



AMERICAN SAMOA

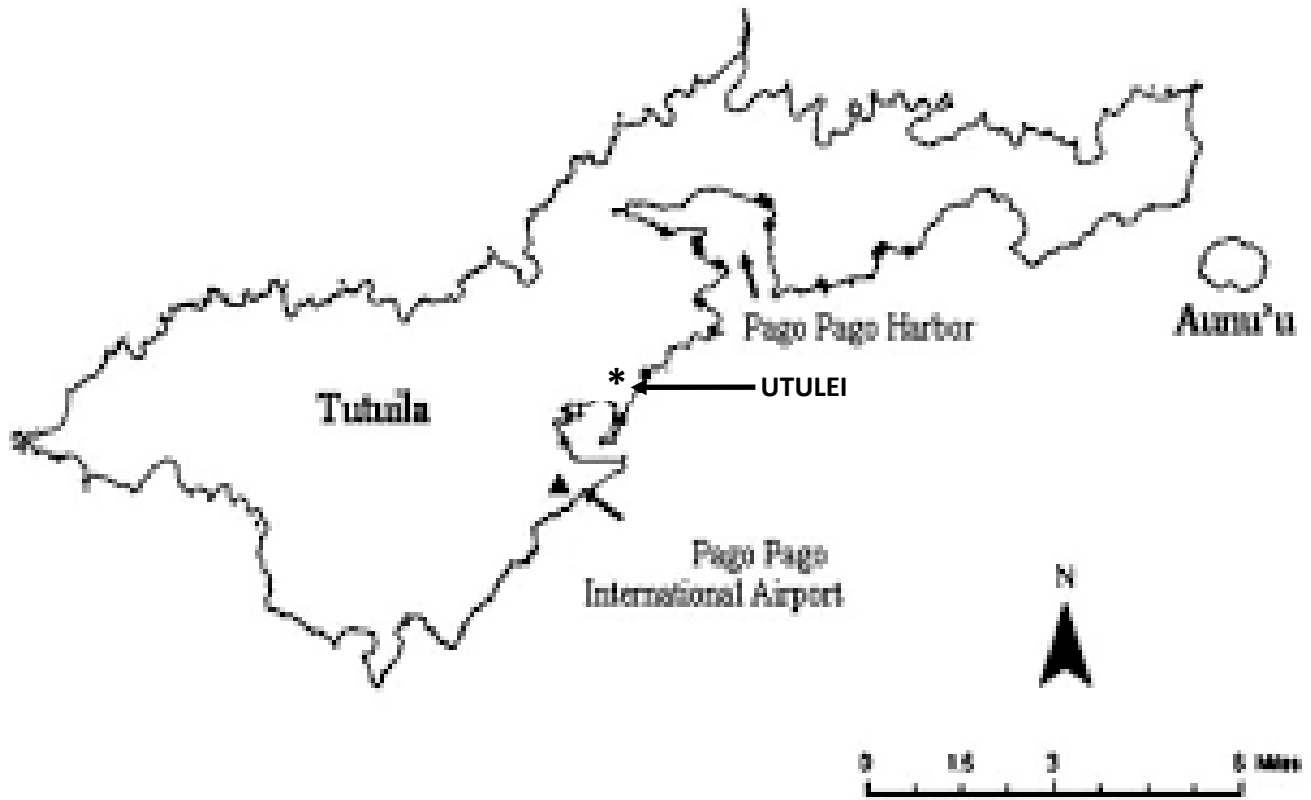
WORKFORCE INNOVATIONS & OPPORTUNITY ACT (WIOA)

PY 2018

ANNUAL REPORT NARRATIVE

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AMERICAN SAMOA



SINGLE SERVICE DELIVERY AREA

American Samoa PY 2018 WIOA Overview

During PY 2018 American Samoa continued to focus on workforce development activities to provide multiple pathways to high skills, high wages, and careers by enhancing job seeker and worker access to education, training and support services needed to prepare for high demand occupations that pay family sustaining wages.

