

# **WORKFORCE INVESTMENT ACT**

**TITLE 1B ANNUAL PERFORMANCE REPORT**

**State of Hawaii**

**Program Year 2013**

**(July 2013 – June 2014)**

Rainbow Falls, Big Island  
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## WORKFORCE INVESTMENT ACT IN HAWAII



The Hawaii Department of Labor and Industrial Relations (DLIR) and Workforce Development Council (WDC) in coordination with four Local Workforce Investment Boards (LWIBs), administer a variety of federal and state workforce programs including the Workforce Investment Act (WIA) of 1998. This report focuses on WIA Program Year (PY) 2013 (July 1, 2013 through June 30, 2014) financial, participant and performance information and provides highlights on several other programs.

### Introduction

Last year, close to 1,700 Hawaii residents received workforce services from the State's network of 4 comprehensive, 5 affiliated and 2 satellite American Job Centers located throughout the state. Each Center consists of a group of employment and training providers linked electronically and/or co-located at a physical site to improve service delivery to customers.

The network enables partner agencies to better coordinate operations and services. A decline in Federal funding led to closure of the Kaneohe satellite office on Oahu but limited services became available at Windward Community College in

Kaneohe to provide employment and training assistance to students and residents. Ten Centers remain open Monday to Friday on all major islands.

**Employers** can get assistance in meeting their workforce needs through access to a wide pool of applicants, automated matching of job requirements and applicant's skills, and specialized recruitment assistance.

In addition, labor market and occupational information and reports are available online through HireNet Hawaii.

## WIA IN HAWAII (CONTINUED)

**Job Seekers** can access a variety of job and training information and services that range from creating a self-help job search plan and independent use of laser printers, copiers, fax machines, and telephones in Center Resource Rooms to asking One-Stop staff for employment counseling and training assistance.

### Workforce Vision and Goals

Governor Neil Abercrombie’s biggest economic priorities, as identified by the private sector of entrepreneurs and businesses of all sizes, are in the emerging sectors of clean energy, agriculture, high-tech, creative enterprises, and bringing core industries into the 21st Century. Government’s role is to provide proper supports and incentives, build the public infrastructure, provide efficient services, open up markets, and help develop the workforce. The Governor’s vision, the New Day Plan, articulates three high priority goals for Hawaii:



### Goal 1 – Growing a Sustainable Economy

Policy priorities are to:

- Conduct joint planning with workforce development partners to identify ways to address workforce skill gaps and support the state’s economic development particularly in the areas of food and energy self-reliance, clean, renewable energy, and capital improvements.

- Focus efforts on targeted industries that propel the state’s economy and have the greatest impact on job creation e.g. invest in improving customer service, culture, arts and creative industries training to advance sustainable tourism, the main economic driver in Hawaii.

### Goal 2 – Investing in People

Policy priorities are to:

- Work with business to identify both short- and long-term workforce needs;
- Make sound investments to ensure Hawaii’s workforce is trained to meet business-identified needs, allowing business to compete and prosper in the global marketplace and allowing individuals to earn wages to sustain themselves and their families; and
- Support the advancement of the incumbent workforce, underemployed and unemployed.

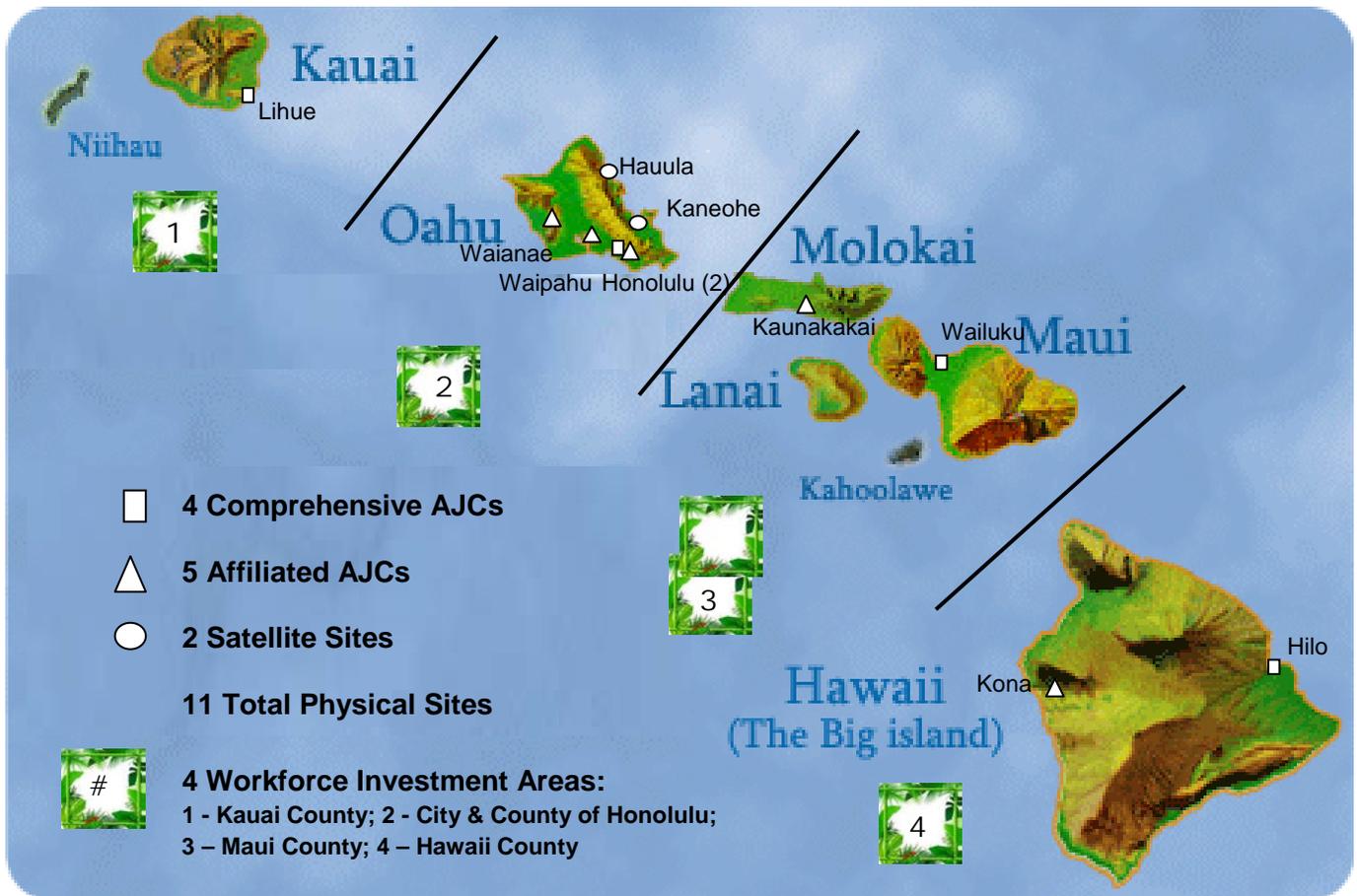
### Goal 3 – Transforming Government

Policy priorities are to:

- Align existing workforce programs to priorities identified by business and reduce duplication of programs and services.
- Streamline information technology including reducing redundant systems, reducing costs, fostering innovation, and ensuring security to improve customer service.
- Rebuild confidence in government and how tax dollars are spent by developing stronger partnerships through increased collaboration and coordination and improved transparency.

## HAWAII'S AMERICAN JOB CENTER SYSTEM

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



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

## THE ECONOMY AND JOBS

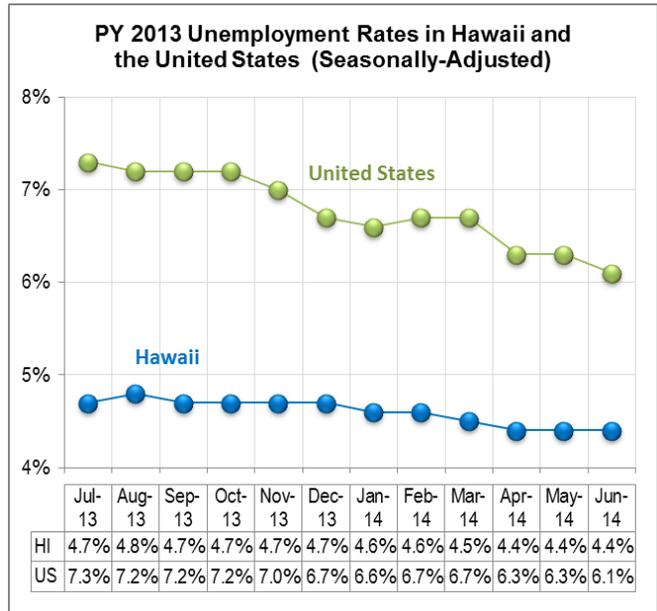
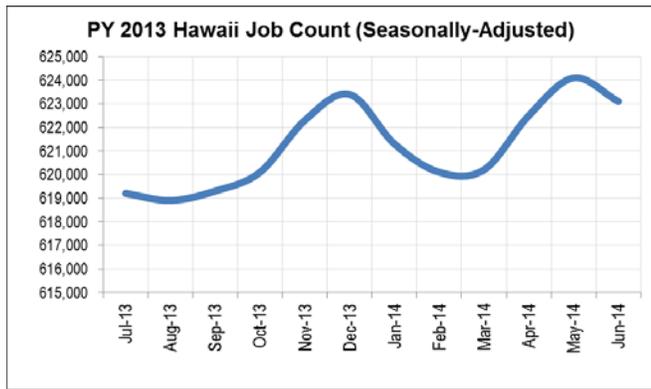
Hawaii’s economy continued to emerge from the recession during Program Year 2013, July 2013 to June 2014. Tourism-related industries such as hotels, restaurants, transportation, and retail trade continued to be strong. Professional and business services also demonstrated resiliency. Highlights of the ongoing economic recovery can be found in the labor market information produced by the Research and Statistics Office:

- Monthly nonfarm jobs in Hawaii grew 0.6 percent during PY 2013, expanding by 3,900;
- Annual average jobs increased 1.3 percent from PY 2012 to PY 2013, increasing by 8,100;
- The unemployment rate declined by 0.3 percentage points during PY 2013;
- Hawaii’s unemployment rate in PY 2013 was 2.3 percentage points lower than in PY 2009; and
- With the economic recovery picking up momentum, short-term job growth will outpace long-term growth in key industries.

