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December 15, 2022

The Honorable Ronald D. Kouchi,  
President and Members of the Senate  
Thirty-Second Legislature  
State Capitol, Room 409  
Honolulu, HI 96813

The Honorable Scott K. Saiki  
Speaker and Members House of  
Representatives  
Thirty-Second Legislature  
State Capitol, Rm 431  
Honolulu, HI 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the Department of Labor and Industrial Relations (DLIR) Workforce Development Council Annual Report for the fiscal year ending June 30, 2022, as required by section 202-2(14) and 202-10, Hawaii Revised Statutes (HRS).

In accordance with section 93-16, HRS, I am also informing you that the report may be viewed electronically at <http://labor.hawaii.gov/find-a-report/>.

Sincerely,

Jade T. Butay  
Director

Enclosure

c: Legislative Reference Bureau Library  
State Publications Distribution Center  
University of Hawaii

**WIOA TITLE I AND III ANNUAL STATEWIDE  
PERFORMANCE REPORT NARRATIVE  
DEPARTMENT OF LABOR AND INDUSTRIAL  
RELATIONS**

**PY 2021 ANNUAL NARRATIVE REPORT  
July 1, 2021 to June 30, 2022**





# **TABLE OF CONTENTS**

State Strategic Goals and Vision in 2021	4
Powerful Partnerships:	6
Partnership with Title IV Agency (DVR)	5
Partnership with DHS	7
Educating the Workforce: Partnership with Title II (DOE)	7
Programs and Initiatives Advancing the Unified State Plan	8
Employment & Training Fund (ETF)	8
HireNet Hawai'i and Hawai'i Career Acceleration Navigator (HI CAN)	9
Migrant Seasonal Farm Workers (MSFW)	9
National Dislocated Worker Grants (NDWG)	9
Rapid Response (RR) and Layoff Aversion	9
Registered Apprenticeship Program	11
Internships	11
Senior Community Service Employment Program (SCESP)	12
Trade Adjustment Assistance (TAA)	12
Veterans Services & Jobs for Veterans State Grants (JVSG)	12
Workforce Information Grants to States (WIGS)	13
Hawai'i Workforce Informer (HIWI)	13
Work Opportunity Tax Credit (WOTC)	13
WIOA Title I (Adult, Youth, & Dislocated Worker	13
WIOA Title III (Wagner-Peyser Act Employment Service)	14
Partnership with UI/RESEA	14
WIOA Outcomes	14
Performance Accountability System	17
Effectiveness in Serving Employers Measure	17
Common Exit Policy	18
Data Validation	18
Customer Satisfaction	19
Technical Assistance Needs	20
Waivers	21
Statewide Fund Activities	21
Studies for Research and Evaluation	23
Appendix	26
Success Stories	26
Outreach	29

# STATE STRATEGIC GOALS AND VISION IN PROGRAM YEAR 2021

The modification of the [WIOA Unified State Plan for the State of Hawai'i 2020-2024](#) submitted in March 17, 2022, was conditionally approved in June 2022. Jointly written with Title II (Department of Education) and Title IV (Department of Vocational Rehabilitation) partners, the blueprint for the Workforce activities in Program Year 2021 (PY 21) and beyond, maintains its goals and vision, as it does in its partnership with this Annual Report:

- To provide coordinated aligned services to clients through the American Job Centers.
- To develop sector strategies and a career pathways system for in-demand industries.
- To engage employers in the workforce development system.
- Prioritize services to vulnerable population with barriers to employment per WIOA.
- To increase access to employment services for clients in remote locations.

Among some of the further updates to the State Plan included clarification and streamlining of the State's strategies including:

- Co-enrollment policies
- Strategies to prioritize services to vulnerable populations with barriers to employment, as well as individuals with disabilities included within the definition
- Cross-agency collaboration and partnership building with industry and sector partners

In PY 21, with the COVID-19 pandemic not fully over, some signs of its abatement continued. The economic recovery of COVID-era Hawai'i has been more turbulent and complicated than most other states. According to Statewide online job advertisements, healthcare practitioners and technical occupations had the most openings, although there was typically less than one candidate per opening. With eyes on better wages and career fit and a need for child and elder care, the Hawai'i workforce (including low-income, long-term unemployed, or Native Hawai'ian) impacted by COVID-19 now requires entrée into industries that require some training or education. That knowledge informed some initiatives funded with federal and state funding, advancing many Statewide Goals and Visions, including several internship programs targeting specific populations (Summer Youth Financial Literacy Program) or industries (IT Internship). Helpful, Useful, Basic (HUB) Workshops were developed to address some of the low digital literacy skills of the workforce, to provide training to the internship participants. The internship programs' success informed the State's application for the State's QUEST grant in July 2022 to extend paid internships, which upon its award in PY 2022 will further all five of the States' main goals.

As of July 2021 (PY 21), the Workforce Development Council was absorbed into the state workforce agency, the Department of Labor and Industrial Relations (DLIR), Workforce Development Division (WDD). WDD took over the administration of the WIOA Title I programs in conjunction with the local area boards and service providers. Additionally, Kauai County ceased

its administration of WIOA Title I Programs in PY 21. WDD assumed direct management responsibilities as the “State” acting as the local workforce board for the County of Kauai.

The Workforce Development Board (WDB) under the auspices of WDD hosts the variety of committees comprised of its advisory commission of public and private-sector representatives. The Sunshine Law, Hawai‘i’s open meetings law which governs how all state and county boards must conduct their official business, continued to be applied as was previously enacted due to the pandemic. Public meetings were conducted remotely while one in-person meeting location was made available for those unable or unwilling to participate online. Ongoing committees include the Executive Committee, Employer Engagement, Military and Veterans Affairs Committee, Sector Strategies and Career Pathways, and Youth Services Committees. The Finance and Performance Measures and Accountability committees were merged into one committee.

Out of the committees came the formation of the [Hawai‘i Digital Literacy & Readiness Study](#), published in September 2021. The study conducted by OmniTrack in conjunction with the WDC surmised there is a lack of digital literacy, a major factor in limiting the Hawai‘i’s workforce – particularly those members from vulnerable populations and with barriers to employment – from reaching fuller capacity.

“The current study therefore helps fulfilling DLIR’s mandate under the U.S. Workforce Innovation and Opportunity Act of 2014 (WIOA) in providing, for the first time, reliable empirical data on the size and characteristics of the digitally ready and not ready in the State. By filling this knowledge gap, DLIR’s workforce team have provided leadership on evidence-based needs to align federal workforce investments in targeted job training. Since the workforce system is a network of core programs providing Hawai‘i workforce employment, education, training and support services while facilitating Hawai‘i businesses with the skilled workers they need to compete in the global economy, it is therefore crucial to raise Hawai‘i workforce’s digital readiness to facilitate their transition to increasingly digitized workflows enabled by technology and software.”

Developed in partnership with the Hawai‘i Department of Labor and Industrial Relations, the [Hawai‘i Career Acceleration Navigator \(HI CAN\)](#) is a digital initiative that has been integrated into the State’s MIS program, HireNet, working to develop sector strategies and a career pathways system for in-demand industries, while increasing access to employment services for clients in remote locations. This has had the added benefit of integrating sector partnerships with the industry-driven employer partnerships including technology, engineering, healthcare, and agriculture. This creation of partnerships that centered workforce development and economic development will allow for partner and stakeholder growth to maximize resources.

The Business Services Team continued its efforts to engage both the workforce and business community via virtual job fairs tapping various WIOA programs, including Rapid Response, Dislocated Worker, Veterans, and Adult and Youth in each of the counties.

DLIR continues to convene quarterly meetings with all WIOA core partners including the Title IV provider, the State of Hawai'i Department of Human Services, Division of Vocational Rehabilitation, and Title II provider, the Department of Education Community School for Adults. This PY 21 Annual Narrative report was completed with input and in consultation with the Title II and Title IV partners.

## **POWERFUL PARTNERSHIPS**

### **IMPROVING SERVICES FOR PEOPLE WITH DISABILITIES**

#### **TITLE IV PARTNER – THE DIVISION OF VOCATIONAL REHAB (DVR)**

The Division of Vocational Rehabilitation (DVR) provides a variety of services to strengthen opportunities for Hawai'i's residents with disabilities to prepare for, obtain and/or retain and advance in employment. Productive partnerships with other state agencies, including DLIR, pave the way for DVR consumers to find successful competitive integrated employment through training, support, and career placement activities.

#### **DVR's Employment Team Initiatives and Collaboration with DLIR, State, Federal and Public Partners:**

- MOU with Department of Business, Economic Development & Tourism (DBEDT) for the Hawai'i Remote Work Project to utilize FlexJob Memberships for remote and flexible work opportunities for DVR participants.
  - MOU completed and 100 licenses obtained for DVR participants to seek remote work opportunities.
  - DVR participants were also able to access these licenses from DLIR to participate in remote work opportunities prior to the signing of the MOU.
- Training:
  - Coordinated DLIR Fidelity Bonds Training for VR Staff, AJC partners, Veteran's Vocational Readiness & Employment, Dept. of Health, and Community Rehabilitation Programs.
  - Coordinated with DLIR Apprenticeship Program informational Session for DVR staff and partners.
  - Disability Awareness Training and Accessibility Training provided by DVR for various DLIR workgroups and partners.
- Business Highlights - remote meetings regularly hosted by DVR to engage employers with DVR staff learning about job skills and employment opportunities available statewide, as well as exploring work-based learning experiences with employers for VR participants and Students with Disabilities.
  - DLIR staff and partners continue to be included in monthly Business Highlights to enhance and continue the sharing of employment opportunities for job seekers.
- MOU for the Social Security Ticket to Work Partnership Program with Hawai'i's Employment Networks prepared by DVR. The agreement reinforces DVR's collaboration

and coordinated services for those individuals receiving SSI and/or SSDI to achieve successful competitive integrated employment.