The American Samoa Department of Human Resources, Employment and Training Division (DHR-ETD) implements WIOA and training programs to support and grow learning opportunities for workers at all stages of life including those with barriers to employment. The DHR-ETD is located within the main government building in the town area of Utulei. All program participants, employers, partners, and collaborators are able to access services at DHR-ETD.

As the Territory's lead entity for workforce development, the department through the Division of ETD administers WIOA Title I for Youth, Adults and Dislocated Worker (DW). Title II is administered by the American Samoa Community College (ASCC) Title IV is administered by the Office of Vocational Rehabilitation, Governor's Office. Title III is not applicable to the Territory.

DIVISION OF EMPLOYMENT AND TRAINING (ETD):

The mission of the division is to provide employment and training services to American Samoans and businesses to advance opportunities for employment and provide economic stability for the Territory. The division administers WIOA formula grant funds and approved by the ASWB and the Director of Human Resources.

AMERICAN SAMOA WORKFORCE BOARD (ASWB)

The mission of the ASWB is to advise the Governor on workforce development strategies that maximize the Territory's education, training and employment resources to support economic development. The board leads the Territory in broad strategic workforce initiative that leverage resources beyond WIOA funding while providing necessary system oversight. The ASWB provides oversight for the Territory's workforce activities.

WAIVERS:

No new waivers were proposed for PY 2018.

EFFECTIVENESS IN SERVING EMPLOYERS

THE WIOA workforce staff who are providing OJT development with the employers and the business community continues to improve engagement through their worksite visitation and outreach. The goal is to reach and increase the number of businesses utilizing WIOA programs and services at DHR-ETD and promoting awareness of the availability of services. Orientation is also built in the OJT packet for new established businesses, new employers and updated materials reflecting benefits for businesses, OJT reimbursements, and level of services.

NEW BUSINESS/EMPLOYERS

The OJT development staff have been active in engaging with newly established businesses in the Territory. The ETD continued to work with the agency that is processing new business licenses for newly established business. This information is provided to the OJT development team to meet with these new employers/business and actively engaged in assisting with their hiring, resources available to support their business, referral of applicants, OJT development, and any support they may need from the WIOA program. The improved growth rate is 20% for new employers.

DATA EMPLOYER GROWTH PY 2018	
PY 2016	56
PY 2017	62
PY 2018	72

OUTREACH ACTIVITIES:

The following are outreach activities coordinated with the Partners and DHR-ETD staff.

- Chamber of Commerce
- American Samoa Community College (ASCC)
- Department of Commerce (Business Unit)
- Star Kist Company (Personnel)
- Job Fairs
- Blue Sky Communications

**ASPA Power Authority
ASTCA (Tele communications)
ACE Hardware Store
Tradewinds Hotel
Office of Samoan Affairs
Paramount Construction
Nana's Construction
Samoa News**

MASS RECRUITMENT

This service is provided for specific employers who may be opening a new business, etc. DHR-ETD provides support through advertising, use of facilities, networking, posting and consultation to assist with their business. Level of service is subject to the availability of resources.

EVALUATION

The DHR-ETD continues to collect information and data to evaluate the implementation of WIOA programs and assess the need for improvement. These measures include response to federal monitoring findings, measuring effectiveness in serving employers, customer satisfaction surveys and data validation. The recent evaluation and monitoring was conducted by staff in the field includes interviews with participants in work experience, OJT employers to help identify areas of program strength best practices as well as those areas in the need of improvements.

CUSTOMER SATISFACTION:

For PY 2018, the DHR-ETD customer satisfaction survey were administered through the ETD during the intake process. When customers come through the intake process, the surveys are distributed by the intake staff and turned in at their next appointment to the intake staff. The customer satisfaction survey is an initiative to solicit feedback from individuals and business in an effort to improve overall services offered, as well as to increase customer satisfaction. Results from the survey are used to determine and promote continuous quality improvement initiative and make overall improvements to the DHR-ETD.