Hawaii Jobs by Major Industry Group, PY 2012 - PY 2013				
Industry	PY 2012	PY 2013	Change	
			Net	Percent
Total Nonfarm	613,100	621,200	8,100	1.3%
Mining, Logging & Construction	30,300	30,800	500	1.7%
Manufacturing	13,400	13,600	200	1.5%
Trade, Transportation, & Utilities	116,100	117,200	1,100	0.9%
Financial Activities	26,900	27,300	400	1.5%
Professional & Business Svcs.	78,500	80,000	1,500	1.9%
Education & Health Services	78,400	79,200	800	1.0%
Leisure & Hospitality	109,300	111,800	2,500	2.3%
Other Services	26,400	26,900	500	1.9%
Government	125,400	125,800	400	0.3%

During PY 2013, Hawaii’s unemployment rate declined from 4.7 percent in July 2013 to 4.4 percent in June 2014. Meanwhile, the national rate decreased by 1.2 percentage point to 6.1 percent in June 2014. Hawaii’s ratio was 1.7 percentage point lower than the U.S. in June 2014.

Hawaii’s job count rose by 3,900 or 0.6 percent, from 619,200 in July 2013 to 623,100 in June 2014. Jobs data are seasonally-adjusted.

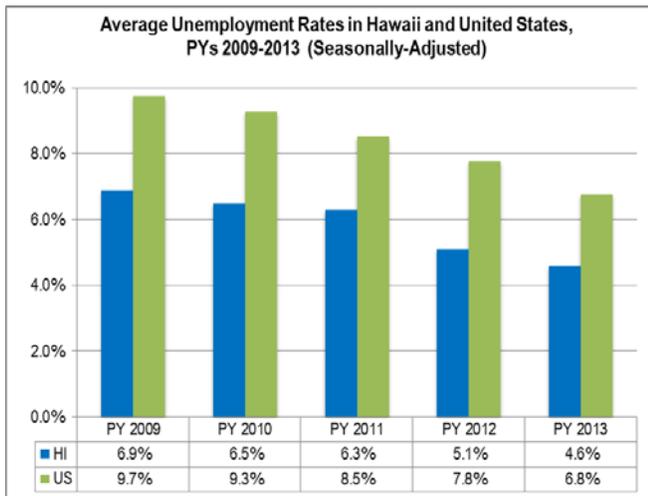


In PY 2013, Hawaii’s nonfarm job count was estimated to be 621,200, a net increase of 8,100 jobs, or 1.3 percent, over PY 2012. Sizeable industry growth was experienced in:

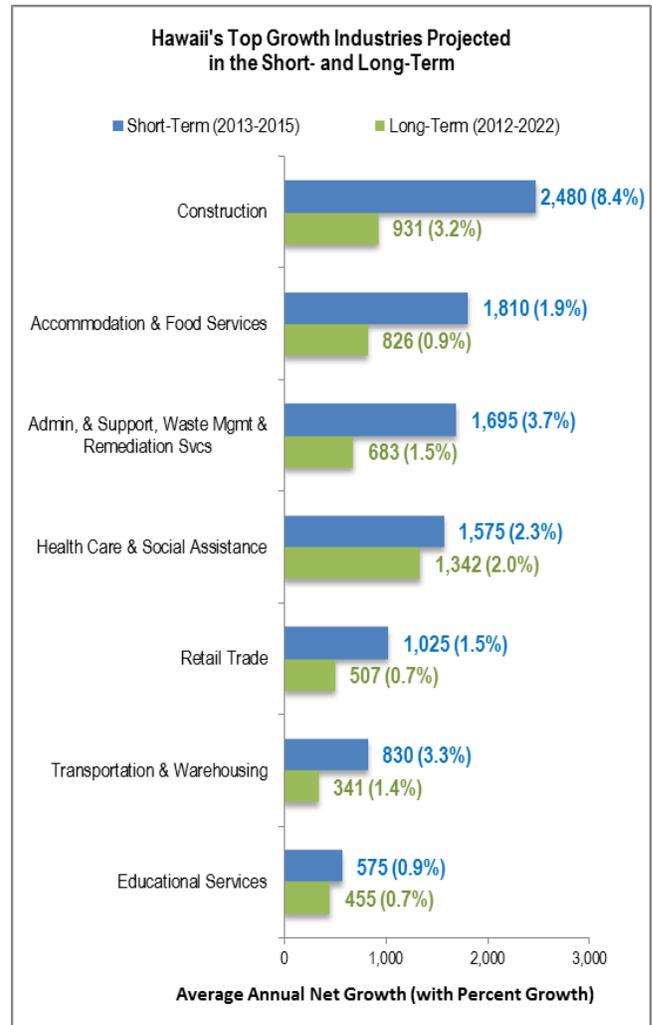
- Leisure and Hospitality (2,500 jobs, 2.3 percent);
- Professional and Business Services (1,500 jobs; 1.9 percent); and
- Trade, Transportation, and Utilities (1,100 jobs, 0.9 percent).

During PY 2013, Hawaii’s unemployment rate averaged 4.6 percent, compared to 6.8 percent nationally. The average ratio in Hawaii and the U.S. both peaked in PY 2009 at 6.9 and 9.7 percent, respectively. Over the 5-year period, Hawaii’s rate decreased by 2.3 percentage points compared to 2.9 points for the Nation.

## The Economy and Jobs (Continued)



Over the long-term, Hawaii’s workforce is projected to expand 9.7 percent by 2022, an increase of 64,690 jobs. This translates into 1.0 percent annual growth. However, because of the current economic recovery from the recession, the short-term forecast is rosier. Forecasted growth through the first quarter of 2015 is 2.0 percent annually. Industries anticipated to experience the greatest net job growth are: construction; accommodation and food services; administrative, support, waste management and remediation services; and health care and social assistance.



The Research and Statistics Office (R&S) is the State labor market information entity that conducts major research activities on Hawaii’s workforce and publishes reports for different target audiences. R&S is a prime collaborator with the Workforce Development Council on the Workforce Data Quality Initiative (WDQI).



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

- Short-term industry and occupational employment projections for the State of Hawaii, 2013-2015
- Annual Labor Market Dynamics report presenting 2013 job trends for the State and Counties
- Long-term industry and occupational employment projections for the State of Hawaii, 2012-2022

## The Economy and Jobs (Continued)

Hawaii Employment Projections by Major Occupational Group								
Occupational Group	Short-Term (2013 Q1 - 2015 Q1)				Long-Term (2012 - 2022)			
	Average Annual Growth	Average Annual Openings			Average Annual Growth	Average Annual Openings		
		Growth	Replacement	Total		Growth	Replacement	Total
Total, All Occupations	2.0%	13,590	16,680	30,270	1.0%	6,760	16,090	22,850
Food Preparation & Serving Related	2.2%	1,630	3,470	5,100	0.9%	670	2,820	3,490
Sales & Related	1.7%	1,170	2,320	3,490	0.8%	570	2,080	2,660
Office & Administrative Support	1.4%	1,450	2,040	3,490	0.5%	630	2,030	2,650
Construction & Extraction	5.7%	1,840	510	2,350	2.2%	690	510	1,200
Management	2.1%	1,080	950	2,020	0.9%	470	1,000	1,470
Transportation & Material Moving	2.3%	910	960	1,860	1.1%	460	980	1,440
Building/Grounds Cleaning & Maintenance	2.0%	830	820	1,640	1.0%	420	860	1,280
Education, Training, & Library	1.1%	500	860	1,350	0.9%	390	880	1,260
Healthcare Practitioners & Technical	2.2%	650	530	1,180	1.5%	440	590	1,030
Installation, Maintenance, & Repair	2.3%	590	550	1,140	1.0%	270	580	850
Personal Care & Service	2.2%	500	580	1,080	1.6%	370	550	920
Business & Financial Operations	1.7%	490	530	1,020	0.8%	230	570	800
Protective Service	1.9%	410	550	960	0.8%	170	530	690
Healthcare Support	2.4%	420	290	710	1.9%	320	310	640
Production	1.3%	220	350	580	0.7%	120	360	480
Arts, Design, Entertainment, Sports, Media	1.7%	210	270	480	0.9%	120	280	400
Community & Social Service	1.7%	200	260	460	1.4%	170	270	440
Computer & Mathematical	1.9%	200	150	350	1.2%	140	170	310
Architecture & Engineering	1.2%	120	210	340	0.5%	70	230	290
Life, Physical, & Social Science	1.0%	80	210	290	0.3%	40	220	260
Farming, Fishing, & Forestry	0.9%	60	200	270	0.1%	10	190	210
Legal	1.0%	50	70	110	0.5%	20	70	90

In addition to jobs created due to economic expansion, there are many more openings that occur when someone leaves a position due to retirement or other reasons. Combining openings due to growth and replacements represent the total picture in terms of job openings. Due to the momentum of the current economic upswing, the short-term forecast estimates 30,270 total job openings each year through the first quarter of 2015. Over the long-term, between 2012 and 2022, an estimated 22,850 total job openings are expected each year.

