



WORKFORCE INNOVATIONS & OPPORTUNITY ACT (WIOA)

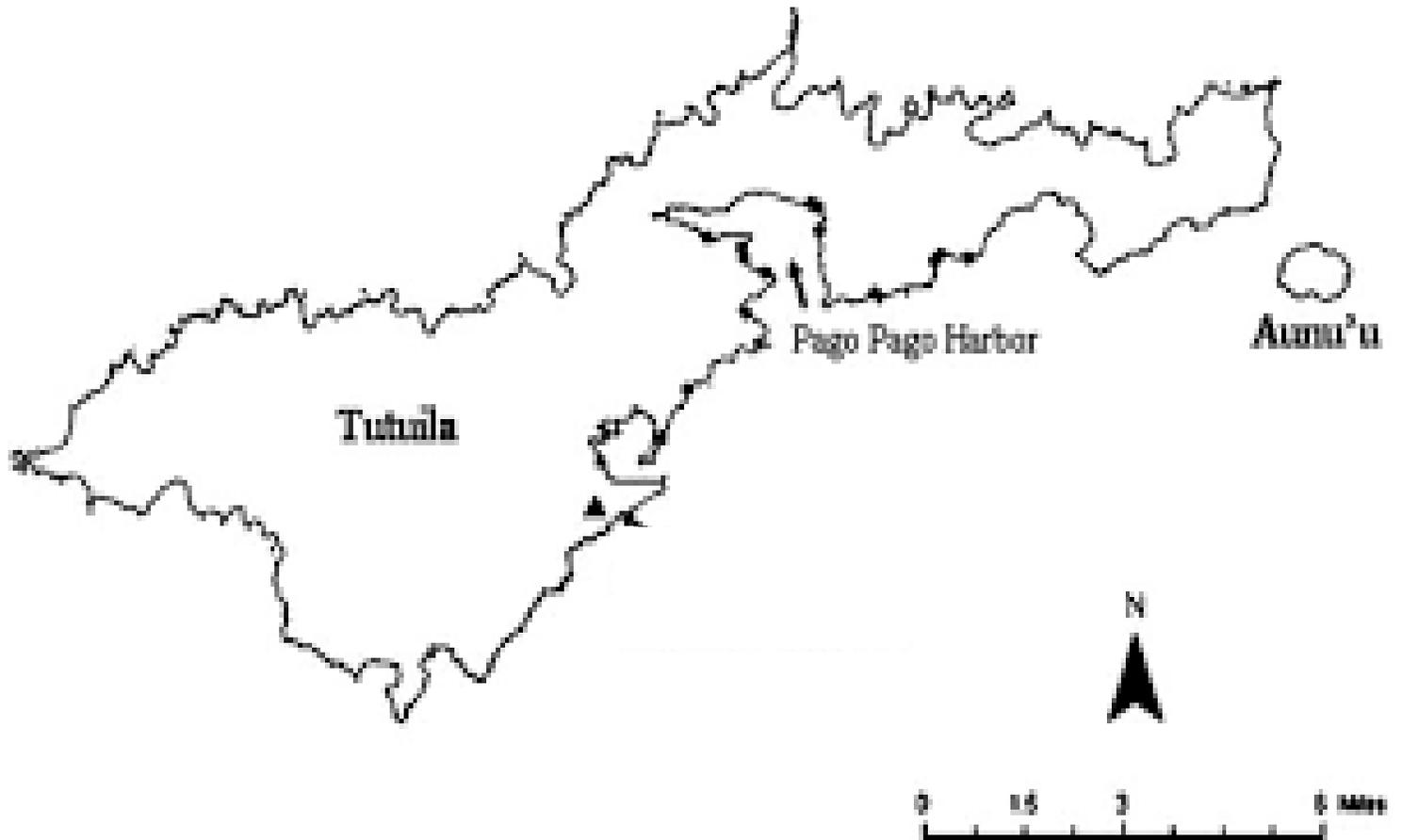
PY 2017

(PY July 1, 2017 – June 30, 2018)

**ANNUAL STATEWIDE PERFORMANCE
REPORT NARRATIVE**

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AMERICAN SAMOA



SINGLE SERVICE DELIVERY AREA

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Introduction

Program Year 2017 was a time of change and transition for the Territory of American Samoa. While teams were envisioning and planning for the implementation of new workforce legislation, the Workforce Innovation Opportunity Act (WIOA), we were also preparing for a new administration of cabinet members, new leadership and, while still providing uninterrupted services to the residents and ensuring compliance with federal program requirements.

