

OFFICE OF ECONOMIC DEVELOPMENT

Workforce Investment Act FY 2004 Annual Report

Program Description:

In 1998, President Clinton signed into law (PL 105-220) the Workforce Investment Act of 1998 (WIA) to improve local workforce systems. WIA is designed to increase participant employment, retention, earnings, while also increasing skill level, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

As the recipient of U.S. Department of Labor funds to implement the Act, the County of Kaua`i, Office of Economic Development is responsible for local administration of the WIA programs. The Office also assists the Kaua`i Workforce Investment Board (KWIB) in identifying policy and administrative issues, conducting research, and preparing reports. OED administers three WIA programs which focus on employment, but also provide training through Kaua`i Community College, Kaua`i Community School for Adults and Ola's Massage Licensing Program, as well as through employer sponsored on-the-job training and paid work experience.

Appointed by the Mayor, the KWIB is currently a 26-member board authorized to make local decisions regarding workforce development strategies, policies, and performance levels. These members include representatives of businesses, local educational entities, labor organizations, community-based organizations, economic development agencies, and representatives of each of the one-stop (WorkWise!) partners.

The board appoints a youth council and coordinates activities that instill in Kaua`i County youth the values and attitudes that are prerequisites for success in the workplace. The Youth Council's mission is to support a comprehensive youth services delivery system that furthers the employment and training goals of the KWIB.

Board Vision: Kaua`i will have a globally competitive and skilled workforce, which promotes a diverse and prosperous economy, while preserving the island's unparalleled quality of life.

The Mayor, Board, and Youth Council, together with business and community partners, work to support the economic development of Kaua`i through the workforce development system.

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3 Key Programs:

The Workforce Investment Board provides programmatic and fiscal oversight for three programs:

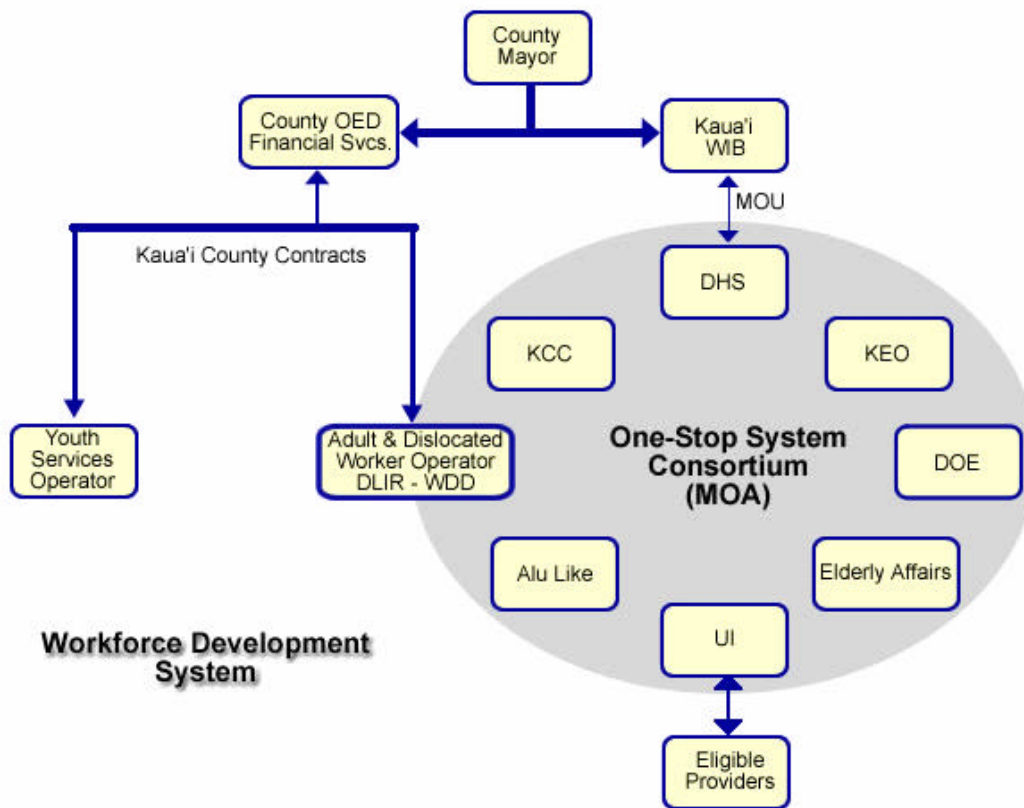
1. **The WIA Youth Program**, operated by the Hawaii Army National Guard, “About Face”, provides comprehensive employment and training services to more than 55 economically and otherwise disadvantaged youth ages 14-21. The program helps young people overcome barriers to employment by assisting them with high school completion; General Educational Development (GED) test preparation; work readiness training; leadership development; career exploration; supportive services; paid work experiences in the private, non-profit and public sector; post-secondary educational opportunities; as well as job search and placement.
2. **The WIA Adult Program**, operated by the State of Hawaii, Dept. of Labor and Industrial Relations (DLIR), Workforce Development Division (WDD), assists adults (79 participants in fiscal year 2003-04) in obtaining the knowledge and skills necessary for employment and self-sufficiency. WIA offers three-tiers of service: core, intensive and training. Participants can access them through self-service options, or if needed, with staff assistance. Because funds to the local area are currently limited, priority for intensive and training services is given to recipients of public assistance and other low-income individuals in the local area.
3. **The WIA Dislocated Worker Program**, also operated by WDD, assists individuals (serving 63 participants in fiscal year 2003-04) who are unemployed, terminated or laid off from employment, collecting unemployment insurance, displaced homemakers in job searching and training pertaining to their career objectives. As with the adult program, dislocated workers can access a range of services, from job search assistance to training, depending on the individual’s needs.

