Measure	Negotiated Performance Level	Actual Performance Level %	Actual Performance Level #
Placement in Employment or Education	63.0	72.3	99/137
Attainment of Degree or Certificate	68.5	75.8	116/153
Literacy and Numeracy Gains	45.0	40.8	53/130

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

Performance Measure	Negotiated Performance Level	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	0	75	99/137
Employment Retention Rate	0	75	116/153
Average Earnings	0	\$4,999	53/130
Employment and Credential Rate	0	65	13/20

Outcomes for Older Youth Special Populations

Table I1: Public Assistance Recipients

Performance Measure	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	71.4	5/7
Employment Retention Rate	0	4/4
Average Earnings	\$5,884	\$23,538/4
Employment and Credential Rate	50	4/8

Table I2: Veterans

Performance Measure	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	0	0/0
Employment Retention Rate	0	0/0
Average Earnings	0	0/0
Employment and Credential Rate	0	0/0

Table I3: Individuals With Disabilities

Performance Measure	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	0	0/1
Employment Retention Rate	50	1/2
Average Earnings	\$8,243	\$16,486/2
Employment and Credential Rate	0	0/1

Table I4: Out of School Youth

Performance Measure	Actual Performance Level %	Actual Performance Level #
Entered Employment Rate	71.4	10/14
Employment Retention Rate	73.3	11/15
Average Earnings	\$5,036	\$70,508/14
Employment and Credential Rate	64.7	11/17

Table J: Younger Youth Results (14-18)

Performance Measure	Negotiated Performance Level	Actual Performance Level %	Actual Performance Level #
Skill Attainment Rate	0	83.0	195/235
Diploma or Equivalent Attainment Rate	0	82.1	92/112
Retention Rates	0	67.7	86/127

Outcomes for Younger Youth Special Populations

Table K1: Public Assistance Recipients

Performance Measure	Actual Performance Level %	Actual Performance Level #
Skill Attainment Rate	86.5	135/156
Diploma or Equivalent Attainment Rate	85.1	63/74
Retention Rates	61.1	44/72

Table K2: Individuals with Disabilities

Performance Measure	Actual Performance Level %	Actual Performance Level #
Skill Attainment Rate	50.0	7/14
Diploma or Equivalent Attainment Rate	100.0	10/10
Retention Rates	100.0	13/13

Out of School Youth

Performance Measure	Actual Performance Level %	Actual Performance Level #
Skill Attainment Rate	78.2	104/133
Diploma or Equivalent Attainment Rate	73.6	53/72
Retention Rates	61.3	57/93

Other Reported Information

Table L1: 12-Month Employment Retention Rate and 12 Months Earnings Increase (for Adults and Older Youths) or 12 Months Earning Replacement (Dislocated Workers)

Program	12 Month Employment Retention Rate %	12 Month Employment Retention Rate #	12 Months Earnings Increase (for Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)	12 Months Earnings Increase (for Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)
Adults	86.9	166/191	\$5,260	\$957,285/182
Dislocated Workers	91.4	192/210	\$110	\$3,085,974/\$2,807,358
Older Youth	68.4	13/19	\$6,484	\$103,745/16

Table L2: Placements in Non-Traditional Employment and Wages at Entry into Employment for Those Individual who Entered Unsubsidized Employment

Program	Placements in Non-traditional Employment %	Placements in Non-traditional Employment #	Wages at Entry Into Employment for Those Individuals who Entered Unsubsidized Employment	Wages at Entry Into Employment for Those Individuals who Entered Unsubsidized Employment
Adults	2.8	3/108	\$4,817	\$510,589/106
Dislocated Workers	4.6	9/198	\$7,738	\$1,462,556/189
Older Youth	0	0/12	\$2,182	\$24,003/11

Table L3: Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services

Program	Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services %	Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services #
Adults	55.9	38/68
Dislocated Workers	53.3	57/107

Table M: Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	11,815	9,987
Total Adults (self-serve only)	11,212	9,584
WIA Adults	11,502	9,788
WIA Dislocated Workers	318	202
Total Youth (14-21)	480	178
Younger Youth (14-18)	410	148
Older Youth (19-21)	70	30
Out-of-School Youth	380	109
In-School Youth	100	69

