

**WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE**  
**TITLE I PROGRAMS (Adult, Dislocated Worker, Youth)**  
**Program Year July 1, 2018 to June 30, 2019**  
**Hawaii Workforce Development Council**

**Identify each waiver that the state has had in place for at least one program year and provide information regarding the state’s progress toward achieving the goals and performance outcomes in ETA’s letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state’s waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.**

Hawaii requested and was granted a waiver from the requirements outlined in WIOA Sections 116 and at 20 CFR 677.230 and 20 CFR 680.400 through 680.530, which require the collection and reporting of performance related data on all students participating in training programs listed on the state’s Eligible Training Provider List (ETPL). The “all students” waiver was granted in September 2019.

A new ETP website was launched on the Workforce Development Council’s (WDC) homepage on July 3, 2018. The old site was stand-alone, difficult for users to find, and was built on an outdated platform that could not be adapted to new WIOA regulations. The new process was created as an interim solution and is simpler for potential eligible providers to use.

The State of Hawaii Department of Labor and Industrial Relations (DLIR) is currently in the process of procuring a new Management Information System and Case Management System for the State’s workforce system. The new system will include an ETPL module so that the ETPL is part of that system and easier to access by both case managers, participants, and partners. The new system is expected to be operational by July 1, 2020.

Hawaii has faced several challenges while working to implement the WIOA ETPL requirements, including:

- Ensuring that local areas have sufficient numbers of, and diversity of training providers necessary to create an effective marketplace of training programs for WIOA participants using Individual Training Accounts (ITAs).
- There already exists a lack of training provider options on neighbor islands (Kauai, Maui, and Hawaii Island); reporting requirements have been cited by potential providers as a barrier to their participation.
- Ensuring fairness in the process of determining training provider eligibility.
- Reducing the burden of the requirement for training providers to submit performance information to the State, which may not be readily accessible.
- Social security numbers are not required for University of Hawaii (UH) registration, making wage and employment data incomplete or inaccurate.
- UH is reluctant to transmit Personally Identifiable Information (PII) to WDC.
- Proprietary schools would have to collect sensitive information, such as social security numbers and other PII on all students in the State to match wage and earnings information on students utilizing the ETPL programs, which increase security liabilities for those organizations.
- Students funded by WIOA programs at UH Community Colleges (UHCCs) represent a small portion of the community college enrollment. ETPL students are more likely to enter training-related employment after an entire suite of courses over a longer period of time. Therefore, including all students in the cohort that counts toward the course’s performance unfairly skews the outcome in a negative direction.

The goals and outcomes related to the waiver request included:

- Remove the most significant disincentive for schools and training providers to participate in the ETPL in anticipation of maximizing the available marketplace of training curricula.
- More numerous and varied training offerings for individuals using ITAs in Hawaii's workforce system.
- Increase participation by the UHCCs will lead to lower cost options.
- Greater utilization of the ETPL by participants pursuing training in Hawaii related to jobs that are in-demand.
- Improved overall performance outcomes for individuals pursuing training via ITAs.
- Stronger partnerships and relationships between training providers both public and private by Hawaii's workforce system.
- Enhanced ability of local boards (especially those on neighbor islands) to respond quickly and efficiently to immediate local job seeker and employer needs.

To meet the "all students" reporting requirements after the expiration of the waiver, Hawaii has been working with the UH Data Exchange Project (DXP) to create a process by which all performance data from the UH system (universities and colleges) will be transmitted to WDC by the DXP. The DXP houses the State Longitudinal Data System. The UHCC system will also implement a policy to collect student social security numbers for workforce programs to enable WIOA performance reporting.

WDC staff will facilitate performance reporting by searching for best practices and open source solutions for providers' use. Technical assistance sessions will be offered to all ETPs. WDC is also in the process of creating a secure method for providers to submit reports.

On-site programmatic reviews will include an evaluation of the impact of the waiver on local programs to ensure programmatic goals and outcomes are being met. WDC staff will also review the collection of pertinent information such as updated licenses, financial statements, certificates of insurance and appropriate State of Hawaii certifications; and will periodically examine the appropriateness and effectiveness of the waiver.

During PY18, there were applications by ETPs for every local area. There are a total of 219 programs listed. Hawaii Island-12; Maui-4; Kauai-77; Oahu-99; and 24 are available on Hawaii Island, Maui, and Oahu.

WDC staff also made presentations to UHCC vice-chancellors and continuing education directors to explain the new ETP system and program of study requirements; and to encourage additional programs in in-demand industries and in-demand jobs. The UH was also encouraged to post courses that would qualify for career services and pre-vocational services on the newly created list for those services. The career service list is also accessible on the same webpage where ETPLs are listed.

**Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Service to Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.**

The State is using "Retention with the Same Employer" and "Repeat Business Customer" indicators as recommended and designed by the U.S. Department of Labor to measure effectiveness in serving employers. Tables 1 and 2 show the State's performance levels in serving employers effectively. Table 1 compares the statewide levels in PY 2017 and PY 2018. Table 2 breaks down the PY 2018's levels by local areas.

**Table 1: Statewide Effectiveness Serving Employers, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17 Percent</b>	<b>PY 17 Employer</b>	<b>PY 18 Percent</b>	<b>PY 18 Employer</b>
Retention with the Same Employer Rate, Q2 and Q4	65.1%	—	49.1%	—
Repeat Business Customer Rate	45.4%	1,423	34.9%	1,560

**Table 2: Local Area Effectiveness Serving Employers Comparison, Program Year 2018**

<b>Indicator</b>	<b>Statewide</b>	<b>Hawaii</b>	<b>Kauai</b>	<b>Maui</b>	<b>Oahu</b>
Retention with the Same Employer Rate, Q2 and Q4	49.1%	52.1%	54.1%	44.8%	49.0%
Repeat Business Customer Rate	34.9%	33.0%	35.3%	32.6%	35.9%

The percentage of WIOA Title I participants who were employed with the same employer within six and 12 months of exiting the program was at 65.1% in PY 2017 and 49.1% in PY 2018. The breakdown of this outcome across the state was around 50% with little variability. Only Maui County reported the lowest retention rate.

The percentage of repeat business from employers that chose to continue using services more than once was relatively high at 45.4% in PY 2017 and 34.9% in PY 2018. The top service that has been sought in both program years was “Workforce Recruitment Assistance.” The second and third services sought by employers were “Employer Information and Support Services” and “Untapped Labor Pools Activities,” respectively. Few employers used “Strategic Planning/Economic Development Activities” and “Training Services.”

The percentage of repeat business in all counties was consistent at one-third of all employers that used workforce system services.

**Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.**

### **Hawaii’s Investment of Public Funds in Workforce Development Programs**

In partnership with the Career and Technical Education Center, WDC produced the “Funding Summary 2018” brochure that provides a summary of the \$101 million federal and state monies spent on workforce development in the state of Hawaii in 2018. The summary shows that approximately 55% of workforce investment dollars are from state funds, which totaled \$57.2 million; federal funding totaled \$43.8 million. The summary also provides information on the agencies, their programs, the types of programs and their target populations. This information will help all agencies understand where program services overlap, who may be providing similar services or service the same populations, identify opportunities to collaborate, and identify opportunities to blend and braid funds for a more efficient workforce system. The brochure may be found at this link: <http://bit.ly/wdc-fund>.

## **The Underserved Populations in Hawaii**

The WDC completed a report on the underserved population in Hawaii and shared it with the local boards, American Job Centers (AJCs), WIOA partners, and members of WDC. The report looks at the underserved by age, gender, and geographic breakdowns to give the local boards and AJCs better insight into the types of underserved jobseekers there are in each county, and where these underserved jobseekers might be. The report also included labor force participation and unemployment rates. The data primarily came from the American Community Survey 5-Year Estimates (2012-2016).