- MOU has been completed and DLIR ENs statewide are in the process of reviewing and completing the agreement in partnership with DVR.
- Work Opportunity Tax Credit
  - DVR and DLIR continue to partner on providing tax credit information and filing instructions for businesses.

## **PRIORITIZING SERVICES TO PEOPLE**

### **WITH BARRIERS TO EMPLOYMENT**

#### **PARTNERSHIP WITH THE DEPARTMENT OF HUMAN SERVICES (DHS)**

##### **First-to-Work Job Development and Job Preparedness Services**

First-to-Work is a statewide subcontract between the Department of Human Services and DLIR from a federal block chain grant. Providing employment and training services to people in Hawai'i receiving Temporary Assistance for Needy Families (TANF), the State Board has granted the DHS's request to waive co-location of TANF services at the AJCs until June 30, 2023.

During PY 21, due to COVID-19, DHS offices remained closed for part of the year but were slowly re-opened to participants to conduct in-takes and assessments. In tandem, Job Readiness Training staff moved to a hybrid model for their JRT classes, making them available simultaneously in person and online via video platforms eventually moving to solely in-person classes in some counties. Job Developers (JD) continued to engage with businesses and employers by phone or with online meetings, as well as more and more in-person.

##### **Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program**

Another subcontract between DLIR and DHS, the Supplemental Nutrition Assistance Program Employment and Training Program provided services to people in Kauai and Hawai'i counties receiving SNAP benefits. Like FTW, work requirements were lifted during much of PY 21. Meetings occurred via phone or in-person while DHS offices finally allowed participants on-site. Participants can be referred to the HINET program of the University of Hawai'i Community College for their training and education funding and support needs.

## **EDUCATING THE WORKFORCE**

### **PARTNERSHIP WITH TITLE II AGENCY (DEPARTMENT OF EDUCATION)**

DLIR has a strong relationship with the University of Hawai'i (UH) and the University of Hawai'i Community Colleges, partnering for grants and initiatives whenever feasible. UH's application for the Good Jobs Challenge offered by the Economic Development Administration (EDA), U.S.



Department of Commerce which was completed at the end of PY 21 (submitted in PY 22) included WDD as a partner. Its award will allow for the strengthening of the coordinated aligned services to clients through the American Job Centers and UH.

During this program year, DLIR has submitted an application for US DOL Community Project funding to address the need for digital literacy across the state. It is proposed that this project will provide digital literacy training classes for over 400 WIOA participants and community members. Partners for this project will include WIOA Title II providers, Department of Education Community School for Adults, and the State of Hawai'i Public Library System. Curriculum will be developed and administered across three tiers of digital literacy proficiencies including beginner, intermediate and advanced levels.

DLIR statewide internship pilot project provided current college students and recent graduates internship opportunities at various State agencies including WIOA Title II and IV partners. Annual funding for this initiative has been provided to the DLIR from the State legislature to continue internship placements at State agencies throughout the executive branch.

In PY 21, following DLIR's Workforce Resiliency Initiative study, University of Hawai'i Community Colleges partnered with Labor, Hawai'i State Libraries, and the Department of Business, Economic Development and Tourism (DEBDT) to offer free introductory computer classes throughout the state. Open to all Hawai'i residents over 18, the classes were designed to improve the digital literacy of those with minimal computer skills.

The DOE partnership with the Registered Apprenticeship Program continued, as usual providing the education and training components of the various RAP programs.

## **PROGRAMS AND INITIATIVES**

### **CONTINUING THE GOALS & VISION OF HAWAI'I'S UNIFIED STATE PLAN**

#### **EMPLOYMENT & TRAINING FUND (ETF)**

ETF has helped numerous employers train their workers to learn invaluable new skills for their jobs. With these new skills, employees are now able to better perform in their jobs and seek out increased pay or promotions. In PY 21 (FY 22), eighteen active ETF training vendors continued to provide training to employees of employers looking to strengthen and/or upgrade the skills of their workforce. Through the ETF program, 155 employers have assisted their employees train in various areas to improve their employability.

## **HIRENET HAWAII and HI CAN**

[HireNet Hawaii](http://www.hirenetHawaii.com) ([www.hirenetHawaii.com](http://www.hirenetHawaii.com)), the state's electronic job board, database and case management system was sponsored through a collaboration of DLIR's WDD, WDC, and the Research and Statistics Division (R & S) to connect employers and jobseekers at all AJCs statewide. HireNet Hawaii (HNH) is used by jobseekers and employers at no cost. At least 4,203 participants who used HireNet Hawaii received individualized services during PY 21. Those with internet access and a computer can self-register and benefit from online services, while those with individualized service needs can contact their nearest American Job Center Hawaii. In PY 21, Registration Videos were added to facilitate registration among diverse language needs.

Developed in partnership with the Hawaii DLIR, the [Hawaii Career Acceleration Navigator](#) (HI CAN) was integrated into HireNet Hawaii. Using Machine Learning (ML), Artificial Intelligence (AI), state administrative data, and cloud computing to generate custom recommendations and job matches, it has been a powerful and necessary addition. By combining technology with a human-centered approach, HI CAN gives jobseekers personalized, data-driven job and training recommendations. Referrals to supportive services are integrated to those conducting career research.

## **MIGRANT SEASONAL FARM WORKERS (MSFW)**

Hawaii runs the Migrant Seasonal Farm Workers program under the Wagner-Peyser program, providing employment services, benefits and protections to migrant and seasonal farmworkers (MSFWs). During PY 21, the State's Agricultural Outreach Plan was updated: <https://labor.Hawaii.gov/wdd/files/2022/03/Revised-AOP-3.3.2022.pdf> setting the path for the State to streamline its outreach strategies. A result of the plan has been that Hawaii County has increased its level of outreach and enrollment surpassing Maui County from the last program year. The two counties out of the four counties have been active and increased their outreach efforts to potential participants.

## **NATIONAL DISLOCATED WORKER GRANTS (NDWG)**

Hawaii's two National Dislocated Worker Grants, the COVID-19 Employment Recovery Grant and COVID-19 Disaster Recovery Grant totaling \$3 million ended as of June 30, 2022. Subcontractor HiEmployment screened eligible participants and worksites for the disaster recovery grant. HiEmployment worked closely with the local Workforce Development Boards and AJCs to enroll participants. State Rapid Response activities and dislocated worker programs were coordinated via co-enrollment policies, seeking to effectively find employment for these workers during the pandemic.

## **RAPID RESPONSE/LAYOFF AVERSION ACTIVITIES**

Rapid Response (RR) activities are conducted in partnership with local boards and chief elected officials for those boards in tandem with DLIR. Businesses that employ Hawaii's workforce of 50

or more employees must provide DLIR a Worker Adjustment and Retraining Notification Act (WARN) letter at least 60 calendar days before covered plant closings and mass layoffs.

During PY 21, nineteen (19) WARN notices were issued statewide. Some WARN notices addressed layoffs that affected more than one county. Although several companies issued one WARN notice, the Rapid Response team from the affected counties were notified and dispatched.

The breakdown by county:

Oahu: 16

Maui: 4

Kauai: 1

Hawai'i: 3

### **Maui County**

Maui County formed an Integrated Resource Team which meets twice each month. This team is made up of American Job Center Partners and is an opportunity to share concerns and challenges as well as successes. Through the monthly partner meetings, Maui County discussed how to support the needs of each program and to work collaboratively towards common goals and objectives.

The Maui County Workforce Team is expanding outreach efforts with businesses and community involvement. With the loosening of health restrictions more in-person connections were developed.

Maui County continues to have success with in-person job fairs. Maui County hosts a job fair once a quarter. The events are sponsored by various partners to meet the needs of the community. On average 40 agencies (employers and training providers) attend and nearly 100 job seekers.

### **Oahu County**

AES Hawai'i Power Plant is a medium-size coal-fired electrical power station located in the Campbell Industrial Park. Early in 2022 AES HR Strategic Business Partner from Indianapolis Office contacted the Rapid Response team informing it of layoffs by end of the year. In April 2022 they requested Rapid Response services. Through coordination with the local HR office, two Rapid Response orientation sessions were scheduled. The State Unemployment Office and WDD were also part of the Rapid Response team to present information on services.

The AJC provided continued outreach in job fairs. Oahu participated in 9 job fairs in 2022 and had nearly 200 new customers walk into the AJC.

### **Hawai'i County**

The Rapid Response team is providing Business Services and outreach to employers. In PY 21 the Rapid Response team contacted over 30 employers for possible services.