Table N: Cost of Program Activities (WIOA Formula Funds Only)

Program Activities	WIA Formula Funds
Local Adults	\$1,643,452
Local Dislocated Workers	\$1,350,281
Local Youth	\$1,662,916
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)	\$461,528
Statewide Required Activities (up to 15%, currently 8.75%) WIA Section 134(a)(2)(B)	\$603,829

Table O1: Local Performance, City and County of Honolulu
Local Area Name: Oahu ETA Assigned #15005

Program	Total Participants Served	Total Exitors
Adults	6,270	5,285
Dislocated Workers	189	74
Older Youth (19-21)	35	14
Younger Youth (14-18)	262	57

Performance Measure	Program	Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0%	1%
Customer Satisfaction	Employers	0%	1%
Customer Satisfaction	Adults	65.0%	70.0%
Entered Employment Rates	Adults	78.0%	80.0%
Entered Employment Rates	Dislocated Workers	0%	80.0%
Entered Employment Rates	Older Youth (19-21)	86.0%	88.0%
Retention Rates	Adults	92.5%	94.0%
Retention Rates	Dislocated Workers	0%	71.0%
Retention Rates	Older Youth (19-21)	0%	56.0%
Average Earnings	Adults	\$12,200.00	\$14,160.00
Average Earnings	Dislocated Workers	\$14,759.00	\$20,562.00
Six Months Earnings Increase	Older Youth (19-21)	\$0	\$3,596.00
Credential/Diploma Rates	Adults	0%	46.0%
Credential/Diploma Rates	Dislocated Workers	0%	44.0%
Credential/Diploma Rates	Older Youth (19-21)	0%	67.0%
Credential/Diploma Rates	Younger Youth (14-18)	0%	83.0%
Skill Attainment Rate	Younger Youth (14-18)	0%	86.0%
Placement in Employment or Education	Youth (14-21)	63.0%	71.0%
Attainment of Degree or Certificate	Youth (14-21)	68.5%	78.0%
Literacy or Numeracy Gains	Youth (14-21)	45.0%	43.0%

Overall Status of Performance: Met

Criteria:

Not met: less than 80% of negotiated target level,

Met: between 80-100% of target,

Exceeded: over 100% of target

Table 02: Local Performance, Hawaii County
Local Area Name: Hawaii County ETA Assigned #15010

Program	Total Participants Served	Total Exitters
Adults	2,935	2,545
Dislocated Workers	66	71
Older Youth (19-21)	21	12
Younger Youth (14-18)	96	55

Performance Measure	Program	Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0%	1%
Customer Satisfaction	Employers	0%	1%
Customer Satisfaction	Adults	65.0%	73.0
Entered Employment Rates	Adults	78.0%	85.0
Entered Employment Rates	Dislocated Workers	0%	75.0
Entered Employment Rates	Older Youth (19-21)	86.0%	85.0
Retention Rates	Adults	92.5%	98.0
Retention Rates	Dislocated Workers	0%	33.0
Retention Rates	Older Youth (19-21)	0%	75.0
Average Earnings	Adults	\$12,200.00	\$9,582.00
Average Earnings	Dislocated Workers	\$14,759.00	\$12,415.00
Six Months Earnings Increase	Older Youth (19-21)	\$0	\$818
Credential/Diploma Rates	Adults	0%	74.0%
Credential/Diploma Rates	Dislocated Workers	0%	50.0%
Credential/Diploma Rates	Older Youth (19-21)	0%	75.0%
Credential/Diploma Rates	Younger Youth (14-18)	0%	77.0%
Skill Attainment Rate	Younger Youth (14-18)	0%	94.0%
Placement in Employment or Education	Youth (14-21)	63.0%	70.0%
Attainment of Degree or Certificate	Youth (14-21)	68.5%	79.0%
Literacy or Numeracy Gains	Youth (14-21)	45.0%	34.0%

Overall Status of Performance: Met

Criteria:

Not met: less than 80% of negotiated target level,

Met: between 80-100% of target,

Exceeded: over 100% of target

**Table O3: Local Performance, Maui County (includes Molokai and Lanai)
Local Area Name: Maui County ETA Assigned #15015**