In order for workforce development programs to maximize their effectiveness, state and local programs need to develop strategies to improve access for underserved populations. Underserved populations include veterans, racial minorities, those with disabilities, and those with low levels of income or literacy. While the state of Hawaii has a smaller percentage of people with disabilities and a lower rate of poverty than the U.S. national average, there is a significant range of values across the counties that the State's average masks. Similarly, while the State has a higher proportion of veterans than the national average, these veterans are concentrated on the island of Oahu. Thus, each county requires unique strategies to address its unique underserved population.

Links:

<https://labor.hawaii.gov/wdc/files/2018/12/Hawaii-Underserved-Population-Research-7.25.18.pdf>

<https://labor.hawaii.gov/wdc/files/2018/12/PPT-Underserved-Data-from-Wayne-Liou-7.13.18.pdf>

## **“Hawaii Laborshed: Who Stays, Leaves, and Comes”**

Another completed research project examines the workforce flow from residence to place of work through interactive tables and maps. The study uses publicly available workforce flow data from the Longitudinal Employer-Household Dynamics, Origin-Destination Employment Statistics data set for 2015 from the U.S. Census Bureau. This information can provide local boards and AJCs a better understanding of where to conduct outreach to its client base, whether it be outreach to workers at residences or places of work, or outreach to employers. In addition, employers can use this information to make informed decisions on relocation or expansion. Finally, planners, economic developers, and policy makers can evaluate whether worker and employer needs are being met with regard to infrastructure and economic development policies.

Links: Map that shows flow (note that if a drilldown is selected, the bottom map with the flow lines won't display): [https://public.tableau.com/shared/477DM44BT?:display\\_count=yes](https://public.tableau.com/shared/477DM44BT?:display_count=yes)

Table that includes percentages:

[https://public.tableau.com/views/Laborshed1\\_1/Sheet2?:embed=y&:display\\_count=yes](https://public.tableau.com/views/Laborshed1_1/Sheet2?:embed=y&:display_count=yes)

## **Disconnected Youth**

Disconnected youth, also known as unattached youth, are young adults who are disconnected from society by not being attached to an educational institution or a job. Broadly speaking, disconnected youth are not attending school and are not employed. The age range for disconnected youth can vary, but generally the range is 16 years old to 24 years old. Some research on disconnected youth add other characteristics to narrow the definition, such as whether the young adult has a spouse who is in school or employed.

Hawaii has the 17<sup>th</sup> highest disconnected youth population as a percentage of young adults in the nation, behind the southern and Appalachian states and Alaska. Approximately 14.5% of people aged 16-24 in Hawaii are neither in school nor at work, compared to the national average of 13%. Hawaii's disconnected youth are far more likely to stop looking for jobs due to family responsibilities, compared to the nation as a whole, but this could be due to having more family responsibilities, being more likely to stop school and work because of the family responsibilities, or a combination of both. Family responsibilities fall mostly under three categories: taking care of an elderly family member, taking care of children, or taking care of a disabled family member (who could also be a senior or a child).

The literature on disconnected youth points to certain populations that have a higher percentage of disconnected youth. Females and racial minorities (except for Asians) tend to have higher percentages of disconnected youth. Having low education or low income increases the likelihood of being a disconnected youth. Young people living outside of urban centers and suburban areas have higher rates of disconnection. Language proficiency and citizenship also play a role in youth disconnection. Some literature notes that someone who is married to a connected spouse, i.e. a spouse that is in school or working, can reduce how disconnected that person is, as he or she can maintain some sort of social connection through the in school or working spouse. Furthermore, an employed spouse can earn income for the household.

Links: <https://labor.hawaii.gov/wdc/files/2019/06/Disconnected-Youth-Executive-Summary-2.0.pdf>  
<https://labor.hawaii.gov/wdc/files/2019/06/Disconnected-Youth-Online.pdf>

### **Understanding the On-Demand Workforce**

The National Governor's Association (NGA) has initiated a pilot program to study the on-demand workforce. Hawaii was one of seven states selected to participate along with Connecticut, Pennsylvania, Maryland, New Jersey, Alaska and Colorado on the State Collaborative Consortium to Understand and Support the On-Demand Workforce. The goal is for these States to work together to research the on-demand (gig economy) workforce, develop policies for their respective States, and provide the foundation for national policy. There is little extant data in the area of on demand workers, who are irregularly scheduled workers. The kick off meeting was held on September 27-28, 2018, in Denver, Colorado.

The project is divided into two phases: (1) research for data and finding out about these types of workers; and (2) policy development to help support the economic security of on-demand workers. WDC is the lead agency for Hawaii's team and in-state partners include the Research and Statistics Division of theDLIR; the Research and Economic Analysis Division of the Department of Business, Economic Development, and Tourism; the DDXP and Hawaii P-20 Partnerships for Education; and the UHCCs. Due to the large number of people working in the construction and tourism industry, WDC plans to focus on construction workers, freelancers and independent contractors in the construction and tourism industry, and the full-time irregularly scheduled shift-workers that are prevalent in the services and accommodations sector. The pilot program continues through March 2020.

**Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.**

The WDC will issue a Request for Proposals to conduct a statewide customer satisfaction survey in December 2019. The survey is anticipated to be conducted by an independent third-party organization in winter to spring of 2020.

The WDC plans to have statewide customer satisfaction surveys to gauge the effectiveness and satisfaction of how well the American Job Centers are operating to provide services to employers and jobseekers. Survey questionnaires are designed for the following target groups: (1) employers that had previously used an AJC's services, (2) WIOA participants who had previously used an AJC's services, (3) front-line staff who are employed at an AJC, and (4) walk-in visitors who seek the services at an AJC. Questions are developed in a way that can identify strengths, weaknesses, and gaps in workforce system programs and operations. Survey design applies sound standards of social sciences research with a high degree of rigor, resulting in being able to make actionable recommendations from the survey results. The design of the survey includes a randomized sample of each survey group at a significant size that will allow for generalization about the population across multiple industry sectors and the entire state.

The WDC will share the survey results with local boards and the AJCs and work with them to develop strategies and plans to improve on identified weaknesses and gaps. Information will be further used to modify existing policies and/or establish new policies.

**Progress made in achieving the state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.**

**Vision:**

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

**Goal 1: Provide coordinated, aligned services.**

The Online Workforce Referral System is being developed to streamline the application process for individuals who seek employment services and integrate the participant management systems of WIOA Titles I, II, III, and IV. The System will provide individuals a quick way to submit minimal information by answering questions that are then sent to the appropriate WIOA partner for follow up. The development of the System is in its final stages. Project designers are completing the final design for the homepage; and the refinement of the algorithm for referrals are being thoroughly tested to ensure accuracy. The planned completion date for the project is the end of December 2019. After completion, the Online Workforce Referral System will go through beta testing with the County of Maui so the project team can receive feedback and resolve any issues discovered in the process. Once beta testing is completed, the Online Workforce Referral System will go live statewide.

In addition, staff from the Electronic Data Processing Systems Office (EDPSO) and the WDC traveled to each County to preview the system to staff and partner program representatives. These meetings provided important feedback for the project team and they were able to incorporate these suggestions into the system, making it more efficient and effective for jobseekers.

The project is currently in Phase I which just includes the e-mail referrals. Phase II of the project will eliminate the e-mail referral process. Referrals will be sent directly into participant management information systems. This phase includes extensive training for the partner programs and the development of training material.

All local areas have established locations for their American Job Centers (AJCs), most have several partner programs serving participants from the AJC and all are working toward becoming comprehensive centers. All AJCs are working toward a functional alignment of services, cross-training of staff on services available at the AJC, and co-enrollment of participants in appropriate partner programs. Co-location and cross training of staff enables seamless and coordinated, aligned services to participants.

Goal 2: Prioritize services to veterans, unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians.

### **Veterans**

The WDC established the Military and Veteran Affairs Committee to provide a voice of advocacy for workforce concerns of veterans and the military community. Its role and purpose is to provide a forum for transition program leaders and stakeholders to explore job transition issues and solutions unique to veterans, service members and their spouses, National Guard and Reserve members. The committee's focus is to influence policy development by proposing solutions that reduce transition barriers.

During the period the Committee convened, May 2018 to December 2019, the committee was provided with information about the public workforce resources available to veterans. The committee did not recommend changes to the current veteran service delivery policy but acknowledged that the workforce system strives for continuous improvement to its veteran services.