## REGISTERED APPRENTICESHIP PROGRAM

The National Apprenticeship Act, also known as the “Fitzgerald Act,” which established Registered Apprenticeship system had its 85<sup>th</sup> anniversary in 2022. Through the years, registered apprenticeship has continued to evolve, expand, and diversify in Hawai‘i. Hawai‘i celebrated its 80<sup>th</sup> anniversary of Registered Apprenticeship Programs (RAP) in November 2021, with Governor Ige signing a proclamation for the week. The virtual events, panels, and discussions, with participants ranging from the CVS Health Registered Apprenticeship Program to the Hawai‘i Electricians Training Fund, and many more. Virtual tours of the Diamond Bakery and the Hawai‘i Carpenters Apprenticeship Training Fund (HCATF) were among the highlights of the week.

In PY 2021 – 2022, there were 900 new registered and reinstated apprentices with 550 apprentices completing various apprenticeship programs. As of June 30, 2022, there were 6,035 active apprentices.

Apprenticeship in Hawai‘i continues to expand in non-traditional occupations particularly in Healthcare, Hospitality, and Agriculture. Apprenticeship has typically been heavily concentrated and based in Oahu County but has seen an increase in awareness in the other counties and industries with employers interested in developing their apprenticeship programs throughout the rest of the state.

During the latest legislative session prior to the end of the PY 21, DLIR secured additional state funds of approximately \$5 million from the State Legislature that will be used to hire additional staff to assist in the apprenticeship program and to pay for stipends for interns.

## INTERNSHIPS

During PY 21, WDD provided 40 college students and graduates the opportunity to participate in an **Information Technology (IT) internship** for 3 to 4 months at 17 State agencies in Oahu including Aloha Stadium, the Department of Education, Department of Transportation, Department of Human Services, Hawai‘i State Ethics Commission, and the Department of Land and Natural Resources.

A **Summer Youth Financial Literacy Internship** was also deployed to provide Title I High School Students across the State with an internship opportunity at many of the same agencies. A joint graduation ceremony was held online and in person at the WDD offices at the end of the program. Governor Ige personally congratulated some interns on site at their agencies.



## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

SCSEP provides unemployed, low-income individuals who are 55 years and older and who have poor employment prospects with the opportunity to engage in training through part-time community service assignments. Through these assignments, participants will be able to develop skills and experiences which they may be able to utilize to transition into unsubsidized employment. Hawai'i SCSEP continued efforts in recruitment, eligibility, and selection of eligible individuals throughout the State. There are a total of four (4) SCSEP Operators providing SCSEP services Statewide. During PY 21, 126 seniors were served by the program Statewide out of 127 available slots. WDD Program staff worked closely with the SCSEP operators to collect feedback to plan and adjust service delivery models for the State SCSEP to enhance and assist in meeting goal objectives for the program. Discussions are ongoing to implement a seamless service delivery model with the WIOA Title I programs for fund leveraging and for co-enrollments.

## **TRADE ADJUSTMENT ASSISTANCE (TAA)**

Trade Adjustment Assistance (TAA), the federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports was administered by WDD. A co-enrollment policy for joint TAA and Dislocated Worker co-enrollment was issued by Hawai'i requiring co-enrollment when eligibility requirements are met, the TAA case manager makes the referral, and the participant agrees to be enrolled in the DW program. Maui and Hawai'i Counties were active in PY 21, delivering TAA services to participants, several of whom were successful in finding full-time employment, notably with significant pay raises from previous positions.

## **VETERAN SERVICES & JOBS FOR VETERANS SERVICES GRANT (JVSG)**

Jobs for Veterans Services Grant (JVSG) Disabled Veterans Outreach Program (DVOP) Specialists provided individualized career services and case management to veterans with significant barriers to employment that included those at risk of homelessness, with a VA-certified disability, low-income status, or previously incarcerated. DVOPs partnered with the Veteran's Administration, Homeless Veterans Reintegration grantees, WIOA, and other resources to facilitate the veteran's transition to stable employment. In PY 21, the JVSG-funded Local Veterans' Employment Representatives (LVER) on Oahu continued to work with businesses statewide to help them fill their workforce needs with suitable veterans. The Oahu AJC Business Services Team counts an LVER as a member. Job Fairs and special recruitments catering to Veterans continued in PY 21. A series of virtual meetings were held with the American Job Center and workforce partners on each county to provide information about JVSG services and inform them about priority of service requirements. The LVER also was the lead contact for promoting Hire Vets Medallion Program, a federal award that recognized local employers who hired and retained veterans in their workforce in 2021.

## **WORKFORCE INFORMATION GRANTS TO STATES (WIGS) & HAWAII WORKFORCE INFONET (HIWI)**

The Research and Statistics Division (R & S), the division responsible for the Workforce Information Grants to States (WIGS) was absorbed into WDD in PY 21. WIGS allowed Hawaii to design, develop, and disseminate essential state and local Labor Market Information (LMI) with goals to include maintenance of its database and website, development of employment projections to determine in-demand jobs, and staff training. Hawaii Workforce Informer (HIWI) is a database created to publish the results through a public-facing portal and is embedded into HireNet Hawaii. Annual economic analysis reports are the deliverables for the WIGS grant. Data from WIGS was presented in the modification of the WIOA Unified State Plan for the State of Hawaii (2020-2024). It was also instrumental in WIOA Title I activities requiring local LMI such as completing the WIOA Statistical Area Model (SAM), determining performance measures, as well as allocations.

## **WORK OPPORTUNITY TAX CREDIT (WOTC)**

The Work Opportunity Tax Credit (WOTC) program, (administered by the U.S. Department of Labor and U.S. Department of Treasury) has been important in advancing employment opportunities for people with barriers, including people with disabilities, veterans, ex-felons, economically disadvantaged, and long-term unemployed. The American Job Center program staff for programs such as WIOA Title I and First-to-Work leverage the federal tax credit incentive to promote the hiring of clients with hundreds of participating employers; for example, Hawaiian Airlines, Zippy's, Walmart, etc. In 2021, there were 11,275 WOTC applications submitted to WDD's WOTC unit (a monthly average of 940 applications). In the ten-month period, January thru October 2022, there were 9,000 applications submitted. The potential total tax credits to participating employers during the 22-month period (January 2021 thru October 2022) was potentially a multiple of millions of dollars.

## **WIOA TITLE I (ADULT, DISLOCATED WORKER, and YOUTH)**

WIOA Title I Youth Program provides services to eligible youth who face barriers to education, training, and employment. Statewide, the WIOA Youth Programs serves youth, focusing on out-of-school youth. City and County of Honolulu's Work Hawaii Youth Program serves Oahu, while Ola I Ka Hana of Goodwill now serves both Hawaii and Maui Counties; Maui's previous Youth provider was University of Hawaii Maui College (UHMC) Ku'ina Program until PY 21. Kauai County did not provide Youth Services in PY 21. WIOA Title I Adult Program services provided training funds most often via co-enrollment with other programs, including Veteran and Dislocated Worker services.

## **WIOA TITLE III (WAGNER-PEYSER ACT EMPLOYMENT SERVICES)**

Wagner-Peyser Act Employment Services served a majority of all participants throughout the workforce pool administered by WDD, with co-enrollments allowing for staff to intertwine funding sources to improve service delivery at the AJCs. Due to lower eligibility requirements, seniors,

Youth, and people with disabilities, and veterans were eligible to be co-enrolled in the program, advancing the State Plan goals to reach vulnerable populations. Wagner-Peyser funds were used to augment Reemployment Services and Eligibility Assessments (RESEA) to extend AJC services beyond specific-re-employment services to Unemployment Insurance (UI) claimants most likely to exhaust their benefits. Outcomes for Wagner-Peyser were good, meeting and surpassing all employment rate and median earnings outcomes Statewide.

## PARTNERSHIP WITH UI/RESEA

Wagner-Peyser (WP) Act Employment Services continued its partnership with the Unemployment Insurance (UI) system in PY 21. The MOU between WDD and UI which allowed WDD to provide Reemployment Services and Eligibility Assessments (RESEA) services in conjunction with WP under the UI RESEA Grant State Plan, continued with WDD providing all RESEA services including re-employment services as well as eligibility assessment. Innovations such as mandated virtual and hybrid in person and online classes widened availability of services to Job Seekers. Overall, there were 1,859 distinct individuals who completed initial RESEA services (group and individual). Out of those 1,657 completed subsequent services.

## WIOA OUTCOMES – PROGRAM YEAR 2021

The State met many of its negotiated performance targets in PY 21. Negotiated performance outcomes are referred to in the chart “WIOA Outcomes – Program Year 2021” (see Figure 1 above) as “PY 21 Target” (column 6 from the left) for various programs. Targets were met except for six performance indicators. The State fell far short in meeting credential rates in the WIOA Title I Adult program but met goals in the Dislocated Worker program. None of the programs met the measurable skill gains indicators. The State also met the targets for both the Q2 and Q4 Employment Rates in the Wagner-Peyser program.