Both the Adult and Dislocated Program are operated at the WorkWise!, Kaua’i’s One-Stop Job Center, located at 3-3100 Kuhio Highway in Lihue. WorkWise! provides adults and dislocated workers with a variety of services, including job search and placement, assistance with resumes and interviewing, and information on education and training opportunities. Since July 2002, the program has provided staff-assisted services to more than 1,500 individuals. The Center assists people who are already employed to upgrade their skills and advance their careers. Qualified applicants are referred to prospective employers.

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The One-Stop Job Center also helps employers with free online job postings, teleconferencing services, intern and training opportunities, labor law, foreign labor certification, and apprenticeships. Many of the Center's services are available on the web at www.workwisekauai.com.



This diagram shows the relationships among the partners that make up the one-stop system, the two County contracted service providers, the KWIB, OED and the Mayor.

Program Objectives & Highlights:

The Board works to coordinate workforce investment activities with economic development strategies and develop employer linkages; and to promote private sector involvement in workforce investment system through effective connecting, brokering, and coaching activities through WorkWise! to assist employers in meeting hiring needs.

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The Mayor, KWIB, and Youth Council, together with the Program Operators, the WorkWise! Consortium Partners, Kaua`i Community College, the Kaua`i Chamber of Commerce and County Administration work together to achieve the program objectives.

Following are highlights of the 2003-2004 fiscal year:

Services to Job Seekers and Employers

- In January, the first Hawaii National Guard “About Face” program was launched in Kapa`a. Reception by the participants, schools, parents and community was, and continues to be, very positive.
- In partnership with the Job Service Employers Committee, KWIB sponsored a job fair at Kukui Grove Mall in August which included more than 60 employers and attracted over 350 job seekers.
- The County applied for and received additional funding in the form of an Incumbent Worker grant which was used for a Leadership and Empowerment Academy through the Kaua`i Chamber of Commerce. As of June 2004 the Chamber trained more than 100 Kaua`i employees. Classes were held from March 3 to June 9, 2004 and covered topics on communication, personal development, time management, problem solving and decision making, customer service, work relationships and teambuilding. Thirty-four employees participated in the training, 15 of which attended one or more classes, and 19 who attended all class sessions and earned a certificate of completion.
- The Komo Kaulike Project, located within WorkWise,! began in May. The project is a Work Incentive Grant, funded by the U.S. Department of Labor, Employment and Training Administration (ETA). The goal of the project reflects the goal of the Workforce Investment Act to provide seamless service delivery for addressing the multi-faceted barriers to training and employment that affect people with disabilities. The strategies for goal attainment include: enhancement of technology, training of One-Stop staff, the development of specialized service providers and diverse proactive leadership.
- The Kaua`i Community School for Adults began working collaboratively with employers by offering classes tailored for the specific needs of the employers. These classes can be arranged to be held at the worksite -- before, during or after work hours.
- The WorkWise! Satellite office located in Waimea continued its operation this year with a continued increase in participation.

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- A bi-monthly newsletter continued to be produced and distributed by WorkWise!. This method of communication has continued to be an excellent tool for promoting its services and improving inter-agency interaction.
- In May, the County hosted coffee hours with diverse local employers. Focus groups were formed and facilitated discussions held in industry clusters including: Environmental Technology and Agriculture, Tourism, Healthcare and Human Services, and Construction. Topics pertained to: the skills most in demand, critical skills gaps, preferred credentials, training programs most useful, and what role participants (employers) would be willing to play in making sure the workforce is skilled and productive. This proved to be very beneficial data for KWIB strategic planning for PY 2004-2005.
- An industry survey was also sent out to Kaua`i employers representing diverse industries. Questions related to our business climate, thoughts on advantages and disadvantages of doing business on Kaua`i, rating of services, such as colleges, economic development, housing, recreation. The information was also utilized in formulating strategic goals for 004-2005.
- The KWIB Strategic Plan includes four system-wide strategic goals for creating a demand-driven workforce development system on Kaua`i. These included:
 1. Ensure individuals have challenging, meaningful and rewarding employment
 2. Employers enjoy a competitive advantage provided by a highly skilled workforce
 3. All Kaua`i Islanders enjoy a high quality of life provided by a diverse and growing economy.
 4. Taxpayers benefiting from a maximum return on their investment in workforce education and training.

Program Measures:

The programs are required to meet 17 federally mandated performance measures including entered employment, credentials and employment, 6-month retention rate and 6-month earnings change for four target groups (older and younger youth, adults and dislocated workers). This year the Baldrige Incentive Award for Kauai was \$5,955.

The County monitors (conducts a procedures review) the service providers to determine compliance with the terms of their written agreement with the County to provide services under the WIA. Each time the County monitors, the local area reviews its major work processes. The completed monitoring report identifies opportunities for improvement and

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the service provider, together with the County and the board work to address the deficiency by developing policies or guidelines that outline the required procedures.

The County administration is regularly evaluated by the State DLIR, and every two years by the USDOL regional monitors. This year, Kaua`i was monitored by the USDOL Regional office and was cited for having many promising practices, including effective procedures and policies on the provision of services in place

Results from the Workforce Development Council's statewide study of employer satisfaction show that our WorkWise! center is first in the state. The in-depth survey of island employers cited WDD staff's friendly, courteous and professional manner; along with their willingness to help; as the main reasons businesses are satisfied with the WIA services.

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Performance Measure	Program Group	Goal		Result
		80%	100%	
Entered employment rate	Adult	52.8	66.0	71.8%
	Dislocated Workers	61.6	77.0	76.8%
	Older Youth (19-21)	54.4	68.0	73.3%
Credential and Employment rate	Adult	37.6	47.0	40.5%
	Dislocated Workers	32.8	41.0	21.4%
	Credential Older Youth (19-21)	26.4	33.0	24.0%
Six months - retention rate	Adult	64.8	81.0	84.2%
	Dislocated Workers	69.6	87.0	88.3%
	Older Youth (19-21)	56.8	71.0	94.1%
	Younger Youth (14-18)	44.8	56.0	69.5%
Six months - earnings change	Adult	\$2,918	\$3,647	\$3,802
	Earnings Replacement Rate Dislocated Workers	76.8%	96.0%	104.9%
	Average Earning Older Youth (19-21)	\$2,400	\$3,000	\$2,628
Skill attainment rate	Younger Youth (14-18)	57.6	72.0	72.9%
Diploma rate	Younger Youth (14-18)	45.6	57.0	34.5%
Employer Satisfaction	Adult, DW and Youth	55.2	69.0	N/A
Participant Satisfaction		64	80.0	N/A