Committee members heard 12 presentations covering a range of topics important to stakeholders. The topics generating the most interest included: filling Hawaii Department of Education teacher shortages, conversion of military credentials and license to the civilian equivalency, benefits of employer established employee-veteran committees, retaining transitioning service members to live and work in Hawaii, and military spouse employment.

A key accomplishment of the committee was generating sufficient interest to establish a subcommittee to explore military spouse employment issues. The subcommittee will explore the reasons for the double -digit unemployment rate of military spouses. In its brief existence the subcommittee has convened four meetings in a three-month period. The issue has generated not only local interest but national attention at the senior leadership levels of the U.S. Department of Labor and Congress.

### **Youth with disabilities:**

Youth with disabilities in Hawaii need to receive pre-employment transition services (Pre-ETS) as identified in the Reauthorization of the Rehabilitation Act in WIOA. These services include:

1. Job exploration counseling;
2. Work-based learning experiences;
3. Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
4. Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and
5. Instruction in self-advocacy, which may include peer mentoring.

To achieve competitive, integrated employment outcomes for prospective workers and jobseekers with disabilities; and to increase the work-based learning experiences for youth, Division of Vocational Rehabilitation (DVR) is a partner in the Online Workforce Referral System, a statewide, integrated and interactive workforce portal that will be used to track all contacts with employers and participants with disabilities using the Workforce Development Division (WDD) platform. Logging into this system will allow WDD and DVR to gather data of employer engagement. In addition, DVR works with employers to provide VR services through disability and diversity etiquette training, ADA advising, workshops on Emotional Intelligence and Job Readiness Training “Ho‘ala” contracted through City and County of Honolulu, Department of Community Service Work Hawaii. Pre-employment transition services are offered through contracts with the Department of Education through Special Education Vocational Rehabilitation (SEVR). SEVR provides unique work experience opportunities with employers in the community. OJTs, apprenticeships in collaboration with the local Community Colleges, and Adult Education programs to access work-based learning experiences. Ongoing workshops and forums with employers are conducted on a quarterly basis with the AJC to inform employers of changes in legislation and workforce diversification.

### **At-Risk Youth**

The Youth Committee of the WDC has recruited members from diverse programs which provide services to youth to prioritize the focus of youth program elements. Members of the committee serve runaway, homeless, justice-involved youth, foster-care youth, native Hawaiian youth, at-risk youth, and in-school youth. The programs provide a variety of services, including residential programs, alternative school programs, entrepreneurial programs, STEM programs, creativity and innovation challenges for K-12 youth. This committee is working toward supporting the Title I youth programs statewide to fulfill the requirements of WIOA by helping service providers better understand the special youth populations, the challenges they face and where benefits can be accessed from available resources in the state.

Goal 3: Develop sector strategies and a career pathways system that integrates education and training, and moves skilled jobseekers into growth industries.

In collaboration with the Career and Technical Education Center (CTE) and the Hawaii Department of Education (HIDOE), and the core partners, WDC approved “Hawaii’s Career Pathway System” on September 14, 2017. The chart is posted here: <https://labor.hawaii.gov/wdc/files/2017/09/REV8-Career-Pathways-System-CHART-as-of-9.20.17.pdf>. A Powerpoint presentation explaining the system is posted here: <https://labor.hawaii.gov/wdc/files/2017/09/Career-Pathways-Presentation-to-WDC-Board-by-Bernadette-for-9.14.17.pdf>

Sector templates were created by the UHCC, HIDOE, CTE and industry and are now part of a UH website: “Hawaii Career Explorer” which incorporates the previous “Industry Sector” website which features an interactive labor market information page.

The templates are a one page look for each of nine sectors by providing information on activities in high school and college, career paths, and possible earnings. The nine career sectors may be viewed here: [https://uhcc.hawaii.edu/career\\_explorer/lifestyle2/pathways.php](https://uhcc.hawaii.edu/career_explorer/lifestyle2/pathways.php).

Goal 4: Augment high employment rate.

WDC is augmenting the high employment rate by focusing on improving outreach efforts. Local areas must submit Outreach Plans to increase enrollment by participants with barriers to employment. AJCs are partnering with community organizations in order to reach special populations.

In Program Year 2018, 2,496 participants with barriers to employment had held employment within 12 months of exiting their program. 170 low-income persons (the highest number of all groups) had held long-term employment. Disabled persons came in second with 122 participants. Single parents followed with 38 participants who were able to have long-term employment. 34 homeless persons had participated and found employment within 12 months of exiting.

Goal 5: Fully engage employers in the workforce development system to address the talent shortage.

The Employer Engagement Committee of the WDC has developed the Statewide Business Services Framework Plan. Each local area is in the process of developing their business services teams to implement the plan. Along with each LWDB, the business teams will develop relationships with employers in their local areas in order to provide customized services to employers.

The Employer Engagement Committee has also developed an Employer Outreach and Engagement Strategy which implements an employer brand strategy for the AJCs. Implementation of the strategy will begin with a pilot project with an employer with consistently high number of job openings. A team with the AJC will work with the employer by first defining their roles and responsibilities and a customized process developed with the employer to refer qualified jobseekers and provide follow-up services. Members of the Committee will serve as consultants on the project.

**Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.**

The goal of Hawaii's sector partnerships is to provide a venue for industry leaders to collaborate on priorities to strengthen and grow their sector; these are things that cannot be adequately addressed by individual companies. Sector partnerships also bring together support partners (education, workforce development, economic development, other stakeholders); to leverage and focus resources on industry-defined priorities. In 2018-2019, there were four active sector partnerships across the state: the Maui County Healthcare Partnership, the Oahu Healthcare Sector Partnership, the Oahu Engineering Partnership, and the Education Partnership.

The Maui County Healthcare Partnership (MCHP) was recognized as exemplary and their convener, the Maui Economic Development Board, was invited as faculty to a national sector partnership training. The MCHP's initiatives included an inventory of available work-based learning opportunities and placements of students into internships, career shadowing, and industry tours. The MCHP also created a medical map to ease/increase provider referral and collaboration, as well as increase patient access to care.

The Oahu Healthcare Sector Partnership inventoried healthcare workforce supply and demand – the first survey of its kind across the state. The survey captured the available education and training programs for specific healthcare occupations, and current workforce demand and five-year projections. Ten workforce priorities have been identified and industry leaders are spearheading efforts. The Partnership also experienced success with reducing the number of avoidable emergency room visits by a high utilizer population by over 60% through care coordination and collaboration across organizations.

The Engineering Sector Partnership's goal is to grow the talent pipeline into engineering. Their priorities included recruiting mid-level engineers to return to Hawaii, increasing college student internships, and building

youth interest in engineering. Industry members also participated in a 3<sup>rd</sup> party review of the state procurement system to reduce time and barriers to permitting and procurement.

The Education Partnership identified K-12 teacher shortage as their priority for collaboration and identified three committees for action: infrastructure, pathways, and supply & retention. Members include the Hawaii State Department of Education, Kamehameha Schools, the Hawaii Association for Independent Schools, and the University of Hawaii College of Education. The WDC will continue to support these industry-led partnerships to collaborate on their identified priorities.

**If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.**

Hawaii has not received this exception.

**The state's performance accountability system, including:  
Any specific state performance measures or goals and progress towards meeting them.**

The State's Participant Information Management and Case Management, HireNet produces the required federal reports and reports requested by local and state boards and local and state level workforce staff. Budget analysis provided by WDC's fiscal staff includes program results; fiscal and program results are reported to the state board. The WDC accounting staff produce monthly and quarterly expenditure reports statewide and by local areas. Quarterly expenditures and participant count and cost per participant are reported to the WDC at their quarterly meeting. Local area reports are included. The WDC meeting includes two representatives of each local areas: the chair of the LWDB and the designee of the Mayor, so they are aware of performance results and the current fiscal and budget status of their respective local areas.

