

# **County of Hawai'i**

**LOCAL AREA PLAN  
FOR  
TITLE I – WORKFORCE INVESTMENT ACT  
AND  
THE WAGNER-PEYSER ACT**

**JULY 1, 2013 – JUNE 30, 2017**

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**Hawaii Instructions**  
**For 2012-2017 Local Area Plans**  
**Title I – Workforce Investment Act and the Wagner-Peyser Act**

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2012 – 2017 Local Integrated Workforce Plan Assurances

Signature Page

**WORKFORCE INVESTMENT ACT (“WIA”) AND WAGNER-  
PEYSER  
LOCAL PLAN FOR TITLE 1-B  
COUNTY OF HAWAII**

**State Vision and Goals – From WIA Hawaii State Plan**

*The activities in this 2013-2017 WIA Hawaii State Plan begin with the strategic vision of the Governor. The Governor’s “New Day Plan” has three overarching strategies— Growing a Sustainable Economy, Investing in People, and Transforming Government.*

*A Sustainable Economy includes initiatives in renewable energy; sustainable agriculture; and tourism efforts that focus on culture and the arts, and creative industries.*

*Investing in People focuses on aligning education and workforce development, and includes: increasing the number of native Hawaiians and other underrepresented groups in higher education enrollment and completion; raising graduation standards for public schools to better prepare students for a more competitive society; and to better use funding to meet current and future employer needs. Healthcare Transformation is a major part of the Governor’s plan to move Hawaii forward, and the transformation begins with ensuring an adequate number of high-skilled healthcare workers for all areas in Hawaii.*

*Transforming Government began with the appointment of the state’s first chief information officer, Sanjeev “Sonny” Bhagowalia. A statewide plan to update all technology and systems in the executive branch will help to reduce costs, eliminate redundancies, better meet customer/taxpayer needs, and foster innovation.*

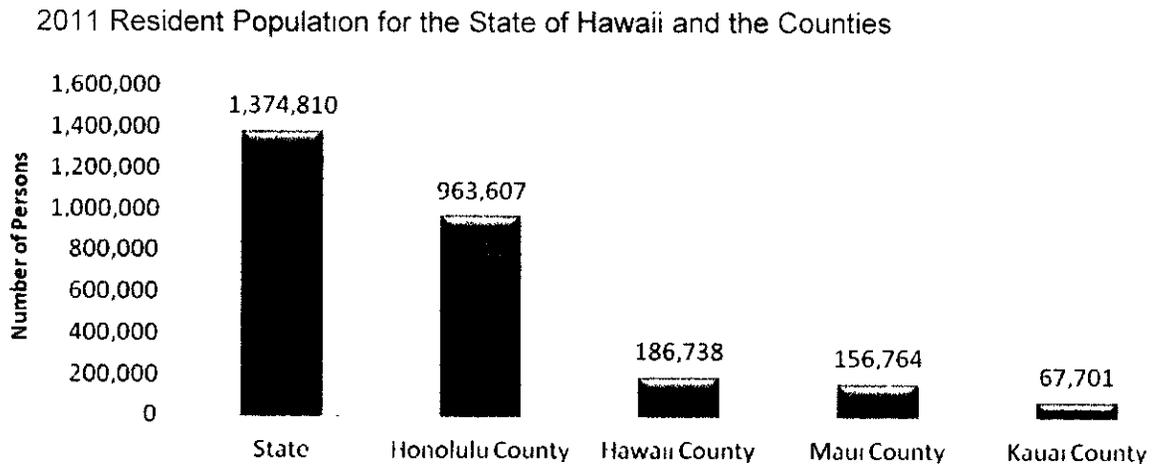
## **Section I - Strategic Plan**

*This section should address how the economic downturn has impacted the economy of the local area, its businesses, job seekers and workers. Include in your descriptions the sources of information and dates. How are the various activities related to sustainable development? Respond to each question by assessing your local area's current and future strategies and by identifying steps to implement and improve your service level.*

### **A. Assessment of Labor and Economic Market Needs**

- 1. Identify the workforce investment needs of businesses, job seekers and workers in your local area. Include a description of the demographics of the county e.g. ethnic, racial, linguistic, older persons and individuals with disabilities? [WIA Section 118(b)(1)(A); Title 20 Code of Federal Regulations (CFR) § 661.350(a)(1)]*

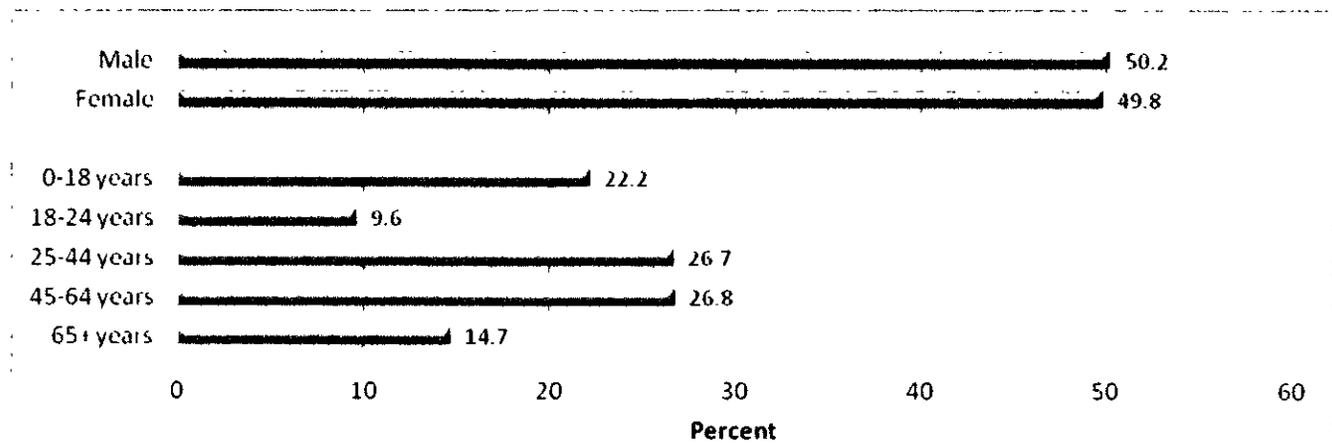
Per information from our State Plan, with well more than double the land area of Honolulu, Hawaii County has just 13.6% of the population.



Source: U.S. Census Bureau, Population Division, Hawaii State plan, 2012

The population is relatively small compared to other states and approximately 52% of the workforce is aged 25-54 years.

Population Distribution of Hawaii's Population, 2011



Source: U.S. Census Bureau, Population Division, Hawaii State plan, 2012

The population is multi ethnic across the state, Hawaii County is as well. Per the 2012 Hawaii State Plan:

The workforce is multi-ethnic; the two largest groups were Asian (44.2 percent) and White (25.7 percent). Both of these groups posted unemployment rates below the statewide average of 6.7 percent with Asians posting the lowest rate of 4.4 percent while 6.3 percent of Whites were unemployed. Two groups in particular, American Indian/Alaskan Natives which accounted for only 0.2 percent of the civilian labor force and Native Hawaiian/Pacific Islanders with an 8.7 percent share of the civilian labor force had unemployment rates of 15.9 percent and 12.6 percent respectively, well above the statewide average.

Women comprised 48.2 percent of the civilian workforce.

Table 1. Labor Force Information By Sex And Race, State of Hawaii, 2011

Sex and Race	Civilian Labor Force	Percent Distribution			Unemployment Rate
		Civilian Labor Force	Employed	Unemployed	
Both Sexes (incl. Hispanic)	660,700	100.0%	100.0%	100.0%	6.7%
White	169,550	25.7	25.8	24.3	6.3
Black/African American	7,700	1.2	1.1	1.6	9.1
Amer. Indian/Alaskan Native	1,650	0.2	0.2	0.6	15.9
Asian	291,700	44.2	45.2	29.1	4.4
Native Hawaiian/Pac. Islander	57,350	8.7	8.1	16.4	12.6
Some Other Race	7,000	1.1	1.0	1.6	9.8

Sex and Race			Percent Distribution		Unemployment Rate
	Civilian Labor Force	Civilian Labor Force	Employed	Unemployed	
Two or More Races	125,750	19.0	18.5	26.5	9.3
Minority Group	491,150	74.3	74.2	75.7	6.8
Hispanic or Latino	40,400	6.1	5.8	10.5	11.4
Females (incl. Hispanic)	318,700	100.0%	100.0%	100.0%	6.0%
White	77,600	24.3	24.3	24.8	6.1
Black/African American	3,100	1.0	0.9	1.7	10.6
Amer. Indian/Alaskan Native	800	0.3	0.2	0.8	19.1
Asian	146,600	46.0	47.2	27.4	3.6
Native Hawaiian/Pac. Islander	27,000	8.5	8.0	16.0	11.3
Some Other Race	3,100	1.0	0.9	1.7	10.4
Two or More Races	60,450	19.0	18.4	27.5	8.7
Minority Group	241,100	75.7	75.7	75.2	6.0
Hispanic or Latino	19,900	6.2	5.9	11.3	10.9
Females as a Percent of Both Sexes	48.20%	---	---	---	---

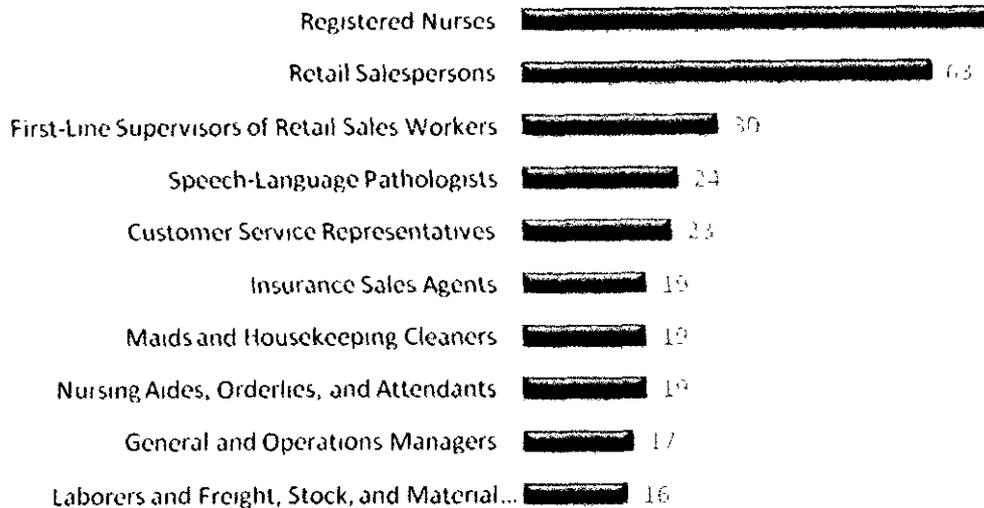
Note: Totals may not add due to rounding

Source: Labor Force Estimates from 2011 Annual Local Area Unemployment Statistics (LAUS), based on 2000 Census.  
2012 State Plan

2. *What are the current and projected employment opportunities in your local area? Explain how the demand list was shaped for top industries and occupations. [WIA § 118(b)(1)(B); 20 CFR § 661.350(a)(2)]*

Advertised openings in Hawaii County per the state plan are listed below. Registered nurses are in high demand, largely highly skilled nurses which are needed. Retail and customer service and maids are generally influenced by the hospitality industry.

### Advertised Openings - Hawaii Cty (as of 5/29/12)



Source: HIWI Area Profile, Online Advertised Jobs  
Hawaii State Plan 2012

The Jobs and Occupations the Hawaii County WIB has identified as key are:

**Hospitality/Visitor Industry:** Although once struggling to find qualified workers to fill vacancies coupled with low unemployment, the industry has faced a downturn in the market directly correlating to the effects of the national economy. Air lift is on the rise but is not recovered. Hilo international airport currently has a mainland route, the last one was ceased in 2008.

Although not mentioned in the last plan version, ecotourism is an area that is expected to emerge as a demand business as the economy improves.

The cruise ship industry has had the greatest impact over the last two years with the highest gains in visitor counts. However our economic downturn has impacted the tourism industry more than most, several cruise ships have modified routes and no longer sail to our ports.

**Health Care Industry:** With our steadily increasing aging population, there has been and will continue to be a heightened demand for elder care, certified nurse assistants, home health nurses, and home health aides. The escalating health care costs have been a key driver in the proliferation of domestic elder care. The introduction of mobile health and dental care for rural areas has also created opportunities for outreach health workers to serve an otherwise underserved population.

Preventative health care has been the genre over the past decade. With its popularity, together with our aging baby boomers, we will continue to see growing demands in: wellness and fitness centers, homeopathic and nutritional care, rehabilitative services, etc.

**Construction Industry:** The housing cycle peaked two years ago and is on the decline with an excessive inventory of middle to high end single family houses on the

market. Building permit issuance has dramatically decreased. During the downturn, even skilled trades people have been impacted. As always the problem for the industry will be well-trained, skilled workers who will continue to be in demand.

**Education Systems:** Over the past several years, the University of Hawai'i at Hilo and the Hawai'i Community College have made great strides in attracting local residents, intra-state residents, and out-of-state students to their campuses. The University system and Hawai'i Community College are acquiring funding for modernization, expansion of facilities and increased vocational programs. The additions of Pharmacy, Engineering and Physical Therapy programs as well as several modern buildings are recently completed or in process. With expansion will come more employment opportunities in the clerical, professional, technical and innovation sectors, along with the need for teachers to educate and train for these sectors.

The Department of Education continues to search for a full pool of qualified teachers necessary to meet all requirements, such as No Child Left Behind reporting. These regulations have adversely affected the ability to tutor our students effectively. Without addressing this area, our labor force will not attain the skills necessary to pursue occupations in industries.

**Innovation Industries:** Clean industry is the wave of the future for Hawai'i Island. The geographic isolation of Hawai'i County to the rest of the State and world has prompted employers to rely heavily on high tech connectivity. From basic office conversion to personal computers and operational software programs to conducting business via the internet, businesses will continue to seek business solutions via this technology. Transcending all occupations and industries, transacting business with and through computer technology will be the way of doing business.

High technology has revolutionized the agricultural, health, science, business service, and visitor industries in our County. Further, entrepreneurial opportunities will be readily available for the enterprising individuals seeking niche markets.

**Astronomy:** Hawai'i Island is world renowned as THE place for astronomy. The most sophisticated high-powered telescopes in the world and international presence have attracted renowned technicians and scientists from around the globe. In partnership with the industry and the university system, a coordinated workforce development initiative needs to support the infrastructure of this community.

**New Agriculture:** Since the demise of large plantation farming, new agriculture has blossomed with new niche market high end products. With such diversity expanding including the world renowned Kona coffee, hearts of palm, hydroponic heirloom tomatoes being sold to market and top restaurants around the nation. The science that this new agriculture demands requires a new approach for job recruitment, including higher skill requirements at entry level and willingness to train on the job.

Horticultural specialties, tropical fruits, nuts, fresh cut flowers and ornamentals have had an increasing presence in our County. With improved marketing strategies via cooperatives and joint ventures, many have expanded their markets nationally and internationally. Increasingly, nursery laborers need to possess a variety of skills that will complement the technological changes in this industry.

Aquaculture has also continued to experience growth with numerous small businesses successfully raising kahala, algae, shrimp, lobsters, crabs, abalone, and oysters. Production levels are almost at maximum levels.