Indicator	PY 20 Target	PY 20 Actual	PY 20 Score	PY 20 Participant	PY 20 Total	PY 21 Target	PY 21 Actual	PY 21 Score	PY 21 Participant	PY 21 Total	Yearly Change
<b>Adult</b>											
Employment Rate, Q2	55.0%	57.6%	104.7%	72	125	55.0%	63.3%	115.1%	95	150	31.9%
Employment Rate, Q4	64.0%	66.0%	103.1%	62	94	64.0%	60.6%	94.7%	80	132	29.0%
Median Earnings	\$5,450	\$6,574	120.6%	NA	NA	\$5,450	\$7,123	130.7%	NA	NA	8.3%
Credential Rate	65.0%	50.0%	76.9%	28	56	65.0%	44.6%	68.6%	25	56	-10.7%
Measurable Skill Gains	50.0%	53.6%	107.2%	90	168	50.0%	48.5%	97.0%	64	132	-28.9%
<b>Dislocated Worker</b>											
Employment Rate, Q2	58.0%	71.1%	122.5%	54	76	58.0%	63.8%	110.0%	67	105	24.1%
Employment Rate, Q4	68.0%	76.1%	111.9%	54	71	68.0%	60.3%	88.7%	41	68	-24.1%
Median Earnings	\$7,400	\$8,171	110.4%	NA	NA	\$7,400	\$8,602	116.2%	NA	NA	5.3%
Credential Rate	68.0%	48.7%	71.6%	19	39	68.0%	61.3%	90.1%	19	31	0.0%
Measurable Skill Gains	50.0%	53.9%	107.8%	55	102	50.0%	61.4%	122.8%	27	44	-50.9%
<b>Youth</b>											
Employment, Education, or Training Rate, Q2	55.5%	61.0%	109.9%	61	100	55.5%	64.9%	116.9%	61	94	0.0%
Employment, Education, or Training Rate, Q4	54.0%	59.4%	110.0%	129	217	54.0%	65.8%	121.9%	50	76	-61.2%
Median Earnings	\$3,700	\$4,135	111.7%	NA	NA	\$3,700	\$3,910	105.7%	NA	NA	-5.4%
Credential Rate	63.1%	41.2%	65.3%	49	119	63.1%	69.0%	109.4%	40	58	-18.4%
Measurable Skill Gains	50.0%	30.8%	61.6%	73	237	50.0%	34.7%	69.4%	68	196	-6.8%
<b>Wagner-Peyser</b>											
Employment Rate, Q2	54.0%	49.7%	92.0%	1,288	2,593	54.0%	59.4%	110.0%	2,439	4,106	89.4%
Employment Rate, Q4	52.0%	51.5%	99.0%	1,464	2,844	52.0%	57.5%	110.6%	1,843	3,205	25.9%
Median Earnings	\$5,500	\$7,294	132.6%	NA	NA	\$5,500	\$8,506	154.7%	NA	NA	16.6%

Figure 1

Figures 2 to 6 compare the primary performance indicators of the state and all four local areas.

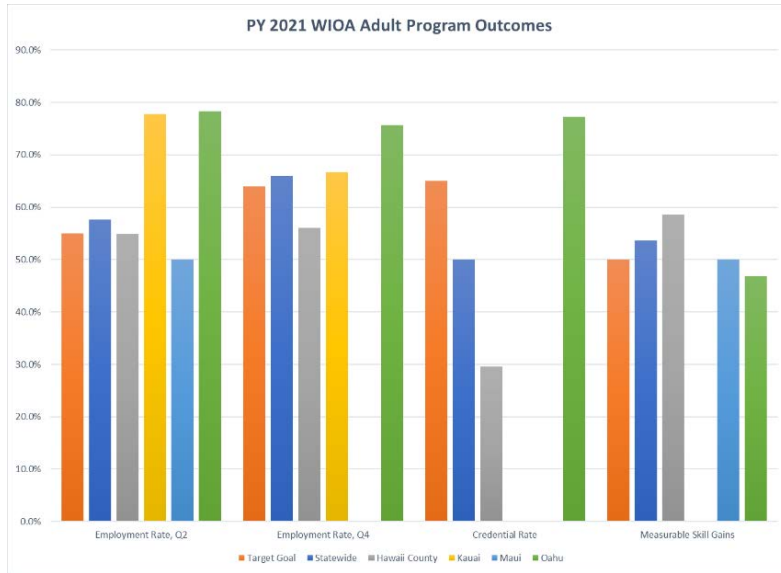


Figure 2

The Hawai'i County local area slightly exceeded the Statewide average for measurable skill gains. The Maui local area did not have any Adult participants achieve a credential, however, some participants had measurable skills gains. For the second in a row, the Kauai local area did not have any Adult participants achieve a measurable skill gain.

Figure 2 displays the performance of the Adult program, with the Oahu local area surpassing the Statewide levels and target goals in Employment Rates. It was not successful in meeting the credential rate target goal, however. Kauai nearly matched leader Oahu in surpassing employment rates, both in terms of the targeted goal and the Statewide average. Two local areas (Maui and Hawai'i) fell short in meeting the targets for both employment rates and the credential

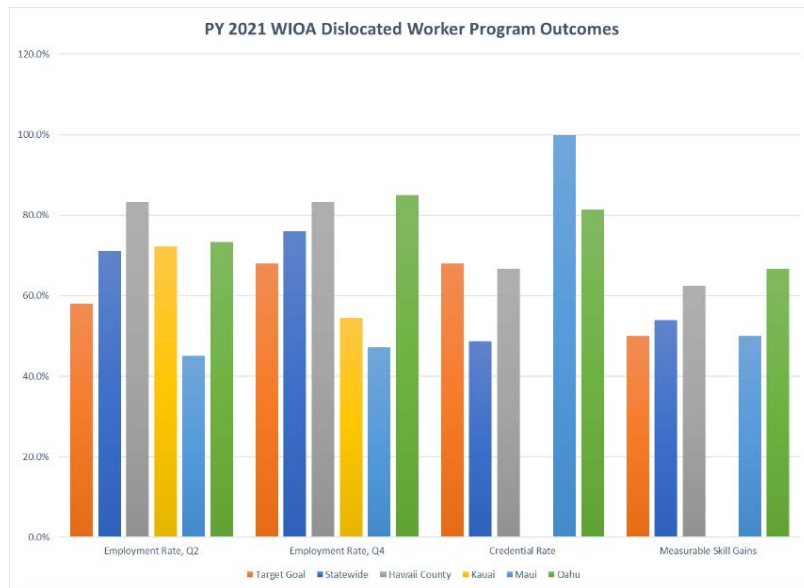


Figure 3

Figure 3 shows the performance of the Dislocated Worker program. The Hawai'i Island, Oahu, and Kauai local areas were competitive in achieving performance targets for Q2 rates, all surpassing target goals. Hawai'i island surpassed Oahu in both employment rates. The Maui local area met the target for credential rates but missed employment rates and measurable skill gains. Only Kauai's local area failed to have any Dislocated Worker participants achieve a credential. As in PY 20, Kauai had no participants who achieved a measurable skill gain in PY 21.



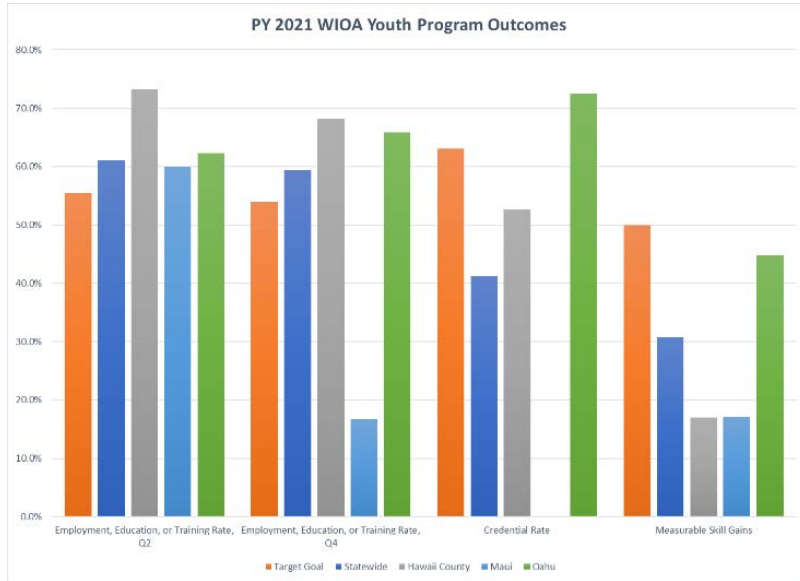


Figure 4, showing the performance of the Youth program, Oahu met or surpassed all goals except for the measurable skills gain rate. Hawai'i Island local area performed well in both employment rates but not as well in credential rate and measurable skill gains. The Kauai local area did not provide Youth services. With a change in service providers, Maui saw a decline in all of its outcomes during PY 21.

Figure 4

In Figure 5, the Wagner-Peyser program performance graph shows that Kauai, Maui, and Oahu local areas surpassed the target goals and statewide averages for Q2 and Q4 employment rates. Only Hawai'i County missed its targets for both employment rates.