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

Overall, Hawaii's economy has definitely emerged from the recession due to the lower rate of unemployment, increased job counts, and positive employment projections. Tourism-related occupations will continue to lead economic growth and the administrative occupations will also provide solid support. Other areas of strength will be construction and management professions.

## WORKFORCE INVESTMENT ACT AND RELATED PROGRAMS

### WIA ADULT PROGRAM

The WIA Adult Program provides a wide range of workforce development activities to advance the basic and occupational skills of low-income adults to increase their employment, job retention and earnings. Priority for intensive and training services is given to recipients of public assistance and other low-income individuals. All participants must be 18 years of age or older and a United States citizen or noncitizen authorized to work in the U.S. Males must also meet the additional requirement of registration for Military Selective Service.

#### WIA Adult Services

The WIA Adult Program offers participants three levels of service through American Job Centers: core, intensive and training.

**Core services** - Include use of the Department of Labor and Industrial Relation's (DLIR's) electronic job board (HireNet Hawaii) for job matching assistance, outreach, and labor market information; available to all job seekers.

**Intensive services** - Include employment preparation, resume-writing, comprehensive assessment of skill levels and service needs, development of individual employment plans, and provision of career planning and vocational counseling.

**Training services** - Those who are unable to find employment through intensive services may receive training, which includes basic skills, occupational skill upgrade training and/or on-the-job training. Employment counselors advise customers on the use of Individual Training Accounts to pay for courses selected from a list of eligible training providers.

#### From SNAP Benefits to Manager

After ending her medicinal soap business because of a sluggish economy, Philomena Nakamura arrived at WDD's Hilo Big Island Workplace Connection hoping to find new employment opportunities. Philomena, who is highly motivated and industrious, was interested in pursuing an

educational track with the College of Oriental Medicine. Prior to her entrepreneurial endeavor, she had worked as a Certified Nurse Aide and in customer service occupations so she felt this was a viable choice.

After a period on food stamps, Philomena was enrolled into the WIA Adult program, received core services and testing and participated in gateway activities. Vocational counseling from her case manager helped to refine and ultimately redirect her employment goals. She eventually attended computer courses in Word, Excel and Access.

Better equipped with additional marketable skills, Philomena discussed job options and services that could help her acquire employment in health care with her counselor. Using the Volunteer Internship Program (VIP) as a mechanism to develop experience, she shadowed an office manager at the East Hawaii Wellness Center, completed four weeks of volunteer work and received nothing but positive comments and accolades from her employer.

Philomena's new skills, experience and employer support enabled her case manager to successfully negotiate an On-the-Job Training contract as an Office Manager. While on the job, she is also learning about natural medicine and acupuncture and looks to possible pursuit of even higher goals, nothing short of her industrious spirit.

## Adult Success Stories

### The Road Back



Determination is etched in the face and heart of Cory Silva. After spending some time incarcerated, upon release, Cory regularly visited the Dillingham Oahu WorkLinks (OWL). Cory was eager to get back to work and provide for his family so the Employment Consultant (EC) arranged for vocational training through the Workforce Investment Act Adult Program.

Although he had previous work experience in truck driving, Cory needed a Commercial Driver's License (CDL) to be competitive. Cory began intensive and training services in April 2013 and completed 6 weeks of training at Leeward Community College – Office of Continuing Education and Workforce Development. By the end of June 2013, he acquired the CDL on his first try.

Despite his desire for a quick return to work, Cory delayed his job search and unselfishly gave his time to care for a loved one. By August 2013 with the family member on the mend and others there to help, Cory was able to resume his job search and landed a job as a Driver/Worker/Loader for Roofing Supply Inc. in less than a month. It's now over a year since Cory started working again and he is still employed, providing for his family and grateful for the OWL training and services that paved his road back to success.

## WIA DISLOCATED WORKER PROGRAM

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

A dislocated worker is an individual who:

1. Has been terminated or laid off, is eligible for or has exhausted unemployment insurance benefits, and is unlikely to return to a previous industry or occupation; or
2. Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff; or
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster; or
4. Is a displaced homemaker who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

### WIA Dislocated Worker Services

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

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

**Rapid Response** - Provides early intervention assistance designed to transition workers to their next employment as soon as possible. Rapid response services were provided to employees of Tesoro Refinery on Oahu, Keauhou Beach Resort in Kona, and various employers statewide. Information on Unemployment Insurance, training and other services was provided to affected workers.

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

### National Emergency Grants (NEGs)

**NEG-Dislocated Worker Training (DWT)** - provides OJT opportunities to unemployed workers while building the capacity of the workforce investment system and assisting in economic recovery. OJT participants are given a chance to "earn and learn," developing applicable occupational skills while earning a paycheck. Employers participating in OJT projects receive partial reimbursement to offset the extraordinary cost of training workers. OJT assists workers become proficient in needed skills quickly, encouraging employers to hire workers sooner than perhaps initially planned, facilitating private sector hiring and spurring economic growth.

Employers are reimbursed a percentage of the OJT participant's base hourly wage rate based on employer size up to the wage cap approved by USDOL:

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

## Dislocated Worker Success Stories



### Silver Lining

“There does a sable cloud turn forth her silver lining on the night, and casts a gleam over this tufted grove.” —John Milton

At home in the Philippines, Lea Guysayko put every drop of energy and brain power she could muster into a college education. She was in school for what seemed like forever, finally graduating in 2007. Unfortunately, the employment opportunities she thought would be there did not materialize and she wasn't earning enough to keep her family afloat. Therefore, in 2010, she packed up, relocated to Honolulu and secured work as a Pricing Associate at Sears Roebuck at Ala Moana Shopping Center.

Lea was looking forward to her third year of employment when the store closed in June 2013 and she became a Dislocated Worker. At the rapid response presentation, she received information about the resources and training options available through the WIA. She decided that she would find the silver lining in the tragedy of losing her job and took advantage of classroom training. WIA funding paid for her tuition at Caregiver Training School where she completed Nurse Aide training and received two certificates of completion and state certifications for Nurse Aide and Phlebotomy. After attending workshops at Dillingham Oahu WorkLinks to increase her marketability and receiving Job Search assistance from her Employment Counselor, Lea secured full time employment as a Hospital Aide with Kaiser Permanente.

Lea now earns double what she made working at Sears and three times more than she collected as a Technical Support Representative back home in the Philippines. She appreciates the training, staff assistance and support services that made her success possible. Her employment has been a dream come true especially because it allowed her to finance her husband's relocation to Honolulu. She will celebrate her first year employment with Kaiser in January 2015 and have her husband at her side.

### NEG Success Story

#### NEG-OJT An Employer Perspective

A new business called Hawaii Kids Club, Alaka'i Academy was opening in Kailua Kona and recruiting for a Preschool Director. WDD staff met with the owners of the school and promoted the NEG On-the-Job Training (OJT) program which can reimburse an employer for up to 90% of the wages during the training period. Pablo Penalosa, the president of this company, was very interested in utilizing this program.

A dislocated worker who had the necessary educational background but needed additional training in the areas of human resources management, benefits administration, licensure requirements, and other USDA program regulations was referred and hired by this employer. The employer was able to provide the required training and they were quite satisfied with the productivity of the employee. The employer felt that the program was very beneficial and would highly recommend the OJT program to other employers and would like to utilize this program for other positions in the future.

## WIA YOUTH PROGRAM

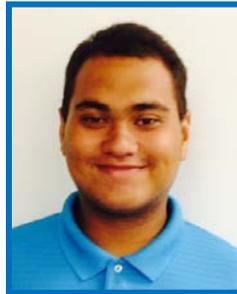
The WIA Youth Program prepares eligible low-income youth, ages 14-21, for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves in-school and out-of-school youth, youth with disabilities and low literacy rates, and others (foster child, homeless, pregnant or a parent, offender or runaway) who may require additional assistance to complete an educational program or enter employment. Males, 18 years of age or older must also meet the additional requirement of registration for Military Selective Service.

### WIA Youth Services

Youth participants have access to one or more of the 10 federal and 1 state program elements. These elements are:

1. Tutoring, study skills, and dropout prevention;
2. Alternative education;
3. Summer employment when linked to academic and occupational learning;
4. Paid and unpaid work experiences;
5. Occupational skills training;
6. Leadership development;
7. Supportive services;
8. Adult mentoring for 12 months;
9. Follow-up services for 12 months; and
10. Comprehensive guidance and counseling.
11. Financial Literacy

The year-round youth program emphasizes basic skills competencies, academic and occupational training, and exposure to the job market and employment.



### Pipe Dreams

Andrew Stewart worked with the WIA Youth Program from February 2012 till he received his diploma on June 24, 2013. Prior to entering the program he was in special education classes at Kaimuki High School where he was short on

credits and advised to consider alternative education that if he wanted to graduate sooner.