3. *Describe any significant changes in your local area resulting from the current economic downturn and any differences in the way services are being delivered. [20 CFR § 661.355]*

Due to the economic downturn services were altered, more frequent orientations and group activities, including job clubs were developed. Also, the online job listing and recruitment software, HireNet was utilized more for automated self service. More emphasis on leveraging resources and collaboration with other partners was seen in the one-stop and with other community partners. Additionally, co-enrollment strategies are being encouraged, when allowed.

4. *What is the assessment of the current workforce skills and knowledge, and what are the skill gaps that the local area will work to close?*

#### **Skills**

**Basic Skills:** Deficiencies in basic education has become increasingly evident in many new labor market entrants as well as current employees. Employer input via our existing school-to-work initiatives island wide has validated these deficiencies. In order to compete in this demand driven global economy, a sound comprehension of basic language skills; reading, writing, computations, listening and speaking are principal prerequisites. Deemed as a key building block to a self-sufficient lifestyle, basic skills acquisition will be a high priority for our LWIB.

**Technology Skills:** Due to rapid developments in technology, our workforce must possess moderate to high levels of computer application skills and information technology expertise. Across all industries and occupations, a minimal level of computer application skills and literacy is needed. Being adept in software applications will greatly enhance employability levels of our Big Island job seekers, employers and current workers.

**Occupational-Specific Skills:** Our workforce will be required to have some skills and aptitude in their chosen occupation. Although not entirely necessary for entry-level positions, these skill prerequisites will ensure greater job retention and work quality as employers strive to compete in a global economy. It is the specific intention of our LWIB to introduce occupationally specific skills in a contextual learning environment. Whenever possible, academic learning will directly relate to the specific occupational skills.

**Interpersonal Skills:** With the constant focus for customer satisfaction and customer service, employees must possess a high level of interpersonal skills to effectively deal with co-workers and customers alike. The ability to work in teams is essential to completing multi-tasks demanded by today's businesses. Specific desirable traits that directly complement effective interpersonal skills include, but not limited to: being punctual; showing initiative; being empathetic toward cultural differences; accepting responsibility; demonstrating good time management and having the ability to communicate in oral and written form.

**Multi-lingual Skill:** As a hub to the Pacific Rim, Hawai'i represents a clearinghouse of business transactions for many cultures and languages. As a major visitor destination, many of our employees will be interacting directly with our European and Asian visitors. For many occupations in the hospitality industry, being bilingual is a requirement. As more of our employers perform international business transactions, the ability to speak more than one language will become increasingly invaluable.

**Entrepreneurial Skills:** Many aspiring entrepreneurs have started numerous small business ventures, filling a variety of niche markets. In addition to the necessary occupational skills needed for their ventures, these entrepreneurs need skills in marketing, business planning, accounting, management, information systems, etc.

**Job Readiness and Retention Skills:** Data from surveys and questionnaires have indicated that many new entrants to the labor market lack essential job readiness skills. Further, welfare work requirements have vaulted many unskilled individuals into the job market. Developing employment preparation skills prior to employment is necessary to ensure entered employment rates and retention with this population. These skills include, but are not limited to: understanding personal strengths and weaknesses, interview preparation, resume-writing, knowing job trends and understanding employer expectations.

5. *What challenges does the local area face in attaining the skills and education and training needed to obtain employment? [WIA § 118(b) (1) (C); 20 CFR § 661.350(a)(2)]*

Challenges include:

- Limited, declining funding to meet all county-wide need, large geographic area with limited population and limited training courses.
- Most severe unemployment and poverty rates to meet the needs of this geographically diverse, high need population.

6. *How well is the Local Area equipped to meet those challenges?*

Although there are multiple challenges, with excellent partnerships between the community school for Adults, community college and the one-stop system, the local area is best equipped to meet the skill and educational challenges. Long developed partnerships with the credit and non-credit programs have shaped many in demand educational programs. Technology and IT infrastructure make it more possible to work across geographical barriers. Private programs are available as well. Leveraging of resources, seeking additional funding and seeking of collaborations from the program to the client level is an ongoing challenge but our local area is best equipped to meet it for our county.

## **B. Local Area Vision, Goals and Strategies**

1. *What is the vision of the LWIB?*

The HCWIB is aligned with the State's vision and goals which support the governor's new day goals. *The Governor's goals are listed in bold with the supporting HCWIB economic development goal following.*

The HCWIB economic development goals are:

- **Investing in People:** Upgrade skill levels of incumbent workers for emerging and growing industries.
- **Transforming Government:** Exchange and share demographic data with economic development agencies.
- **A Sustainable Economy:** Identify and promote emerging, environmentally friendly industries and high-waged occupations such as information technology, tourism, construction, astronomy, university, health and gerontology.

2. *Indicate any additional goals for Program Years 2012-2017 that fall outside the Governor's New Day goals listed on page 1 that are important for the Local Area.*

- Local Vision and Leadership
- Serve citizens who are most in need or in hard to serve categories
- Emphasis on Out of School Youth (60%) services
- To reach our unemployed as well as our under-employed population

3. *What are the Local Area's two to four top priorities for 2012-2014?*

Bridging Workforce and Economic Development is an overreaching goal for the Local WIB. Identifying and removing barriers to business development; attracting individual business and helping them to thrive.

They will concentrate on:

#### **1) Employer Outreach and Services**

This will include the continued support of a business service center for use by local employers to conduct business activities related to employment and training. Employer representatives, working closely with entities like the Hawai'i Economic Development Board (HIEDB), the County Research and Development Division and the Workforce Development Division will assign specific employer liaisons for various key industries, specifically technology, retail, and health services. They will help to coordinate and conduct business/employer forums. The forums, some held on a monthly basis, are designed to address the specific focus groups to address employment and training needs of individual industries. Additionally, small and emerging businesses will be supported through the development of an Entrepreneurial Center at the One Stop. Additionally, partnerships in Kona and North Hawai'i allow one stop services to be administered in remote locations. The Rural Outreach Services Initiative (ROSI) at the North Hawaii Educational Research Center (NHERC) in Honoka'a as well as the Kona Workforce Development Office are used by a variety of partners, businesses and job seekers.

#### **2) Labor Force Pool Expansion**

Extensive outreach efforts will help to identify, recruit and train under-utilized segments of the hard to serve and under-utilized populations that will help to meet the employment demands of business and industry. This under-utilized population includes, but is not limited to the population listed in Section I.1.b. Also, the LWIB will Increase Entrepreneurial support services at the One Stop to encourage small business development.

### **3) Technology Update**

Improving island wide communications to include videoconferencing for meetings and /or interviews will become more critical as we expand services to our employers.

In order to better serve the unique needs of the Big Island, the HCWIB will provide laptops with wireless internet connectivity to allow providers to provide services to participants in the rural areas.

### **4) Capacity Building**

Provide technical and administrative support to determine service delivery gaps, organize and convene meetings of various stakeholders, coordinate training efforts for the HCWIB and research possible grant possibilities. Support the HCWIB Strategic Planning Committee to help develop long term plans, directives and solutions for key employment and training for stakeholders in Hawai'i County. Continue to partner with HIWEDO (Hawaii Island Workforce and Economic Development Ohana).

4. *How has the Local Area aligned itself with regional economic development to ensure that workforce development services support anticipated industry growth, employment opportunities and required skilled competencies? [Training Employment Guidance Letter (TEGL) No. 21-11, Item 7A, Bullet 1]*

Our local area works closely with entities such as the Hawai'i Economic Development Board (HIEDB), County Research and Development Division, Hawaii County Economic Opportunity Council (HCEOC), Maui Economic Opportunity (MEO) and Hawaii Island Workforce and Economic Development Ohana (HIWEDO). We participate in common planning and have goal alignment. Additionally, our members include multiple business owners who are members of various employer and development agencies, Chambers of Commerce, Industrial Associations, and Human Resources Associations. All board members and members of the public, including the partners above have input in our planning as well as regular meetings.

5. *How has the Local Area coordinated across different programs and funding streams to integrate planning processes and operational procedures to lower costs and increase the effectiveness of service delivery? How do these cross-program strategies link to employers and sector strategies (such as the skill panels for healthcare, agriculture and software development). [TEGL No. 21-11, Items 5 & 7A, Bullet 2]*

The local area has sent representatives to National, Statewide and Local sector strategy sessions, including Statewide skills panels for healthcare, agriculture and software development, National Association of Workforce boards and local chamber events, Rotary meetings, KIAA, business forums and others. As a result of these meetings, networks are strengthened and sector as well as individual business strategies are optimized. One example of a local sector approach was the astronomy strategy. It began with a report on jobs which projected job availability and education required. This was then used to identify on island educational opportunities. As a result, several degree tracts are being developed on island. To find the report go to <http://www.hawaiicounty.gov/office-of-housing/> click on Hawaii Island Astronomy Workforce Opportunities Report for 2010-2023.

6. *Has the Local Area performed a skills gap analysis for the top 5-10 targeted jobs? If yes, please attach a copy of the analysis and include O\*NET codes. [TEGL No. 21-11, Item 7A, Bullet 3]*

Although the LWIB has conducted a skills gap analysis for the County, it is not specific to targeted jobs, it is targeted to industries.

7. *What are the Local Area's key partnerships that are necessary to implement the strategies (be specific). [TEGL No. 21-11, Items 7A, Bullet 3 & 7B]*

All One-Stop partners are needed, specifically: Temporary Assistance for Needy Families (TANF), Adult Basic Education, Hawai'i Community College and University of Hawaii, Unemployment Insurance, Registered Apprenticeship at the state and college level, Alu Like, Youth Build, Job Corps, Rapid Response, TAA. Also, a wide variety of non-mandated partners such as Goodwill and Paxen are key partners.

8. *If applied, how have "lessons learned" from evaluation studies been used to modify and improve service delivery strategies? [TEGL No. 21-11, Item 7A, Bullet 4]*

Over the many years that the LWIB has been operating the WIA program in Hawaii County DOL TEGLs and evidence based practices are routinely reviewed, distributed to providers and applied, as needed and appropriate in our local area. Strategies to address common program concerns have been implemented such as program design elements, outreach strategies, enrollment points, program resources as well as data validation and performance measure issues.

9. *Identify the job skills/credentials that are needed to obtain the employment opportunities available in your Local Area, and the education and training resources that exist to assist individuals in obtaining these skills. If there are not enough training/education/OJT resources, how will the Local Area and its partners address the deficit(s)? [TEGL No. 21-11, Item 7A, Bullet 5 & 7C]*

Commercial Driver License, Certified Nurse Assistant as well as general computer and basic general skills are commonly needed in the local area. General and post secondary education, ESL and High School are also common. The local area is always looking for additional certifications. The addition of online training via the community college has created a method for students to access needed training, even if there are not enough students for an entire class. When needed, the community college and UH have developed new workforce demand programs. Programs such as meat cutting, forestry, welding, radiologic tech, and engineering are some recently developed program examples. Green job training programs which were developed for the State Energy Sector Partnership program include LEED Building, Home Energy Survey Professional, Photovoltaic Installation, Recycle Service Worker and Pre-Iso Natural Farming. The local area sees opportunity for Job Search, interpersonal skills and customer service to be emphasized. Of note, OJT demand is higher than funded but volunteerism is encouraged as a job seeker strategy through our partner Volunteer Internship Program (VIP).

10. *How will the Local Area coordinate discretionary and formula-based investments across programs in support of the governor's vision? How will these funds be used to leverage other public and private resources in order to effectively and efficiently provide services? [TEGL No. 21-11, Item 7B, Bullet 6]*

Program coordination is through our documented MOUs, monthly one-stop meetings, and excellent collaboration between partner agencies. The local area vision and Governor's vision are closely aligned, both are cited in our plan, and are an area of focus. Our Island is largest in geographic area, lowest in population per area, almost the highest unemployment and poverty. Due to these challenges, our community is recognized as having excellent collaboration. Combining program resources, leveraging and co-enrolling is a common practice, when allowable.

## **Section II - Operational Plan**

*In the following sections, discuss how you will align federal, state and local policies and procedures, operations and administration. How will this alignment contribute to the avoidance of duplication and to closing gaps in service?*

### **A. Service Delivery**

1. *What programs and funding streams support service delivery through the One-Stop Career Center (One-Stop) system? If applicable, what are the anticipated changes to those programs or funding streams? [WIA §§ 121(b)(1)(B) & 121(c)(2)(A)(ii)]*

A complete list of programs is listed as a part of our MOU in Appendix 7, page 2. No changes are anticipated in the funding streams.

2. *Are each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, explain the reason. [WIA § 117(b)(2)(A)]*

Job Corps is not present on the island and conducts all functions off island. The program comes periodically for recruiting of clients. Recruitment is conducted at the One Stop and youth and partners are notified. Youth and adult program providers make students aware of their programs and some Big Island students have moved off island for Job Corps opportunities.

3. *Describe how your local area's WIA funds are used to leverage other federal, state, local, and private resources. How do these coordinated resources lead to a more effective local system that expands the involvement of business, employers and individuals? [WIA § 112(b)(10)]*

Collaboration between partners is a normal operating paradigm. The services of each are known, communicated and opportunities for clients to receive the best services are sought. For instance, when funding for one program is dwindling, another program may have opportunities for enrollment. Also, programs often share enrollment criteria with partner agencies so that they can assist with recruitment or look within their client bases for co-enrollment. Lastly, the resource sharing agreements demonstrate other types of coordinated collaboration. When each partner can represent all partners, their business, employment and individual contacts are multiplied and leveraged.

4. *Describe and assess how the services provided by each of the One-Stop partners are coordinated and made available in your local One-Stop system. [WIA §§ 118(b)(2)(B) 121(c)(2)]*

Each partner agency meets on a monthly basis. Additionally, cross training

opportunities are conducted semi annually for all line staff to ensure each knows the programs of the others and can collaborate and provide referrals.

5. *Describe and assess how your LWIB ensures continuous improvement of eligible providers of services through the One-Stop system in meeting the employment and training needs of local businesses and job seekers. [WIA §118(b)(2)(A)]*

The One-Stop is relatively small and is in constant communication with each other, through normal program activities as well as monthly one-stop coordination meetings and special one-stop events. One-stop partners are on the WIB and Youth Council and providers of Adult, Dislocated Worker and Youth programs are invited to all WIB meetings. Business representatives are on the WIB beside industry representatives, government officials, client services and training providers. Additionally, the WIB Oversight Committee convenes regularly. The purpose of the WIB Oversight Committee is to supervise One Stop operations, Adult and DW programs and ETP providers. The one-stop provider, adult and DW program operator and members of the WIB all attend and provide input and comments on the employment and training needs in our local area. The community college has, by far, the largest selection of eligible training programs and can add them rapidly to their non credit program.

#### ***Services for Adults and Dislocated Workers***

6. *Describe and assess the type of adult and dislocated worker employment and training activities that are available in the local area, including a description of the Individual Training Account (ITA) system and procedures for ensuring that any exceptions to use of ITA's are justified under WIA § 134(d)(4)(G)(ii) and 20 CFR 663.430. [20 CFR § 661.350(a)(5)]*

Core, Intensive and training services are available in the local area. Use of ITAs is balanced with area job possibilities, client aspirations, skills, barriers, experienced and the overall budget.

7. *Describe how integrated services to both job seekers and businesses are provided. This includes:*
  - a. *Partnering with Temporary Assistance for Needy Families (TANF), Adult Education and other social service programs to implement comprehensive career pathways. [TEGL No. 21-11, Item 7B, Bullet 1]*

As Big Island Workplace Connection (BIWC) mandated partners, our TANF and Adult Education participants have full access to our Adult and Dislocated Workers Programs when eligibility requirements are compatible. Additionally, Workforce Development Division Hawaii Branch, as the designated program operator of the WIA Adult and Dislocated Worker Programs, also serves TANF participants through its First-to-Work and Food Stamps Employment & Training Programs where eligibility requirements are compatible. Through dual enrollments and sharing of resources, these participants are provided career counseling and guidance relative to their strengths, barriers, aspirations, experiences, values, etc.