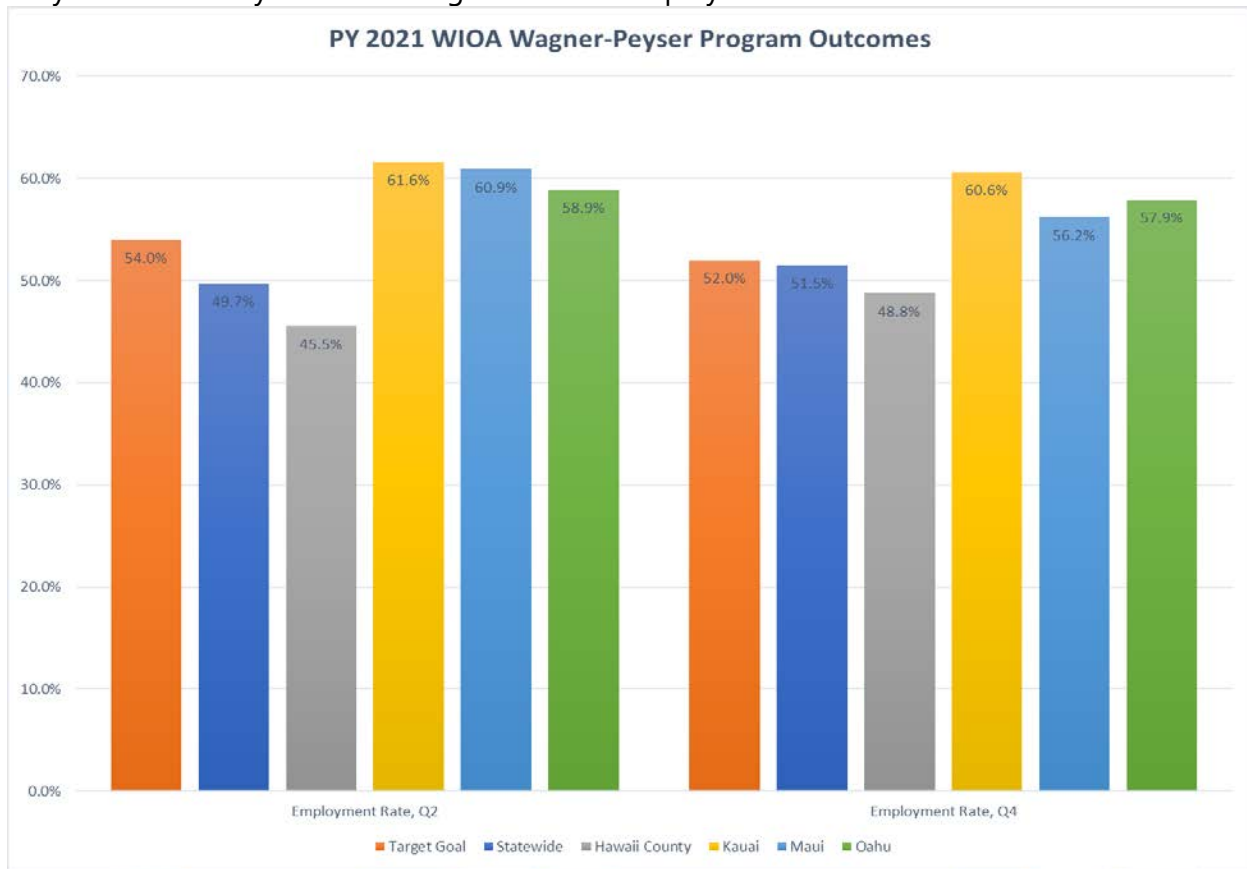


Figure 5

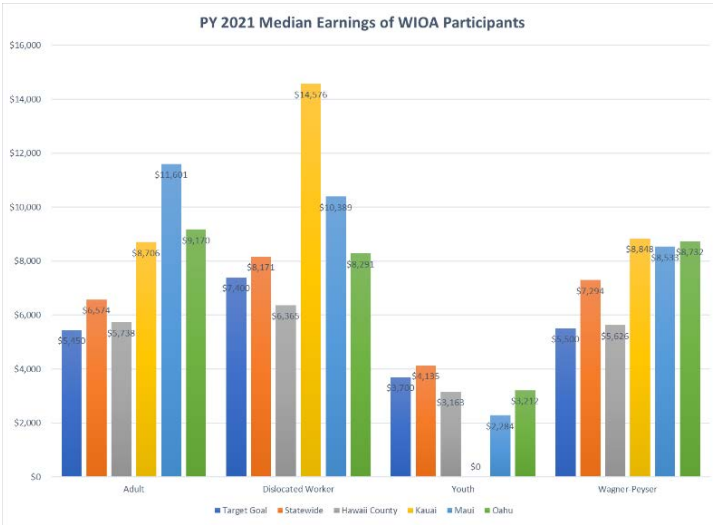


Figure 6

Median earnings across the WIOA Title I and III programs (Figure 6) were met across all local areas for most programs, with the exception of Hawai'i County, which met the goals for the Adult and WP programs. Kauai was the leader among all the local areas in the Dislocated Worker and Wagner-Peyser programs. Oahu did not surpass earnings goals in the Youth program but still performed the best among Youth providers. Kauai did not provide Youth services in PY 21.

## PERFORMANCE ACCOUNTABILITY SYSTEM

### EFFECTIVENESS IN SERVING EMPLOYERS

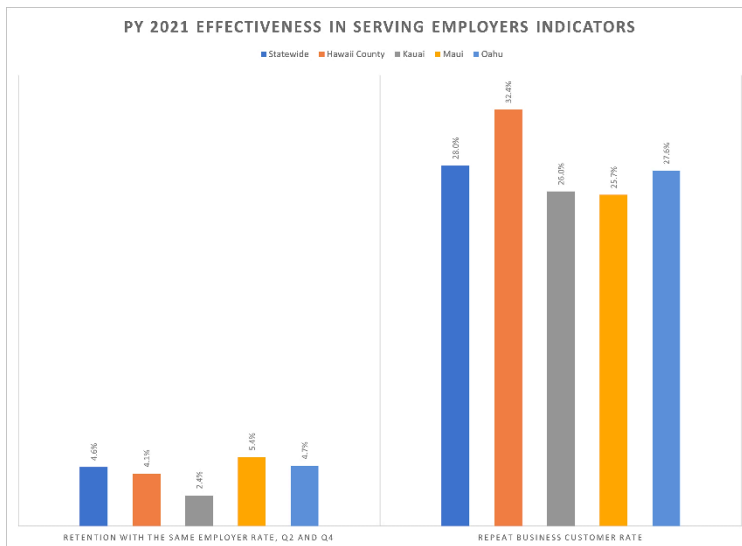


Figure A

Hawai'i used two primary indicators of effectiveness in serving employers:

- Retention (retention with the same employer)
- Repeat Business Customers (percentage of repeat employers using services within the previous three years).

In PY 21, Statewide the rate for retention was just below 5%, with only Maui County improving from the prior year. This decline may be attributed to the persistence of the

state's unengaged workforce, with many job openings going unfilled despite the state's emergence from COVID-19 levels of tourism.

Figure A compares the performance of serving employers effectively for the state and all four local areas. All of the local areas had very low retention rates with the same employer in PY 21. This indicates that there was a small number of WIOA participants who remained with the same employer in the second and fourth quarters after program exit. Oahu and Hawai'i local areas

performed just below the same level with the state. The Kauai local area achieved a lower retention rate by two percentage points below the statewide level.

For the repeat business customer rate, only Hawai'i Island achieved slightly higher rates than the Statewide level. Oahu nearly matched the Statewide average. Both the Kauai and Maui local areas achieved lower rates below the Statewide level.

## **COMMON EXIT**

As noted in the PY 20 Annual Report Narrative, Hawai'i's current common exit policy was finalized on June 7, 2021: <https://labor.Hawai'i.gov/wdc/files/2021/06/Final-Joint-WIOA-Bulletin-001-21-Common-Exit-Policy-6.10.21.pdf>. A common exit is considered to have occurred when a participant is enrolled in more than one of the following programs funded by the U.S. Department of Labor as listed: Adult, Dislocated Worker, and Youth under Title I of WIOA, Wagner-Peyser Employment Services under Title III of WIOA, National Dislocated Worker Grant; Trade Adjustment Assistance; or Jobs for Veterans State Grants. Other criteria for exit are that a participant has not received staff-assisted services, individualized career services, training services, or youth support services for at least 90 consecutive days; and no future services scheduled through any of these programs.

HireNet Hawai'i (HNH) the state's case management system considers all of these programs and applies a common exit when the participant who is co-enrolled in at least two of the programs has not received a service for 90 calendar days with no future services planned. HNH does not include self-service, information-only activities, or follow-up services when determining the common exit date (see 20 CFR § 677.150(c)(1)(i)). The date of exit cannot not be recorded manually. The date of exit is calculated automatically in HireNet Hawai'i, 90 days after the completion date of any one of the last aforementioned services. A database query programmed to a 90-day exit countdown is used by HNH to calculate common exits. Self-services, information-only services or activities, and follow-up services do not delay, postpone, or affect the date of exit.

## **DATA VALIDATION**

Data Validation (DV) of the WIOA program outcomes for program year 2021 were conducted from August through September 2022 for outcomes of the program year 2021 (July 1, 2021 – June 30, 2022). Data validation procedures appeared within WIOA Bulletin: [WIOA-Bulletin-29-19-Change-2.pdf \(Hawai'i .gov\)](#) and the Standard Operating Procedures (SOP) manual found here: <http://labor.Hawai'i .gov/wdc/files/2021/09/DataValidation-SOPManual-v1.0-July30-2021.pdf>. These documents supersede previous bulletins and manuals. The data validation procedures WDD created include the methodology of gathering samples based on active versus exited participants, divided by local areas, and programs. The procedures factor in manpower and time (a critical aspect of data validation as Hawai'i is such a small state) and eligibility and performance outcomes to assess quality assurance of WIOA programs.