Once in the program, Andrew benefitted from one on one tutoring through the EPIC Foundation. This helped not only with basic skills but with building self-confidence. Andrew exceeded expectations, improving his test scores to the point where he was no longer considered basic skills deficient.

He was dually enrolled into Youthbuild Honolulu to earn his High School diploma and receive pre-construction training through Building Industries Association Hawaii.

Upon completing services he landed a job with The S.H.A.K.A Foundation Inc. where he works as a beach boy at Surf Rental stand in Waikiki. He assists in renting out equipment and providing surf lessons to customers. He has currently been employed for almost a year and enjoys what he does and plans to keep working there for at least another year. He has future aspirations of continuing his education and eventually becoming a Plumber.

## Youth Success Stories



### Rerouted

High school on Oahu wasn't going well for Anela. She was hanging out with the wrong crowd and spending idle time in the wrong places. Anela decided to get away from those influences so she moved to Hawaii Island to live with family. She still wanted to complete high school and earn a high school diploma. She remembered her brother's success in Goodwill's Ola I Ka Hana Youth Program and made the decision to join the program herself.

After working to improve her basic math and reading skills, Anela enrolled in the WIA Youth Program to earn a Competency-Based Community School Diploma (C-Based). Anela also enrolled in the Community Work Experience Program (CWEP) to gain 100 hours of paid work experience at Hawaii Island Creations (HIC). Anela learned how to work well with customers and co-workers at a store where she enjoys shopping herself.

Anela completed the C-Based and CWEP Programs to earn her C-Based Diploma. Using her diploma, Anela enrolled into Hawaii Community College where she has taken Liberal Arts classes. Anela was also offered a permanent sales clerk position at HIC and currently works part-time while attending college. Anela hopes to one day become a veterinarian and is certainly on track to reach her goals.

### Obstructed by Poverty, Overcome by Tenacity



Kawehi had already overcome the homeless barrier before joining University of Hawai'i, Maui College's Ku'ina Youth Program with hopes of resolving other financial barriers in her life.

Through Ku'ina Kawehi became aware of various financial aid opportunities and was helped to access Pell grants, scholarships, and WIA funding for tuition and books. Doors to internships and college tours were opened and there was ongoing support from her counselor and fellow Youth Program participants.

Kawehi loved her internship with Nā Pua No'eau, working with gifted and talented Native Hawaiian children, so much so that she sought other internship opportunities. These experiences validated her career choice to be an academic/personal counselor for native Hawaiian college students or to prepare Hawaiian Immersion high school students to go to college.

In spring 2014, Kawehi received two Associate of Arts degrees in Liberal Arts and Hawaiian Studies. Ku'ina staff helped her understand degree requirements and the transfer process that allowed her to move to the University of Hawai'i West Oāhu where she now pursues a Bachelor's degree in Social Sciences.

Kawehi summed it up this way: *"There were some points in my life where I gave up on college, but talking story with Ku'ina, getting advice, or just having a laugh with them helped me realize that I can have a future that I want if I just apply myself and IMUA (keep moving forward). To be honest, they are my family now and I will never, ever forget what they have done to change my life"*



### Job Connection

Bernadette became a Ku'ina Youth participant as a single mother in high school. With diligence and unwavering focus, she graduated as one of the valedictorians of her class. Bernadette's assumption of the responsibility of cooking for her siblings after her parent's divorce ignited her quest to pursue a Culinary degree with a second degree in Accounting.

Determined to be a positive example for her son, Bernadette entered the Culinary program at University of Hawai'i, Maui College (UH Maui College) where she was provided with pre-vocational training using the work values curriculum "Bring Your A Game to Work". Ku'ina staff then enrolled her into UH Maui College's Co-op education class to earn college credit while in a paid internship with the catering company *Soup to Nuts* where she was offered a position before her internship ended and even received multiple job offers from other catering companies.

Bernadette is determined to uphold her 4.0 Grade Point Average until she graduates. She will leave debt-free because of WIA tuition assistance and support services that covered culinary uniforms, knives, textbooks and bus passes.

In a recent interview, Bernadette said, *"Ku'ina has been most helpful to me by giving me 200% support of what I do. I can give Ku'ina my 110% trust. They understand that I value school and my family, so they make sure none of them will be left behind."*

### In a Class of Their Own

A recent Kauai About Face Out-of-School Class set a record for most supported by their community. Over fifty family members, friends, Kauai Workforce Investment Board and Youth Council members brought encouragement, lei, and gifts to graduation ceremony for these six participants.



In-School Youth working as Recreational Aides did many projects, but one of the most fulfilling was a visit with residents at a local care home where they talked, gave cards they made and received hugs. The highlight of the day was helping the seniors play BINGO for prizes. The kids all want to go back, take more prizes and stay longer.

### STEM Success

Aaron grew up in Puna, on the Big Island, with his mother, brother and step-father. Since he was 12, Aaron participated in various Paxen programs and is now in the WIA In-School Program which he entered as a Junior at Kea'au High School where he explored Science, Technology, Engineering and Math (STEM) occupations and received work readiness training.

After graduating Cum Laude from Kea'au High School, Aaron entered Hawaii Community College (HCC) in August 2013. During his first semester a tragedy occurred, his mother died suddenly leaving him and his brother alone. With financial aid arranged for the year, Aaron completed the Fall semester with a 3.0 grade point average (GPA) and Spring semester with a 3.12 GPA.

However, with no mother to help with the Financial Aid application, Aaron dropped out at the start of the next school year. Upon learning his plight, Paxen staff worked closely with him and the community college to fulfill the financial and admission requirements. Aaron is now completing his 3<sup>rd</sup> semester in Liberal Arts with plans to transfer to University of Hawaii, Hilo to pursue a Bachelor of Arts Degree in Accounting.

## PY 2013 WIA WAIVER USAGE

In PY 2013, Hawaii received the following USDOL waivers that support workforce development activities and provide maximum flexibility for employers and job seekers utilizing WIA programs and services. These waivers are consistent with key guiding principles that align workforce development with state and regional economic development, improve outcomes through cross-program alignment, provide dual-customer focus by matching investments in job seekers with employer needs, and strengthen Hawaii's delivery system by easing administrative burdens.

### ***1. Waiver of WIA Section 133(b)(4) to increase the allowable transfer of funds between the Adult and Dislocated Worker local formula funds allocated to a local area.***

Hawaii's limit on the transfer of funds was raised from 30% to 50% for flexibility in serving targeted populations. There was a greater need to serve Dislocated Workers, but sufficient funds were carried over from the prior year and National Emergency Grant (NEG) funds enabled Local Areas to provide the training needed by dislocated workers.

Passage of the Workforce Innovation and Opportunity Act provides flexibility that will more effectively advance the job-driven elements in Vice President Joe Biden's report.

### ***2. Waiver of the requirement at WIA Section 133 to competitively procure providers for four of ten Youth Program elements (supportive services; follow-up services; work experience; and comprehensive guidance and counseling).***

This waiver enables AJCs to directly provide comprehensive guidance and counseling, work experience, supportive and follow-up services.

The City and County of Honolulu used this waiver in their Youth Program design to strengthen and expand their WIA integrated service delivery system to all registrants. Youth operations were better managed through consistent application of policies and procedures on the provision of activities and services to youth while permitting individual choices.

The revised service design helped the City exceed all measures which contributed significantly to the State's performance in meeting or exceeding all Youth Program goals.

The waiver breaks down barriers to accessing job-driven training, support services and relevant guidance and hiring of disconnected youth. Under comprehensive counseling and case management, youth progress from one educational stepping stone to another and across work-based training and education.

### ***3. Waiver of Section 101(8)(C) requiring the contribution of 50% of participant wages for customized training. The waiver will allow the use of a sliding scale from 10% to 50% employer contribution based on the size of the employer.***

None of the Local Areas used the waiver for Program Year 2013. However, the waiver is still in effect for Program Year 2014 to allow the local areas the flexibility of utilizing the scale when negotiating with prospective employers and to offer consistency with the On-the-Job Training activities.

Waivers 3, 5 and 6 enabled staff to work upfront with employers to determine hiring needs and design responsive training programs including work-based learning opportunities.

### ***4. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers on the Eligible Training Provider List.***

This waiver suspends the requirement to move training providers from initial to subsequent eligibility after two years thus reducing the administrative burden and costs associated with data collection, review and evaluation mandated by the next level.

(Continued on page 16)

## PY 13 WIA Waiver Usage (Continued)

This frees the State and Local Areas to focus on the requirements for initial eligibility when soliciting and selecting training vendors. With the certainty of continuation of training, vendors may update and revise their applications instead of reapplying every two years.

Waiver usage has attracted more training providers which helps to broaden customer choice by increasing training options, ultimately contributing to successful outcomes.

### ***5. Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On-the-Job Training.***

Hawaii was granted a waiver from the minimum 50 percent employer contribution for On-the-Job Training (OJT), to permit Local Areas to use a sliding scale for the employer contribution based on business size. At a maximum, companies with 50 or fewer employees could be reimbursed up to 90 percent of the trainees' salary, without exceeding 90 percent of the State's average wage of \$20.50 (\$18.45) per hour.

Local areas were able to expand employer participation through the use of this waiver, especially for the NEGs which were focused on OJT activity. Because of its relatively high cost, only a few OJTs were developed under WIA formula funds, but the waiver encouraged more small employers to participate based on the higher reimbursement rates available. OJT participants were usually retained after contract completion, which helped improve employment rates.