The following is a breakdown of the data collected at the DHR-ETD for PY 2018:

CATEGORY	TOTAL
Self Service	1,436
Participant Orientation	560
Walk-In Traffic	980
New Employer Registration	63
Employer Served	78

PROGRESS MADE IN ACHIEVING THE TERRITORY’S VISION AND GOALS:

The American Samoa’s Unified State Plan for the Workforce Innovations Opportunity Act describes the analysis of the local economic structure, development strategies and focused on the five critical themes. One of these themes is ensuring system integrity through transparency. Currently, American Samoa DHR-ETD is working on improving its reporting system with technical assistance provided by Guam DOL, Geographic Solutions and Region 6 ETA DOL. We must assess the effectiveness of our local area in achieving positive outcome for individuals served by the Workforce Development system.

Through this process we are able to:

- 1. Make informed decisions about resources/investments**
- 2. Assess problem areas and take corrected actions**
- 3. Compare programs to one another**
- 4. Gauge the effects of certain economic conditions**

DHR-ETD provides reports to stakeholders, ASWB, Legislature, and Partners through various mechanism. For example, reports not limited to expenditures, services for youth, adult, dislocated workers, characteristics, target population, training providers, and long term unemployed.

NEGOTIATED PERFORMANCE LEVELS FOR TITLE I

WIOA Adult	PY 2018	PY 2019
Employment 2nd Quarter after Exit	40.0%	40.0%
Employment 4th Quarter after Exit	40.0%	40.0%
Median earning 2nd Quarter after Exit	\$2,040	\$2,040
Credential attainment rate	40.0%	40.0%
WIOA Dislocated Worker		
Employment 2nd Quarter after Exit	40.0%	40.0%
Employment 4th Quarter after Exit	40.0%	40.0%
Median earning 2nd Quarter after Exit	\$2,040	\$2,040
Credential attainment rate	40.0%	40.0%
WIOA Youth		
Education, training or employment 2nd Quarter after Exit	30.0%	40.0%
Education, Training or Employment 4th Quarter after Exit	30.0%	40.0%
Credential attainment rate	40.0%	40.0%

REGISTERED APPRENTICESHIP PROGRAM

Currently, American Samoa does not have a Registered Apprenticeship (RA) program registered with the USDOL. On June 2019, DHR-ETD was notified that it had been awarded funds for Apprenticeship State Expansion (ASE) for the Territory. The DHR-ETD is now collaborating with Partners, Employers, American Samoa Community College and Sponsors to implement the ASE grant activities.

ACTIVITIES PROVIDED BY STATE FUNDS

Statewide activity funds are a vital part of American Samoa’s workforce development system. The funds support all required activities outlined in the WIOA Act including ASWB oversight, capacity building, fiscal and management accountability. All of these activities support the operation of the workforce delivery system.

RAPID RESPONSE ACTIVITIES:

American Samoa's Rapid Response program provides services to workers, employers, and businesses facing business closures and layoffs. Though the Samoa Tuna Processing (STP) Company was shut down due to maintenance, however, some workers who were assessed were eligible for services such as job search, information on OJT training, referral to basic and remedial education, and placement assistance.

WAGNER-PEYSER (Employment Service)

Not applicable to the Territory

NATIONAL DISLOCATED WORKER GRANT (DWG)

No DWG funds awarded to the Territory

TECHNICAL ASSISTANCE

The Territory seeks assistance with utilizing partnership, identifying potential partners into youth program design, effective training design tools and strategies including program success measurement alternatives, youth-centered policies and practices including youth models for program development and improvement, technical assistance to improve the tools used in program monitoring.

CHALLENGES WITH WORKFORCE SYSTEM

Developing policies to address all the needs of our core partners and the barriers of their participants with employment and training.

PAY-FOR-PERFORMANCE CONTRACTING

The Territory is not using Pay-for-Performance strategies. The Territory is considering a study to determine if Pay-for-performance contracting would be an effective strategy for serving individuals with barriers to employment