Program	Total Participants Served	Total Exiters
Adults	1,004	920
Dislocated Workers	15	13
Older Youth (19-21)	3	4
Younger Youth (14-18)	11	20

Performance Measure	Program	Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0%	1%
Customer Satisfaction	Employers	0%	1%
Customer Satisfaction	Adults	65.0%	67.0%
Entered Employment Rates	Adults	78.0%	71.0%
Entered Employment Rates	Dislocated Workers	0%	50%
Entered Employment Rates	Older Youth (19-21)	86.0%	75.0%
Retention Rates	Adults	92.5%	100.0%
Retention Rates	Dislocated Workers	0	100.0%
Retention Rates	Older Youth (19-21)	0	85.0%
Average Earnings	Adults	\$12,200.00	\$5,098.00
Average Earnings	Dislocated Workers	\$14,759.00	\$14,247.00
Six Months Earnings Increase	Older Youth (19-21)	0%	\$8,613.00
Credential/Diploma Rates	Adults	0%	50.0%
Credential/Diploma Rates	Dislocated Workers	0%	67.0%
Credential/Diploma Rates	Older Youth (19-21)	0%	50.0%
Credential/Diploma Rates	Younger Youth (14-18)	0%	92.0%
Skill Attainment Rate	Younger Youth (14-18)	0%	79.9%
Placement in Employment or Education	Youth (14-21)	63.0%	83.0%
Attainment of Degree or Certificate	Youth (14-21)	68.5%	78.0%
Literacy or Numeracy Gains	Youth (14-21)	45.0%	0%

Overall Status of Performance: Met

Criteria:

Not met: less than 80% of negotiated target level,

Met: between 80-100% of target,

Exceeded: over 100% of target

Table O4: Local Performance, Kauai County
Local Area Name: Kauai County ETA Assigned #15020

Program	Total Participants Served	Total Exitters
Adults	1,004	920
Dislocated Workers	15	13
Older Youth (19-21)	3	4
Younger Youth (14-18)	11	20

Performance Measure	Program	Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0%	1%
Customer Satisfaction	Employers	0%	1%
Customer Satisfaction	Adults	65.0%	67.0%
Entered Employment Rates	Adults	78.0%	71.0%
Entered Employment Rates	Dislocated Workers	0%	50%
Entered Employment Rates	Older Youth (19-21)	86.0%	75.0%
Retention Rates	Adults	92.5%	100.0%
Retention Rates	Dislocated Workers	0	100.0%
Retention Rates	Older Youth (19-21)	0	85.0%
Average Earnings	Adults	\$12,200.00	\$5,098.00
Average Earnings	Dislocated Workers	\$14,759.00	\$14,247.00
Six Months Earnings Increase	Older Youth (19-21)	0%	\$8,613.00
Credential/Diploma Rates	Adults	0%	50.0%
Credential/Diploma Rates	Dislocated Workers	0%	67.0%
Credential/Diploma Rates	Older Youth (19-21)	0%	50.0%
Credential/Diploma Rates	Younger Youth (14-18)	0%	92.0%
Skill Attainment Rate	Younger Youth (14-18)	0%	79.9%
Placement in Employment or Education	Youth (14-21)	63.0%	83.0%
Attainment of Degree or Certificate	Youth (14-21)	68.5%	78.0%
Literacy or Numeracy Gains	Youth (14-21)	45.0%	0%

Overall Status of Performance: Met

Criteria:

Not met: less than 80% of negotiated target level,

Met: between 80-100% of target,

Exceeded: over 100% of target

Table P: Veteran Priority of Service

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Entrants	Total	Percent Served
Covered entrants Who Reached the End of the Entry Period	876	n/a
Covered Entrants Who Received a Service During the Entry Period	876	100.0%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	31	3.5%

