



STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
WORKFORCE DEVELOPMENT DIVISION

WIOA TITLE I & III  
ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE  
PROGRAM YEAR 2023  
(JULY 1, 2023 – JUNE 30, 2024)



# T A B L E O F C O N T E N T S

State Strategic Goals and Vision in Program Year 2023.....	3
Powerful Partnerships.....	4
Title IV Partner – The Division of Vocational Rehab.....	4
DVR’s Employment Team Initiatives and Collaboration with DLIR, State, Federal and Public Partners .....	5
Serving the Community with the Department of Human Services.....	5
First-to-Work Job Development and Job Preparedness Services .....	5
Supplemental Nutrition Assistance Program Employment and Training Program.....	6
Creating a Human Centered Design .....	6
ACCESS Initiative.....	6
HI CAN.....	6
Educating the Workforce Partnership with Title II Agency (Department of Education) .....	6
Programs and Initiatives Advancing the Goals & Vision of Hawai’i’s Unified State Plan .....	7
Community Service Grant – Digital Literacy .....	7
Employment & Training Fund (ETF).....	7
Federal Bonding.....	7
HireNet Hawai’i .....	8
Migrant Seasonal Farm Workers (MSFW) .....	8
National Dislocated Worker Grants (NDWG) - QUEST Disaster Recovery.....	8
National Dislocated Worker Grants (NDWG) - Lahaina Wildfire .....	9
Rapid Response/Layoff Aversion Activities .....	9
Registered Apprenticeship Program .....	11
Internships .....	11
Trade Adjustment Assistance .....	12
Veterans Services & Jobs for Veterans State Grants .....	12
Work Opportunity Tax Credit .....	12
WIOA Title I (Adult, Dislocated Worker, and Youth) .....	12
WIOA Title III (Wagner-Peyser Act Employment Services) .....	13
Partnership with Unemployment Insurance (UI)/Reemployment Services and Eligibility Assessment (RESEA).....	13
WIOA Outcomes – Program Year 2023.....	14
Performance Accountability System .....	21
Effectiveness in Serving Employers.....	21
Common Exit .....	21
Data Validation.....	22
Customer Satisfaction .....	23
Technical Assistance .....	23
Waivers .....	23
Statewide Fund Activities.....	24
Ready to Work Program.....	24
Summer Youth Financial Literacy and Work Experience Program .....	24
Studies for Research and Evaluation.....	24
Appendix.....	25
Success Stories.....	25
Outreach .....	30
State IT Recognition Award .....	31



## STATE STRATEGIC GOALS AND VISION IN PROGRAM YEAR 2023

Program Year 2023 (July 1, 2023 – June 30, 2024) brought together Hawai‘i’s partners from Titles I through IV to craft the strategies for the [WIOA Unified State Plan for Hawai‘i \(2024 – 2027\)](#), approved by USDOL in May 2024. Workforce, education, community, and business stakeholders aligned to consider current and projected economic conditions while forming strategies to move the State forward in meeting [Governor Josh Green, M.D.](#)’s vision for the future, under the leadership of Director Jade Butay of the Department of Labor and Industrial Relations ([DLIR](#)).

The initiatives of the DLIR’s Workforce Development Division ([WDD](#)) and Workforce Development Council ([WDC](#)) help to advance the four main vision points outlined in the Plan:

- Alignment with economic growth
- Education and training alliances
- Inclusivity and equity
- Workforce synergy

While finalizing the latest Unified State Plan, the economic backdrop has been the high and ever-increasing cost of living in Hawai‘i. Factors of housing, education, stagnant migration, and an evolving work culture, influenced the workforce goals and strategies selected to maximize future growth.

Hawai‘i’s reliance on a few industries, particularly Tourism (also known as Hospitality), made it vulnerable to the conditions of the COVID-19 pandemic. The Lahaina Maui wildfires in August 2023, reinforced that reliance, impacting the overall State’s recovery, slowing unemployment and housing in the county, with an overall negative impact on the State.<sup>1</sup> Despite being “one of three states in the nation that have not fully recovered from the 2020 recession caused by the pandemic,” according to the Department of Business, Economic Development and Tourism ([DBEDT](#)), tourism remains one of Hawai‘i’s largest economic sectors and its recovery depends on the health of the sector. By February 2024, visitor expenditures by air alone for the month increased by 1.1% over the past year, representing \$1,645.7 million. [“\[T\]he tourism sector including transportation, retail trade, entertainment and recreation, accommodation, and food services industries, recovered only to about 90 percent of the 2019 level in the third quarter of 2023.”](#)