Also see last paragraph of Item 3 in this section.

### ***6. Waiver of 20 CFR 666.100 to exclude the credential attainment performance outcome for participants enrolled in On-The-Job Training in the credential performance measure calculations.***

This waiver allowed the Local Areas to work with small employers, who had innovative and rewarding occupations, but did not have the industry-recognized credential to offer. Hawaii employers tend to be small but they are willing to train participants. The waiver enabled staff to offer OJTs without the credential requirement which would have precluded small employers from participating

Also see last paragraph of Item 3 in this section.

### ***7. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.***

Eligible older youth were co-enrolled into the Adult Program to allow for more training options. Many of the older youth prefer short term training and employment rather than enrollment into a long term training program or services designed to keep a person in school to obtain a diploma.

### ***8. Waiver of Section 134 (a)(2)(B)(iii) and 20 CFR 665.220 (e) to exempt a state from the requirement to provide local workforce investment areas incentive grants.***

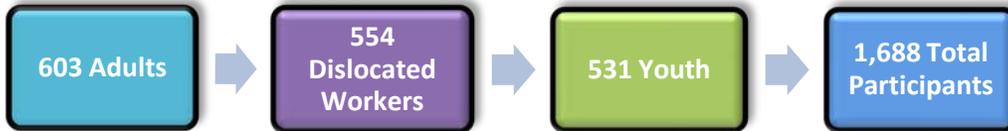
This waiver allowed the State to eliminate the distribution of incentive grants for exemplary performance and coordination and cooperation thereby reducing the administrative burden of evaluating, calculating and modifying contracts for the small amounts of available funds. In the past, funds amounted to less than \$2,000 for the two incentive grants. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 5%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

### ***9. Waiver of WIA Section 129(b)(2)(C) and 20 CFR 665.200(h) to exempt the state from the requirement to provide additional assistance to local areas that have high concentrations of eligible youth.***

This waiver allowed the State to eliminate the distribution of incentive grants to targeted areas thereby reducing the administrative burden of evaluating, calculating and modifying contracts for such small amounts of available funds. In the past, funds amounted to less than \$1,500 between two local areas. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 5%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

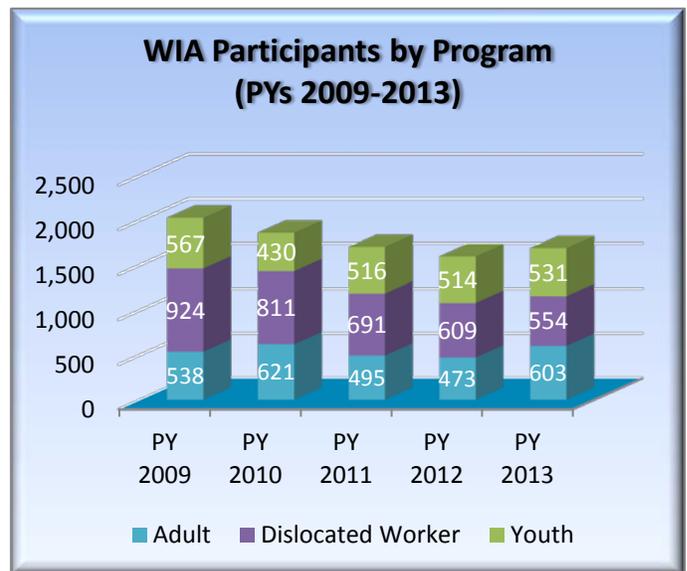
## PY 2013 WIA PARTICIPATION SUMMARY

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



In PY 2013:

- 1,688 Hawaii residents received WIA-funded services, an enrollment increase of 6% from the previous year.
- Hawaii enrolled 603 adults, 554 dislocated workers, and 531 youth in WIA services.
- The Adult Program served the highest percentage of participants (36%).
- The number of WIA participants in the Adult Program, 603, increased by 27% or 130, from PY 2012 because of a concerted effort on Oahu to recruit more adults who needed assistance.
- The Dislocated Worker program experienced a decrease of 55 participants (9%) due to the largest cut in funding.
- The number of youth served, 531, was a slight increase of 17 participants over PY 2012.
- When comparing youth enrollments for PYs 2009 - 13, PY 2013 enrollments are still below the peak of 567 in PY 2009 (pre-Recovery Act).
- The state served 367 (69%) out-of-school and 163 (31%) in-school youth.



## WAGNER-PEYSER AND RELATED PROGRAMS

### Wagner-Peyser Program

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

- Job search assistance (job registration)
- Recruiting assistance for employers (job orders)
- Matching job seekers and jobs
- Work test requirements assistance for unemployment compensation claimants



HireNet Hawaii is a self-service website offering an array of services and information to match job seekers and jobs at: [www.hirenethawaii.com](http://www.hirenethawaii.com). Preliminary data for PY 2013 indicates there were 56,069 job seekers registered in HireNet Hawaii compared to 57,644 in PY 2012, a decrease of 1,575 or 3 percent of job seekers.

### Reemployment Eligibility Assessments (REA)

The DLIR requested and received \$885,485 in federal Reemployment Eligibility Assessment (REA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly, thereby reducing the duration of their UI benefits. UI claimants participated in a combination of up to 3 group sessions and individualized services on job search requirements, labor market information, and assessment of career goals. Since the initiative began in March 2005, over 44,000 UI claimants were assisted with their reemployment efforts. In 2012, the average savings for 5,265 claimants amounted to \$1,878,026. After deduction of \$703,100 in program costs, net savings of \$1,174,926 to the UI trust fund were realized. In FY 2013 (October 1, 2013 to September 30, 2014), Hawaii's REA initiative is expected to reduce the duration of UI collection by about one (1) week and decrease UI payments by approximately \$4.276 million based on an average weekly UI benefit amount of \$416 per week.

Results in UI savings for Fiscal Year 2013 will not be available until the end of 2014.

### Emergency Unemployment Compensation (EUC-REA)

In February 2012, a new federal mandate required all EUC claimants to attend one REA workshop to qualify for EUC benefits. Beginning in April 2012, new EUC claimants who transitioned from First to Second Tier benefits were targeted. Similar to the REA Program, these claimants were given labor market and career information, had their skills assessed, were oriented to One-Stop services and job search activities. From February 2013 through July 2014, over 9,500 UI claimants received assistance through the EUC REA program.



### Services to Military Veterans

During Program Year 2013, Hawaii AJCs served 4,711 veterans, eligible persons, and transitional service members, of which 2,744 (58%) received staff-assisted services and 934 (19.8%) received intensive services. Of the 4,711 served, 956 (20%) were disabled veterans and 2,299 (48.8%) were post-9/11 era veterans.

**Post 9/11 Era Veterans:** There are 2,299 post 9/11 era veterans registered with Hawaii's AJCs, of which 1,812 (78.8%) received staff-assisted or intensive services to overcome employment barriers and return to work.

**Veterans' Retraining Assistance Program (VRAP):** In partnership with the U.S. Department of Veterans Affairs (VA) and U.S. Department of Labor, WDD provided approximately 200 veterans with enrollment information, assistance with completing the VRAP Virtual Online Application and employment transition services for those who completed training. VRAP also provides up to a 12 month stipend of about \$1,564 while eligible veterans attend VA approved community colleges or training provider classes

**Local Veterans' Employment Representative (LVER):** LVERs conduct outreach and employer relations to promote skills of job ready veterans and develop job openings for them. Employer outreach rates averaged 75 employers per quarter.

## Wagner-Peyser and Related Programs (Continued)

### Disabled Veteran Outreach Program (DVOP):

Through comprehensive assessments, developing plans to set employment goals and resolve barriers, and case management services, DVOP specialists helped 556 disabled veterans and other eligible persons acquire good jobs.

#### Work After the Military

John T, a Vietnam veteran, worked for 37 years in torpedo production for the federal government and a defense contractor. When he returned to Hawaii, he sought employment assistance from WDD's WorkSource Maui, where an assessment of his skills and the Maui labor market made it evident that a career change and retraining were necessary. John's WIA counselor arranged for him to take six computer classes and an Energy Electronics class. She also informed him about On-the-Job Training (OJT) that reimbursed employers 50% to 90% of wages for new hires during the initial training period. When John applied for a Service Writer/Service Technician job at Valley Isle Marine Center and sensed that owner Mark Tracy preferred someone with experience, John informed the owner about the OJT program. As a result, John was hired under the OJT program and started working in December 2013.

The classes gave John a good foundation for computer applications, which facilitated his learning the company's system. John also learned new skills during the OJT, including repairing marine engines and interacting with customers. John later visited his WIA counselor to thank her and WDD staff for the help. He felt that without the help provided, he would not have been offered employment and retained in the job.

Valley Isle Marine Center recently won the prestigious *Mayor's Small Business of the Year Award* in recognition of exceptional service and community involvement for companies with ten or fewer employees. Mr. Tracy explained that in a small company, every employee must "pull his own weight". He is happy with John's continued good performance and daily contributions to the company's success.

### Work Opportunity Tax Credit (WOTC)

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

Qualified target groups include:

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

During the period October 1, 2013 through June 30, 2014, 647 of 1,343 WOTC *Requests for Certification* were granted. With the expiration of funding on December 31, 2013, employer requests for certification must wait until the program is reauthorized by Congress.