Table Q: Veteran's Outcomes by Special Population

Performance Measure	Post 9-11 Era Veterans	Post 9-11 Era Veterans	Post 9/11 Era Veterans who Received at least Intensive Services	Post 9/11 Era Veterans who Received at least Intensive Services	TAP Workshop Veterans	TAP Workshop Veterans
Entered Employment Rate	85.7%	6/7	85.7%	6/7	50.0%	1/2
Employment Retention Rate	100.0%	10/10	100.0%	10/10	66.7%	2/3
Average Earnings	\$27,438	\$164,630/6	\$27,438	\$164,630	\$13,455	\$26,911

The Workforce Development Council

1. Leslie Wilkins, WDC Chair, Vice President and Program Director, Maui Economic Development Board, Inc., Maui County – Local Board Chair
2. Alan Hayashi, WDC Vice Chair, and Owner, Consult 808
3. John Vannatta (Designee for Kathryn Matayoshi, Superintendent, DOE)
4. Leialoha Sanchez, Chair, Kauai Workforce Development Board
5. Charles Shima, Training Coordinator, Plumbers Union Local 675
6. Carl Hinson, Director of Workforce Development, Hawaii Pacific Health
7. Richard Vieira, Director of Training, District Council 50 – Intl. Union of Painters & Allied Trades
8. Winona Whitman, Employment & Training Director, Alu Like, Inc.
9. Bernadette Howard & Scott Murakami (Designees for David Lassner, President, UH)
10. Albert Perez & Catherine Scardino (Designees for Pankaj Bhanot, Director, DHS)
11. David De Luz Jr., Chair, Hawaii County Workforce Development Board
12. Linda Chu Takayama, Director, Department of Labor & Industrial Relations
(a) Leonard Hoshijo and Elaine Young (Designees for Linda Chu Takayama, Director, DLIR)
13. Sunshine Topping, Vice President of Human Resources, Hawaiian Telcom
14. Connie Mitchell, Executive Director, Institute for Human Services
15. James Tollefson, Chair, Oahu Workforce Development Board
16. Barry Taniguchi, Chairman & CFO, KTA Super Stores
17. Marian Tsuji, President & CEO, Lanakila Pacific
18. Sheryl Nojima, President of Gray, Hong, Nojima, and Associates
19. Sean Knox, President, Hawaii Employment Services
20. George K. Costa & Nalani Brun (Designees for Kauai Mayor Bernard Carvalho)
21. Representative Mark Nakashima, State House of Representatives
22. Mary Alice Evans, Yang-Seon Kim, & Eugene Tian (Designees for Luis Salaveria, Director, DBEDT)
23. Senator Gil Keith-Agaran
24. Elizabeth Kim (Designee for Governor David Ige)
25. Elizabeth Whitehead, Executive Vice President, CAO, American Savings Bank
26. Brian Tatsumura, Store Manager, Nordstrom
27. Susan K. Akiyama (Designee for Hawaii County Mayor William P. Kenoi)
28. Barbara Yamashita (Designee for Honolulu Mayor Kirk Caldwell)
29. Brian Nagami (Designee for Maui Mayor Alan Arakawa, Executive Director, Maui Workforce Development Board)
30. Glenn Alcalde, Training Coordinator, Hawaii Carpenters Apprenticeship and Training Fund
31. Ian Kitajima, Director of Corporate Development, Oceanit
32. Alicia Moy, President, Hawaii Gas Co.
33. Joanne Kealoha, Social Services Coordinator, ILWU, Local 142
34. Glen Kaneshige, President, Nordic PCL Construction, Inc.
35. Edward Richardson, Owner, Edward V. Richardson, LLC.
36. Evelyn Barfield, Human Resources Business Partner, Meadow Gold Dairies
37. Shannon Okinaka, Executive Vice President & CFO, Hawaiian Airlines

Pending Governor Appointment

38. Jason Ito, Director of Administration, Labor & Community Relations, Kyo-ya Hotel & Resorts
39. Edward Yamamura, Franchise Owner, McDonald's
40. Shin Ho, General Manager, Ho Farms
41. Gladys Quinto Maronne, President & CEO, Building Industry Association

Workforce Development Council Staff

Allicyn Tasaka, Executive Director
Jeanne Ohta, Assistant to the Executive Director
Linda Sakamoto, Program Specialist
Dastin Hernandez, Employment Analyst
Kim Saito, Accountant Supervisor
Lina Rivera, Accountant