- b. *Improving the connection between WIA, Wagner-Peyser and Unemployment Insurance (UI) systems to enhance reemployment services for unemployed job seekers and shorten the duration of unemployment for UI claimants. [TEGL No. 21-11,*

*Item 7B, Bullet 2]*

WDD Hawaii Branch is the sole operator of the Unemployment Insurance Division's Re-employment Initiatives. As all Unemployment Insurance Claimants receive mandatory orientation workshops at our WDD Offices, every claimant is offered a continuum of services through WIA and other applicable training programs operated through our BIWC?

- c. *Using Registered Apprenticeship to meet training needs for some job seekers as well as some employers in need of skilled workers. [TEGL No. 21-11, Item 7B, Bullet 3]*

The State Apprenticeship Division is a complementary division to our WDD Hawaii Branch. The specific procedures and protocols are facilitated by our WDD branch and local offices. Through this established mechanism, WDD's Apprenticeship Division will assess and determine eligibility for entry to its training program. Hawaii Community College, another mandated BIWC partner, provides the academic component to this training. WD, in partnership with our Apprenticeship Division, will facilitate an employer sponsor to satisfy the work-based component.

- d. *Comprehensively serving dislocated workers (e.g. streamlining assessment and case management to ensure that needed job search and training services are provided) through the WIA Dislocated Worker Program. The Trade Adjustment Assistance (TAA) Program and Rapid Response, including layoff aversion strategies and coordination with statewide rapid response activities. [TEGL No. 21-11, Item 7B, Bullet 5; WIA § 118(b)(4) & (5); WIA § 121(b)(1)(B)(xii) ]*

As principal deliverers of the Rapid Response Program and TAA locally and state wide, WDD has consolidated its assessment, enrollment, and training activities to insure the most effective and timely service delivery to our dislocated workers. These three programs and staffing are all housed under one roof: WDD local offices, official site of our Big Island Workplace Connection. Additionally, our Rapid Response Program allows our operation to proactively support employers with layoff aversion strategies well before a layoff situation arises. When local resources are not sufficient, our State Rapid Response Team and WDD Administration are called upon to immediately pursue a National Emergency Grant.

- e. *Coordinating formula with discretionary grantees to ensure that effective practices are shared across programs and case management of participants is coordinated. [TEGL No. 21-11, Item 7B, Bullet 6]*

WDD Hawaii Branch has been the recipient of every major federal discretionary grant to assist large company closures in Hawaii County. Housed in a singular operation, case managers share all pertinent information between formula and discretionary staff greatly reducing the duplication. Most discretionary grant participants are co-enrolled in the formula grant to for the continuity of services and to maximize program resources.

8. *Describe partnerships that the LWIB and One-Stops have developed to improve services to customers in the Local Area. In particular, include the local community college(s).*

- a. A partnership with the Hawaii Community College's C3T Grant has been established co-located academic modules here at BIWC.
  - b. LWIB and BIWC have supported WDD's efforts in establishing Hawaii State's first Rural Outreach Services Initiative (ROSI) in Honoka'a. The key purpose of this 28+ agency consortium is to exponentially increase employment and human services to rural communities.
  - c. Going Home, a comprehensive prison-to-community re-entry initiative, provides innovative educational modules with the Hawaii Community College, employment services with WDD, and a network of support from our 20+ service organizations.
  - d. Hawaii Island Workforce & Economic Development Ohana (HIWEDO) was created by our LWIB and is now spearheading numerous community-led initiatives such as: Huiana Student Internship Program (for high school students), employer educational workshops, Business Leadership Network that supports business leaders who advocate for inclusion in the workplace, and Workforce Solutions Consortium that supports individuals with disabilities pursuing self-sufficiency.
9. *Describe and assess how you provide Wagner-Peyser Act services to the agricultural community. Specifically, how do you provide outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How do you provide appropriate services to this population in the One-Stop system? [20 CFR § 662.200 (b)(1)(vi)]*

Wagner-Peyser and Veterans staff in Hilo, Kona and Honoka'a provide follow-up services to agricultural leadership groups in East and West Hawaii established in 2012 as Agriculture Skills Panels were created. WDD staff with ROSI, our itinerant rural site, is co-located with Hawaii Community College's Agricultural Specialist and its ongoing agricultural training modules and technical assistance. Wagner-Peyser, WDD's labor exchange program provides follow-up support to our ongoing veterans-to-farmers initiative in Waimea; supports its state-funded Employment & Training Fund Program and beekeeping training modules, etc. Wagner-Peyser staff, co-located at BIWC's primary facility, works with United States Dept. of Agriculture and the State of Hawaii Dept. of Agriculture relative to workforce concerns within this industry. Employer workshops on labor related issues are facilitated by Wagner-Peyser staff. All seasonal layoffs in Hawaii County are coordinated by this WP staff to insure that all possible MSFWs are afforded the full continuum of services.

10. *Describe and assess your local area's delivery of services to people with disabilities. What partnerships and collaborations exist to provide services to this population? What training services and employment opportunities are available to this population in your local area? [WIA §§ 112(b)(17)(A)(iv) & 408]*

In 2007, WDD Hawaii Branch created the Workforce Solutions Consortium to jointly advocate for the self-sufficiency of individuals with disabilities. Over 15 agencies meet monthly to: a) collaborate with our employer and consumer outreach; b) coordinate inter-agency training and capacity building for all participating agencies; c) increase employment opportunities for all individuals with disabilities who are able to perform primary functions of their selected employment. All employment and

training providers such as Division of Vocational Rehabilitation, Arc of Hilo, and WDD leverage their capacity to provide training.

11. *If your local area received funds to operate a reentry program to provide parolees support in seeking, securing and maintaining employment as they transition from prison to their home communities, describe and assess your service delivery and partnerships in serving this population group. Describe what changes in your local area may be necessary to improve the level of service. [WIA §§ 134(d)(4)(G)(iv)(II & 188(a)(5)]*

In 2006, under the leadership of the Office of the Mayor and WDD Hawaii Branch, our Going Home Prison-to-Community Reintegration Consortium was created to address the growing need to reverse the recidivism rates of ex-offenders re-entering our communities. Parolees, probationers, individuals on furlough as well as current inmates matriculate through a co-case management system (of Public Safety, WDD and others) to enter training and job readiness activities prior to job placement efforts. This community-driven initiative also provides timely support services such as counseling, temporary shelter, faith-based support, drug abuse intervention; domestic violence intervention, safety equipment and tools to further insure gainful employment and retention.

At the State Legislature, there is an effort to exempt those with prior criminal backgrounds from being systematically excluded from a work experience component in the government sector. This should allow for the much-needed experiences and work references for this special needs population. Locally, the most significant obstacle is one of perception by many employers: that this entire population is a high-risk group to employ. Whereas, in any cohort, you have high risk individuals, Going Home's Employer Relations Committee is working on continual education to dispel these misperceptions via employer educational workshops featuring successful ex-offenders and satisfied employers.

#### ***Priority of Service to Low-Income Individuals in the WIA Adult Program***

12. *Describe the criteria used under 20 CFR § 663.600 to determine whether funds are limited for adult employment and training activities and the process by which any priority will be applied by the One-Stop operator. [20 CFR § 661.350(a)(11)]*

Under federal law, low-income veterans are given priority to participate in our WIA Program when a wait list is present. With policy direction from our LWIB, WDD will limit training fund amounts to \$2,500 per year or no more than \$5,000 within a 24-month period. NOTE: A waiver process is available for extenuating circumstances.

13. *Describe how priority of service to low-income individuals is carried out while still allowing universal access to Core Services. Include this policy as an appendix. How do you ensure that all staff are aware of and using this policy in daily operations?*

85% priority of service is given to those economically disadvantaged Adults in the local area. 15% may not be economically disadvantaged and may be targeted for specific industries deemed in "high demand" by our LWIB. It is encouraged that only participants who have successfully obtained employment with wages exceeding the 200% Federal Poverty Guidelines be exited from the program. According to Poverty

in America's Living Wage Calculator, the living wage for a single adult in Hawaii County is 10.16/hr. or \$19,507/yr.; for a two-parent household with two children, it is \$20.37/hr. or \$39,110/yr

Although priority of service is given to our economically disadvantaged population, access to Core and Universal Services is available to all job candidates in our one-stop locations. BIWC partner staff, as necessary, will navigate all job candidates through a series of job search activities. However, only 85% of this priority-of-service population will be able to receive training subsidies from our WIA Programs.

All staff receive training and periodic refresher sessions of this priority-of-service protocol. WIA supervisors review all case manager records within 30 days of transaction for compliance. Corrective actions are taken as appropriate.

14. *Describe the method(s) that is used to identify an individual as a priority customer:*  
*a. The parameters used to qualify someone as low-income.*

- Income/wage statements for 6 months prior to intake (X2)
- General Excise Tax Filings
- Documentation and verification for Dept. of Human Services
- SSI and/or SSDI Statements
- DD214 (veterans verification document)
- Self-attestation

*b. List of acceptable types of documentation to collect and maintain when an individual self-identifies as a public assistance recipient or other low-income individual.*

- Copy of Authorization to Receive Cash Public Assistance
- Copy of Public Assistance Check
- Medical Card showing Cash Grant Status
- Public Assistance Identification Card showing Cash Grant Status
- Public Assistance Records/Printout
- Refugee Assistance Records
- Food Stamps Records, Card
- Homeless/Run-Away: Written Statement from Shelter or from Individual providing care
- Individual with Disability: Medical Records; Physician Statement, SSA Disability Records, V.A. Letter, Voc. Rehab Letter, Sheltered Workshop Certification, Worker Compensation Record, Social Service Agency Record/Referral

***Priority of Service to Veterans and Eligible Spouses***

15. *Local Areas must incorporate priority of service for veterans and eligible spouses in accordance with the provisions of Training and Employment Notice 15-10 (11/10/10). Describe what processes your Local Area is using to achieve these goals. [WIA §112(b)(17)(B) & §121(b)(1)(B)(1)]*

- Local Area follows the Jobs for Veterans Act (PL 107-288) requiring that a covered person shall be given priority over a non-covered person with respect to any qualified job training program directly funded in whole or part, by U.S. Department of Labor

(DOL) (38 U.S.C. 4215).

- Local Area complies with Hawaii DLIR WDD Job Service Bulletin No. 14-12 Change ; Implementation of Priority of Service to Veterans and Eligible Spouses Policy
- Veterans and eligible spouses of veterans are entitled to priority of service at every point of entry in the service delivery system
- Upon initial registration into the One-Stop system, a customer needs form is used to determine veteran status and spouse of veteran in order to assure priority of service
- Verification of Veteran status made by copy of DD214 form
- Need of services assessed and assigned accordingly

16. *Describe or attach the policies that ensure veterans and eligible spouses are identified at the point of entry, allowing them to take full advantage of priority of service. This includes both in-person and virtual access service delivery points.*

See Attachment 6: Job Service Bulletin No. 14-12, Change 1 Subject: Implementation of Priority of Service to Veterans and Eligible Spouses

17. *Describe the methods of communication and training that ensure all impacted staff members are aware of and using priority of service for veterans and eligible spouses in daily operations and the internal monitoring process that will be initiated to ensure that these requirements are successfully implemented.*

- Review of State and federal policy addressing priority of services to Veterans and Eligible Spouses with supervisors and all staff as well as One-Stop partners.
- Alignment of and communication among orientation sessions, workshops, training opportunities etc. to exercise identical priorities; all are geared to receive targeted veterans and their eligible spouses
- 30-Day Reviews by supervisors will indicate need for refresher sessions
- Co-located Local Veterans Employment Representative (LVER) provides continual technical assistance to WIA Operator.

### ***Youth Strategies***

18. *Describe connections to human service agencies to support summer employment and educational work experiences throughout the year and, if applicable, development of pre-apprenticeship programs leading to placement with Registered Apprenticeship. [TEGL No. 21-11, Item 7B, Bullet 4]*

Each year, participants are introduced to the different Summer Employment and Educational Work Experiences offered through human service agencies and other local programs. Students have an opportunity to volunteer, search for and secure competitive employment and have paid work experiences through the youth programs. Out of school youth work experience opportunities are year round.

19. *Describe how the Local Area is coordinating the expenditure of WIA formula funds with other available youth funding in order to integrate the services to this group. Does the Local Area work with Job Corps and Youth Build? If yes, please describe the relationship and the process of coordination. If not, please describe why not and if there are plans to begin and expand the relationship. [TEGL No. 21-11, Item 7B, Bullet 4]*

When available youth providers have had the Local Job Corps do presentations for participants. Nine participants applied to the program and 2 participants successfully attended and graduated from Job Corp Oahu & Maui.

20. *Describe the Local Area's policy to co-enroll into the Older Youth and Adult Programs. If this effort has not been successful, please indicate any barriers to increase this practice. What actions would reduce these barriers?*

The youth programs have both coordinated with the One Stop to do referrals. Also, both have minimum Older Youth enrollment goals, per their contracts. Programs have had joint staff meetings to coordinate services and referrals and youth programs conduct field trips to the One Stop so that participants can be introduced to the resources there as well as Adult programs that are available. Although the programs are successful at enrolling participants, few have been exited yet.

21. *Describe how youth data is managed in your Local Area. Explain how often the data is reviewed and who reviews it.*

Youth data entered and is managed by the Providers, County and the State. All performance data is entered in HireNet Hawaii, the state MIS system. Providers have internal reviews, The Local Area monitors hard copy data at least annually and the State performs File Validation Reviews annually.

22. *Describe the process by which you evaluate the Local Area's youth providers. Explain the process regarding providers you have found to be unsatisfactory (if any). Please use specific examples.*

Monthly the Local Area receives program and financial reports and records. All data is entered into the MIS system by the 10<sup>th</sup> of the month. Annually the Local Area conducts EEO, AA and hard copy file reviews. Additionally, the Youth Council members conduct monitoring of the program annually. Their review consists of a site visit and interviews with staff and participants.

## **B. Performance Levels**

*Reference Appendix 1 and discuss strategies to meet performance goals. [20 CFR § 661.355]*

In 2011, the Youth contracts were amended to include minimum enrollment numbers for older youth. The enrollment minimums will ensure more older youth will be enrolled, and in a few years, exited. If no youth are exited, the number is 0/0, which is neutral. Also, co-enrollment with the adult program is being encouraged, cross-training of staff, referral forms and site tours have been conducted with youth and adult program staff.

## **C. Procurement**

1. *Identify the fiscal agent, or entity responsible for disbursement of grant funds described in section 117(d)(3)(B)(i)(III) as determined by the Mayor under section 117(d)(3)(B)(i). [WIA § 118 (b)(8); 20 CFR § 661.350 (a)(9)]*

Department of Finance, Hawaii County

2. Describe the process used to award grants and contracts in your Local Area, including how vendors are made aware of opportunities including the process used to procure training services made as exceptions to the Individual Training Account process. How is the process documented? [WIA § 118 (b)(9); 20 CFR § 661.350(a)(10)]

The Adult and Dislocated Worker programs are Government to Government contracts. The Youth Program services are issued through a competitive bid process, following all Hawaii County, Hawaii State and Federal procurement rules. Public notices and meetings are held to make potential vendors aware.

1. Has the Local Area entered into contracts with institutions of higher education or other eligible training providers to facilitate training of individuals for high-demand occupations? If not, how is such training arranged?