### Foreign Labor Certification Program

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

The type of work an employer has to offer determines which certification is selected. H-2A certifications are for temporary agricultural workers whereas the H-2B certification permits hiring into temporary non-agricultural, specialty occupations defined by the United States Department of Labor. Of these options, Hawaii is the most extensively involved with the H-2A program. In 2013, five

employers were certified under H-2A for goat herder, sheep herder, bee worker and various agricultural crop jobs.

### Other Workforce Programs

#### Trade Adjustment Assistance (TAA) Program

The TAA Program assists American workers who have lost their jobs as a result of foreign trade. A petition must be filed with the USDOL by or on behalf of a group of workers who have experienced a job loss as a result of foreign trade. After the USDOL investigates the facts behind the petition, it determines whether statutory criteria are met. Once a petition to certify the worker group is granted, individual workers may apply for TAA benefits and services through the Workforce Development Division. TAA benefits and services include job training, income support, job search, relocation allowances and assistance with healthcare premium costs. Four (4) TAA participants laid off from employers in other states were provided retraining services in Hawaii.

### Registered Apprenticeship



Registered Apprenticeship in Hawaii is a formalized, structured training program which combines on-the-job learning with related technical instruction to teach the practical and theoretical aspects of a skilled occupation.

During this time, apprentices work and learn under the direction of experienced journeyworkers to become highly skilled workers. Apprentice wages usually start at 40% of the journeyworker wage, and increase periodically until journeyworker level is achieved in two to five years.

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

There are 44 registered programs in Hawaii and more than 6,000 apprentices. Most programs are for construction occupations such as Carpenter, Painter, Plumber, Electrician, Operating Engineer, Ironworkers, Roofers, Mason, and Laborer. In PY 2013, 800 new apprentices were registered and more than 400 completed apprenticeship programs.

### Senior Community Service Employment Program (SCSEP)

WDD received \$1,814,197 in Title V, Older Americans Act funds for the PY 2013 operation of the Senior Community Service Employment Program in the state. These funds were allocated to support 187 Senior Community Service Employment Program positions throughout the state. Based on preliminary reports, 286 unemployed, low-income older individuals participated in the program during PY 2013. Attainment of an aggregate score of at least 80% for all six of the negotiated core performance measures is considered to have met the performance for the year. Hawaii achieved an aggregate score of 104.6% for Program Year 2013.

### Employment Training Fund (ETF)

During PY 2013, the ETF Micro Program continued to provide funding for short-term, non-credit courses for Hawaii's employers to upgrade the skills of their workforce. Statewide, the ETF Micro Program helped train over 876 workers. The majority of the participating workers were from Oahu but employers on all counties referred their workers to ETF-funded training.

The Employment and Training Fund also funded six (6) Macro pilot training programs that will serve a variety of industries, with emphasis on small businesses employing fewer than 50 employees. Six (6) employer consortia were awarded a total of \$656,858 for these one-year seed grants. They are:

- Japan Hawaii Travel Association - \$112,500
- Native Hawaiian Hospitality Association - \$125,000

- Retail Merchants of Hawaii- \$125,000
- Hawaii Tropical Fruit Growers- \$70,886
- Hawaii Workforce and Economic Development Ohana (HIWEDO)- \$117,502
- SCORE Hawaii- \$94,000

### Volunteer Internship Program (VIP)

The VIP is a DLIR initiative that allows job seekers, especially those receiving unemployment insurance (UI) benefits, to volunteer at businesses to gain workforce training. Upon successful completion of training, interns receive certification of the job skills acquired and consideration for employment. The opportunity to train through VIP is limited to 16-32 hours per week for 4-8 weeks. In PY 2013, 132 individuals were placed into an internship.

## DEMONSTRATION AND EARMARK GRANTS

### Community College Career Technical Training Grant, **C3T HAWAII**

To support Hawai'i initiatives to diversify its economy and improve food and energy self-sufficiency, the University of Hawai'i Community College (UHCC) consortium competed for and was awarded a multi-year \$24.6 million grant from USDOL to support existing and to develop new training programs that lead to jobs in the agriculture, energy and health industries by strengthening online and technology-enabled learning.

During PY 2013, the DLIR Workforce Development Council (WDC) and Workforce Development Division (WDD) were subcontracted by the UHCC to continue work in the following areas:

- Coordinate Policy Planning Work Groups in the Agriculture, Energy, and Healthcare industries. [WDC]
- Develop a Web Portal to serve as a virtual "home base" for locating and contributing information on C3T focus industries, campuses, and training programs. [WDC]
- Recruit and refer participants to C3T courses. [WDD]

### **Policy Planning Work Groups (PPWG)**

In PY13, the UHCC and WDC Coordinators continued activities to engage employers in curriculum development and validation, job forecasting, and identifying industry skill gaps. In addition, career pathway and occupational information were compiled into Industry Specification Sheets and Career Ladders for the Agriculture and Energy courses provided by UHCC. Here is a summary of PPWG activities for each area:

#### *Agriculture*

The Agriculture PPWG continued its slow progress, which could be attributed to employers' hesitation to commit to regular meetings when work and farm demands were so great. Some members also

alluded to farmers being wary of government-led initiatives; however, it was suggested that farmers may be more inclined to talk one-on-one or provide feedback through an industry association. Subsequently, only one Agriculture meeting was conducted in PY13 on May 8, 2014. Employers took a tour of Go Farm, a C3T program that prepares new farmers and includes much-needed business skills training at Windward Community College.

#### *Energy*

The Energy PPWG conducted several meetings in the Power Generation, Retrofit, and Transportation Technologies subgroups in PY13. One particular success was in the Transportation subgroup where there was ongoing discussion about the inability to standardize Electric Vehicle (EV) training due to manufacturer-specific warranties and vehicle-specific technologies. This feedback resulted in the revamp of Honolulu Community College's EV curriculum to meet the industry's training needs. Discussion in the Power Generation subgroup was lively as the Hawaiian Electric Company continued to hone its strategy to meet alternative energy mandates and initiatives in the evolving solar sector.

#### *Healthcare*

The UHCC and WDC Leads continued to participate in meetings with the Governor's Health Transformation Workforce Committee and engage employers in dialogue through existing committees and groups. In addition, a survey was developed and implemented to gather data on UHCC courses and fulfill the other PPWG functions highlighted earlier. A full report on the Healthcare survey, *Hawaii Healthcare Career 2013 Survey*, is due for completion in fall 2014.

### **Web Portal**

In PY13, the C3T Web Portal was completed and rolled out to C3T partners. Web Portal features include a browsable list of C3T courses, a mechanism for C3T administrators to manage program information and other relevant content, the capacity for students to create work/study profiles and the means for employers to announce C3T-

## Demonstration and Earmark Grants (Continued)

related internships and work opportunities and to inspect the student profiles.

Ongoing discussion has centered on data importing and linking the Web Portal to Leeward Community College's career portal, which boasts over 1,000 employer accounts (and is presumably used by many UHCC students looking for job connections) and/or stripping the web portal to only include C3T education and training information.

### Recruitment and Referral to C3T Courses

C3T continues to strengthen the partnership between DLIR WDD and UHCC, most recently through development of a new program for the Shipyard Industry which serves as a model for sector strategy. In addition, UHCC has staff out-stationed at several WDD Offices to conduct recruitment, referral and testing of individuals interested in pursuing careers in one of the three sectors – Agriculture, Energy, and Healthcare.

### Predictive Model

Although the Predictive Model Report of the Healthcare, Agriculture, and Energy Industries was completed in PY 2012, information about this project is included here as a reference to the DLIR's services for the UHCC. A PDF of the Predictive Model Report can be accessed here:

[https://www.hiwi.org/admin/gsipub/htmlarea/uploads/Predicting\\_the\\_Future\\_of\\_HI's\\_Most\\_Essential\\_Industries.pdf](https://www.hiwi.org/admin/gsipub/htmlarea/uploads/Predicting_the_Future_of_HI's_Most_Essential_Industries.pdf)



### Disability Employment Initiative

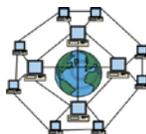
The Disability Employment Initiative continues to help persons with disabilities (PWDs) gain self-sufficiency. When the DLIR became an Employment Network under the Social Security Administration, Ticket to Work Program, DEI staff began accepting tickets from eligible Social Security Disability Insurance (SSDI) and Supplemental

Security Income (SSI) participants. the Ticket to Work program, SSDI and SSI recipients between the ages of 18 through 64 who are interested in finding employment are provided free career counseling, job placement assistance, and support services through an Employment Network while continuing to receive SSDI and SSI cash benefits, Medicare and/or Medicaid health insurance coverage and other work incentives during the transition period. The DEI staff has accepted eight tickets to date and assisted four individuals with acquiring unsubsidized employment. Besides ticket holders, DEI staff has expanded services to non-ticket holders with disabilities who sought services at their respective AJCs.

Four DEI pilot sites in Maui and Hawaii Counties were equipped with new Assistive Technology devices that allow PWDs to better access services. In addition, the DEI contractor, University of Hawaii's Center for Disability Studies (CDS), continued to provide outreach and job readiness workshops for AJC staff and DEI participants. CDS also offers participants benefit planning workshops to assist them with their transition to financial independence. During the past year, CDS was instrumental in bringing experts to Hawaii to train staff, partner agencies, and employers on Asset Development, Job Accommodations, and Customized Employment services to further assist customers with disabilities.

DEI staff has also been instrumental in helping to establish Workforce Solutions and Business Leadership Network organizations in their respective service areas to enhance partnerships and collaboration among entities serving PWDs as well as employers who promote an inclusive workforce by including PWDs at their worksites.