Performance reports are also provided to the WDC Council's Performance Measures and Accountability Committee who review and evaluate the performance and expenditures and make recommendations to the full board. The Finance Committee of the Council reviews the budget and expenditures and meets with the Performance Measures Committee when necessary. Both committees make recommendations on potential actions to be undertaken by the WDC and recommends corrective actions.

WDC's local area liaisons meet by telephone conference monthly to review expenditure and performance results with LWDB staff. Liaisons make recommendations and provide technical assistance as necessary to improve end-of-year results.

Hawaii's Program Year (PY) 2018 performance measures improved compared to the previous program year. Certain indicators had made significant improvements over PY 2017. The State had met and exceeded federally negotiated performance targets in five out of 11 performance indicators. The targets for two performance indicators would have been met if one additional participant in the Dislocated Worker and Youth programs had earned a credential. The Adult program had exceeded performance goals in all measures except for employment within six months of exiting the program. The Youth program had met the goal for employment, education, or training within six months of exiting the program. Although employment retainment showed a marked improvement in 2018 over 2017, the Youth program remained weak in employment, education, or training within 12 months of exiting the program. Employment rates fell short of meeting targets in the Dislocated Worker program.

Median earnings consistently performed well for the Adult and Dislocated Worker programs in PY 2017 and PY 2018.

Tables 3, 4, and 5 show the statewide target and actual performance levels in PY 2017 and PY 2018 for WIOA Title I participants. Table 6 shows the statewide target and actual performance levels in PY 2017 and PY 2018 for WIOA Title III participants. The calculated performance scores are shown for each program year.

**Table 3: Statewide Adult Program Performance Levels, Program Years 2017 and 2018**

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
Employment Rate, Q2	67.6%	47.1%	69.7%	68.6%	44.2%	64.4%
Employment Rate, Q4	63.9%	26.4%	41.3%	63.9%	66.7%	104.4%
Median Earnings	\$5,350	\$9,880	184.7%	\$5,250	\$5,367	102.2%
Credential Rate	51.0%	72.4%	142.0%	51.0%	62.5%	122.5%
Measurable Skill Gains	—	6.3%	—	—	18.4%	—

Note: Targets were not set for the Measurable Skill Gains performance indicator.

**Table 4: Statewide Dislocated Worker Program Performance Levels, Program Years 2017 and 2018**

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
Employment Rate, Q2	74.0%	48.7%	65.8%	74.0%	49.5%	66.9%
Employment Rate, Q4	69.2%	46.6%	67.3%	70.4%	65.6%	93.2%
Median Earnings	\$6,776	\$8,450	124.7%	\$7,000	\$7,963	113.8%
Credential Rate	66.5%	89.2%	134.1%	66.5%	65.3%	98.2%
Measurable Skill Gains	—	5.7%	—	—	14.0%	—

Note: Targets were not set for the Measurable Skill Gains performance indicator.

**Table 5: Statewide Youth Program Performance Levels, Program Years 2017 and 2018**

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
Employment, Education, or Training Rate, Q2	59.0%	22.7%	38.5%	59.0%	59.1%	100.2%
Employment, Education, or Training Rate, Q4	55.9%	18.3%	32.7%	55.9%	46.5%	83.2%
Median Earnings	—	\$3,853	—	—	\$3,812	—
Credential Rate	61.1%	35.1%	57.4%	61.1%	60.4%	98.9%
Measurable Skill Gains	—	18.4%	—	—	13.9%	—

Notes:

1. Targets were not set for the Measurable Skill Gains performance indicator.
2. Reporting of the Youth program's median earnings to the federal government is not required.

**Table 6: Statewide Wagner-Peyser Program Performance Levels, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17 Target</b>	<b>PY 17 Actual</b>	<b>PY 17 Score</b>	<b>PY 18 Target</b>	<b>PY 18 Actual</b>	<b>PY 18 Score</b>
Employment Rate, Q2	55.0%	58.7%	106.7%	59.7%	37.5%	62.8%
Employment Rate, Q4	58.0%	61.2%	105.5%	58.0%	40.8%	70.3%
Median Earnings	\$5,114	\$5,933	116.0%	\$5,100	\$6,047	118.6%

Tables 7, 8, and 9 break down the State’s PY 2018 WIOA Title I performance levels by local areas. All columns are actual levels of performance. The island of Oahu, administered by Honolulu County, outperformed other counties in the employment and earnings indicators for the Adult and Dislocated Worker programs. Maui County performed competitively with Oahu. Hawaii County performed well in earning a credential. When it comes to the Youth program, the situation is switched with Honolulu and Maui Counties not performing well in comparison to Hawaii County. Hawaii County did better in achieving employment, education, or training within six months of exiting the program and earning a credential for youth participants. The wide variability across the state keeps statewide performance outcomes low.

Despite failing to meet the target outcomes in more than half of the performance indicators, Hawaii County had the highest credential rate of all the local areas in all Title I programs. Hawaii County also had the second highest median earnings in the Dislocated Worker program and the highest employment, education, or training rate within six months of exiting the program in the Youth program. These are notable accomplishments considering that Hawaii County continued to deal with the fall-out of dangerous lava flows precipitated by an earthquake in the spring of 2018. In addition, Hurricane Lane, the wettest tropical cyclone on record in Hawaii, hit the State in August of 2018, impacting the Big Island. Addressing the immediate safety needs and day-to-day concerns of Hawaii island residents added to difficulties in convening the Local Board and providing services. Hawaii County further encountered obstacles in securing a reliable service provider for its Adult and Dislocated Worker programs. Nonetheless, county staff stepped up to provide services and hired temporary staff to assist. Recently, a new service provider has been secured, which should help Hawaii County improve its services to island residents.

Kauai County shared the distinction of the highest credential rate in the Adult Program with Hawaii County. Kauai also had the second highest adult employment rate within six months of exiting the program. However, the Dislocated Worker program fell short of target outcomes for all performance indicators. Kauai County may be at a serious disadvantage compared to the other local areas when looking at the median earnings of participants. As the smallest county with numerous small family-run businesses with low wages, achieving the target outcome is an ongoing challenge. Further, the small community doesn’t attract large employers with higher wages since it costs more to do business there. One final note is that Kauai County has had difficulties in securing a youth service provider. State and county workforce professionals continue to work on finding an effective service provider.

Maui County had satisfactory outcomes for the Adult and Dislocated Worker programs for all performance indicators except credential rate. In fact, all adults and dislocated workers continued to be employed within 12 months of exiting from their respective programs. Although the lack of any credentials earned by any of the participants in the Adult and Dislocated Worker programs is a serious concern, the Local Board and service provider have since developed an Individual Training Account policy and are building up the eligible training provider list to correct this issue. Maui County’s Youth program continued to experience a high turn-over rate with a half-time case management position, which impacts program performance measures. However, the

service provider has recently identified a means to achieving position stability and may have addressed the turn-over issue.

**Table 7: Local Area Adult Program Performance Levels Comparison, Program Year 2018**

<b>Indicator</b>	<b>Statewide</b>	<b>Hawaii</b>	<b>Kauai</b>	<b>Maui</b>	<b>Oahu</b>
Employment Rate, Q2	44.2%	22.3%	80.0%	66.7%	82.7%
Employment Rate, Q4	66.7%	40.0%	72.7%	100.0%	75.9%
Median Earnings	\$5,367	\$2,640	\$2,412	\$7,870	\$6,760
Credential Rate	62.5%	77.8%	77.8%	0.0%	59.0%
Measurable Skill Gains	18.4%	42.9%	0.0%	0.0%	8.3%

**Table 8: Local Area Dislocated Worker Program Performance Levels Comparison, Program Year 2018**

<b>Indicator</b>	<b>Statewide</b>	<b>Hawaii</b>	<b>Kauai</b>	<b>Maui</b>	<b>Oahu</b>
Employment Rate, Q2	49.5%	25.5%	66.7%	71.4%	74.1%
Employment Rate, Q4	65.6%	60.0%	38.5%	100.0%	70.9%
Median Earnings	\$7,963	\$7,366	\$4,034	\$6,986	\$10,269
Credential Rate	65.3%	100.0%	54.5%	0.0%	67.6%
Measurable Skill Gains	14.0%	42.9%	0.0%	0.0%	13.2%

**Table 9: Local Area Youth Program Performance Levels Comparison, Program Year 2018**

<b>Indicator</b>	<b>Statewide</b>	<b>Hawaii</b>	<b>Kauai</b>	<b>Maui</b>	<b>Oahu</b>
Employment, Education, or Training Rate, Q2	59.1%	84.6%	*	45.5%	56.3%
Employment, Education, or Training Rate, Q4	46.5%	35.7%	*	0.0%	54.5%
Median Earnings	\$3,812	\$3,446	*	\$3,812	\$3,894
Credential Rate	60.4%	78.6%	*	33.3%	57.6%
Measurable Skill Gains	13.9%	14.9%	*	0.0%	18.0%

Notes:

1. Youth data are not available for Kauai County, since no youth program services have been offered there since the end of 2016.
2. Reporting of the Youth program's median earnings to the federal government is not required.

**Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.**

Deficiencies in PY 2018 are in short-term employment for the Adult and Dislocated Worker programs and in long-term employment for the Dislocated Worker and Youth programs. Missed targets are mainly in the Dislocated Worker program. This might be caused by the difficulty to define, locate, and/or reach out to dislocated workers, which include several distinct groups who have barriers to employment such as disabled persons, veterans, homemakers, low-income individuals, and the long-term unemployed. Most of the problem can be attributable to the wide variability in organizational capacity and service delivery across the local areas. If Oahu was the only local area, the State would have minimal deficiencies. Hawaii and Kauai Counties are the two weakest local areas that bring down statewide performance levels. These two counties are more rural than

Oahu. Moreover, specific locations in Hawaii and Kauai Counties had to deal with the effects of natural disasters that had impacted local economies.

The WDC plans to conduct organizational capacity assessments of all the local boards and job centers throughout the state. The results of these assessments will provide information on strengths, weaknesses, and gaps in organizational capacity and service delivery. The WDC will then be able to develop strategies and action plans to improve the local boards and job centers. This initiative is anticipated to be carried out in early 2020.

**The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.**

Hawaii implements a “common exit” policy, which has not changed since the previous program year, for participants who are co-enrolled in the following programs:

- Adult, Dislocated Worker, and Youth programs (WIOA Title I)
- Wagner-Peyser Employment Service programs (WIOA Title III)
- Trade Adjustment Assistance programs

The common exit policy requires participants who are co-enrolled in at least two of the programs listed above to exit when the participant has not received WIOA services for 90 days with no future services planned for all enrolled programs. For example, participant Jack is co-enrolled in the Adult and Wagner-Peyser programs. Jack’s last date of service for Wagner-Peyser is February 1. In addition, Jack’s last date of service for the Adult program is March 15. Jack receives no additional services from the two programs. As a result, Jack’s common exit date is March 15.

**Negotiated performance levels for local areas for Titles I and III core programs for programs years 2017 and 2018.**

**Table 10: Adult Program Negotiated Performance Levels, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17</b>	<b>PY 18</b>
Employment Rate, Q2	67.6%	68.6%
Employment Rate, Q4	63.9%	63.9%
Median Earnings	\$5,350	\$5,250
Credential Rate	51.0%	51.0%

**Table 11: Dislocated Worker Program Negotiated Performance Levels, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17</b>	<b>PY 18</b>
Employment Rate, Q2	74.0%	74.0%
Employment Rate, Q4	69.2%	70.4%
Median Earnings	\$6,776	\$7,000
Credential Rate	66.5%	66.5%

**Table 12: Youth Program Negotiated Performance Levels, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17</b>	<b>PY 18</b>
Employment, Education, or Training Rate, Q2	59.0%	59.0%
Employment, Education, or Training Rate, Q4	55.9%	55.9%
Credential Rate	61.1%	61.1%

**Table 13: Wagner-Peyser Program Negotiated Performance Levels, Program Years 2017 and 2018**

<b>Indicator</b>	<b>PY 17</b>	<b>PY 18</b>
Employment Rate, Q2	55.0%	59.7%
Employment Rate, Q4	58.0%	58.0%
Median Earnings	\$5,114	\$5,100

**The state’s approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.**

WDC issued WIOA Bulletin 29-19, WIOA Data Validation Policies and Procedures on May 9, 2019. The policy is available at this link: <https://labor.hawaii.gov/wdc/files/2019/05/Final-Signed-WIOA-Bulletin-29-19-Data-Validation-5.9.19.pdf>. Attachment 1 of the policy is available at: <https://labor.hawaii.gov/wdc/files/2019/05/WIOA-Bulletin-29-19-Attachment-I.pdf>. The WDC data validation policy ensures that supporting documentation are maintained in hard-copy (paper) form associated with every participant. Reported data in documentation must be cross matched in a database system, certified by the participant’s signature, corroborated by the participant’s case manager in case notes, and stored in electronic records in the State’s management information system. Standardized codes are required to be associated with inputted data. For instance, the letters “DW” is code that refers to the Dislocated Worker program. Entering and storing standardized codes contributes to data integrity as it provides consistency in data collection and minimizes errors. A standard checklist form has been created for use by data validation teams when they carry out checks on a sample of participants’ files. Teams can check whether each data element passes or fails the requirements specified in the checklist. Local boards and WIOA providers are encouraged to conduct periodic reviews of a sample of files throughout each program year.

The WDC conducted on-site programmatic monitoring in June and July 2019 for PY 2017 and PY 2018. Teams were sent to Oahu on June 5, 6, and 13; to Maui on June 10 and 12; to Hawaii island on June 26 and 27, and to Kauai on July 11 and 12. The required data validation elements were validated by comparing HireNet printouts for selected participants to the elements in their physical files. All local areas passed the validation review with no issues.

**Activities provided by Governor’s state allotment funds:**

**Activities provided with the funds reserved by the Governor, which can be up to 15% of the state’s allotment. In this section of the narrative, states many describe activities undertaken in whole or in part with their Governor’s Reserve and how those activities have directly or indirectly impacted performance.**

The Governor’s reserve was used to support WDC staff who provide services to the Council and the Council’s eight committees by posting meeting agenda, writing meeting minutes, providing operational and grant-specific guidance, performing subject matter research, and providing reports as requested.

WDC staff also attend partner meetings representing the workforce system. The partner meetings include the Oahu AJC partner meetings, the Native Hawaiian Education Council, the Career and Technical Education Coordinating Advisory Council, the P-20 Data Exchange Partnership, Hawaii Language Roadmap Advisory Council, State Rehabilitation Council, among others.

The Workforce Information and Data Coordinator responds to questions from local areas, manages passwords and access to the HireNet Hawaii system, writes WDC data policies, manages the Re-employment Services Integration Dislocated Worker Grant which funds the development of the On-line Workforce Referral System, is a liaison with the system's vendor, Geographic Solutions, and provides training and technical assistance to the Title I staff and the AJCs. The Data Coordinator is also responsible for submitting all required federal performance reports and submitting requests for the Wage Record Interchange System (WRIS) and to ensure the transition into new systems. For example, the transition from WRIS to the new State Wage Interchange System (SWIS).

Staff are also the WDC liaison to LWDB staff to serve as the grant resource, review program and fiscal reports, make recommendation on corrective actions, perform program monitoring, provide training and orientation to LWDB staff and board members, review annual budget plans and local area plans, draft contracts with local areas, and ensure compliance with those contracts.

The Governor's reserve also funds the Statewide Rapid Response Coordinator position. The Coordinator is responsible for drafting and implementing the State's Rapid Response Policy; coordinating Rapid Response sessions, tracking results of the sessions, reviewing Rapid Response budget and expenditures of the local areas as well as the cost per participant and is accountable for the effectiveness of the program.

WDC staff also write responses to discretionary grants, submit reports, review budget, financial, and expenditure reports.