The local area has a MOU with the Community College

#### **D. LWIB Membership**

Complete *Appendix 2* and insert into your plan. Answer the next three questions based on the table.

1. Describe the nomination process for appointing members to the LWIB. Are there any members missing from WIA-designated categories? Yes

Nominations are received by the Executive Committee, the Chair or designee has a conversation with the nominee. Applications are received and forwarded to the Mayor; the WIB approves the application at the Board Meeting.

2. If yes, what are the categories and when are the new members anticipated to be nominated to the LWIB?

We have a recent vacancy, which we are in the process of filling, Labor Representative. The application is pending.

3. If no, do you certify that the LWIB is in compliance regarding membership?  
Yes

4. Discuss any applicable changes to the local board structure (do not include changes to specific individuals on the board). Attach a copy of your local bylaws that reflect these changes. [20 CFR § 661.355]

Not Applicable

#### **E. Memorandums of Understanding (MOU), Resource Sharing Agreements and Contracts**

The WIA requires execution of a Memorandum of Understanding (MOU) between the LWIB and each One-Stop partner concerning the operation of the One-Stop delivery system. The MOUs may be developed as a single umbrella document, or as singular

*agreements between the partners and the LWIB [20 CFR § 662.310(a)]. The MOUs should present in specific terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop system. Copies of all MOU must be included with the plan modification. [WIA § 118(b)(2)(B); 20 CFR § 661.350(a)(3)(ii)]. The MOU must describe [WIA § 121(c)(1) &(2)]:*

- a. What services will be provided through the One-Stop system.
  - b. How the costs of services and operating costs will be funded, including cost-sharing strategies. This is done in Resource Sharing Agreements.
  - c. What methods will be used for referral of individuals between the One-Stop operator and the partners.
  - d. How long the MOU will be in effect.
  - e. What procedures have been developed for amending the MOU.
  - f. Other provisions, consistent with WIA, that parties to the agreement decide are appropriate.
1. *Are all components of each Memorandum of Understanding, Resource Sharing Agreement and/or Contract for the Local Area up to date? If not, please itemize and indicate when each will be updated.*

All are updated

2. *Describe your Resource Sharing Agreements, including the agencies with which you have agreements. Are there resource sharing agreements with all partners who provide services to clients? Explain how the resource agreements contribute financially to the operation of the One-Stop Center and its activities.*

See Appendix 7, Memorandum of Understanding, Page 8 COST ALLOCATION

#### **F. Use of Public Comments in Local Plan Development**

1. *Describe the process used to ensure public comment on and input into the development of the Local Plan. Include a description of specific steps taken to include input from members of businesses and labor organizations. Describe how comments were considered in the plan development process. Include evidence of the duration of the period for public comments. [WIA §118(b)(7)]*

Public comments are solicited via publication in the local paper, at public WIB and Executive meetings. Copies of the draft plan are available at all public libraries throughout the County and at our Hilo and Kailua Kona office locations.

2. *Summarize and include as an attachment public comments on the draft Local Plan, particularly those that express disagreement with the plan. Please include information on LWIB response to the comments. [WIA §118(c)]*

To be filled in after the LWIB public comments

#### **G. Required Appendices (Please check off each appendix)**

- \_\_\_\_\_ Appendix 1: Negotiated Levels of Performance – negotiated State goals for Program Year 2012 were adopted by all local areas at a meeting on February 14, 2013.
- \_\_\_\_\_ Appendix 2: Composition of Local Workforce Investment Board (LWIB)
- \_\_\_\_\_ Appendix 3: Current LWIB Youth Council roster
- \_\_\_\_\_ Appendix 4: Your current One-Stop consortium agreement
- \_\_\_\_\_ Appendix 5: Policy regarding Priority of Service for Low-Income Individuals in the WIA Adult Program
- \_\_\_\_\_ Appendix 6: Policy regarding Priority of Service for Veterans and Eligible Spouses
- \_\_\_\_\_ Appendix 7: List and attach all Memoranda of Understanding or other contracts with partners and/or vendors. **[WIA Section 118(b)(2)(B)]**
- \_\_\_\_\_ Appendix 8: List and attach Resource Sharing Agreements with partners at One- Stop Centers
- \_\_\_\_\_ Attach any public comments regarding the draft Local Plans, including those that express disagreement with this Local Plan and information regarding the LWIB's actions towards addressing them.

## WORKFORCE INVESTMENT ACT ("WIA") AND WAGNER-PEYSER

### LOCAL NEGOTIATED LEVELS OF PERFORMANCE<sup>1</sup>

WIA Requirement at § 136	PY 10 <sup>3</sup> 7/7/10 – 6/30/11	PY11 <sup>2 &amp; 3</sup> 7/7/11 – 6/30/12		PY 12 7/7/12 – 6/30/13
	Goal	Goal	Actual	Goal
<b>WIA Adult Program</b>				
Entered Employment Rate	50.0%	50.0%	64.1%	69.5%
Employment Retention Rate	82.1%	82.1%	82.1%	86.0%
Average Earnings	\$10,800	\$10,800	10,478.60	\$11,200
Employment and Credential Rate	55.0%	55.0%	69.2%	66.0%
<b>WIA Dislocated Worker Program</b>				
Entered Employment Rate	65.0%	65.0%	74.7%	75.0%
Employment Retention Rate	86.0%	86.0%	85.9%	90.0%
Average Earnings	\$14,750	\$14,750	13,053.70	\$14,750
Employment and Credential Rate	60.0%	60.0%	78.3%	63.5%
<b>WIA Older Youth (18-21)</b>				
Entered Employment Rate	40.0%	40.0%	0%	73.0%
Employment Retention Rate	60.0%	60.0%	100%	82.0%
Average Earnings Change	\$1,750	\$1,750	7,464.00	\$3,100
Credential Rate	38.0%	38.0%	0%	60.0%
<b>WIA Younger Youth (14-18)</b>				
Skill Attainment Rate	46.0%	46.0%	66.7%	88.0%
Diploma Attainment Rate	71.0%	71.0%	43.3%	66.0%
Retention Rate	44.0%	44.0%	36.7%	48.5%
<b>WIA Customer Satisfaction</b>				
Participant	72.0%	72.0%	-	97.7%
Employer	82.0%	82.0%	-	86.4%
<b>Wagner-Peyser</b>				
Entered Employment Rate	45.0%	45.0%		49.9%
Employment Retention Rate	77.0%	77.0%		78.5%
Average Earnings	\$10,971	\$10,971		\$12,500

- 1 Guidance on state and local performance can be found on the U.S. Department of Labor (DOL) Employment and Training Administration website. Specific Training and Employment Guidance Letters (TEGL) include but are not limited to 11-01, 17-05, 15-10, 49-11 and 12-12.
- 2 In a letter to Governor Neil Abercrombie dated June 24, 2011, Hawaii's PY 10 WIA performance levels were extended into PY 11 together with its PY 10 waivers of WIA statutory and regulatory requirements.
- 3 Negotiated performance levels for the State applied to all Local Areas in Program Years (PY) 10 and 11. However, beginning with PY 12, each County could have negotiated performance levels separately but all chose to adopt State goals in a meeting held on February 14, 2013.

**WORKFORCE INVESTMENT ACT ("WIA") AND WAGNER-PEYSER**

<b>WIA Requirement at § 136</b>	<b>PY 12 7/7/12 – 6/30/13</b>
Entered Employment Rate	69.5%
Employment Retention Rate	86.0%
Average Earnings	\$11,200
Employment and Credential Rate	66.0%
Entered Employment Rate	75.0%
Employment Retention Rate	90.0%
Average Earnings	\$14,750
Employment and Credential Rate	63.5%
Entered Employment Rate	73.0%
Employment Retention Rate	82.0%
Average Earnings Change	\$3,100
Credential Rate	60.0%
Skill Attainment Rate	88.0%
Diploma Attainment Rate	66.0%
Retention Rate	48.5%
Participant	97.7%
Employer	86.4%
Entered Employment Rate	49.9%
Employment Retention Rate	78.5%
Average Earnings	\$12,500

In a letter to Director Dwight Takamine dated January 14, 2013, the WIA performance goals above were approved for incorporation into the *State of Hawaii's 2012 Integrated Workforce Investment Act and Wagner-Peyser State Plan*. Subsequently, in a meeting held on February 14, 2013, all four counties chose to adopt and use the State goals for PY 2012.

# **APPENDIX 2**

## **Composition of Local Workforce Investment Board (LWIB)**

## Hawai'i County Workforce Investment Board

AFFILIATION: B = For Profit Business N = Non-profit Organization G = Government L = Labor O = Other

	Member	Affiliation
1	G Banks, Dan	Department of Education
2	B Deluz, David Jr.*	Big Island Toyota
3	G Funada, Phyllis	Dept of Human Services BESSD
4	N Gleason, Michael *	The ARC of Hilo
5	G Hanagami, Blayne *	Workforce Development Division
6	B Higaki, Wayne*	North Hawai'i Community Hospital
7	B Kennedy, James *	Eljay Services, Inc.
8	N Kurokawa, Carla	Alu Like, Inc.
9	G Lee, Alison	Dept of Vocational Rehabilitation & Services for the Blind
10	N Makaimoku, Marion	Kamehameha Schools Hawai'i Campus
11	L Martin, George	International Longshore & Warehouse Union
12	B Mathews, Gay	North Hawai'i Community Federal Credit Union
13	G Okinaka, Chad	Waipahu Community School for Adults-Hilo/Kona Campus
14	B Oshiro, Clyde *	Clyde Oshiro, CPA
15	N Pacheco, Denise *	The Salvation Army - Family Intervention Services
16	G Parker, Alan	County of Hawai'i Office of Aging
17	B Perry, Delan Rusty	Volcano Isle Fruit Company Inc
18	G Perry, Kathy *	Unemployment Insurance Division
19	N Seto, Lester	Hawai'i County Economic Opportunity Council
21	G Shigehara, Debbie *	Hawai'i Community College - OCET
22	G Shigemura, Char *	County of Hawai'i Office of Management
23	B Sirman, Gary	North Hawaii Community Hospital
24	G Straney, Donald	UH Hilo, College of Science
25	B Tulang, Mike	Kaumana Farms
26	B Willocks, Hugh	President, Willocks Construction Corp.

*\*\* HCWIB Executive Committee*

3/11/2013

## Hawaii County Youth Council

AFFILIATION: B = For Profit Business N = Non-profit Organization G = Government L = Labor O = Other

3/11/2013			
		Member	Organization
1	G	Banks, Dan	DOE
2	G	Chong, Joan	UH Cooperative Extension Services
3	B	Dangaran, Heidi	Program Specialist, Kamehameha Schools - Hawaii
4	G	Faulkner-Inouye, Lisa	Office of Prosecuting Attorney
5	B	Gingo, Glennon (VC)	Hawai'i Pacific Commercial Properties
6	G	Hirota, Sharon	Office of Housing, Existing Housing Division
7	G	Kunz, Charlie	Hilo Branch Manager, Big Island Workplace Connection
8	G	Lee, Alison	Dept of Voc Rehabilitation & Svcs for the Blind
9	N	Ma'a Hewitt, Keola	Career Academy Liaison Kamehameha Schools
10	B	Nagao, Irene**	Distributor, Monavie Products
11	N	Pacheco, Denise (C)**	Salvation Army - Program Director
12	G	Okinaka, Chad	Waipahu Community School for Adults-Hilo/Kona Campus
13	G	Sasaki, Lori	Kona Branch Manager, Big Island Workplace Connection
14	G	Shigehara, Debbie (VC)**	Hawai'i Community College
15	N	Tsuneda, Randy	Program Manager, Queen Lili'uokalani Children's Center
16	N	Whitford, Huellyn	Queen Lili'uokalani Children's Center, West Hawai'i

\*\* HCWIB members

# APPENDIX 4

## Current One-Stop Consortium Agreement

See Page 2 of Appendix 7,  
Memorandum of Understanding

# APPENDIX 5

Policy Regarding Priority of Service for  
Low-Income Individuals in the WIA  
Adult Program

See Page 17 of Local Area Plan,  
Section II, Operational Plan

# **APPENDIX 6**

**Policy regarding  
Priority of Service for Veterans and  
Eligible Spouses**

FEB 14 2013

*lth*  
*Angela*

STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

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INTER-OFFICE MEMORANDUM

February 12, 2013

(SN 80)

**JOB SERVICE BULLETIN No. 14-12, Change 1**

**TO:** All Branch Managers  
Workforce Development Division

**FROM:** Elaine Young, Administrator *Elaine Young*  
Workforce Development Division

**SUBJECT:** Implementation of Priority of Service to Veterans and Eligible Spouses

**PURPOSE**

The purpose of this bulletin is to transmit policy and guidance in implementing priority of service to veterans and eligible spouses. Additional important details have been included in this bulletin to ensure the proper implementation of priority of service procedures, which were not included in Job Service Bulletin No. 14-12.

This bulletin **replaces** Job Service Bulletin No. 14-12, dated September 20, 2012, subject: Implementation of Priority of Service to Veterans and Covered Persons.

**REFERENCES**

1. Jobs for Veterans Act, P.L. 107-288, section 2(a), Nov 7, 2002
2. Title 38 United States Code (U.S.C) 4215, Priority of Service for Veterans in Department of Labor Job Training Programs
3. Title 20 Code of Federal Regulations (CFR) 1010, Application of Priority of Service for Covered Persons
4. Training and Employment Guidance Letter No. 10-09, subject: Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated Nov 10, 2009

5. Veterans' Program Letter No. 07-09, subject: Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated Nov 10, 2009
6. Training and Employment Notice No. 15-10, Subject: Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated Nov 10, 2010

## **BACKGROUND**

The Jobs for Veterans Act (PL 107-288), signed into law on November 7, 2002, required that a covered person shall be given priority over a non-covered person with respect to any qualified job training program directly funded in whole or part, by the U.S. Department of Labor (DOL) (38 U.S.C. 4215). Federal regulations codified at 20 CFR 1010, and issued on December 19, 2008, required qualified job training programs to implement priority of service for a covered person (also referred to as either a veteran or eligible spouse), effective January 9, 2009.

The requirement to provide priority of service applies to all WIA, Wagner-Peyser Act, discretionary grants, targeted programs (Senior Community Service Employment Program, Indian and Native American Programs, National Farmworkers Job Programs, and Trade Adjustment Assistance) and all other programs and services funded in whole or in part by the DOL. Agreement by a program operator, including grant sub-recipients, to implement priority of service is a condition of receipt of DOL funds. This requirement cannot be waived.

## **POLICY**

Workforce Development Division shall ensure program delivery and services directly funded in whole or part, by the DOL, provide priority of service to a covered person over a non-covered person at all levels (local, branch and administration offices) of WDD operations and in One-Stop Centers.

The Branch Manager has the responsibility to ensure their local offices/One-Stop Centers establish a process for identifying veterans and eligible spouses, informing them of their entitlement to priority of service, and providing information on services and programs.

Procedures shall be implemented in each office to identify veterans and eligible spouses entitled to priority of service at every point of entry in the service delivery system. Branch operating procedures and policies should include veteran's priority of service in their service delivery strategy. Staff at all levels of WDD operations and in One-Stop Centers shall be trained in priority of service requirements. Managers must implement procedures that allow veterans and eligible spouses to receive priority of service at all stages of services.

## KEY TERMS AND DEFINITIONS

### 1. Covered Person

Means a veteran or eligible spouse as defined in section 2(a) of the Jobs for Veterans Act (38 U.S.C. 4215(a)).