Procedures included training of WDD Offices and LWDB staff in January 2022 and training in August 2022 for WDD staff performing data validation. Notification went out to the WDD Offices and LWDBs who supplied the physical participant case files. The electronic printouts of participant records from HireNet Hawai'i were reviewed against the physical participant case file and a review file checklist. Counts of appropriate documentation and matches between electronic printouts and physical files were taken for each participant in the random sample. Errors that impacted the accuracy of the Performance Report were corrected prior to September 30, 2022, by the WDD administrative office. The error threshold for both missing source documentation and failed data elements is set at 10 percent with a standard deviation of 5 percent. The actual tolerated error rate was set within the range of 5 percent and 15 percent. Error rates ranged from 0% to 68.4%, with the wide variance due to small samples in some local areas, as well as local offices and providers having differing procedures surrounding case management and data entry in the state labor MIS system (HireNet Hawai'i). Data validation results and errors were captured as PDFs and will be kept for a minimum of 3 years in line with federal records retention policy. Ongoing data entry control and monitoring procedures will consist of program monitoring using the ETA Core Monitoring guide, periodic source documentation and data accuracy training for local area and provider program staff. Follow up training for local staff will be conducted in January 2023.

**Timeline of the data validation policies:**

- 1. Final DV policy was approved July 29, 2021**
- 2. Data Validation for PY 2021 was completed (based on TEG 23-19) on September 20, 2022; errors impacting the PY 21 Performance Report were corrected prior to September 30, 2022.**

PY 21 data validation covered WIOA Titles I and III programs plus JVSG, TAA, DWG, and NDWG programs. Clarification of the wage data collection process with UI Requests was requested. HireNet Hawai'i features and modules were previously slated to be added, improved, or turned on to ease initial eligibility determinations and ongoing case management tasks but were not done so consistently in PY 21. Features will be turned on in PY 22, with scanners provided to AJCs and training to take place. In the future, annual data validation of programs will be conducted (scheduled for July 2023 for program year 2022) by the WDD administrative office prior to certifying the next year's (PY 22) outcomes.

## **CUSTOMER SATISFACTION**

Customer Satisfaction surveys are conducted as part of each AJC certification. Counties are in process of completing their individual surveys on an ongoing basis for their certification process. The two-year survey of Job Seekers and Employers who used AJC services from 2017 to 2019 was finalized in a report completed by Ward Research in September 2020 and now informs the current surveys. The report is found here: <https://labor.Hawaii.gov/wdc/files/2020/10/FinalReport-AJC-CustomerSatisfactionStudy-09012020.pdf>.

Ward Research's Customer Satisfaction study used surveys to measure the following:

- the level of satisfaction of the American Job Centers' key customers while also identifying strengths, weaknesses, and gaps in workforce system programs and operations
- the perceived value and usefulness of the American Job Center (AJC) services while also identifying strengths, weaknesses, and gaps in workforce system programs and operations
- learn how the American Job Centers are serving the needs of employers and jobseekers

To meet these objectives, Ward Research conducted surveys among the following groups:

- Jobseekers who had previously used AJC's services within the last three years;
- Employers who had previously used AJC's services within the last three years; and  
AJC staff.

A Statewide evaluation of service providers was conducted by SMS Research and Chamber of Commerce with the [final report](#) completed on November 2021, with an [addendum](#) added in January 2022.

The evaluation consisted of qualitative and quantitative methods, surveys, review of case files, and interviews. On-site visits to each of the four counties' s AJCS formed the foundation of the study, which encompassed 2018 to June 2021. AJCs were rated as either mainly Exceeding Expectations, Meeting Expectations, or Approaching Expectations based on a number of indicators including program management and regulatory compliance that measured organizational expectations. Outreach was also evaluated with measures of capacity and effectiveness that focused on how vulnerable populations with barriers to employment were prioritized.

## **TECHNICAL ASSISTANCE NEEDS**

Hawai'i was scheduled to receive technical assistance from the U.S. DOL and ETA Federal Program Officers (FPO) assigned to each of its federally funded programs during a USDOL Convening in August 2022. Throughout PY 21, assistance was sought and received during virtual scheduled trainings with program specialists and FPOs, as well as on an ad-hoc basis as needed via phone, email, and on-line virtual meetings for a range of matters regarding program implementation and compliance, interpretation of Training and Employment Guidance letters, review of draft bulletins, fiscal policy, performance accountability, and other issues. Programs and initiatives including WIOA Title I and III programs, JVSG, TAA, and other programs received guidance and technical support from FPOs and quality assurance staff from U.S. DOL and ETA. Technical assistance to local boards and providers was provided by WDD admin staff provided upon request, as well as before, during, and after program monitoring for each local area.

Case management, including case noting has been identified as a great need among all AJC staff since standards have not been consistent office to office. Procedures, while adjusted to account for the needs of counties, will be standardized to improve service delivery and accountability from

eligibility questions to co-enrollment, and subsequently to quality control activities and data validation.

## **WAIVERS**

Hawai'i no longer has any waivers since the beginning of PY 21. Hawai'i previously requested and was granted an Eligible Training Provider's Waiver for the all-student data collection requirement for continued eligibility assessments of all training providers. The waiver was granted in September 2020 and lapsed as of July 1, 2021.

## **STATEWIDE FUND ACTIVITIES**

Hawai'i's state's discretionary funds totaling \$515,938.84 (up to 15% of its fund) were used to finance numerous projects including research and evaluation projects conducted under the auspices of several state Workforce Development Council Committees. Some of the projects funded in PY 21 (several program-year funds were allocated):

- Outreach and Recruitment Video Project – RKT Media - \$159,058.00
- Hawai'i Employer Sector Partnerships – SMS Consulting & Chamber of Commerce Hawai'i - \$119,658.82
- Summer Youth Financial Literacy Internship & HUB (Helpful, Useful, Basic) Workshops – WDD - \$120,000
- MIS HireNet Hawai'i (HNH) Subscription, Scanners and Remote Signature module – WDD - \$66,903.00

### **Outreach and Recruitment Video Project**



**2010 Miss Hawai'i, Contestant in the 2010 Miss America Pageant, Raceen Anueue Woolford, presenting the AJCs of Hawai'i (above)**

RKT Media produced a series of three outreach [videos](#) (below) for the American Job Centers of Hawai'i to show the services and programs available to the AJCs in Hawai'i. Local celebrities played former participants in one video, while actual AJC staff interacted with actors to illustrate the services they deliver to participants on a daily basis. Embedded into the WDD website, they were shown on local TV and were also made available on YouTube. They are now often shown to new participants during their orientations for programs at the AJC.

### **Summer Youth Financial Literacy Internship**

WIOA Title I and state funds provided the staffing and stipends for the six-week Summer Youth Program with a focus on teaching Financial Literacy and Work Readiness. Youth from Title I High Schools were able to gain work experience at different State Agencies while attending work and financial readiness sessions throughout the program. The H.U.B. workshops consisted of 22 hours workshops provided the knowledge, skills, and strategies to form a foundation for their future careers.

### **HUB Workshops**

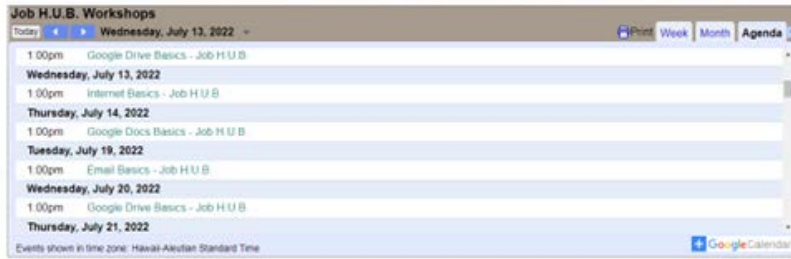
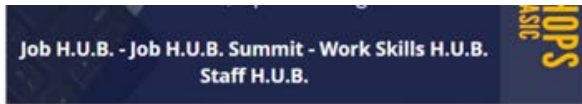
WDD offered Live interactive mini sessions to help make Jobseekers' job search smoother by connecting them with "Helpful, Useful, & Basic" tools. The Workshops were originally developed to cater to participants of the Summer Youth Financial Literacy Internship and were later made



open to the public but specifically targeted to WIOA Title I participants. Topics covered included how to use:

- Google Drive
- Google Docs
- Zoom
- Email
- Internet

### **HUB Learning Platform announcement (above)**



## Calendar of online HUB meetings (left)

Workshops have continued to evolve to include The Job H.U.B. Summit – Live Online (“Finding You, Finding the Job for You, and Taking Action & Getting the Job”). Zoom workshops which feature industry experts from the WDD and AJC staff, as well as business professionals from the community. Speakers share their “Hacks, Tips, and Insights,” with jobseekers from various WDD and AJC programs.

Presentations were recorded and will be archived that will be available for future use by staff and jobseekers at various stages of their job search.

## STUDIES FOR RESEARCH AND EVALUATION

Per 20 CFR 682.220, states must conduct evaluations in coordination with state and local workforce development boards (WDBs). The State of Hawai‘i conducts evaluations to assess the needs and to identify viable solutions to the problems located in its inquiries. The completed research was selected and supported in collaboration with local boards.