**Rapid response activities and layoff aversion, which may include:  
Data on number of companies served and number of individuals served.**

Statewide rapid response activity for dislocated workers is supported by American Job Centers (AJCs) located on Oahu, Maui, Kauai and Hawaii Island. Local area AJC rapid response teams (Team) and WDC collaborate to plan and conduct rapid response activities that help dislocated workers return to work as quickly as possible following layoff or job loss. Statewide during this period, rapid response sessions were conducted with eight businesses serving 336 individuals.

**Oahu Rapid Response Activity**

The DLIR and WDC received 24 Worker Adjustment and Retraining Notification (WARN) letters from Oahu businesses between July 1, 2018 and June 30, 2019. The WDC followed up on 18 news reports and/or rumors of struggling businesses. The Oahu AJC rapid response Team conducted five support sessions that served a total of 216 individuals. Four of those individuals later visited the AJC for follow up services. The WDC and Oahu rapid response Team also worked with four businesses that only wanted printed AJC flyers and information about filing an unemployment claim.

### **Hawaii County Rapid Response**

Between July 1, 2018 and June 30, 2019, the DLIR and WDC received five WARN letters from Hawaii County businesses. During this period, the Hawaii County AJC provided one rapid response session in Hilo and one in Kona. A total of 90 people participated in those two sessions.

### **Kauai Rapid Response**

The DLIR and WDC received one WARN letter from Kauai businesses for this time period. The Kauai AJC conducted one rapid response session for a total of 25 people. Three individuals were referred to WIOA and six received Reemployment Services and Eligibility Assessment (RESEA) program services.

### **Maui Rapid Response**

The DLIR and WDC received four WARN letters from Maui businesses during this period. The Maui WDD office provided rapid response assistance to five workers from one company. The dislocated workers traveled to the Maui AJC to receive their assistance. The WDC referred two individual inquiries about WARN violations to the WDD for enforcement.

### **Discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and Dislocated Worker programs.**

Under the Rapid Response policy issued in July 2019, Rapid Response funds are distributed to LWDBs who are responsible for administering the funds. LWDBs determine the best method to provide Rapid Response services; including contracting a service provider.

Rapid Response teams are comprised of staff from various programs from the AJCs and other partner programs which may not be co-located at the centers. Once a rapid response session is scheduled, a unique code is used in HireNet Hawaii to track the attendees/companies that utilize rapid response services. This tracking system allows the AJCs to collaborate with AJC partners to co-enroll dislocated workers into all WIOA programs for which they are eligible. Attendees at rapid response sessions are asked to sign in with their contact information allowing AJCs to follow up. Rapid response recipients can also be tracked through Unemployment Insurance services.

WDC issued WIOA Bulletin 31-19 Statewide Rapid Response /Layoff Aversion Policies and Procedures, see this link: <https://labor.hawaii.gov/wdc/files/2019/07/WIOA-Bulletin-31-19-Rapid-Response-Layoff-Aversion-Policy-7.3.19.pdf>

### **Discussion on layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with response to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.**

WDC's Business Services Framework plan recognizes that establishing relationships with employers is essential to developing ongoing, consistent, and sought-after services with them. Developing business services teams at the AJCs is in its beginning stages. The strategy for layoff aversion is for the business services teams to develop relationships with employers in their local areas; use the networks of the private sector employers on their local boards to expand their contacts and to provide information on industry trends and identify potential red flags; to develop other sources of early information on potential issues within their local areas; and to develop responses to address the identified issues. The private sector employers on the LWDBs serve as mentors to the business services team.

LWDBs have started to establish Employer Engagement committees of their boards. These Committees will help develop the teams, provide guidance and recommendations, ensure professional development, establish specific goals for the teams, and track progress.

**Discussion on how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathways efforts, which may include a discussion of any systems, tools, networks or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools.**

A key role of rapid response and business engagement teams, and members of the LWDBs is to engage area businesses and employers to identify and implement appropriate layoff aversion strategies. Implementing layoff aversion strategies require establishing wide-ranging partnerships in the local community and support from the WDC and its members. These efforts will be on-going and long-term..

Rapid Response and Layoff Aversion are included in the responsibilities of the business services teams at the AJCs. The Employer Engagement Committees of the LWDBs and the WDC establish the framework to provide services, expectations and outcomes of the business services teams.

The USDOL conducted a statewide one-day training on rapid response and business services for 65 staff of the AJCs, LWDBs, service providers and board members. A representative from each county was selected to take the lead for their respective islands and report on a quarterly basis to the WDC and USDOL via conference calls. This has allowed for productive sharing of information and further assistance from the USDOL, if needed.

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

After an announcement is made that a business is closing or after receipt of a WARN notice, the Statewide Rapid Response Coordinator contacts the employer and outlines the services available to the employer and employees. If the employer agrees, the Coordinator and appropriate members of the Rapid Response and business services teams meet on-site with the employer. To assist in planning employee events, the employer is asked to distribute surveys to the employees so the Team can design the event knowing the needs of the employees.

Rapid Response sessions are scheduled; rapid response laptop computers and wifi hotspots (if available) are set up at the sessions to facilitate dislocated worker registration on HireNet Hawaii and to access the Unemployment Insurance website.

Rapid Response sessions run about two hours and include, but are not limited to:

- a review of the agenda;
- an introduction of the presenters and Team members;
- explanation of rapid response activity and its goal of rapid re-employment;
- a “Thank You” for filling out Dislocated Worker Survey—the responses helped the rapid response team plan the session;
- a review of HireNet Hawaii—the primary tool for accessing AJC re-employment programs and services, and for claiming unemployment benefits;

- a review of unemployment insurance benefits—how to file for and maintain weekly benefits; (information provided either by Unemployment Insurance staff member or embedded YouTube video);
- AJC resources, programs and services;
- time for questions and answers;
- time for on-site HireNet Hawaii registration; and
- time to schedule participant follow-up appointments at the AJC.

### **Session Sign-in Sheet**

For data entry purposes, the following information is collected from each session participant:

- a. first and last name;
- b. address; city; state; zip code;
- c. email address;
- d. phone number;
- e. last 4 digits of social security number;
- f. birthdate; and
- g. veteran status.

### **Session Evaluation**

At the end of every rapid response session, an employee satisfaction survey is distributed to each attendee. An employer satisfaction survey is given to the business owner/manager who attended. The Team is responsible for collecting all the surveys before leaving the property.

No later than three business days following a completed rapid response session, participant data and session feedback are entered into HireNet Hawaii, along with any other relevant data collected. Each participant case file is tagged with an assigned event code.

Each Rapid Response session is assigned a code in HireNet Hawaii to track attendees who attended Rapid Response sessions and then received services. Teams are also responsible for submitting event summary reports which include the following information: company name, industry, session date, location and address of the session, number of attendees; county and community partners in attendance, services and programs of interest, the number of follow up appointments scheduled for the AJC and use of resources, unusual circumstances or questions, suggested improvement for next session, and names of AJC staff members who facilitated the session.

**Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with the state rapid response activities and dislocated workers programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.**

The Hawaii DWGs are considered post-emergency or recovery programs because they are only available after FEMA declares that individual assistance will be available. This declaration is made weeks after the disaster and only after an assessment of the damage is completed, well the after-emergency response for health and safety. While the Statewide Rapid Response Coordinator attends emergency management telephone conferences and meetings, WDC and AJC staff are more closely aligned with the status and activities of the

Unemployment Insurance division of DLIR. Qualifying for Disaster Unemployment Assistance is one of the eligibility factors for DWGs and receive the most inquiries. The Rapid Response teams provide outreach at disaster and community-designated sites, provide information, register participants on-site where possible, and refer others to services at the AJC and co-enroll if participants are eligible.

The island of Kauai experienced a severe rainstorm in April 2018 and Hawaii Island experienced a volcanic eruption in May 2018. The Federal Emergency Management Agency (FEMA) declared both events national disasters, which allowed the state of Hawaii to apply for disaster assistance. The WDC applied for, and was awarded, two US Department of Labor (USDOL) Disaster Dislocated Worker Grants (DWG) to help impacted communities recover through workforce assistance. The Statewide Rapid Response Coordinator administers the Disaster DWGs. The \$500,000 award for Kauai and the \$3.5 million award for Hawaii Island covers temporary employment wages and support services for grant participants through June 2020. After the participant has worked their permitted hours, they can seek the continued assistance of services provided by the AJCs to secure further employment.