#### a. Veteran

Person who served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable. This definition includes persons in Reserve and National Guard units activated for Federal service.

#### b. Eligible Spouse

- A spouse of any veteran who died of a service-connected disability;
- A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs;
- A spouse of any veteran who died while a disability (a service-connected disability) was in existence;
- A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in either of the following statuses for a total of more than 90 days: missing in action, captured in the line of duty by a hostile force, or forcibly detained or interned in the line of duty by a foreign government or power.

### 2. Non-covered Person

Means any individual who meets neither the definition of "veteran," as defined in this section, nor the definition of "eligible spouse" as defined in this section.

### 3. Priority of Service

- A veteran or covered person, if eligible for services, shall be given precedence over a non-covered person in obtaining services or access to resources; and
- Given precedence means the veteran or covered person receives access to services earlier in time than the non-covered person or if the service is limited, the covered person receives access to the service instead of or before the non-covered person.

4. Point of Entry

The point at which a veteran or covered person enters the employment and training service delivery system or to any particular program. Applies to One-Stop Career Centers, virtual access via HireNet Hawaii or the One-Stop Center website, and telephone or email inquiries.

5. Qualified Job Training Program

Any workforce preparation program or services to include employment, training, and placement services that are directly funded, in whole or in part, by the DOL.

### **PROCEDURES**

1. **Identifying veterans and eligible spouses at the point of entry.** (Sample language, questionnaires, and flyer are attached.)
  - a. **Prominently displayed notices.** To encourage individuals to self-identify as veterans and eligible spouses, WDD offices must develop and prominently post notices or signs at reception that clearly describe priority of service and provide additional instructions.
  - b. **Staff shall be trained to ask about veteran status at intake.** Reception areas or resource areas may have a veteran sign-in sheet and/or designated areas for veterans. If an individual self-identifies as a veteran or eligible spouse at intake, the individual shall be provided immediate priority without the need for verification.
  - c. **Self-identification through virtual services.** Internet web sites operated by staff, programs, or agencies directly funded in whole or part, by the DOL, must include content that explains priority of service, and instructions to veterans and eligible spouses on where to self-identify through virtual signup. Once identified through virtual access points, One-Stop Center staff, including DVOP/LVER staff, may contact the veteran or eligible spouse to inform them of the full array of services available through the One-Stop Center. (HireNet Hawaii will contain language regarding priority of service in the near future.)
  - d. **Pre-recorded announcements.** Pre-recorded greetings on voicemail systems shall inform callers about priority of service for veterans and eligible spouses.
  - e. **At intake to One-Stop Center services, it is not required to verify the status of the veteran or eligible spouse through documents such as a DD214** Self-identification through a checklist, such as the one attached, is sufficient. However, when a veteran or eligible spouse undergoes eligibility determination for program services such as WIA intensive services and training, it is then appropriate to verify veteran and spouse eligibility status through supporting documents.

- f. Whatever strategy is implemented, it should be consistent in providing priority of service for the use of self-service resources and staff assisted services.

2. **Applying the priority of service rule.**

- a. **General rule:** Among those who are eligible for WIA and other applicable programs, a veteran or eligible spouse shall be **given precedence** over a non-covered person.
- b. **Given precedence** means the veteran or eligible spouse receives access to services **earlier in time** than the non-covered person, or if the service is limited, the veteran and eligible spouse receives access to the service **instead of or before** the non-covered person. This only applies at a given point in time, if there are both non-covered and covered persons who are eligible.
- c. **Waiting list.** Veterans and eligible spouses are to receive first priority on any waiting list that is maintained. For example, if there is a waiting list for WIA, they, if eligible, are to be enrolled prior to non-covered persons. However, once a participant is enrolled in a program such as WIA or, has a confirmed start date, he/she may not be displaced by a veteran or eligible spouse for that program or activity.

3. **Verifying Status.**

- a. It is not necessary for staff to require verification of the status of veteran or eligible spouse at the point of entry.
- b. When a veteran or eligible spouse undergoes eligibility determination and subsequent registration and enrollment in a program such as WIA, and the applicable federal program requires verification of veteran or eligible spouse status then staff will proceed with verifying status.
- c. In those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse.
- d. For programs or services that cannot rely on self-attestation, verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another. In contrast, the commitment of program staff effort does not require verification of status by a veteran or eligible spouse. Thus, if a veteran or eligible spouse self-identifies, staff shall deliver any appropriate intensive services, while permitting the veteran or eligible spouse to follow-up subsequently with verification of his or her status.

**INQUIRIES**

Comments or concerns shall be directed to Mr. Mark Olds, Program Specialist, at (808) 586-8819 or e-mail at [Mark.N.Olds@hawaii.gov](mailto:Mark.N.Olds@hawaii.gov).

Attachments (3)

**Suggested language to use to inform public about Priority of Service**

**(A) Pre-recorded greetings on voicemail system**

"If you are a military veteran or a spouse of a disabled veteran or service member, you may be eligible for priority of employment and training services at the One-Stop Center. Please contact our receptionist or staff to inquire further."

**(B) Posted Flyers or Sign**

**Veterans' Priority of Service**

The U.S. Department of Labor (DOL) has mandated Veterans' Priority of Service in DOL funded programs. Eligibility requirement: U.S. military veteran or eligible spouse. Ask the receptionist or staff for a questionnaire to see if you meet the eligibility requirements for priority of service.

OR

**Veterans' Priority of Service**

The U.S. Department of Labor has mandated Veterans' Priority of Service in DOL funded programs for veterans and eligible spouses. With priority of service veteran or eligible spouse shall be given precedence in obtaining employment and training assistance. Eligible veteran and spouse must meet the following requirements:

- (1) An eligible veteran is a military veteran who served at least one day on active duty in the United States Armed Forces and received a other than dishonorable discharge;  
or
- (2) An eligible spouse must meet any of the following conditions:
  - a. A spouse of a veteran who died of a service-connected disability;
  - b. A spouse of a veteran who died while a disability was in existence;
  - c. A spouse of a veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran Affairs; or
  - d. At the time of application for services, a spouse of an active duty service member who is in one or more of the following situations for a total of 90 days:
    - Missing in action;
    - Captured in the line of duty of a hostile forces; or
    - Forcibly detained or interned in the line of duty by a foreign government or power.

**(C) For website**

The U.S. Department of Labor (DOL) has mandated Veterans' Priority of Service in DOL funded programs for veterans and eligible spouses. With priority of service, veterans or eligible spouses will be given precedence in obtaining employment and training assistance. Click on the following link to learn if you're eligible for priority of service.

(Link will take user to a site with eligibility criteria)

## QUESTIONNAIRE TO DETERMINE ELIGIBILITY FOR VETERANS' PRIORITY OF SERVICE

1. Did you serve on active duty for a period of more than 180 consecutive days and were you discharged or released with other than a dishonorable discharge; or

Were you discharged or released from active duty because of a service-connected disability; or

As a member of a reserve component under an order to active duty pursuant to section 672 (a), 9d), or (g), 673, or 673b of Title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge was authorized and were discharged or released from such duty with other than a dishonorable discharge?

YES (You are eligible for priority of service with a DVOP or LVER veterans representative; please skip to Item 5)

NO (Go to Item 2)

2. Did you serve on active duty in the U.S. Military and receive a discharge that was under conditions other than dishonorable?

YES (You are eligible for priority of service; please skip to Item 5)

NO (Go to Item 3)

3. Are you the spouse

a) of a veteran who has a total, service-connected disability; or

b) of a service member who has been missing in action for more than 90 days, captured by a hostile force, or forcibly detained by a foreign government?

YES (You are eligible for priority of service; please skip to Item 5)

NO (Go to Item 4)

4. Are you the widow of a veteran who

a) died of a service-connected disability; or

d) died of any cause after being determined to have a total, service-connected disability?

YES (You are eligible for priority of service; please skip to Item 5)

NO (You are not eligible for priority of service. Thank you for your time)

.....

5. Dates of Active Duty: From \_\_\_\_\_ to \_\_\_\_\_  
Month Day Year Month Day Year

6. \_\_\_\_\_  
Last First Middle Initial

7. Point of Entry Date: \_\_\_\_\_  
Month Day Year



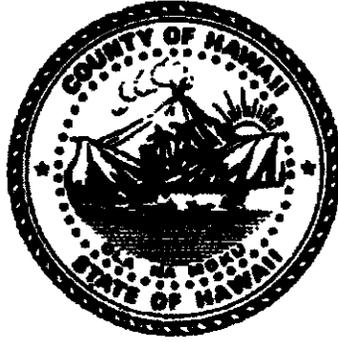
UNITED STATES DEPARTMENT OF LABOR

# Veterans' Priority of Service

**The U.S. Department of Labor (DOL) has mandated Veterans' Priority of Service in DOL funded programs. Eligibility requirement: U.S. military veteran or eligible spouse. Ask the receptionist or staff for a questionnaire to see if you meet the eligibility requirements for priority of service.**

# **APPENDIX 7**

**Memoranda of Understanding with  
Partners and/or Vendors**



# **County of Hawai'i**

## **WORKFORCE INVESTMENT ACT OF 1998**

### **ONE-STOP**

### **MEMORANDUM OF UNDERSTANDING**

### **WITH STATE OF HAWAI'I DEPARTMENT OF HUMAN SERVICES**

### **FOR PROGRAM YEAR 2012-2014**

**William P. Kenoi**  
**Mayor**

## MEMORANDUM OF UNDERSTANDING (MOU)

An Agreement between the Hawai'i County Workforce Investment Board and its  
Big Island Workplace Connection Partners

In accordance with Section 121 (c) of the Workforce Investment Act of 1998, this Memorandum of Understanding has been developed, with the agreement of the Mayor of the County of Hawai'i, and entered into in the spirit of cooperation and collaboration by the Hawai'i County Workforce Investment Board, hereafter referred to as the "HCWIB" and the Big Island Workplace Connection Partners, hereafter referred to as the "BIWC Partners", intending to be bound with respect to the operation of the system, agree as follows:

### I. PURPOSE

The purpose of this Memorandum of Understanding (MOU) is to establish a viable framework in which the HCWIB and BIWC Partners will be able to provide one-stop services for employers, their employees, those seeking employment, and other interested parties within the County of Hawai'i.

The purpose of the BIWC is to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for both job seeker and employer customers receiving assistance.

The purpose of the BIWC is to ensure that workforce investment activities for adults provided by one-stop partners, are accessible at not less than one physical center (referred to as a one-stop center), thus giving adults access to continuum of workforce investment activities organized in three levels: core, intensive and training.

In entering into this agreement the parties make the commitment to maintain not only the basic provisions of WIA but also to enact the basic guiding principles for Hawai'i's One-Stop delivery system, that services be:

- < Integrated (offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills) and affording universal access;
- < Comprehensive (offering a large array of useful information with wide and easy access to needed services);
- < Customer Focused (providing the means for customers to judge the quality of services and make informed choices); and
- < Performance Based (or based on clear outcomes to be achieved; mutually negotiated outcomes and methods for measurements; and the means toward measuring and attaining customer satisfaction).

### II. VISION/MISSION OF THE BIG ISLAND WORKPLACE CONNECTION

The vision/mission of the BIWC is to advance the economic well being of the County of Hawai'i by developing and maintaining a quality workforce and by serving as the focal point for all regional and local workforce investment initiatives. This will be achieved through the delivery of high quality and integrated workforce investment, education, and economic development services for job seekers, incumbent workers, and employers.

III. PARTIES TO THE MOU

The Workforce Investment Act identifies the one-stop system as the service delivery system for WIA and the BIWC Partner programs. In Hawai'i County, the BIWC has been designated as the WIA one-stop delivery system. The following are the parties involved with the administration and operation of the BIWC.

- A. The HCWIB, in partnership with the Mayor of the County of Hawai'i, was established for the purposes of developing the local workforce investment plan and performs the functions described in WIA Section 117(d).
- B. The County of Hawai'i has been selected by the Hawai'i County Workforce Investment Board and required partners to be the designated the One-Stop Operator and Fiscal Agent. The One-Stop Center or "Big Island Workplace Connections" (BIWC) is located at 1990 Kino'ole Street, Suite 102, Hilo, Hawai'i.
- C. BIWC Partners include:

Agency	Required Funding Source under WIA
Alu Like, Inc.	WIA Title I
DOE Hilo Community School for Adults (CSA)	WIA Title II
DHS Vocational Rehabilitation & Services for the Blind Division (VRSBD)	WIA Title IV
Hawai'i Community College (HawCC)	Post Secondary Vocational Education
Hawai'i County Office of Housing and Community Development (OHCD)	Section 8 Housing Assistance Payments Program
Hawai'i County Economic Opportunity Council (HCEOC)	Community Services Block Grant
Senior Training and Employment Program (STEP)	Title V of the Older Americans Act of 1965
DLIR Unemployment Insurance (UI)	Federal Unemployment Insurance
DLIR Workforce Development Division (WDD)	Wagner-Peyser Act, WIA Title I, Welfare-to-Work, Trade Adjustment Assistance (TAA), Local Veterans Employment Representative (LVER), Migrant & Seasonal Farm Worker
Maui Economic Opportunity, Inc. (MEO)	Migrant Seasonal Farmworker
Agency	Voluntary Funding Source
DHS Benefit, Employment & Support Services Division (DHS)	Personal Responsibility & Work Opportunity Reconciliation Act of 1996

(See Attachment I for contact persons for the above)

IV. CUSTOMER SERVICES TO BE PROVIDED THROUGH THE BIG ISLAND WORKPLACE CONNECTION

Services shall be focused on two customer groups, job seekers and employers. Services shall be available at or through the BIWC.

A. CORE SERVICES (WIA, SECTION 134(D)(2) SHALL INCLUDE:

1. Determination of individual eligibility for WIA services;
2. Outreach, intake, and orientation to the information and services available through the BIWC;
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
4. Job search and placement assistance, career counseling where appropriate;
5. Provision of employment statistics information and labor market information such as job vacancy listings, job skills necessary to obtain jobs, local demand occupations, earnings, and skill requirements;
6. Provision of performance information and program cost information on eligible providers of training services;
7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the BIWC;
8. Provision of accurate information relating to the availability of supportive services, including child care and transportation available in the local area, and referral to such services, as appropriate;
9. Provision of information regarding filing claims for unemployment compensation;
10. Assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs;
11. Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate; and
12. Other core service, as determined by a BIWC Partner agency's governing legislation.

B. INTENSIVE SERVICES

1. Comprehensive and specialized assessments of the skill levels of adult and dislocated workers;
2. Development of individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the individual's employment goals;
3. Group counseling;
4. Individual counseling and career planning;
5. Case management for participants seeking training services;
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals or unsubsidized employment or training; and
7. Other intensive services as determined by a BIWC Partner agency's governing legislation.

### C. TRAINING SERVICES

1. Occupational skills training, including training for nontraditional employment;
2. On-the-job training;
3. Programs that combine workplace training with related instruction which may include cooperative education programs;
4. Skills upgrading and retraining;
5. Entrepreneurial training;
6. Job readiness training;
7. Adult education and literacy activities provided in combination with services described in items 1-6 above;
8. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training; and
9. Other training services as determined by a BIWC Partner agency's governing legislation.