### COMPLETED RESEARCH

Hawai‘i completed the following research and evaluation projects via the Workforce Development Council, its committees:

#### **Statewide digital literacy and readiness survey** by Omnitrak

RFP issued January 19, 2021

Awarded February 19, 2021 for \$75,000

Contract executed April 8, 2021

Final report completed November 30, 2021: <https://labor.Hawai'i.gov/wdc/files/2021/11/Final-Statewide-Digital-Literacy-Survey-Report-from-Omnitrak-11.15.2021.pdf>

Hawai‘i’s DLIR with Omnitrak created a Workforce Resiliency Initiative (WRI) to help lead Hawai‘i’s economy towards recovery and resiliency. The National Skills Coalition estimates that 30% of the U.S. workforce lacks basic, fundamental computer skills. In Hawai‘i, that’s roughly 200,000 people who are struggling with day-to-day computer tasks. One core aspect of the WRI is ensuring that everyone in our workforce is digitally literate, ready, and capable.



The multi-modal approach targeted a sample of Hawai'i residents (n=893) aged 18 to 65, representative of the state's population with telephone and on-line surveys regarding digital literacy and readiness. Results identified a "digital divide" of digital skills versus digital use, compound digital divides, and sequential digital divides. Those results have spurred on future efforts reaching into PY 22, including future evidence-based interventions and initiatives that will address educating the workforce on using technology.

**Statewide evaluation of service providers** by SMS Research and Chamber of Commerce (see page 19 for additional information)

RFP issued March 22, 2021

Awarded April 5, 2021 for \$54,932

Contract executed June 7, 2021

Final report completed November 2021: <https://labor.Hawaii.gov/wdc/files/2022/01/Final-SMS-Research-Report-for-Statewide-Evalu-of-Service-Providers-1.13.2022.pdf>

Addendum: <https://labor.Hawaii.gov/wdc/files/2022/01/Final-Addendum-2-of-2-RE-Service-Providers-WIOA-Title-1-Survey-Results-1.13.2022.pdf>

**Understanding the On-demand Workforce** by DBEDT and Anthology

Target survey completion date: November 15, 2021

Final report published February 2022: [Remote Work in Hawai'i - Effectsof the COVID-19 Pandemic on Hawai'i's Remote Work Marketplace](#)

The Research, Economic Analysis Division (READ) of DBEDT worked with Anthology, a local research firm to survey both Hawai'i employers and employees to address business readiness and household appetite for remote work.

Surveys were presented to a random sample of employers and employees. Matches were conducted using this data and the established wage match process.

Employers n=1,600

Employees n=4,700

The data were analyzed using SPSS version 27. Frequency programs, which show the number and percentage of respondents who select each answer, were produced and used as the basis for this report.

**Statewide Evaluation of Eligible Training Providers** by EDSI

RFP issued January 11, 2021

Awarded February 12, 2021 for \$155,450

Contract executed May 27, 2021

[Final report](#) completed December 2021

Twenty-three (23) Eligible Training Providers and 203 programs were evaluated via survey and interview with provider staff interview broken down by LWDB (Maui, Hawai'i, and Oahu) beginning in July 2021 through October 2021. Conclusions drawn were that the programs were generally of high quality but reporting data, credential attainment tracking, and employment placement outcomes need to be improved to track long-term outcomes.

## **IN PROGRESS RESEARCH**

**Hawai'i Career Acceleration Navigator (HI CAN) User Research Testing Project** by Omnitrack Group

RFP issued June 24, 2022

Awarded July 8, 2022 for \$79,899

Contract executed October 3, 2022

Omnitrak will conduct research on a statewide level to assess digital readiness specifically via HI CAN, the digital hub for job seekers and employers. In order to better identify barriers to employment, Omnitrak will link results from the 2021 Digital Literacy and Readiness Study. Research investigators will collaborate with Research Improving People's Lives (RIPL) to conduct interviews, conduct surveys, and collect data about their job seeking and training experiences, needs and challenges. Comparison of WIOA participants outcomes to all-student data is to be included in a proposed addendum.

## **PLANNED RESEARCH**

**RESEA Evaluation** by TBD

RFP to be issued in PY 22

Proposed research will include evaluation of Wagner-Peyser/RESEA programs and length of interventions. Evaluation design and research questions have yet to be determined. Engaged partners and key stakeholders will be appropriate program providers via the local boards and/or AJCs. The timeline will be set to begin in PY 22 following technical assistance from ETA.

# APPENDIX

## SUCCESS STORIES



Ulili wears numerous leis, a floral necklace signifying peace, love, honor, or friendship and is commonly given during periods of transition such as graduation.

### Hawai'i County Local Area WIOA Title I Youth Program (In School) – Ulili

Ulili M. enrolled in Ola's WIOA In-School program as she had very little work experience. After attending several job readiness training and leadership development classes, the youth was placed at her first Community Work Experience Program (CWEP) location – Pet's Avenue where she gained entry-level work experience in the customer service field. After some time, Ulili was informed that the business she was placed at would be closing its doors. Ulili resumed meeting with Ola staff to work on finding unsubsidized employment. Finding work was difficult for Ulili as she was a full-time student at UHH. The challenge was finding employment that would work around her school schedule. As time passed, another CWEP opportunity arose as the AJCH needed assistance in welcoming back the general public. Ulili participate in CWEP while continuing to attend UHH.

With her friendly personality and strong work ethic, Ulili was offered a permanent, full-time position at the AJCH as a Rapid Response team member. In July 2022, Ulili accepted the position and is now employed with the County of Hawai'i. After gaining unsubsidized employment, Ulili agreed to be placed on a 12-month follow-up period. Ulili is the 2<sup>nd</sup> Ola youth participant to become employed with the County of Hawai'i.

### Hawai'i County Local Area WIOA Title I Adult Program – Dereck

Dereck first came to Goodwill as someone who had recently moved to Hawai'i, with no financial support or experience in the workforce within the community. He had heard about On-the-Job Training from an employer. After meeting with an Employment Counselor, Ja'ie, who explained OJT and how the program could assist him, Dereck was set. He quickly enrolled with the program and began his first day as an OJT employee in March 2022. Dereck has been taken on as a full-time employee by Mr. K's Recycling and Redemption Center, now eligible to receive medical benefits.

"I absolutely adore my EC and have enjoyed working with her. The whole program is amazing because it lets you find work as well as assisted me with being able to have the

support and tools to be successful at work. My job at Mr. K's is by far the best job I have ever had and I wouldn't be here if it wasn't for this program. I plan on recommending it to all of my family and friends!"

### **Kauai WIOA Title I Adult Program – Cheryl**

Cheryl is a high school graduate, a wife and a mother. She worked as a seasonal farm worker for almost twelve years and also as a cashier for three years. After being laid-off as a farm worker, she didn't work; it would normally take eight months before she went back to work. When not working, she collected unemployment benefits. In PY 21, she was selected to participate in the mandatory Re-Employment Services and Eligibility Assessment program. She then had to comply with all UI requirements, including applying to at least three jobs per week. During individualized counseling, she realized that she had lost many opportunities when she was unemployed despite collecting UI benefits. She persevered, applying to jobs and interviewing, this time for a housekeeping job. She knew that the job could require a lot of physical effort, but it would be worth it. After almost six months of being unemployed, she got hired as a housekeeper with better pay compared to that of a farm worker. She now will also receive health benefits (medical, dental and vision), vacation, sick leave, and holiday pay. She takes delight in her new job and is determined to continue to work in this chosen field as long as she is able.

### **Maui American Job Center TAA – “Dean’s Sweet Success Story”**

Hawai'i's last sugar plantation closed after 138 years, due to foreign trade. As a heavy equipment mechanic for 19 years, Dean decided on a career change to the public sector, as he was actively involved in his Maui community. Counselors helped Dean develop his TAA plan to obtain an AA degree in Liberal Arts, leveraged with State Re-Training and WIOA Dislocated Worker programs to earn his B.A. in Public Administration. Dean completed challenging online classes from the University of Hawai'i system coordinated between campuses on two separate islands. The other challenge was transitioning from Workforce Development Division to a partnering agency that took over the WIOA program midway of his last semester. On top of it all, Dean's family moved to California while he stayed in Hawai'i to complete his program. Dean's TAA counselor on Maui continued to counsel him after moving to California. Longdistance calls and emails proved helpful in seeing him through the countless job applications and referrals. Dean accepted a Clerk position in the U.S. Federal Courts and said, "I am grateful for the unwavering service the Workforce Development Division has provided me to fulfill my goal of working in the public sector."

## Maui American Job Center TAA – Kalua



Kalua was laid off from Boeing where he worked as an Aircraft Test Technician. His division was impacted by foreign trade competition and without a job, he decided to return home to Hawai'i to complete his studies in Aeronautics Maintenance Technology. The TAA staff under the Hawai'i State Labor Department/Workforce Development Division (WDD) coordinated the TAA program with the helpful TAA staff from the liable State of Washington/Employment Security Department. Kalua successfully completed his AA Degree in Aeronautical Maintenance Technology from the local community college, using the many benefits of the TAA program for tuition, TRA, exams and travel-related training costs. In the meantime, the only FAA Examiner in the State of Hawai'i retired, and a qualified examiner could not be found, so Kalua had to fly back to the Northwest to successfully take

his Federal Aviation Administration exams and earned his FAA licenses in December 2021. The timing was perfect as the nation lifted travel restrictions of the Covid Pandemic and airline mechanic recruitment resumed. Kalua received job offers from two major airlines and accepted a job as a Line Technician in Seattle, Washington. He now earns more than he did prior to his layoff.