In late 2018, the WDC and local area AJC rapid response teams conducted multiple information and recruiting sessions on both Kauai and Hawaii Island. During those sessions, AJC teams determined individual and worksite eligibility for grant participation. AJC staff helped individual applicants register on HireNet Hawaii and co-enroll participants in all WIOA support programs for which they were eligible.

#### **Kauai Severe Storms (April 2018)**

Due to the amount of time that passed between the April 2018 flooding and receipt of USDOL Dislocated Worker Grant funding in late June 2018, the Oahu Workforce Development Board (WDB) determined that East Honolulu no longer needed disaster workforce assistance. Most of the impacted Oahu community had already recovered using other funding streams. Workers who were impacted by the storm and wanted assistance were served at the Oahu American Job Center. In a letter to the WDC, the Oahu WDB transferred its portion of the grant monies to the Kauai County WDB.

Between April and May 2018, the WDC and Kauai AJC participated in four community-sponsored events that focused on island wide disaster recovery assistance in Koloa, Anahola, Hanalei, and Lihue. A total of 505 people attended those meetings. Later in the year, the WDC and Kauai AJC held two information and recruiting sessions on the north shore in Hanalei; September (13 attendees) and October (7 attendees). In October 2018, the WDC also gave three radio interviews on KKCR Kauai Community Radio and one on statewide Hawaii Public Radio.

Between April 2018 and June 2019, north shore Kauai businesses and residents struggled to rebuild their lives and recover damaged island infrastructure, including 12 landslides that closed the Kuhio Highway just past Hanalei. For more than a year, tourism was prohibited beyond Hanalei and residential ingress and egress to the area were restricted to three scheduled convoys per day. When Kuhio Highway reopened in June 2019, area residents were able to travel freely between their homes and the rest of the island, and north shore tourism returned.

Between October 2018 and May 2019, there were three active disaster recovery worksites and six workers on Kauai. To date, two recovery worksites remain registered. The National Tropical Botanical Garden Limahuli Preserve temporarily employs workers to repair infrastructure damage and to maintain integrity of the established plant collections. Makana O Kauai, a SCUBA-based debris collection project removes storm debris from nearshore waters and coral reefs. The humanitarian recovery project, Mea'ai on Wheels, provided 88

meals each week to impacted elderly, frail and sick isolated north shore residents through May 2019. The project wrapped up following announcement of the Kuhio Highway reopening to the public, and loss of matching county operating funds.

Individual participation in the Kauai DWG has been lower than planned. The primary recruitment barrier is eligibility documentation. Many north shore residents impacted by the April 2018 flooding live a subsistence lifestyle -- bartering and under-the-table work – and are unable to provide the required tax records, pay stubs, or other documentation that would facilitate participation. Limitations on permitted work is a barrier to recruiting disaster recovery worksites. Recovery work is limited to demolition, repair, renovation and reconstruction of damaged and destroyed public and private non-profit structures and facilities located within the disaster area. The highest priority is given to public facilities. Due to poor community response on Kauai, target grant participation was reduced from 175 to 25 individuals and five worksites.

### **Kilauea Lava Eruption (May 2018)**

Following the May 2018 eruption of Kilauea Volcano on Hawaii Island, the WDC applied for and received a second USDOL Disaster DWG award. With support from the Hawaii County Research Office, the WDC and Hawaii Island AJC conducted three East Hawaii DWG information and recruiting sessions in June 2018. A total of 75 people attended those sessions in Volcano (26 attendees), Pahoa (33 attendees) and Hilo (16 attendees).

To date, two businesses and nine workers participate in the Hawaii Island DWG. At the University of Hawaii Hilo College of Tropical Agriculture and Human Resources (CTAHR) Waiakea Station, an agriculture technician is working to recover the local agriculture industry through pest and disease research, and healthy starter root stocks. At Hawaiian Sanctuary, workers are recovering the demonstration farm, which offers free subsistence agriculture classes and serves as a community gathering place.

The WDC contracted a staffing agency on each island to manage DWG payroll services and to match eligible dislocated workers with approved worksites.

Similar to Kauai, the Hawaii Island subsistence economy is a barrier to recruiting individual and worksite participation. Due to poor community response, target participant numbers were reduced from 200 to 50 individuals, and five worksites. To increase recruitment and enrollment of workers and worksites on both Kauai and Hawaii Island, the WDC plans to competitively procure a Project Operator.

### **Disaster Grant Success Stories**

On Hawaii Island, the DWG worker assigned to the CTAHR worksite was permanently hired by the company as an agricultural technician. Also the Hawaii Island, the Hawaiian Sanctuary worksite owner, supervisor, and workers have repeatedly told the WDC that receiving this grant literally saved their lives. They lost homes, personal belongings, and jobs to the volcano's fiery lava flow. The workers have told WDC that the DWG gives them a reason to get out of bed each morning. While there is still infinite recovery work to complete, progress to date has allowed the facility to restart its community education classes and return to its role as a community gathering place.

On Kauai, USDOL federal officers noted the SCUBA-based recovery project as a promising practice. "ETA commends the clean-up effort performed at the Makana O Kauai – Hanalei, Haena and Wainiha worksites. The worksites are located at Hanalei Pier, where the marine ecosystem was compromised by the debris that was washed into the ocean from the April 2108 flooding disaster. One scuba diver (an enrolled participant) and a crew of three intermittent volunteers have facilitated removal of debris to preserve the pier and adjacent ocean rim's coral formation. Since October 2018, thousands of pounds of debris from four different sites has been removed. The scuba worker performs both the diver and equipment preparation/cleaner recovery activity.

Debris collected has included household appliances, vehicle and boat parts, green waste, golf balls, various household items, plastic materials, wood platform, lead weights, fishing line, tires, batteries, flooring, carpet, mattress, rope, cans, tarp, shoreline debris plastics, tin roof, and a toilet. The debris is recycled when possible; otherwise it is deposited in the local landfill. The clean-up activity has resulted in residents and tourists returning to popular swimming areas because they are safer to access and there is much less debris washing ashore.”

### **Any technical assistance needs of the state workforce system.**

With the assistance and guidance of Hawaii’s Federal Project Officer, we have requested and received numerous training and technical assistance:

- Hawaii Workforce Development System Compliance Training, by Maher and Mayer Consultants, April 2019, conducted in each local area.
- Statewide Business Engagement and Rapid Response Technical Assistance Session, August 27, 2019
- Region 6 Pacific Workforce Convening: WIOA Performance Reporting and Data Quality Overview, September 24, 25, 2019
- Program staff (1) attended SMART Performance Training and fiscal staff (2) attended SMART Training (Chicago, IL, April 2019 and Dallas, TX, May 2019)
- In addition, statewide SMART 3.0 Training is planned for January 28-31, 2020 in Honolulu

WDC is appreciative of the USDOL’s efforts to provide much needed technical assistance and training for the state and local areas. It is hoped there will be a stabilization of staffing capacity to implement the many facets of WIOA and implementation.

**Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state’s evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, and individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.**

### **Statewide Success Stories**

#### **Wyatt (Waika) Kalamau-White – Youth Program Participant**

Wyatt is a resident of Papakolea and is a 2017 Roosevelt High School graduate on Oahu. He showed his determination and focus by graduating even though he had friends who would constantly not go to school, he decided early on that he would not be a follower. Even at home he was surrounded by examples of a path that he did not want for himself, with his brother and father both being incarcerated at times. Since graduation he has managed to stay out of trouble and obtained his first official job working at Pacific American Lumber with a connection from an Uncle. Unfortunately, it only lasted a month before he decided that it wasn’t for him due to differences with other workers. He jumped at the opportunity to be a part of the youth program after a friend of his told him about the construction training through Building Industries Association (BIA) that was coming up. He enjoyed his training and completed the class on November 9, 2018. After participating in a community service activity working with the maintenance crew he was offered a position from the owner of the company. He now works for JB Maintenance and makes \$12/hour.