The Unified State Plan accounts for an economy in which Hospitality maintains its centrality, while creating pathways to even better wages and career ladders in other industries, such as Healthcare and Technology/Information Technology (IT). Registered Apprenticeship Programs have been identified by workforce and education stakeholders as a viable option to counter the challenges of the future of work in Hawai‘i, aiding to improve economic conditions for now and the long-term. Apprenticeships will ensure that underserved and underrepresented populations are at the forefront of the shift in the economy’s growth, focusing on expanding the Apprenticeship Program to non-traditional apprenticeship programs. In line with this strategy, DLIR received funding from USDOL to create the very first registered teachers’ apprenticeship program (the State Apprenticeship Council, announced at the beginning of PY 24).

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<sup>1</sup> The Economic Research Organization at the University of Hawai‘i (UHERO), *UHERO Forecast for the State of Hawai‘i, Near-Term Slowing Expected as Pandemic Recovery Ends*, [https://uhero.hawaii.edu/wp-content/uploads/2024/02/24Q1\\_Forecast.pdf](https://uhero.hawaii.edu/wp-content/uploads/2024/02/24Q1_Forecast.pdf), retrieved 3/15/24



One vision point of the previous Unified State Plan was to “develop, sector strategies and career pathways for in-demand industries.” This led to DLIR, WDC, and the Chamber of Commerce Hawai‘i ([COC Hawai‘i](#)) holding the inaugural “Future of Work in Hawai‘i” Conference in September 2023. Stakeholders from Tourism, Defense, Construction, Health Care, Technology/IT, Energy, and the Public Sectors participated. The first Workforce Development Heroes Awards were given out at the conference held at the Sheraton Waikiki. A Workforce Summit facilitated by a National Governor’s Association team was also held in September 2023, with stakeholder organizations discussing best practices in crafting the framework of the State Unified Plan. These events led to identifying two vision points for the new Plan: 1) Alignment with economic growth and 2) Workforce synergy.

As further examples of the State putting its vision into practice, the DLIR's USDOL funded Quality Jobs, Equity, Strategy and Training (QUEST) Disaster Recovery Dislocated Worker Grants program and engaged the COC Hawai‘i to organize Sector Partnerships with emphasis on key employment sectors. Funding from the University of Hawai‘i (UH), through its community colleges’ Good Jobs Initiative offers training at no cost. The Hawai‘i State Department of Education (HIDOE) established its Workforce Development Branch which is dedicated to “coordinating educational opportunities with Hawai‘i’s business sectors to help schools prepare students for the workforce.”

The State Legislature passed a bill making WDC an administratively attached agency effective in PY 2024. In PY 2023, the Council hosted the Employer Engagement, Executive Committee, Military and Veterans Affairs, Sector Strategies and Career Pathways, Youth Services, Special Projects, and Performance Measures and Financial Accountability Committees. More of the public meetings were moved to hybrid meetings conducted in person with remote options in compliance with the Sunshine Law.

DLIR continued to convene meetings with WIOA core partners including the Title IV provider, Division of Vocational Rehabilitation (DVR) of the State of Hawai‘i Department of Human Services (DHS); and Title II provider, the Department of Education Community School for Adults, during this period to collaborate on the completion of the Unified State Plan. Title II (Hawai‘i State Department of Education) and Title IV (Department of Vocational Rehabilitation) partners contributed to the completion of the PY 23 Annual Narrative report. With input from Title II, Title III, and Title IV partners, Workforce activities in PY 23 uphold the State Plan’s goals and vision outlined in the Unified State Plan. The partnership continues in completion of this Annual Narrative Report.

## **POWERFUL PARTNERSHIPS**

### **TITLE IV PARTNER – THE DIVISION OF VOCATIONAL REHAB**

The fruitful partnership between DLIR and [DVR](#) continued. The DVR provides a variety of services to strengthen opportunities for Hawai‘i’s residents with disabilities to prepare for, obtain, and/or retain and advance in employment. Productive partnerships with State agencies, including DLIR, pave the way for DVR consumers to find successful competitive integrated employment through training, support, and career placement activities. WIOA Title I programs remain key fulcrums to serve the disabled community in line with the State’s vision per the previous Unified State Plan to “[p]rioritize services to vulnerable population with barriers to employment per WIOA.”