### Workforce Data Quality Initiative Hawaii Workforce Longitudinal Data System (WorLDS)



The Workforce Data Quality Initiative (WDQI) is designed to promote cross-agency data sharing, reporting and evaluation. Program Year 2013 was the second of a three year; (\$999,200) grant to create a longitudinal administrative database that integrates workforce data and links it to education data for tracking clients through school and their work lives. The information gathered will be compared with earnings data provided by the Unemployment

## Demonstration and Earmark Grants (Continued)

Insurance Division and be used to determine whether the training received higher wages for clients.

Two agreements continued into PY 13. One is with the Unemployment Insurance Division to collect unemployment benefit and wage record data and the other is with the Workforce Development Division to gather participant data from the Wagner-Peyser program. There was extensive discussion among partners about what data sharing conformed with the State's security and privacy regulations yet met federal requirements. Other state's Memorandum of Agreements were examined in hopes of developing a standard form that described the data that can be shared and how to share it. Discussions with the Department of Human Services were also initiated to include the Foster Care data set.

### *Hawaii Workforce Longitudinal Data System (WorLDS)*

In PY13, the Research and Statistics Office (R&S) began to build the WorLDS database system, by purchasing software and a server and designing a mockup of the website.

In addition, DLIR's WDC and R&S continue ongoing discussions and efforts to link the WorLDS system with the P-20 Statewide Longitudinal Data System (SLDS) that the University of Hawaii (UH) Data Exchange Program (DXP) is building. The linkage will enable workforce data to be matched with education data and ultimately create a system that tracks individual-level information beginning with pre-kindergarten through post-secondary schooling then through entry and participation in the workforce and employment service system. As the federal government and other funding sources push for more accountability and as state resources become scarcer, a linked WorLDS/P-20 SLDS will provide:

- Data to ensure that education and workforce resources are allocated and optimally utilized;
- Statistical data to inform and support policymakers;

- Performance data for program reporting purposes;
- Outcomes data to fulfill federal requirements; and
- Hawaii specific (demographic) data for grant-seeking to bring more federal dollars to the state.



PY 2013  
Annual Performance  
Outcomes

**PY 13 ANNUAL PERFOR**

Effective July 1, 2013, Hawaii transitioned from the original 17 core and customer satisfaction measures negotiated between the State and Federal government. During this period the State exceeded 3 of 9 achieved. *Assurance: The following performance outcomes are reported in accordance with instructions for*

Target Population	GPRA Goal	Neg. Level	State	
			Outcome Level	% of Neg. Level
<b>WIA ADULT</b>				
Entered Employment Rate	59.80%	71.00%	67.46%	95.01%
Employment Retention Rate	80.90%	86.00%	81.25%	94.48%
Average Earnings	\$14,149	\$11,100	\$10,826	97.53%
Participants [WIA Adults]	NA	NA	14,743	NA
Self-Service Only	NA	NA	14,140	NA
Exiters [WIA Adults]	NA	NA	13,735	NA
Self-Service Only	NA	NA	13,511	NA
<b>WIA DISLOCATED WORKER</b>				
Entered Employment Rate	63.40%	76.00%	72.86%	95.87%
Employment Retention Rate	84.50%	92.00%	89.52%	97.30%
Average Earnings	\$17,343	\$15,000	\$15,250	101.66%
Participants	NA	NA	554	NA
Exiters	NA	NA	260	NA
<b>WIA YOUTH (14-21)</b>				
Placement in Employment or Education	60.10%	60.10%	60.29%	100.32%
Attainment of Degree or Certificate	62.50%	68.50%	67.81%	98.99%
Literacy/Numeracy Gains	46.60%	45.00%	46.03%	102.29%
Participants	NA	NA	531	NA
Out of School Youth	NA	NA	368	NA
In School Youth	NA	NA	163	NA
Exiters	NA	NA	163	NA
Out of School Youth	NA	NA	100	NA
In School Youth	NA	NA	63	NA

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

- Adult and DW participants who received Training Services had higher *Average Earning* rates than those who only received Core Services. (Tables D and G of the Appendix)
- A comparison of Entered Employment Rates (EER) and Employment Retention Rates (ERR) for participants who received training versus those who received core services only in the Adult and Dislocated Worker programs was difficult to make because the numbers who received only services was too low for valid comparisons. Most participants in these programs receive training with other services.

## MANCE OUTCOMES

to 9 common measures. The four Local Areas adopted the same performance measures as those performance measures and met the remaining 6. Measures are met if 80% of the negotiated level is *WIASRD so that state-by-state comparisons can be made.*

Oahu		Hawaii Island		Maui		Kauai	
Outcome Level	% of Neg. Level						
81.00%	114.08%	65.00%	91.55%	88.00%	123.94%	45.00%	63.38%
79.00%	91.86%	82.00%	95.35%	89.00%	103.49%	69.00%	80.23%
\$14,379	129.54%	\$10,468	94.31%	\$8,262	74.43%	\$12,286	110.68%
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA
78.00%	102.63%	75.00%	98.68%	65.00%	85.53%	66.00%	86.84%
87.00%	94.57%	92.00%	100.00%	92.00%	100.00%	82.00%	89.13%
\$17,891	119.27%	\$12,375	82.50%	\$17,490	116.60%	\$17,296	115.31%
238	NA	151	NA	38	NA	127	NA
65	NA	90	NA	18	NA	87	NA
78.00%	129.78%	42.00%	69.88%	50.00%	83.19%	80.00%	133.11%
97.00%	141.61%	34.00%	49.64%	79.00%	115.33%	90.00%	131.39%
53.00%	117.78%	30.00%	66.67%	50.00%	111.11%	33.00%	73.33%
275	NA	141	NA	62	NA	53	NA
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA
99	NA	32	NA	24	NA	8	NA
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA

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

- Oahu continues to exceed goals for all measures.
- Hawaii Island met all Adult and Dislocated Worker measures but again failed all Youth measures. Efforts to retrain Youth Providers that began in PY 13 are expected to yield improved outcomes in PY 15.
- Maui met or exceeded goals for all measures.
- Kauai met or exceeded most goals but failed 1 Adult and 1 Youth measure. Local personnel overseeing the program are working with service providers to meet goals.

## PY 2013 Statewide Performance Snapshot

### Adults

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	71.0%	67.5%	Met
Employment Retention Rate	86.0%	81.3%	Met
Average Earnings	\$11,100	\$10,826	Met

### Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Placement in Employment/ Education	60.1%	60.3%	Exceeded
Attainment of Degree/ Certificate	68.5%	67.8%	Met
Literacy/ Numeracy Gains	45.0%	46.0%	Exceeded

### Dislocated Workers

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	76.0%	72.7%	Met
Employment Retention Rate	92.0%	89.5%	Met
Average Earnings	\$15,000	\$15,250	Exceeded

\*SNPL stands for State Negotiated Performance Levels

**RATINGS LEGEND:**

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

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

## Cost per Participant for Hawaii’s Title I-B Programs, PY 2013

	Reported Expenditures	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$2,737,820	603*	\$4,540.34
Dislocated Workers	\$1,911,864	554	\$3,451.02
Youth (14-21)	\$1,936,015	531	\$3,645.98
<b>Total</b>	<b>\$6,585,699</b>	<b>1,688</b>	<b>\$3,901.48</b>

\* Total does not include self-service participants.

APPENDIX  
WIA Performance  
Tables

Authorized official certifying accuracy and completeness of data:  
Elaine Young, Administrator  
Workforce Development Division  
Hawaii Department of Labor and Industrial Relations

**Table B: Adult Program Results**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.0%	67.5%	$\frac{114}{169}$
Employment Retention Rate	86.0%	81.3%	$\frac{117}{144}$
Average Earnings	\$11,100.00	\$10,826.00	$\frac{\$1,082,594}{100}$
Employment and Credential Rate	0%	44.4%	$\frac{40}{90}$

**Table C: Outcomes for Adult Special Populations**

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	59.2%	$\frac{58}{98}$	50.0%	$\frac{4}{8}$	66.7%	$\frac{4}{6}$	46.2%	$\frac{6}{13}$
Employment Retention Rate	81.0%	$\frac{68}{84}$	100.0%	$\frac{6}{6}$	80.0%	$\frac{4}{5}$	83.3%	$\frac{10}{12}$
Average Earnings	\$9,341	$\frac{\$523,070}{56}$	\$15,545	$\frac{\$62,182}{4}$	\$7,098	$\frac{\$28,390}{4}$	\$7,064	$\frac{\$42,386}{6}$
Employment and Credential Rate	54.6%	$\frac{24}{44}$	25.0%	$\frac{1}{4}$	50.0%	$\frac{1}{2}$	50.0%	$\frac{2}{4}$

**Table D: Other Outcome Information for the Adult Program**

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
<b>Entered Employment Rate</b>	65.1%	$\frac{41}{63}$	65.6%	$\frac{61}{93}$
<b>Employment Retention Rate</b>	83.3%	$\frac{50}{60}$	81.3%	$\frac{65}{80}$
<b>Average Earnings</b>	\$12,666.00	$\frac{\$557,312}{44}$	\$9,461.00	$\frac{\$510,867}{54}$