Concurrently, the American Samoa local elected officials, the AS Workforce State Board (ASWB) voluntarily engaged in a process to examine the existing workforce structure to determine if they still made “Sense”~were they meeting the needs of American Samoans and did they accurately reflect our local population needs, the economy and demographics? The Territory of American Samoa is designated a Single Service Delivery (SDA) area.

At a government level, additional changes were occurring including some changes in government agency leadership, agency reorganization, and legislative and orientations of new legislative leadership.

Workforce professionals, leaders and teams across the Territory worked diligently to support the transitions, transformations, and paradigm shifts, this report features a small part of their accomplishments.

The first section of this report highlights few of the many efforts, changes and successes the Territory experienced in PY 2017, the latter sections includes specific program and activities.

Department of Human Resources – Employment & Training Division (DHR-ETD)

In American Samoa, the Department of Human Resources is the Administrative Entity for the WIOA federal program. The designated agency and all the workforce core partners and community moved to a unified, simplified approach in delivering services to job seekers and employers under the jurisdiction the federal WIA, and our efforts continue throughout the implementation of WIOA. This Network of public and private partners and services is collectively coordinated with DHR-ETD.

The Workforce System serves the AS workers by:

- ~ Helping them upgrade their workplace skills**
- ~ Launching them towards higher wages**
- ~ Referring them to jobs or educational career paths based on new technologies or innovations.**

By bringing private industries together into a partnership with public providers, state agencies and educational institutions, American Samoa offers a diverse array of workforce services throughout the Territory.

Section One:

Services for Customers:

Even with undergoing and organizational realignment. Teams were continuing to develop operational standards. Staff from partner agencies were collaborating over multiple work sessions to develop the framework. Using feedback from groups, community and stakeholders to create a document that provides clarity about what works, what it offers, and how existing partnerships bear a shared responsibility to create value for additional partners in the future. The Operational Standards is incorporated into the monitoring processes in the local area (ASWB, Partners) will be held accountable for the successful implementation of these standards in all the agencies and partners.

These standards are a comprehensive, yet living, document that includes system-wide expectation for:

- Location**
- Branding**
- Alignment of Services**
- Foundation of Service Delivery, including**
 - >Labor Market Information**
 - >Continuity of Service**
 - >Feedback**
 - >Sector Strategies**

DHR-ETD Services:

- >Exploratory Services**
- >Career Services**
- >Training Services**
- >Business Services**

Outcomes and Performance

Assessment and Implementation:

As part of the preparation for implementation of the Operational Standards, all the Partners is required to complete periodic “Readiness Assessments.”

Other Notable Accomplishments:

-A total of 1,200 additional slots were funded and approved by Honorable Governor Lolo M. Moliga for the local Summer Youth Employment Program. This is in addition to the WIOA Youth formula funding for 120 slots for the SYEP.

-Close to 400 private sector employers provided quality worksites for the Summer Youth Employment Program in PY 2017. This is a huge increase from 145 employers who participated in PY 2016.

-The Back to Work Program was one of Governor Moliga’s Job creation strategies to get eligible local residents back to work. Three years later, it is still assisting job seekers and employers utilizing new OJT’s with local revenues and resources.

Section Two:

- Waivers: The Territory did not apply for Waivers – N/A**
- American Samoa selected “Repeat Business Customers” and “EmployerPenetration Rate.”**

Number of establishments served during the past three years who have continued to receive a service divided by number of establishments served during the past three years.

American Samoa will use the establishment count from the Website to determine the denominator for the Employer Penetration Rate. The latest count from the BLS Website may not be the last quarter of the report period of the Employer Penetration Rate.