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

- The National Expansion of Employment Opportunities Network (NEON) Grant was approved for another year, a renewal of the award first granted in July 2022 by USDOL's Office of Disability Employment Policy (ODEP). PY 2023 resulted in a continuation of the work towards making Hawai'i an Employment First state. Collaboration between DLIR, DHS, Department of Health (DOH), Hawai'i State Council on Developmental Disabilities (DD Council), UH Center on Disability Studies ([CDS](#)), HIDOE, and private sector non-profit, [Work Now Hawai'i](#) refined Statewide strategies and plans to move towards creating an Office of Employment First.
- The Association of People Supporting Employment First (APSE), along with DLIR, DHS, DOE, and UH CDS hosted the 2nd Annual Summit on Employment First in February 2024 with a focus on training Advocates/Self-Advocates and Practitioners on employment initiatives and best practices. This year had a focus on Mental Health and Individualized Placement Supports.
- Business Highlights - Remote meetings were regularly hosted by DVR to engage employers with DVR staff learning about job skills, career pathways and employment opportunities available Statewide, as well as exploring work-based learning experience with employers for DVR participants. DLIR staff and partners continue to be included in monthly Business Highlights to enhance and continue the sharing of employment opportunities for job seekers.
- Job Fairs and Hiring Events: DVR and DLIR continue to partner on these successful events Statewide which included a Federal Resume Writing Workshop for Staff and Participants.
- Work Opportunity Tax Credit (WOTC) - DVR and DLIR continue to partner on providing tax credit information and filing instruction for businesses.
- DLIR's Local Veterans' Employment Representative (LVER), Mr. Ramon Ruiz, continued on the State Rehabilitation Council, as a strong voice for Veterans and employment.
- National Veterans Training Institute (NVTI) Training: DVR attended training hosted by DLIR/WDD, provided by Management Concepts under the auspices of NVTI. USDOL gave training on working with Veteran populations to AJC staff, partners and stakeholders.
- DVR Administrator and WDD Branch Office Managers actively participated on the WDC and the Oahu Workforce Development Board along with DLIR, presenting DVR services.
- DVR Administrator worked with the WDD Administrator to submit the Unified State Plan.

## **SERVING THE COMMUNITY WITH THE DEPARTMENT OF HUMAN SERVICES**

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

WDD continued providing Employment Services via [First-to-Work \(FTW\)](#), a program designed to prepare eligible recipients for employment and eventual financial self-sufficiency through its subcontract from DHS' Benefit, Employment & Support Services Division (BESSD), which administers Temporary Assistance for Needy Families (TANF). DLIR Job Developers (stationed in DHS offices) provide Job Development, develop Community Work Experience Program (CWEP) sites and opportunities throughout the State for placement of the FTW participants. Job Readiness Training (JRT) classes were provided by WDD staff on Kauai, Hawai'i, and Maui counties. DLIR FTW staff collaborated with fellow DHS subcontractor City and County of Honolulu's Ho`ala Job Readiness Workshop staff to streamline the resume creation process for mutual participants in Oahu.



## **Supplemental Nutrition Assistance Program Employment and Training Program**

The Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E & T) Program is a voluntary program for individuals who receive SNAP benefits from State and federal funding. The subcontract between DLIR and DHS allowed for the provision of E & T services to individuals receiving SNAP benefits who reside in Kauai and Hawai'i counties. The Hawai'i Nutrition Employment and Training program of the University of Hawai'i Community Colleges enables SNAP participants to attend skills training at the colleges at zero or reduced cost.

## **CREATING A HUMAN CENTERED DESIGN**

### **ACCESS Initiative**

WDD's Administrator joined the Advisory Council for the Aligned Customer-Centered Ecosystem of Services & Supports (ACCESS) project, under the auspices of the American Public Human Services Association (APHSA) and the National Association of State Workforce Agencies (NASWA). Health, human services, and labor leaders from multiple states have joined the Council to provide their expertise to the project development team, offering strategies for the modernization of customer-service and data systems. With support from the Bill & Melinda Gates Foundation, the two-year project will leverage data and technology, ultimately improving program design, delivery, and access to services and supports for clients, focusing on customer-centered and equitable systems.