**Table E: Dislocated Worker Program Results**

	Negotiated Performance Level		Actual Performance Level	
<b>Entered Employment Rate</b>	76.0%		72.9%	$\frac{196}{269}$
<b>Employment Retention Rate</b>	92.0%		89.5%	$\frac{222}{248}$
<b>Average Earnings</b>	\$15,000.00		\$15,250.00	$\frac{\$3,126,195}{205}$
<b>Employment and Credential Rate</b>	0%		43.6%	$\frac{44}{101}$

**Table F: Outcomes for Dislocated Worker Special Populations**

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
<b>Entered Employment Rate</b>	52.2%	$\frac{12}{23}$	33.3%	$\frac{1}{3}$	60.7%	$\frac{37}{61}$	0%	$\frac{0}{1}$
<b>Employment Retention Rate</b>	84.2%	$\frac{16}{19}$	0%	$\frac{0}{1}$	83.0%	$\frac{44}{53}$	0%	$\frac{0}{0}$
<b>Average Earnings</b>	\$17,554	$\frac{\$245,755}{14}$	\$0	$\frac{\$0}{0}$	\$11,106	$\frac{\$433,143}{39}$	\$0	$\frac{\$0}{0}$
<b>Employment and Credential Rate</b>	53.9%	$\frac{7}{13}$	50.0%	$\frac{1}{2}$	57.1%	$\frac{8}{14}$	0%	$\frac{0}{1}$

**Table G: Other Outcome Information for the Dislocated Worker Program**

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	72.0%	$\frac{72}{100}$	73.5%	$\frac{122}{166}$
Employment Retention Rate	89.5%	$\frac{94}{105}$	89.4%	$\frac{127}{142}$
Average Earnings	\$16,384.00	$\frac{\$1,425,437}{87}$	\$13,893.00	$\frac{\$1,625,497}{117}$

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

	Negotiated Performance Level		Actual Performance Level	
Placement in Employment or Education	60.1%		60.3%	$\frac{82}{136}$
Attainment of Degree or Certificate	68.5%		67.8%	$\frac{99}{146}$
Literacy and Numeracy Gains	45.0%		46.0%	$\frac{87}{189}$

**Table L: Other Reported Information**

	12 Month Employment Retention Rate	12 Months Earnings Increase (for Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)	Placements in Non-traditional Employment	Wages at Entry Into Employment for Those Individuals who Entered Unsubsidized Employment	Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services
Adults	82.3% $\frac{135}{164}$	\$5,826 $\frac{\$833,161}{143}$	4.4% $\frac{5}{114}$	\$4,727 $\frac{\$505,762}{107}$	48.8% $\frac{20}{41}$
Dislocated Workers	86.8% $\frac{223}{257}$	113.8% $\frac{\$3,088,477}{\$2,712,941}$	8.2% $\frac{16}{196}$	\$6,888 $\frac{\$1,287,970}{187}$	26.4% $\frac{19}{72}$
Older Youth	75.0% $\frac{21}{28}$	\$3,813 $\frac{\$99,131}{26}$	5.0% $\frac{1}{20}$	\$2,902 $\frac{\$49,338}{17}$	

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	15,272	13,974
<b>Total Adults (self-serve only)</b>	14,140	13,511
<b>WIA Adults</b>	14,743	13,735
<b>WIA Dislocated Workers</b>	<b>554</b>	<b>260</b>
<b>Total Youth (14-21)</b>	<b>531</b>	<b>163</b>
<b>Younger Youth (14-18)</b>	427	125
<b>Older Youth (19-21)</b>	104	38
<b>Out-of-School Youth</b>	367	100
<b>In-School Youth</b>	163	63

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

Program Activities	WIA Formula Funds
<b>Local Adults</b>	<b>\$2,737,820</b>
<b>Local Dislocated Workers</b>	<b>\$1,911,864</b>
<b>Local Youth</b>	<b>\$1,936,015</b>
<b>Rapid Response (up to 25%) WIA Section 134(a)(2)(A)</b>	\$414,697
<b>Statewide Required Activities (up to 15%, currently 5%) WIA Section 134(a)(2)(B)</b>	\$88,802
<b>Total of All Federal Spending Listed Above</b>	<b>\$7,089,198</b>

**Table O.1: Local Performance – City & County of Honolulu**

Local Area Name:		Adults	7,950	
<b>Oahu</b>	<b>Total Participants Served</b>	Dislocated Workers	238	
		Older Youth (19-21)	44	
		Younger Youth (14-18)	231	
		Adults	7,482	
ETA Assigned #15005	<b>Total Exiters</b>	Dislocated Workers	65	
		Older Youth (19-21)	18	
		Younger Youth (14-18)	81	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	0%	0%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	71.0%	81.0%	
	Dislocated Workers	76.0%	78.0%	
	Older Youth (19-21)	0%	82.0%	
<b>Retention Rates</b>	Adults	86.0%	79.0%	
	Dislocated Workers	92.0%	87.0%	
	Older Youth (19-21)	0%	85.0%	
	Younger Youth (14-18)	0%	63.0%	
<b>Average Earnings</b>	Adults	\$11,100.00	\$14,379.00	
	Dislocated Workers	\$15,000.00	\$17,891.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$4,483.00	
<b>Credential/Diploma Rates</b>	Adults	0%	46.0%	
	Dislocated Workers	0%	37.0%	
	Older Youth (19-21)	0%	83.0%	
	Younger Youth (14-18)	0%	96.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	83.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	60.1%	78.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	97.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	53.0%	
<b>Overall Status of Local Performance:</b>		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
* less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target				

**Table O.2: Local Performance – Hawaii County (Big Island)**

Local Area Name: <b>Hawaii County</b>	<b>Total Participants Served</b>	Adults	4,220	
		Dislocated Workers	151	
		Older Youth (19-21)	29	
		Younger Youth (14-18)	112	
ETA Assigned #15010	<b>Total Exiters</b>	Adults	3,935	
		Dislocated Workers	90	
		Older Youth (19-21)	3	
		Younger Youth (14-18)	29	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	0%	00%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	71.0%	65.0%	
	Dislocated Workers	76.0%	75.0%	
	Older Youth (19-21)	0%	64.0%	
<b>Retention Rates</b>	Adults	86.0%	82.0%	
	Dislocated Workers	92.0%	92.0%	
	Older Youth (19-21)	0%	88.0%	
	Younger Youth (14-18)	0%	38.0%	
<b>Average Earnings</b>	Adults	\$11,100.00	\$10,468.00	
	Dislocated Workers	\$15,000.00	\$12,375.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$4,077	
<b>Credential/Diploma Rates</b>	Adults	0%	53.0%	
	Dislocated Workers	0%	65.0%	
	Older Youth (19-21)	0%	17.0%	
	Younger Youth (14-18)	66.0%	90.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	81.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	60.1%	42.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	34.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	30.0%	
<b>Overall Status of Local Performance:</b>		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
* less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target				

**Table O.3: Local Performance – Maui County (includes Molokai & Lanai)**

Local Area Name: <b>Maui County</b>	<b>Total Participants Served</b>	Adults	1,143	
		Dislocated Workers	38	
		Older Youth (19-21)	19	
		Younger Youth (14-18)	43	
ETA Assigned #15015	<b>Total Exiters</b>	Adults	1,052	
		Dislocated Workers	18	
		Older Youth (19-21)	16	
		Younger Youth (14-18)	8	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	0%	0%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	71.0%	88.0%	
	Dislocated Workers	76.0%	65.0%	
	Older Youth (19-21)	0%	100.0%	
<b>Retention Rates</b>	Adults	86.0%	89.0%	
	Dislocated Workers	92.0%	92.0%	
	Older Youth (19-21)	0%	100.0%	
	Younger Youth (14-18)	0%	50.0%	
<b>Average Earnings</b>	Adults	\$11,100.00	\$8,262.00	
	Dislocated Workers	\$15,000.00	\$17,490.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$6,126.00	
<b>Credential/Diploma Rates</b>	Adults	0%	25.0%	
	Dislocated Workers	0%	25.0%	
	Older Youth (19-21)	0%	89.0%	
	Younger Youth (14-18)	0%	100.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	94.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	60.1%	50.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	79.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	50.0%	
<b>Overall Status of Local Performance:</b>		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
* less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target				

**Table O.4: Local Performance – Kauai County**

Local Area Name: <b>Kauai County</b>	<b>Total Participants Served</b>	Adults	1,430	
		Dislocated Workers	127	
		Older Youth (19-21)	12	
		Younger Youth (14-18)	41	
ETA Assigned #15020	<b>Total Exiters</b>	Adults	1,266	
		Dislocated Workers	87	
		Older Youth (19-21)	1	
		Younger Youth (14-18)	7	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	Program Participants	0%	0%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	71.0%	45.0%	
	Dislocated Workers	76.0%	66.0%	
	Older Youth (19-21)	0%	100.0%	
<b>Retention Rates</b>	Adults	86.0%	69.0%	
	Dislocated Workers	92.0%	82.0%	
	Older Youth (19-21)	0%	0%	
	Younger Youth (14-18)	0%	73.0%	
<b>Average Earnings</b>	Adults	\$11,100.00	\$12,286.00	
	Dislocated Workers	\$15,000.00	\$17,296.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$0.00	
<b>Credential/Diploma Rates</b>	Adults	0%	29.0%	
	Dislocated Workers	0%	44.0%	
	Older Youth (19-21)	0%	100.0%	
	Younger Youth (14-18)	0%	86.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	96.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	60.1%	80.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	90.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	33.0%	
<b>Overall Status of Local Performance:</b>		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
* less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target				



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