- **Current or planned evaluations and related research projects:**
 - (a) DHR will convene a team to develop an evaluation implementation plan and strategies to incorporate evaluation strategies into formula grants including criteria to evaluate plans. Training including tools and resources will be provided. Training will include how to identify, access, and use administrative data to evaluate services and programs with some degree of fidelity and basic techniques and strategies.**
 - (b) Core Partners, State workforce agencies and ASWB are invited to participate in all the meetings and technical assistance and training opportunities related to evaluations and supported their efforts to develop an evaluation plan that will incorporate their plans as well.**
 - (c) The evaluations are on-going and not completed until all the responses and data is returned to DHR.**
 - (d) Efforts to provide data and survey responses is coordinated with all the Core partners including follow up with Program staff and their Managers.**

- **States approach to customer satisfaction, which may include such information used for one-stop certification, in accordance with 20 CFR 678.800.**
 - (1) DHR will collect and utilize customer feedback to assist in improving services to better meet the needs of businesses and job seekers. The feedback received from customers is summarized in annual performance reports and utilized in the one-stop certification process.**
 - (2) To collect feedback, DHR developed two customer satisfaction surveys, one for job seekers and the other for businesses through surveys. The job seeker survey will be sent to all WIOA Title I exiters. The employer survey will be sent to a list of employers registered.**

- (3) In addition to annual performance reports and one-stop certification, results data will be used throughout the program year to improve services to better meet the needs of businesses and job seekers. Responses and data will be exported from survey by the program Assistant by-annually, two weeks after the October and April job seeker survey emails are sent. Business surveys results will be exported simultaneously. The summary for both surveys will be filtered by date to show the proper reporting periods exported by as a customized read-only link, and sent to the Managers of Field Operations DHR.**
- (4) Results filtered by dates and one-stop center will be exported on read-only and sent to all Managers & partners. Managers will share the information with their staff and use it to improve their office performance.**

Section Three:

- **Progress made in achieving the state's strategies vision and goals**
The progress have started with the Territory's efforts in partner collaboration, and ongoing evaluation and improvement. New jobs are created through newly established businesses and meeting employer needs through streamlining government policies and nurturing emerging industries with new innovations.

Progress made in implementing sector strategies and career pathways.

The use of sector strategies and career pathways is incorporated through the use of work-based learning, work experience for youth and adults and transitional jobs. The strength of these components is the collaboration and engagement of employers who are partners and providers for training and placement of participants in their respective worksites.

If the State has received a small minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement.

N/A

The State's performance accountability system:

(Pending quarterly and annual report to be finalized for WIPS)

Section Four:

Activities provided by state funds:

Governor's Reserve activities is set aside for oversight/monitoring of WIOA programs and to enhance the quality of services to employers and job seekers. This improved the increase volume of employers utilizing the WIOA services and opportunity to provide quality worksites for participants.

Rapid Response activities and layoff aversion, which may include:

A total of 15 companies served and 13 individuals were served under the RR Program.

Currently, Trade Adjustments Assistance (TAA) is not applicable in the Territory; however eligible participants are enrolled in the Dislocated Worker Program provided they meet the Dislocated Worker program eligibility.

The Department of Commerce worked collaborately with the DHR RR Unit in tracking layoff and planning layoff aversion for the Territory. This allows DHR to quickly identify employers looking for specific skill sets or occupations by referencing previous events with individuals who have transferable skills.

Rapid Response and layoff aversion activities are aligned to support input and feedback from the businesses who are providing jobs and training for the RR participants. The WIOA Case workers will assist with assessments and career pathway efforts to determine their interest for job opportunities or other career choices.

Discussion of specific types of services or workshops provided to both companies and affected workers.

Through discussions with employers and assessments of the affected workers, the types of services included the following:

-Information on retraining, upskilling, job opportunities

-Job search workshops

-Financial literacy

Activities provided under the Wagner Peyser Act Employment Service Section 7 (b).

Currently, Wagner-Peyser Act is not applicable to the Territory.

- **Any National Dislocated Worker Grants (DWGs) awarded to or within the state.**

No DWGs were awarded to the Territory.

- **Technical Assistance needed would be the Performance Accountability and reporting for program staff.**
- **Promising practices, lessons learned and success stories on serving employers, communities, and individuals with barriers to employment. Through the Summer Youth Employment Program (SYEP), the DHR-ETD provided services and training for out-of-school (OSY), low income individuals with disabilities. The success behind these efforts is the engagement of our business community, non-profit organizations, Core partners and Parents to assist with their training and support their efforts. Close to 300 youth participants participated and received certificates of completion of work readiness training and work experience.**
- **Any challenges the workforce system faces, which may include policy, implementation, or other relevant challenge. Challenges would be developing policies to address all the needs of our core partners and the barriers of their participants with employment & training.**
- **Any strategies/policies relating to Pay-for-performance contracting. No policies at this time for Pay-for-performance contracting until further need is explored.**