### D. BIG ISLAND WORKPLACE CONNECTION PARTNERS PROVIDING CORE, INTENSIVE, TRAINING SERVICES

(See attachment I)

### E. EMPLOYER SERVICES

Parties to the MOU acknowledge that employers are the primary BIWC customer and agree that:

1. Direct employer input shall be sought in matters related to BIWC planning and operations;
2. The guidance of the employer members of the HCWIB shall be specifically sought in designing targeted employer services;
3. Service provision will be provided recognizing the fact that time is of the essence for employers;
4. Specific employer services to be provided through the BIWC include but are not limited to:
  - a. Tax credit or I-9 processing information;
  - b. Assessment of client skills, interests, aptitude and/or work values of applicants prior to referral;
  - c. Job specification development;
  - d. Business fee or licensing information;
  - e. Business assistance center referral;
  - f. Interviewing facilities;
  - g. Customized training;
  - h. Skills training for incumbent workers;
  - i. Job readiness training information;
  - j. Information on filing UI;
  - k. Program information and preliminary screening for program eligibility of prospective employees;
  - l. Information on eligibility for housing assistance.
  - m. Employer Directory

**F. BIG ISLAND WORKPLACE CONNECTION PARTNERS PROVIDING EMPLOYER SERVICES**

<b>Agency</b>	<b>Services</b>
Alu Like, Inc.	IV.E.4. b.- i., k.
CSA	IV.E.4. b., g., h., i.
VRSBD/DVR	IV.E.4. a.,- i., k.
HawCC	IV.E.4. b.,c.,f., g., h., i.,m.
OHCD	IV.E.4. l
HCEOC	IV.E.4. a., e., g., h., i.
STEP	IV.E.4. b.g., h., i., k.
UI	IV.E.4. j.
WDD	IV.E.4. a.- i., k., m., h.
DHS	IV.E.4. b., f., i.
MEO	IV.E.4. b., c., f., g., h., i., k.

**G. OTHER SERVICE PROVISIONS**

**1. Use of Individual Training Accounts (ITAs)**

WIA Title I Adult and Dislocated Worker training will be provided through the use of ITAs. An Individual Employability Plan (IEP) signed by both the participant and appropriate program service staff will be required for the issuance of an ITA. Only one ITA can be established per participant's IEP. Only one IEP can be active at any given time. ITAs may only be used for tuition and fees.

The maximum amount per ITA will be determined on case-by-case basis depending on the training need specified in the IEP. Should training funds be limited, priority will be given to those individuals and/or training areas designated as priority by the local plan. During the term of this agreement, credits/vouchers to an individual's ITA will be issued on a course-by-course basis. Participant will be required to demonstrate motivation and capacity for success to receive additional credits and opportunities for training.

**2. Use of Training Contracts**

Contracts for training may be entered into under the following circumstances:

- A. To provide on-the-job training or training customized to employers or provided by employers.
- B. Upon determination by the HCWIB that an insufficient number of eligible providers of training exist within an area to accomplish the goals of WIA; or;
- C. Upon determination by the HCWIB that there is a training program of demonstrated effectiveness offered in the local area by a community based organization or another private organization to serve special, participant populations facing multiple barriers to employment.

Such contractors will be selected through an appropriate open, competitive selection or request for proposal processes.

## H. METHODS OF REFERRAL

Parties to the MOU agree to develop, implement, and modify the processes, procedures, and forms necessary for the seamless referral of BIWC customers. Parties agree to cross-train and/or cross-inform each other's staff on their policies, procedures and services to minimize confusion and misinformation. As appropriate, site visits; field trips and joint training shall be available for appropriate staff.

Customer referrals from one BIWC Partner agency to another BIWC Partner agency require that:

1. A customer needs form (CNF) be completed by the referring agency which will access the basic, self-help and specialized services needed by the client.
2. Share mutually agreed upon intake and service history information, and assessment results, in accordance with applicable federal, state statutes and if and when appropriate.
3. BIWC Partners adhere to their respective laws and procedures regarding confidentiality and will share among each other only that customer information that is pertinent and necessary for the provision of services under the Act. Securing all appropriate written releases of information to protect customer confidentiality will be the responsibility of the referring agency. In all cases, the respective federal or state statute, Hawaii Administrative Rules or rules of Confidentiality that govern the respective BIWC Partners shall prevail.

The following method will be used to refer customers from one BIWC Partner Agency to another:

1. A customer needs form (CNF) shall be completed by the referring agency which will access the basic, self-help and specialized services needed by the client.
2. If a customer requires additional assistance beyond services offered by those of the partner issuing the CNF, the initiating partner will forward a copy of the CNF by sending a facsimile copy or email the form to the partner agency. (partner representative forwards to appropriate personnel)  
In order to comply with confidentiality issues, partners should attach signed release forms approved by individual agency if necessary.
3. The initiating partner will keep a copy of the CNF on file for tracking purposes.
4. The receiving partner will utilize the CNF form when meeting with the customer and let the referring agency know that contact has been made.

The following method will be used to track the effectiveness of referrals made between One- Stop Partner Agencies:

1. All partners will be required to provide quarterly reports to account for the total number of referrals made by agency, the total number of referrals received by agency and the number of clients served as a result of a referral. These quarterly reports will be due 30 days after the end of the quarter.
2. The partners will assess the referral system on a quarterly basis after data has been collected to determine the effectiveness of the system and to determine possible gaps in the referral process.

I. SERVICE LOCATIONS:

While specific service delivery contributions or resources may be delineated in individual site agreement(s), the parties to the MOU agree that many one-stop services will be provided at BIWC Partner agency offices or at the sites of training or service providers. For the HCWIB, the following comprehensive core service BIWC site(s) have been established:

Agency	Address	Telephone	Hours of Operation
WDD Hilo	1990 Kino'ole St. #102 Hilo, HI 96720	981-2860	7:45 a.m. to 4:30 p.m.
WDD Kona	74-5565 Luhia St. Bldg. C Rm. 4 Kailua-Kona, HI 96740	327-4770	7:45 a.m. to 4:30 p.m.
HCSA	450 Waianuenue Avenue C-2 Hilo, HI 96720	974-4100	7:45 a.m. to 4:30 p.m.
Alu Like, Inc.	32 Kino'ole St. #102 Hilo, HI 96720	961-2625	8:00 a.m. to 4:30 p.m.
VRSBD/DVR	75 Aupuni Street Hilo, HI 96720	974-6444	7:45 a.m. to 4:30 p.m.
STEP	1055 Kino'ole Street Hilo, HI 96720	961-8750	7:45 a.m. to 4:30 p.m.
HawCC	200 W. Kāwili Street Hilo, HI 96702	934-2700 934-2731	7:45 a.m. to 4:30 p.m.
OHCD (Existing Housing Division)	1990 Kino'ole St. #105 Hilo, HI 96720	959-4642	7:45 a.m. to 4:30 p.m.
HCEOC	47 Rainbow Drive Hilo, HI 96720	961-2681	8:00 a.m. to 4:30 p.m.
UI	1990 Kino'ole St. #101 Hilo, HI 96720	974-4086	7:45 a.m. to 4:30 p.m.
DHS	1990 Kino'ole St. #111 Hilo, HI 96720	981-7288	7:45 a.m. to 4:30 p.m.
MEO	99 Mahalani St Wailuku, HI 96793	249-2970	7:45 a.m. to 4:30 p.m.

V. TECHNOLOGY AND SYSTEM INFRASTRUCTURE

The parties agree that electronic assistive technology for the disabled is a critical tool for making efficient information exchange possible and that such technology shall be in place to support the BIWC.

- A. WDD has purchased and installed the shared technology system in the BIWC. Maintenance and enhancement costs will be shared by all BIWC Partners as specified by section XI. A. How Costs of Services and Activities Shall Be Allocated/Shared Among Big Island Workplace Connection Partners.
- B. System security and confidentiality shall be agreed upon by all parties and recorded in an Information Security and Access Agreement to be signed by individuals using the system.

## VI. CAPACITY BUILDING

- A. Parties to the MOU agree that high standards of professional service and conduct as well as professional work environments are required in the BIWC.
- B. BIWC staff will utilize continuous improvement tools and methods such as Malcolm Baldrige Total Quality Management, Simply Better, and others.
- C. Capacity-building efforts shall be examined periodically for their effectiveness in staff adaptability to change, improvements in customer service, and continuous improvement progress.
- D. The parties agree to ensure collaboration with State and regional efforts to identified capacity building needs.

## VII. MARKETING

The parties to the MOU agree that a collaborative marketing strategy informing job seekers, employed individuals, employers and the community at large about the services available through the BIWC will be required and will be developed.

## VIII. SITE SUPERVISION

- A. Parties to the MOU recognize that by implementing BIWC operations, broad-based agency practices and management structures as well as day-to-day BIWC site supervision will need to be negotiated. Parties to the MOU agree to work out in advance (and specify in relevant agreements) any arrangements for supervision.
- B. BIWC Partners also agree to respect each other's organizational practices and management structures in the provision of services under the agreement.

## IX. FUTURE GRANT FUNDING

The parties agree that awards from grant applications submitted in the behalf of the BIWC will go to the BIWC and not the respective entity or entities that applied for the funds.

## X. DESIGNATION OF FISCAL AGENT

The Mayor, with the agreement of the BIWC Partners, may designate a fiscal agent with the authority to carryout the fiscal activities for the BIWC.

## XI. COST ALLOCATION

In accordance with the Title 1 of the Workforce Investment Act of 1998 (WIA) Program, each local workforce investment area must establish a One-Stop System which is accessible at not less that one physical center (referred to as a one-stop center), where core services are made available and access to other activities can be carried out by its One-Stop Partners.

The County of Hawai'i has been selected by the Hawai'i County Workforce Investment Board and required partners to be the designated One-Stop Operator. The County of Hawai'i's One-Stop Center is

currently located at 1990 Kino'ole Street, Hilo, Hawai'i, 96720. Located within the One-Stop facility are the Workforce Development Division, State Unemployment Insurance Division, Department of Human Services, Office of Housing and Community Development, Hilo Community School for Adults, Alu Like, Inc., State Department of Vocational Rehabilitation and Services for the Blind, and Hawai'i Community College operations. Program services from the remaining three partners including, Hawai'i County Economic Opportunity Council, Senior Training and Employment Program, and Maui Economic Opportunity, Inc. are provided through their own agency locations, called "specialized" One-Stop Service Delivery system points.

Because WIA mandates that core activities be available at the One-Stop center, a uniform policy for cost allocation and resource sharing is necessary. This policy will be in accordance with the WIA Program rules, as well as, with the OMB Circulars A-21, A-87, A-110, ASMB C-10 and any other federal and/or State guidance as appropriate.

As required, the County of Hawai'i has created a Cost Allocation Plan to allocate fair and equitable costs of the BIWC operations, which is proportionate to the use of the system by individuals attributable to the partner's program.

The plan represents three distinct pieces: Shared Resources – Allocated Share of Staff Time, Allocation of One-Stop Common Operating Costs, and Paying for Allocated Common/Shared Costs.

#### A. Shared Resources

Resource sharing is the methodology through which One-Stop partner programs pay for, or fund, their equitable share of the costs in either cash or resources. Costs are paid through in-kind services or contributions. The BIWC utilizes this methodology to show how partners will allocate staff time (in hours) and show what the partner agency contribution will be.

#### B. Allocation of Costs

Cost Allocation is a methodology, which is based on the premise that Federal programs are to bear an equitable proportion of shared costs, based on the benefit received by each program - costs of running programs can be charged back to the respective programs and they directly benefit the program. (i.e. Rent is directly charged to programs and benefits the programs directly.)

Shared costs are those costs associated with the use of common areas within the One-Stop center. Common areas may include, but not limited to: the resource room and the reception area.

The BIWC utilizes this methodology to show how partners allocate share of common operating costs. Shared costs are determined by a partner's proportionate use of the system and include, but is not limited to the following:

- a. facilities costs such as rent, utilities, and maintenance;
- b. equipment/technology costs such as copier maintenance/leases, telephone, fax, and data lines;
- c. common area supplies;
- d. marketing; and
- e. subscriptions.

The One-Stop operator, in cooperation with the BIWC partners will determine shared common costs which are fair and equitable. A budget sheet will detail the cost of the common areas in

addition to defining the allocated share of cost for each One-Stop partner who benefits from the partnership.

**C. Paying for Allocated Share of Common Costs**

BIWC Partners are required to pay to cover their share of common costs of the BIWC. To reimburse their fair share of common costs, partners have the choice of paying, covering, or offsetting expenses, through cash payments, direct payments for various common area related expense items, providing services, or providing in-kind contributions including, but not limited to, the following:

- a. attending BIWC meetings to engage in discussions of the BIWC services;
- b. attending job fairs, workshops, and forums to discuss the services at the BIWC;
- c. providing BIWC service information to participants and employers; and
- d. assist in the outreach of the BIWC services.

Partners will choose one or a combination of more than one method of paying for their allocated share of costs.

**D. Methods of Tracking Contributions**

All partners will be required to provide quarterly reports to account for their proportionate share of the common operating costs, the partner's current quarter contribution and balances. These quarterly reports will be due 30 days after the end of the quarter. All partners will be required to keep records to support data being reported.

**E. Agreement Modification**

The BIWC Partners recognize that modification may, and likely will be, necessary during the period of the MOU. The BIWC Partners in the MOU will undertake modification collaboratively. Any modification to this MOU, to be valid, must be in writing and signed by all partners. Oral modification shall have no effect. If any provision of the MOU is held invalid, the remainder of the MOU shall not be affected.

**F. Monitoring**

The BIWC Partners agree that performance and operations, as well as the cost allocations methodology, of this MOU will be reviewed by the OHCD quarterly. The OHCD will provide the partners the results of this review so the partners may determine if they wish to modify the MOU in accordance with Section E.

## XII. CONFIDENTIALITY

Parties to this MOU agree to comply with the confidentiality provisions of WIA Sections 10850 of the Welfare and Institutions code, Hawai'i Administrative Rules, Employment Security Law of the State of Hawai'i, and/or any other BIWC Partner's statute or requirement as applicable to assure that:

- A. All applications and individual records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be kept confidential by each BIWC Partner except that such information may be shared with other BIWC Partners purposes directly connected with the delivery of such services.
- B. No person will publish or disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to BIWC applicants, participants, or customers overall.

## XIII. GENERAL TERMS AND PROVISIONS

### A. APPROVAL

This MOU is of no force or effect until signed by authorized representatives of all BIWC Partner agencies and until approved by the Mayor of the County of Hawai'i. The MOU, once signed, becomes a part of the HCWIB local plan. Individual signatories to this agreement may or may not be represented on the HCWIB itself, at local discretion. BIWC Partners cannot commence activities under this MOU until HCWIB approval has been obtained.

### B. NON-FINANCIAL AGREEMENT CLAUSE

This MOU binds no party or the BIWC Partner to the financial obligation(s) to any other. Any financial or fiduciary arrangements involving the BIWC will be outlined in separate financial agreement(s) between the HCWIB and respective BIWC Partner agencies.

### C. TERM/DURATION AGREEMENT CLAUSE

The term of this agreement is from **July 1, 2012 to June 30, 2014**. BIWC Partner(s) may request in writing any amendment to the MOU through the HCWIB. The HCWIB may amend the MOU whenever the Board determines it is appropriate or necessary. To be valid, any modifications to this Agreement must be in writing, signed and dated under the conditions agreed upon by all the BIWC Partners, and attached to the original Agreement.

The HCWIB reserves the right to extend the term of agreement for another period of up to twelve (12) months, contingent on the performance of the BIWC Partners meeting and/or exceeding the performance measures set by the HCWIB in the local plan. Extension approval must be made prior to **June 30, 2014** and must be mutually agreed upon by the HCWIB and the BIWC Partners.

### D. TERMINATION

#### 1. Termination

The agreement may be terminated by any of the parties upon written notice to the other parties with cause or upon 30 days of written notice to the other parties without cause.