This chart shows the WIA federal performance measures. For each measure 100% is the goal. The program must meet at least 80% of the negotiated level to avoid sanctions. When the program exceeds 100% of the negotiated level, it becomes eligible for additional funds. Kaua'i received \$9,250 additional funds for exceeding its measures.

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Evaluation:

In cooperation with the Mayor, KWIB sets direction for workforce development based on a prioritized set of values that reflect the needs expressed by workforce stakeholders in the community. The KWIB organizes its work to assure that it provides informed governance over a process that encourages high performance and includes measurable results. Given the multiple organizations that cooperate to produce the results overseen by KWIB, leadership is a particular critical role. KWIB places special emphasis on communication, regular performance reviews and the creation of an environment that encourages high performance.

The WIA programs provide additional value that is not captured by the federal performance measures. In many cases, the services not only help job seekers increase their earnings, but prepare them for an occupation which offers more and better working hours, fringe benefits, opportunities for advancement and job security.

WIA employer services provide businesses with qualified applicants and make the hiring process easier and less expensive. WorkWise! has received positive input from employers who have used the video conferencing services. By providing businesses with free use of the equipment to conduct job interviews, state or nationwide, we help them lower their hiring costs and broaden their applicant pool.

The programs provide enormous benefit to the local area not only by serving individuals in the Adult, Dislocated Worker and Youth programs, but also through fostering strong public-private partnerships. WIA is designed to give business and labor a way to immediately and directly affect the development of the local workforce. Private sector involvement is critical to the provision of data on what skills are in demand, what jobs are available, what career fields are expanding, and the development of programs that best meet employer needs.

Mayor's Priority Projects

Mayor Baptiste has outlined three projects for the WIA section of OED. They include: the successful launch and growth of the About Face youth program, the renovation of County office space to accommodate the move of the WorkWise! One Stop center to the Lihue Civic Center, and the creation of a "Work to Earn." Program. About Face has been successfully launched and we are pleased with the results to date. The WIA youth program will be going to bid again in FY 2005, and we will be working diligently to

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insure that, whether About Face continues or another program is selected, the population targeted by the WIA youth funds continues to be served adequately. Discussions have commenced between the County and the State Department of Labor and Industrial Relations on the move of WorkWise! into County office space. CIP funding has been approved by the County Council for renovations in FY 05, and it is likely that this unique State-County partnership in delivering services to the public in a convenient and user-friendly manner will come to fruition early in FY 06. As for “Work to Earn,” WIA has been in dialogue with the Department of Education on the merits and potential of such a program for high school students. The next step will be to explore a memorandum of understanding that will be mutually agreeable and in line with the goals and objectives of KWIB.

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Program Resources (Federal Allocations)

Program	FY04 WIA Formula Funds	FY03 Carryover Funds	Additional Funding (Competitive Grants)	Total Allocation	FY03 Expenditures
Equivalent Personnel	2	2.50	2.50	2.50	2.50
Salaries & Fringe-Admin	26,665	105,977		132,642	116,690
Administration	53,320	32,881	4,840	91,041	46,186
Adult Program	281,299	118,069	3,800	403,168	228,169
Dislocated Worker	146,904	84,137	4,000	235,041	123,737
Youth Program	291,680	171,430		463,110	354,753
Incumbent Workers Grant	0	47,027		47,027	46,345
Equipment-Administration					
Equipment-Program					
Total	799,868	559,521	12,640	1,372,029	915,880