### **Francine Fong – Dislocated Worker Program Participant**

Francine worked for Island Air as one of the human resource managers. When Island Air closed, she lost her job. Francine applied for and was eligible to receive unemployment insurance benefits. She had applied with various organizations for positions in her field for five months with no success, hearing over and over from employers that she was either over qualified or under qualified. She became very discouraged and worried since her unemployment insurance would run out in a month's time.

The AJC case manager informed her that a position became available with the Hawaii Employers Council (HEC) as Registrar which was not in her field, however, she decided to apply. Although the pay was less than she earned previously, she was willingly to learn new skills and saw a career pathway to move into a supervisory position. She was contacted by HEC, was offered and accepted the position, and was placed in their On the Job Training program (with the AJC) and completed it successfully. She is very satisfied with her new position and is enjoying the work.

### **Cora Balocan – Dislocated Worker Program Participant**

Cora Balocan was laid off from Kmart Stores, which closed its business on the island of Kauai in September 2018. She was a full-time worker as a Data Integrity Associate. She attended a rapid response session. She came to seek employment services at the AJC and learned of the many programs under the WIOA dislocated worker program.

Cora was enrolled in basic office skills training for six weeks. The training included alphabetizing, business writing, computer skills in Microsoft Word and Excel, and learning different office machines. Cora completed and passed the training in December. She was glad to gain new knowledge, especially in the computer programs of Microsoft Word and Excel. Toward the end of the Basic Office Skills training, the WIOA Employment Counselor was in contact with a non-profit agency: Kauai Independent Food Bank (KIFB); for a possible work experience through the On-The Job Training (OJT). The Executive Director of the agency met with Cora and she was selected to perform the OJT at the KIFB.

Cora started the OJT on January 22, 2019 as Office Clerk/Warehouse to organize incoming donations, making sure programs are done and ready for delivery, manage volunteers and assign required duties, assist shopping agencies with their needs and process paperwork and general data entry. She worked full-time and received an hourly wage of \$12.00. She gained knowledge in the data entry to the agency's Excel spreadsheet. Cora completed the OJT program on September 6, 2019 and continued her work with KIFB and received a new job title as an Agency Relations/Volunteer Coordinator. Cora accepted the position and hourly pay increased to \$16.00; unsubsidized employment. Cora is glad she got the opportunity to gain experience working in the warehouse and office at the KIFB. She is happy to be working full-time and she enjoys working with the community and the volunteers to the food bank.

### **A New Start for Francis Carter**

The Hawaii County American Job Center's (AJC) success is actually Francis Carter's success. He is part of the ex-offender reintegration services and work release program for sentenced inmates who are released on the Island of Hawaii. Francis' success came when he showed up at the AJC looking for assistance. He needed a computer, check. He needed to find some available positions, preferably in the restaurant industry, check.

The AJC Resource Room has a job postings kiosk and attendants who assist with creating resumes, applying for vacant positions and a cheering section. He applied for a job online and then was called almost immediately for a job interview. When he returned to the AJC he was very excited as he had been hired for a full-time position at one of the local restaurants. He gave credit for his success to the AJC. They were here to help, but the real success came from him. Francis' parole hearing was scheduled for December 20, 2018 but was pushed up and Christmas came early when he was released for good behavior on December 6, 2018. He decided to celebrate

and pay if forward by purchasing pizzas and soda for the AJC staff and everyone who frequented the resource room that day. Francis counts his blessings on a daily basis and looks forward to the time he can share with family, friends, and remains free, employed and happy.

### **The Right Fit**

An 18-year-old out-of-school female diagnosed with Mosaic Turner Syndrome is Goodwill's WIOA Youth Ola I Ka Hana program success story. Turner syndrome is a chromosomal condition that affects development in females. The most common feature of Turner Syndrome is short stature, early loss of ovarian function, does not undergo puberty but corrected with hormonal treatment. Most females with Turner Syndrome have normal intelligence but exhibit developmental delays and nonverbal learning disabilities.

In this particular case, the youth came to Ola as she was having difficulties finding employment. She did not have much experience but was determined to get the help needed to gain entry level work experience and find employment. The participant attended several job readiness training (JRT) sessions and seem ready to participate in Ola's Community Work Experience Program (CWEP).

Program staff found a veterinarian clinic willing to train the youth as a Veterinary Assistant. Unfortunately, after 4 days on the job, the employer felt that the youth was not ready for the workplace and recommended the youth attend more JRT classes. The youth was brought in to discuss behaviors and the importance of communication on the job. Several months passed and program staff believed the participant was again ready to enter the workplace. Job development by program staff was conducted and luck behold, program staff found another veterinarian clinic willing to train the participant. After participating in Ola's CWEP program for several months, the participant has been offered and accepted a full-time position as a Veterinarian Assistant at Hilo's Maika'i Veterinarian Clinic.

### **Overcoming Barriers**

A youth participant diagnosed with Autism Spectrum Disorder has sought services with Ola as he was interested in obtaining a diploma. Autism spectrum disorder (ASD) is a complex developmental condition that involves persistent challenges in social interaction, speech and nonverbal communication, and restricted/repetitive behaviors. The effects of ASD and the severity of symptoms are different in each person.

Corey earned a Certificate of Completion in 2016 from Waiakea High School and continued to attend until September 2018. He now attends Ola's alternative secondary school offering classes to earn a high school equivalency (HiSET). With the assistance of Ola staff, this participant was able to meet the criteria needed to enter into the diploma track class offered by Waipahu Community School for Adults – Hilo Campus. He has since been able to increase his CASAS Reading score by 7 points and his math CASAS by 10 points.

In addition to receiving education support, Corey has also requested assistance with transportation, financial literacy training, leadership development opportunities, post-secondary education assistance and has been provided adult mentoring services. This participant is on track to receive his diploma in December 2018. After graduating with his diploma, this participant plans to attend Hawaii Community College, majoring in Liberal Arts.

### **Any challenges the state workforce system faces, which may include policy, implementation., or other relevant challenge.**

Significant issues currently impacting the Hawaii workforce system include but not limited to:

Real ID/Gold Star ID requirement to be enforced starting October 1, 2020. Hawaii has the largest population of Compact of Free Association (COFA) migrants estimated at around 20,000 with almost half living in poverty

will be unduly burdened. If they have lost their paperwork while living in Hawaii, they will need to obtain international passports through their consulates or apply for employment documents, which are free but take 3 months or longer to receive. Additionally, the AJC has long standing issues with clients coming with no identification. The majority of the clients are experiencing homelessness whose IDs have been confiscated in the “police sweeps” to remove them from public spaces; and for the formerly justice involved clients who are re-entering society.

Selective Service non-compliance for males impacts services that the AJCs can provide.

Transportation is a major issue for Hawaii County. The higher wage jobs are available on the west side but require east side residents without their own transportation to commute with limited number of public buses, inconsistent bus schedules and indirect routes. For those people who have their own vehicles it is a matter of “cost to commute” both in time and expense.

Lack of affordable housing, which may not be in a centralized location that is supported by a reliable transportation infrastructure. Lack of affordable housing and chronic homelessness and lack of adequate shelters. Recurring is people are finding jobs but cannot accept them because they do not have any/adequate housing and transportation for maintaining stability.

Mental and behavioral health issues are another issue. If people do not have the support to remain adequately medicated and stable they become difficult to house, employ and an undesirable factor to society that perpetuates the problem.

Lack of capacity at all levels: LWDBs, service providers, core partners, and mandatory partners.

Low unemployment – Hawaii is currently at 2.7%.

Changes in personnel and providers impact progress and needs more transition time for both. Additionally, when executive directors and managers are politically appointed and may not be qualified to fulfill the responsibilities impede progress and ties the hands of the local boards and their authority/leadership to implement WIOA.

Lack of qualified service providers for adult, dislocated workers and youth programs.

**Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.**

Hawaii does not have pay-for-performance contracts.