## 2. Termination for Cause

The HCWIB may terminate any practice related to failure to perform the provisions or requirements of this MOU, and it may proceed with the work required under affected provision in any manner deemed effective by the BIWC Partners or proper by the State.

## E. DISPUTES

Parties shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, directly involving the parties to the dispute. In the event that an impasse should arise between the BIWC Partner(s) and/or the HCWIB regarding the terms and conditions, the performance, or administration of this Agreement, the following procedure will be initiated: (1) the HCWIB and BIWC Partner(s) should document the negotiations and efforts that have taken place to resolve the issue. (2) The HCWIB Chairperson would meet with the local elected official(s) and/or the BIWC Partner(s) and/or the BIWC operator and/or the BIWC site manager based on the nature of the impasse to resolve the issue. (3) If an agreement cannot be reached, the Hawai'i Department of Labor and Industrial Relations will provide assistance in resolving the issue.

## F. AUDIT

The Bureau of State Audits, the Mayor, and other parties as appropriate, or their designated representatives shall have the right to review and to copy any records and supporting documentation pertaining to performance under this MOU, subject to the confidentiality requirements stated in section XII, Confidentiality. Auditors will be allowed access to such information or records during normal business hours. Parties to the MOU agree to maintain such records for three years unless differing periods are stipulated by impacted funding sources. Further, the parties to this MOU agree to include similar audit provisions in any related contract, subcontract or other financial agreement.

## G. DISCRIMINATION CLAUSE

Parties to this MOU shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant, or applicant for employment due to gender, race, color, ancestry, creed, religion, national origin, physical or mental disability, medical conditions, and age, veteran's status, or marital status. Parties shall comply with the provisions Hawaii Revised Statutes (HRS) Chapter 378 part 1, and the Hawai'i Administrative Rules (HAR) Chapter 12 - 46 and related, applicable regulations. Parties shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining agreement or other such agreement.

Parties assure compliance with the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.

Parties to this MOU shall include non-discrimination and compliance provisions of this clause in all related subcontracts or financial agreements.

## H. GOVERNING LAW

This MOU is governed by and shall be interpreted in accordance with the laws of the State of Hawai'i, State WIA enabling legislation, and the Workforce Investment Act of 1998.

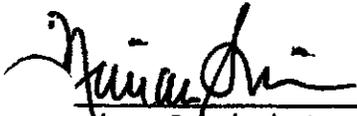
I. UNENFORCEABLE PROVISIONS

In the event that any provision of this MOU is unenforceable or held to be unenforceable, then the parties agree that all other provisions of this agreement have force and effect, and shall not be affected.

J. RESOLUTION

The Hawai'i County Workforce Investment Area must agree to a resolution, order, motion, or ordinance of the Mayor whom by law may authorize designation of the area, boards, and operators comprising the system and parties to this MOU. Such resolution or order must be provided to the State as part of the local Workforce Investment Plan.

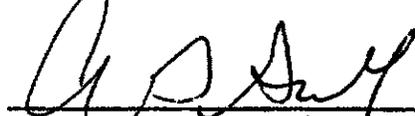
RECOMMEND APPROVAL:



Housing Administrator  
Office of Housing and  
Community Development

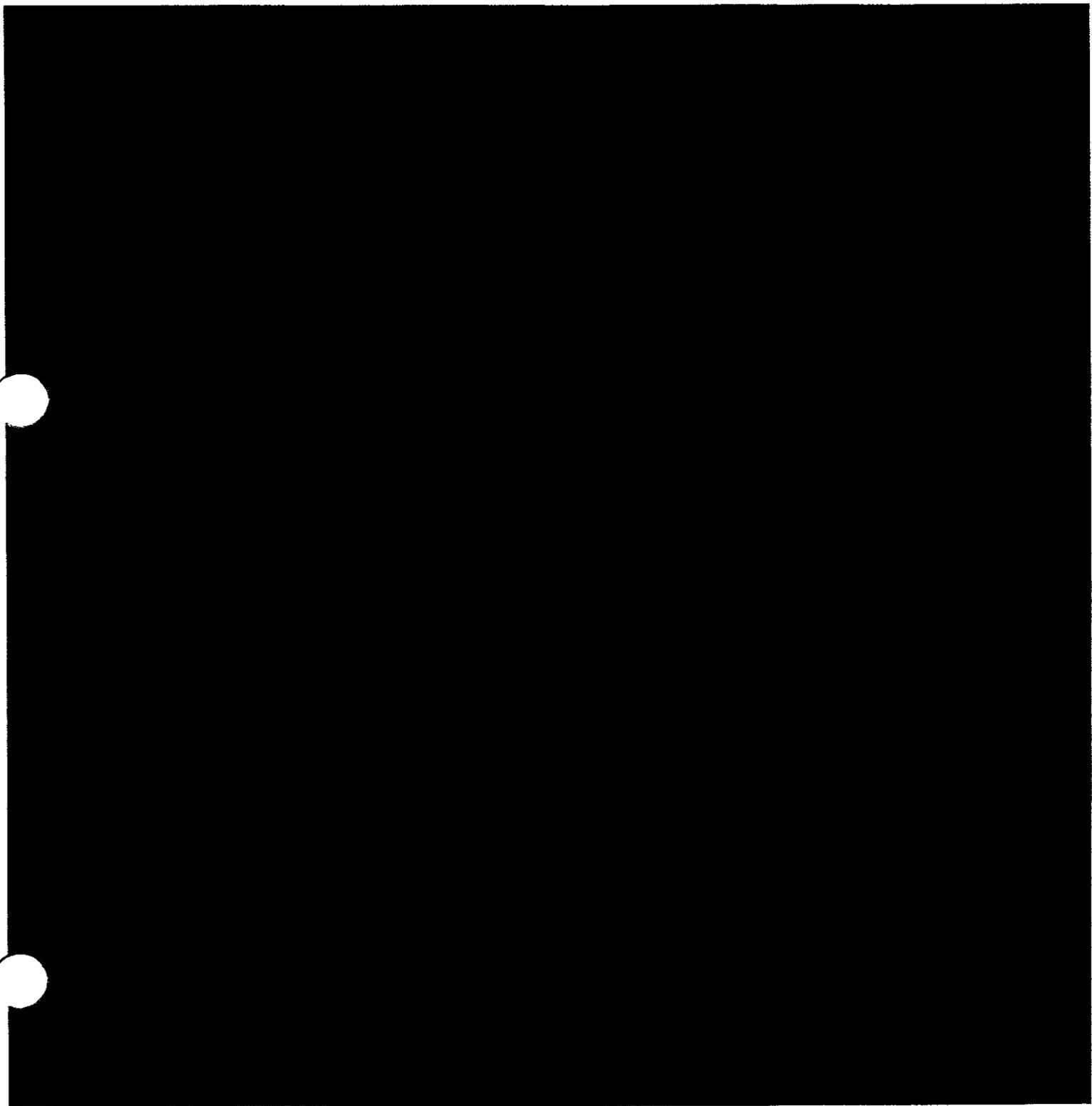
Date: 5/2/12

APPROVAL AS TO FORM AND  
LEGALITY:



Deputy Corporation Counsel  
County of Hawai'i

Date: JUN 13 2012



SIGNATURE PAGE 1

Chief Elected Official:

  
\_\_\_\_\_  
Signature & Date JUN 14 2012

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**  
\_\_\_\_\_  
Name & Title of Authorized Officer

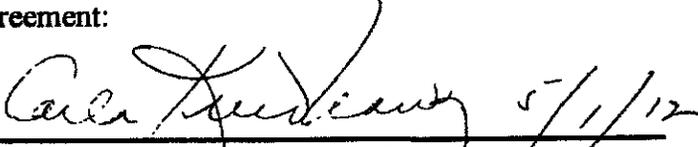
Hawai'i County Workforce Investment Board Chair:

  
\_\_\_\_\_  
Signature & Date 5/24/12

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

  
\_\_\_\_\_  
Signature & Date 5/1/12

ALU LIKE Inc.  
Agency or Organization

Carla Kurofune - Employment Training Manager  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

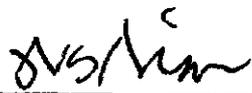
Chief Elected Official:

 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

WILLIAM A. GAO **MAYOR**  
\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

 5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

  
\_\_\_\_\_  
Signature & Date

STATE OF HAWAII DEPT OF HUMAN SERVICES  
\_\_\_\_\_  
Agency or Organization

Neighbor Island Branch Administrator  
\_\_\_\_\_  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

  
\_\_\_\_\_  
Signature & Date

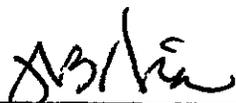
JUN 14 2012

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

 5/9/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

  
\_\_\_\_\_  
Signature & Date

STATE OF HAWAII VOC REHAB & SVCS FOR THE BLIND  
\_\_\_\_\_  
Agency or Organization

Alison Lee, Program Director  
\_\_\_\_\_  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

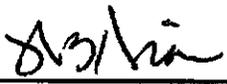
 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI                      MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

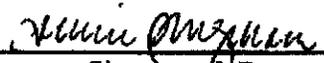
Hawai'i County Workforce Investment Board Chair:

 5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

 MAY 11 2012  
\_\_\_\_\_  
Signature & Date

Hawaii Community College  
Agency or Organization

Debbie Shigehara, Interim Director  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

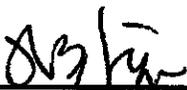
 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

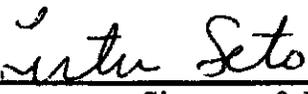
Hawai'i County Workforce Investment Board Chair:

 5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

 05/23/12  
\_\_\_\_\_  
Signature & Date

Hawaii County Economic Opportunity Council  
Agency or Organization

Lester Seto, Interim Executive Director  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

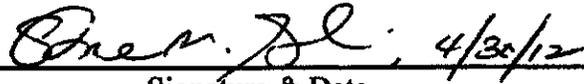
Hawai'i County Workforce Investment Board Chair:

 5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

 4/30/12  
\_\_\_\_\_  
Signature & Date

Hilo Community School for Adults  
Agency or Organization

Shane M. Saiki, Principal  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

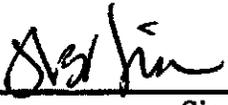
Chief Elected Official:

 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**  
\_\_\_\_\_  
Name & Title of Authorized Officer

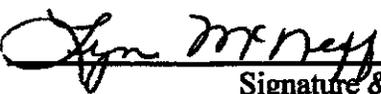
Hawai'i County Workforce Investment Board Chair:

 5/9/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

 5/1/12  
\_\_\_\_\_  
Signature & Date

Maui Economic Opportunity, Inc.  
Agency or Organization

Lyn McNeff, Chief Executive Officer  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

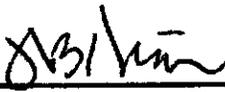
  
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Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM I. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

      5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

  
\_\_\_\_\_  
Signature & Date

Office of Housing & Community Development  
Agency or Organization

Niniau Simmons, Asst. Hq. Admin.  
\_\_\_\_\_  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

  
\_\_\_\_\_  
Signature & Date

JUN 14 2012

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

  
\_\_\_\_\_  
Signature & Date

COUNTY OF HAWAII SENIOR TRAINING & EMPLOYMENT  
Agency or Organization

Alan Parker, Executive on Aging  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

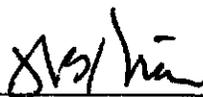
Chief Elected Official:

 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**  
\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

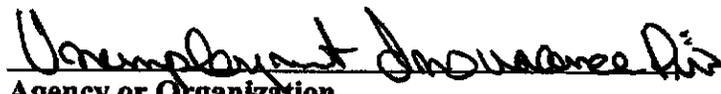
 5/9/12  
\_\_\_\_\_  
Signature & Date

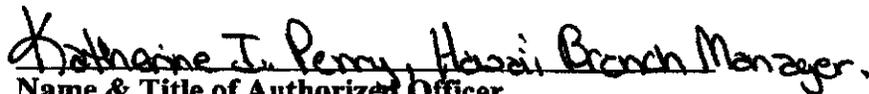
Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

 MAY 07 2012  
\_\_\_\_\_  
Signature & Date

  
\_\_\_\_\_  
Agency or Organization

  
\_\_\_\_\_  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

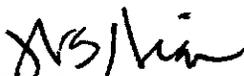
 JUN 14 2012  
\_\_\_\_\_  
Signature & Date

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI** **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

Hawai'i County Workforce Investment Board Chair:

 5/24/12  
\_\_\_\_\_  
Signature & Date

Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

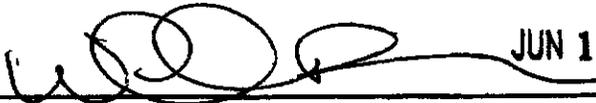
 5/17/12  
\_\_\_\_\_  
Signature & Date

DLIR - Workforce Development Division - Hawaii  
Agency or Organization

Blayne Hanagami, Hawaii Branch Manager  
Name & Title of Authorized Officer

SIGNATURE PAGE 1

Chief Elected Official:

  
\_\_\_\_\_  
Signature & Date JUN 14 2012

County Of Hawai'i  
Agency or Organization

**WILLIAM P. KENOI**                      **MAYOR**

\_\_\_\_\_  
Name & Title of Authorized Officer

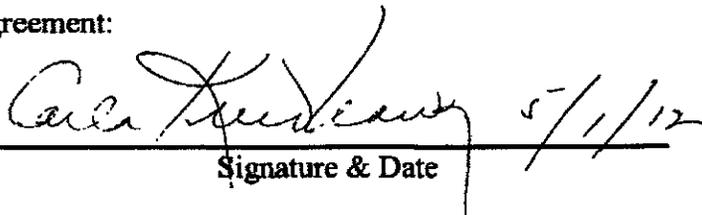
Hawai'i County Workforce Investment Board Chair:

  
\_\_\_\_\_  
Signature & Date 5/24/12

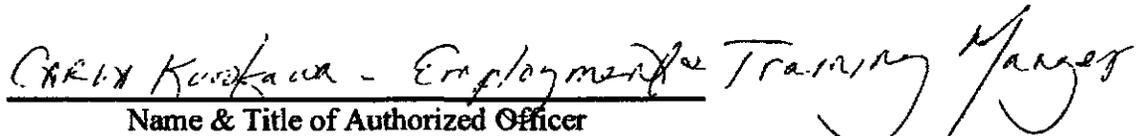
Hawai'i County Workforce Investment Board  
Agency or Organization

Wayne Higaki, Chair  
Name & Title of Authorized Officer

Other Parties to the Agreement:

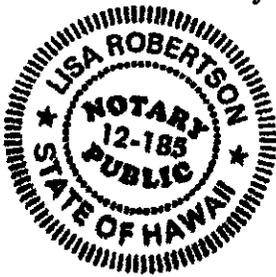
  
\_\_\_\_\_  
Signature & Date 5/11/12

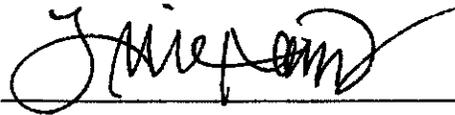
ALU LIKE Inc.  
\_\_\_\_\_  
Agency or Organization

  
\_\_\_\_\_  
Name & Title of Authorized Officer Employment Training Manager

STATE OF HAWAI'I )  
 )  
COUNTY OF HAWAI'I ) SS.