## Oahu American Job Center JVSG – Kara

Following a seven-year career in the USMC, Kara was a veteran who had worked at full-time and part-time positions while simultaneously acquiring an Associate degree and raising a young family. Highly motivated to find a full-time federal job, she was referred to the DVOPs based at the Honolulu (Oahu) AJC in November 2021 by the Honolulu Housing and Urban Development-Veterans Administration.

Since Kara had served in various combat tours and had a VA disability rating, she was eligible for priority hiring status within the federal government. Unemployed at the time, she met with a DVOP to discuss employment options. Once her DVOP collected the veteran's eligibility documentation, he forwarded her resume to the US Naval Supply Human Resources manager in February 2022. Within two days, the hiring manager at the USNAVSUP Fleet Logistics Center scheduled an appointment with the veteran and was hired in April 2022.

The veteran was highly impressed with the resume writing services ("The best assistance I got was the help of my resume. I didn't know how or what to put into it, but with your help, [you] made it easy.") In additional testimony, Kara stated: "I greatly appreciated how efficient you were with my wants and needs for a position...The consistency on following up was great. Kept me accountable to do my part. Thank you!"

# OUTREACH

## Engaging with and Serving the Public

### HAWAI'I APPRENTICESHIP WEEK 2021 (NOV. 15-19, 2021)



#### Hawaii Apprenticeship Week (HAW) 2021!

The Hawaii Department of Labor and Industrial Relations, Workforce Development Division (WDD) would like to invite you to join in celebrating Registered Apprenticeship (RA) in Hawaii.

RA is a structured Occupational Training model that can help develop Hawaii's workforce within all industries.

We will be highlighting multiple Apprenticeship programs of different industry sectors, talking about the benefits, how to become an apprentice, how to establish a Registered Apprenticeship Program (RAP) in Hawaii, and more!



**Register for HAW 2021**

"Click to Register"



All Days are from 10am to 12pm

**November 15 (Day 1)**  
Kick off and Opening Program  
Ceremonial Signing of Proclamation of Hawaii Apprenticeship Week by Gov. David Ige

**November 16 (Day 2)**  
Construction Trade RAPs

**November 17 (Day 3)**  
Construction Trades RAPs,

**November 18 (Day 4)**  
Expanding RAPs in Hawaii.  
Non-Traditional Occupation RAPs

**November 19 (Day 5)**  
Wrap up and Next Steps.  
How to become an Apprentice and How to establish a RAP.

**Hawaii State DLIR, Workforce Development Division**  
830 Punchbowl Street Suite 329  
Honolulu, HI 96813

For more information contact :  
(808) 586-8877  
or  
[dlir.workforce.develop@hawaii.gov](mailto:dlir.workforce.develop@hawaii.gov)



*The State of Hawaii Department of Labor and Industrial Relations is an equal opportunity/affirmative action agency. Auxiliary aides and services are available upon request to individuals with disabilities. TDD/TTY Dial 711 then ask for (808) 586-8600.*

### HAWAI'I GOVERNOR DAVID IGE PROCLAMATION

Day 1: [https://drive.google.com/file/d/1I\\_G7b7OACtRxn4BFRPRVgsar1Utmqei/view?usp=share\\_link](https://drive.google.com/file/d/1I_G7b7OACtRxn4BFRPRVgsar1Utmqei/view?usp=share_link)

Day 2:

[https://drive.google.com/file/d/1b2k7eQDQK54XAa4dHgkr9gcX9LNdZCTs/view?usp=share\\_link](https://drive.google.com/file/d/1b2k7eQDQK54XAa4dHgkr9gcX9LNdZCTs/view?usp=share_link)

Day 3:

[https://drive.google.com/file/d/10UmRDi9otlagDJndsL8bgehADDcL56hM/view?usp=share\\_link](https://drive.google.com/file/d/10UmRDi9otlagDJndsL8bgehADDcL56hM/view?usp=share_link)

Day 4:

[https://drive.google.com/file/d/1bDbByI8NIRdRWmBIkkoJzJhX2I9TXrJq/view?usp=share\\_link](https://drive.google.com/file/d/1bDbByI8NIRdRWmBIkkoJzJhX2I9TXrJq/view?usp=share_link)

Day 5:

[https://drive.google.com/file/d/1UPPwjgvBoyrphIjyUEBayzW2u5TPs0Tk/view?usp=share\\_link](https://drive.google.com/file/d/1UPPwjgvBoyrphIjyUEBayzW2u5TPs0Tk/view?usp=share_link)

## **AJC VIDEOS**

Services available from AJCH: <https://www.youtube.com/watch?v=lfIFWpZzUNQ&t=15s>

Free Services for Job Seekers: <https://www.youtube.com/watch?v=7zeyMTDazGA&t=1s>

Free training for new careers <https://www.youtube.com/watch?v=DuuTm-uRvus&t=9s>



**Dave Shoji, celebrated former University of Hawai'i's Women's Volleyball Coach played a plumber who got training from the AJC Hawaii to make a career transition after his retirement (above).**

Well-known local Hawai'ian entertainer and celebrity, Danny Kaleikini, played Dave's friend, who got training to become an electrician from the AJC Hawaii (below).



Screenshots from videos showing staff and Job Seekers at the AJC Hawaii (below)





# INTERNSHIP PRESENTATIONS

## 2022 SUMMER YOUTH PROGRAM, FINANCIAL LITERACY AND WORK READINESS

[https://www.canva.com/design/DAFEeHHoQpk/JT2sHIKAY1OsGaYJ5r5A1w/watch?utm\\_content=DAFEeHHoQpk&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=publishsharelink](https://www.canva.com/design/DAFEeHHoQpk/JT2sHIKAY1OsGaYJ5r5A1w/watch?utm_content=DAFEeHHoQpk&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink)



2022 FINANCIAL LITERACY

### Summer Youth Program

Island Breakdown:  
Oahu: 39  
Hawaii: 8  
Maui: 9  
Kauai: 1

Total # of Youth Participants:	57
Still in High School:	40
Enrolled/attending College or other post-secondary program:	10
Hired due to program participation:	5



Words of praise from participants who participated in the Financial Literacy Summer Youth program

## 2022 INFORMATION TECHNOLOGY INTERNSHIP PROGRAM

[https://www.canva.com/design/DAFGQC8V9Yc/3XY19d9oE80S9ITCPApBvg/watch?utm\\_content=DAFGQC8V9Yc&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=publishsharelink](https://www.canva.com/design/DAFGQC8V9Yc/3XY19d9oE80S9ITCPApBvg/watch?utm_content=DAFGQC8V9Yc&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink)



All though this pilot program focused mainly on individuals that resided on Oahu, there was 1 Intern who was able to work remotely from Maui.

2022

### Informational Technology Internship Program

Total # of IT Interns:

**40**

Still attending College or IT Certificate program:

**23**

Hired due to program participation:

**8**

## HUB WORKSHOPS



Sheila Buyukacar, HUB workshop facilitator announces speaker Ryan Sanpei from Mckinley Community School for Adults at a HUB Summit event held on Zoom.

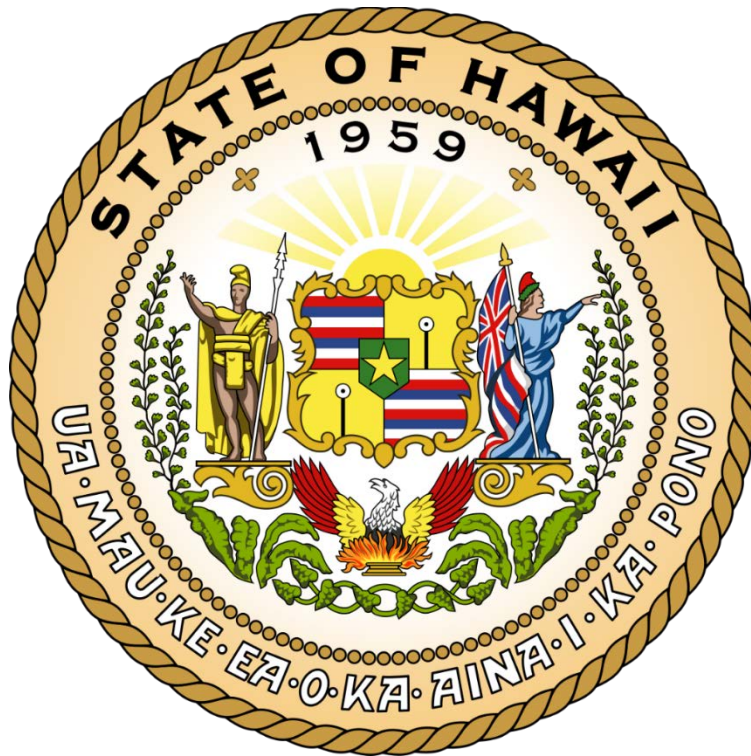


Hawaiian Airlines employee Karen Dennis talks about the hiring process and gives tips on making your application stand out in a HUB Summit event on Zoom.

**H.U.B. LEARNING PLATFORM:** <https://labor.Hawai'i.gov/wdd/job-fairs-and-training-opportunities/>

**H.U.B. ARCHIVE OF HUB VIDEOS AND RESOURCES:**  
<https://app.searchie.io/hub/xejBGyaRnW/login>





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