On June 14, 2012, before me personally appeared WILLIAM P. KENOI, to me personally known, who, being by me duly sworn, did say that he is the Mayor of the County of Hawai'i, a municipal corporation of the State of Hawai'i, that the seal affixed to the foregoing instrument is the corporate seal of said County of Hawai'i, the foregoing instrument was signed and sealed on behalf of the County of Hawai'i by authority given to said Mayor of the County of Hawai'i by Sections 5-1.3 and 13-13 of the County Charter, County of Hawai'i (2010), as amended, and said WILLIAM P. KENOI acknowledged said instrument to be the free act and deed of said County of Hawai'i.





Notary Public, State of Hawai'i

Printed Name: Lisa Robertson

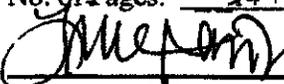
My commission expires: 05/20/2016

**NOTARY CERTIFICATION STATEMENT**

Document Identification or Description: Memorandum of Understanding – SOH- Department of Human Services

Doc. Date: 6/14/2012  Undated at time of notarization

No. of Pages: 15 ✓  
14 + attachments Jurisdiction: Third Circuit

  
Signature of Notary 06/14/2012  
Date of Notarization and Certification Statement

Lisa Robertson  
Printed Name of Notary



**CONTACT PERSONS**

Only those individuals named below should be contacted regarding contents of this MOU, related financial agreements, or WIA reporting or planning as relates to this MOU.

Partner Agency	Name/Title	Area of Responsibility	Phone & Fax Numbers	E-Mail Address
Alu Like, Inc. (Native Americans)	Carla Kurokawa Employment & Training Manager	Employment Services for Native Americans	961-2625 935-6084 fax	<a href="mailto:ckurokawa@alulike.org">ckurokawa@alulike.org</a>
Hilo Community School for Adults	Shane Saiki Principal	Education for Adults and Community	974-4100 974-6170 fax	<a href="mailto:shane_saiki@notes.k12.hi.us">shane_saiki@notes.k12.hi.us</a>
Hawai'i Community College	Deborah Shigehara Director, OCET Helen Nishimoto Career & Job Development Coordinator	Education & Training	934-2700  934-2731	<a href="mailto:deborahs@hawaii.edu">deborahs@hawaii.edu</a>  <a href="mailto:hschoneb@hawaii.edu">hschoneb@hawaii.edu</a>
Hawai'i County Economic Opportunity Council (HCEOC) Community Block Grant	Lester Seto Interim Executive Director	Community Action Agency	961-2681 935-9213 fax	<a href="mailto:seto_hceoc@hotmail.com">seto_hceoc@hotmail.com</a>
County of Hawai'i Office of Housing and Community Development (OHCD)	Sharon Hirota	Housing Choice Voucher (Section 8) Program Section 8 Family Self Sufficiency Program HOME Tenant Based Rental Assistance Program Section 8 Homeownership Option Program	959-4642 959-9308 fax	<a href="mailto:ohcdeh@hawaiicounty.gov">ohcdeh@hawaiicounty.gov</a>
Department of Human Services (DHS)	Phyllis Funada East Hawai'i Section Administrator	Public Assistance for Eligible Individuals	981-7287 981-7289 fax	<a href="mailto:pfunada@dhs.hawaii.gov">pfunada@dhs.hawaii.gov</a>
Senior Training & Employment Program (via Hawai'i County Office of Aging)	Clyde Yoshida Program Director	Employment Services for Eligible Older Americans	961-8750 961-8752 fax	<a href="mailto:cyoshida@co.hawaii.hi.us">cyoshida@co.hawaii.hi.us</a>
Unemployment Insurance (UI)	Kathy Perry Branch Manager	Provide Information on Filing of Unemployment Insurance and Printed Material	974-4086 974-4085 fax	<a href="mailto:kathy.i.perry@hawaii.gov">kathy.i.perry@hawaii.gov</a>
Vocational Rehabilitation (DVR)	Alison Lee Hawai'i Branch Administrator	Employment Services for Persons with Disabilities	974-6444 974-6450 fax	<a href="mailto:alee@dhs.hawaii.gov">alee@dhs.hawaii.gov</a>
Workforce Development Division (WDD)	Blayne Hanagami Branch Manager	Workforce Investment Act and Wagner/Peyser	981-2860 981-2880 fax	<a href="mailto:blayne.s.hanagami@hawaii.gov">blayne.s.hanagami@hawaii.gov</a>
Maui Economic Opportunity, Inc.	Gerry Lum Community Services Director	Migrant Seasonal Farmworker Jobs Program	249-2970 249-2971 fax	<a href="mailto:gerry.lum@meoinc.org">gerry.lum@meoinc.org</a>



Alu Like HCSA HawCC HCEOC MEO OHCD- Sec 8 DHS STEP UI DVR WDD

**Intensive Services**

	Alu Like	HCSA	HawCC	HCEOC	MEO	OHCD- Sec 8	DHS	STEP	UI	DVR	WDD
Comprehensive & specialized testing & assessment	X	X	X	X						X	X
Development of an individual employment plan	X		X	X	X			X		X	X
Group Counseling	X		X								X
Individual Counseling & Career Planning	X	X	X	X	X			X		X	X
Case management for seeking training services	X			X	X			X		X	X
Short term pre-vocational services	X	X	X	X						X	X
Work experience in the private or public sector	X		X	X		X		X		X	X
Tryout Employment	X									X	X

Alu Like HCSA HawCC HCEOC MEO OHCD- Sec 8 DHS STEP UI DVR WDD

**Training Services**

	Alu Like	HCSA	HawCC	HCEOC	MEO	OHCD- Sec 8	DHS	STEP	UI	DVR	WDD
Occupational skill training	X	X	X	X	X			X		X	X
On-the-job Training	X			X	X			X		X	X
Programs that combine training w/related instruction; cooperative education programs	X	X	X	X				X		X	X
Training programs operated by the private sector	X				X					X	X
Skill upgrading and retaining	X	X	X	X	X			X		X	X
Entrepreneurial and small business development technical assistance and training	X		X		X			X		X	X
Job readiness training	X	X	X	X	X			X		X	X

Adult basic education, GED attainment, literacy training & ESL training	X	X	X								X
Customized training conducted with a commitment by an employer or group of employers to employ individual upon completion	X	X	X		X					X	X
Educational and tuition assistance	X		X	X	X					X	X

Alu Like   HCSA   HawCC   HCEOC   MEO   OHCD-  
Sec 8   DHS   STEP   UI   DVR   WDD

Activities for Youth											
Improving educational and skill competencies	X		X							X	X
Adult Mentoring			X								X
Training Opportunities	X		X							X	X
Supportive Services	X		X	X						X	X
Incentive programs for recognition & achievement	X		X								X
Opportunities for leadership, development, decision-making, citizenship and community service	X		X								X
Preparation for post secondary education, academic and occupational learning, unsubsidized employment opportunities	X		X								X
Tutoring, study skills training and other drop-out prevention strategies	X		X	X							X
Alternative secondary school services	X	X	X	X							X
Drop out prevention activities	X		X	X							X
Summer employment opportunities that are directly linked to academic and occupational learning	X	X									X
Paid & unpaid work experience, including internships & job shadowing	X	X	X							X	X

Occupational skill training	X		X							X	X
Leadership development opportunities	X										X
Follow up Services	X									X	X
Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral	X									X	X
Information and referral	X	X	X	X		X	X		X	X	X

Alu Like    HCSA    HawCC    HCEOC    MEO    OHCD-  
 Sec 8    DHS    STEP    UI    DVR    WDD

<b>Other Activities</b>	[Redacted]											
Job Development and Employment Outreach	X		X	X	X						X	X
Supportive Services	X		X	X	X						X	X

# **APPENDIX 8**

**Resource Sharing Agreements with  
Partners at One-Stop Centers**

**See Page 8 of Appendix 7,  
Memorandum of Understanding**

**Section III - Assurances**

**2012-2017 Local Integrated Workforce Plan Assurances**

<b>Planning Process and Public Comment</b>	<b>References</b>
<input type="checkbox"/> 1. The local board has processes and timelines, consistent with WIA Section 118(c)(2) to obtain input into the development of the Local Plan and to give opportunity for comment by representatives of local elected officials, local workforce investment boards, businesses, labor organizations, other primary stakeholders, and the general public for a 30-day period.	WIA §§ 118(b)(7), 118(c)(1), & 118(c)(2); 20 CFR § 661.345(b)
<input type="checkbox"/> 2. The local board afforded entities responsible for planning or administering programs and activities covered in the Local Plan opportunities to review and comment on the draft plan.	WIA §§ 118(b)(7), 118(c)(1), & 118(c)(2); 20 CFR § 661.345(b)
<input type="checkbox"/> 3. The final local plan is available and accessible to the general public.	20 CFR § 661.345(b)(1)
<input type="checkbox"/> 4. The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIA § 117(e); 20 CFR § 661.307
<b>Required Policies and Procedures</b>	<b>References</b>
<input type="checkbox"/> 5. The local board makes publicly-available any local requirements for the public workforce system, such as policies, including policies for the use of WIA Title I funds.	WIA § 118(b)(10); 20 CFR § 665.350(a)(13)
<input type="checkbox"/> 6. The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIA §§ 111(f), 112(b)(13) & 117(g)
<input type="checkbox"/> 7. The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area, and has provided the State with the latest versions of its memoranda of understanding.	WIA §§ 121(c), & 134(d)(2); 20 CFR §§ 661.120(b), 661.350, & 662.310(b)(c)
<input type="checkbox"/> 8. The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated at least every two years.	WIA § 118(b)(10)
<input type="checkbox"/> 9. The local board has negotiated and reached agreement on local performance measures with the chief elected official and the governor.	WIA §§ 117(d)(5) & 118(b)(3); 20 CFR § 665.301(5)
<input type="checkbox"/> 10. The local board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIA Title I-B Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under Title I-B in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIA.	WIA §§ 121(d)(2)(A) & 123; 20 CFR §§ 662.410, 663.430 & 661.310
<input type="checkbox"/> 11. The local board has established at least one comprehensive, full-service One-Stop Center and has a written process for the Chief Local Elected Official and local board to determine that the center conforms to the definition.	WIA § 134(a)(2); 20 CFR § 662.100
<input type="checkbox"/> 12. The local board has written procedures for resolving grievances and complaints alleging violations of WIA Title I regulations, grants, or other WIA agreements, and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including a requirement that all partners identify appropriate staff contacts and refer customers to those contacts.	WIA § 188; 20 CFR § 667.600

<input type="checkbox"/>	13. The local board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIA Title I-B individual training accounts and to train dislocated workers receiving additional unemployment insurance benefits.	WIA §§ 117(d)(2)(c), 118(b)(2)(A) & 122; 20 CFR §663.350(a)(3)(i) & § 663.500-590
<input type="checkbox"/>	14. All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in one-stop centers for individuals with disabilities.	WIA §188; Wagner-Peyser § 8(b); 29 CFR §§ 37.7 - 37.9; 20 CFR § 652.8(j)
<input type="checkbox"/>	15. The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.	WIA § 188; 29 CFR § 37.42
<input type="checkbox"/>	16. The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partnership development, and numeric goals.	WIA § 188; 29 CFR § 37.42
<input type="checkbox"/>	17. The local board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIA § 188; 29 CFR § 37.54(a)(1)
<input type="checkbox"/>	18. The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIA § 185; 29 CFR § 37.37
<input type="checkbox"/>	19. The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR § 31.205-22; TEGL 2-12; 29 CFR § 93.100
<input type="checkbox"/>	20. The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIA, and applicable Departmental regulations.	WIA §§ 136(f)(2) & (3) 20 USC §1232g; 20 CFR § 666.150 & Part 603
<input type="checkbox"/>	21. The Local Workforce Investment Board assures that veteran workforce investment programs funded under WIA §168 will be carried out in accordance with that section.	WIA §168
	<b>Administration of Funds</b>	<b>References</b>
<input type="checkbox"/>	22. The Local Workforce Investment Board assures that when allocated adult funds for employment and training activities are limited, priority is given to veterans, recipients of public assistance and other low-income individuals for intensive and training services.	WIA § 134(d)(4)(E)
<input type="checkbox"/>	23. The local board has written policy and procedures to competitively award grants and contracts for WIA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIA §118(b)(9) & 134(d)(4)(G); 20 CFR §§ 661.350(a)(10) & 663.430(a)
<input type="checkbox"/>	24. The local board will not use funds received under WIA to assist, promote, or deter union organizing.	WIA §181(b)(7); 20 CFR 663.730
<input type="checkbox"/>	25. The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of fund allotments made for WIA adult, dislocated worker, and youth programs and the Wagner-Peyser Act.	WIA §118(b)(8)

<input type="checkbox"/>	26. The local board will not use funds received under WIA to assist, promote, or deter union organizing.	WIA §181(b)(7); 20 CFR 663.730
<input type="checkbox"/>	27. The local board ensures compliance with the uniform administrative requirements in WIA through annual, on-site monitoring of each local sub-recipient.	WIA §184(a)(3); 20 CFR §§ 667.200, 667.400 & 667.410
<input type="checkbox"/>	28. The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIA §184; 20 CFR Part 652; 20 CFR §§ 667.410(a), 667.500(a)(2), & 667.740
<input type="checkbox"/>	29. The local board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIA funds, including property purchased with JTPA funds and transferred to WIA, and that comply with WIA and Local Area purchasing requirements.	WIA §184(a)(2)(A); 20 CFR Part 652; 29 CFR Parts 95 & 97; OMB Circulars A-21, A-87, A-110 A-122 & A-133; Federal Register Vol. 65, No. 124; Generally Accepted Accounting Procedures (GAAP)
	<b>Eligibility</b>	<b>References</b>
<input type="checkbox"/>	30. The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIA-funded Core and Intensive services and qualifications for enrollment of Adults, Dislocated Workers, and Youth in WIA-funded Intensive and Training services, consistent with state policy on eligibility and priority for service.	WIA §134(d)(4)(E); 20 CFR Part 663 Subpart A, B, & C
<input type="checkbox"/>	31. The local board has a written policy and procedures for awarding Individual Training Accounts to eligible Adults, Dislocated Workers, and Youth receiving WIA Title I-B training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIA § 134(d)(4)(G); 20 CFR §§ 663.400, 663.410, 663.420, 663.430, & 663.440
<input type="checkbox"/>	32. The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible Adult, Dislocated Workers, and Youth enrolled in WIA Title I-B programs.	WIA §§ 129(c)(2)(G), 134(e)(2); 20 CFR Subpart H, §§ 663.800-840 & 664.440
<input type="checkbox"/>	33. The local board has a written policy for priority of service in its One-Stop Centers any affiliate sites, and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry so they can take advantage of priority of service, be made aware of their entitlement to priority of service, and be provided information on employment, training and placement services, and the eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR § 1010; TEGL 10-09; Veterans Prog. Ltr. 07-09

**Local Plan Certification Signatures**

**Name of Grant Recipient** \_\_\_\_\_ **County of Hawaii**

**Contact Person/Title** \_\_\_\_\_ **Stephen J. Arnett**

**Phone** 808 961-8379 **Fax** 808 961-8685 **E-mail** ohcdwia@hawaiicounty.gov

This plan represents the **Hawai'i County** Local Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998. It is submitted for the period of July 1, 2012 – June 30, 2017 with the assurance that we will operate our Workforce Investment Act and Wagner-Peyser programs in accordance with this plan and applicable federal and state laws and regulations.

\_\_\_\_\_  
Chair of Hawaii County  
Workforce Investment Board

\_\_\_\_\_  
Mayor of Hawaii County

\_\_\_\_\_  
Name (printed or typed)

\_\_\_\_\_  
Name (printed or typed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date