### **HI CAN**

In partnership with the DLIR, Office of Enterprise Technology Services ([ETS](#)), DHS, Research Improving People's Lives ([RIPL](#)), and the [National Governors Association](#) Workforce Innovation Network, the group developed [Hawai'i Career Acceleration Navigator \(HI CAN\)](#), which uses Machine Learning (ML), Artificial Intelligence (AI), State administrative data, and cloud computing to generate custom recommendations and job matches. By combining technology with a human-centered approach, HI CAN gives jobseekers personalized, data-driven job and training recommendations. Referrals to supportive services are integrated into HNN for those conducting career research. In 2024, HI CAN was an Award Finalist ([https://www.nascio.org/wp-content/uploads/2024/08/Hi\\_Cross-Boundary-Collaboration-Partnerships.pdf](https://www.nascio.org/wp-content/uploads/2024/08/Hi_Cross-Boundary-Collaboration-Partnerships.pdf)), [Awards Library - NASCIO](#) from among 120 applications nationwide, in the Cross-Boundary Collaboration & Partnerships category of the National Association of State Chief Information Officers (NASCIO) 2024 State IT Recognition Awards.

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

DLIR spearheaded the efforts to complete Hawai'i's WIOA Unified State Plan (2024-2027), partnering with Title II stakeholders, among others, to create a four-year workforce plan. One of the four key areas of focus for Hawai'i is to create Education and Training alliances: "[b]uild stronger bridges with Hawai'i's educators and training providers since a strong education and training ecosystem will yield lifelong learners and foster innovation in a fast-changing world." With that mandate, the current and recent past activities ensure that this vision is within reach.

UH and University of Hawai'i's Community Colleges' ([UHCC](#)) Good Jobs Challenge grant from the Economic Development Administration and the U.S. Department of Commerce, with WDD as a sub-awardee, continued into PY 23. [Good Jobs Hawai'i](#), the resulting initiative, partnered with Hana



Career Pathways, O'ahu Back to Work, Hawai'i Chamber of Commerce, and businesses from the Healthcare, Technology, Clean Energy/Skilled Trades, and Creative industries. The award allows for the strengthening of coordinated wraparound services to clients through the AJCs and UH, while participants receive training to prepare for jobs in the targeted industries. The AJCs assist clients with job placement once training is completed.

DLIR partnered with HIDOE (along with the Hawai'i State Public Library System ([HSPLS](#)) and DBEDT's Hawai'i [Broadband & Digital Equity Office](#)) to deploy DLIR's USDOL Community Grant to ensure digital equity by providing Hawai'i residents Digital Literacy training (see Community Service Grant – Digital Literacy for more details).

## **PROGRAMS AND INITIATIVES ADVANCING THE GOALS & VISION OF HAWAI'I'S UNIFIED STATE PLAN**

### **COMMUNITY SERVICE GRANT - DIGITAL LITERACY**

DLIR's USDOL Community Project grant awarded in PY 22, continued its partnership with HIDOE, HSPLS and DBEDT to address the need for digital literacy [digital literacy](#) across the State based on its [Statewide Digital Equity Plan](#). It saw fruition in PY 23 with the implementation of the Hawai'i Digital Work Skills Initiative. One segment of the multi-level digital work skills program has since provided program participants (WIOA participants and community members) with digital work skill training classes at local public libraries Statewide and by [Waipahu Community School for Adults](#). This initiative introduces digital literacy proficiencies, providing beginner to intermediate-level free digital literacy classes.

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

The Employment and Training Fund ([ETF](#)) allows private industry employers to upskill or enhance their current workforce. ETF provides employers with training subsidies so that their employees can hone their existing skills or learn new ones to remain on the cutting edge for their jobs. Employers are subsidized by the ETF program for up to 50% of the approved curriculum training course cost, up to a maximum of \$1,000. There are currently 15 ETF training vendors available to provide training to incumbent workers. During PY 23 (State FY 24), over 80 employers participated by referring their employees to various training courses and 432 employees upgrade their work skills.

### **FEDERAL BONDING**

WDD operates a federal bonding program that is 100% federally funded by USDOL. [The Fidelity Bonding Demonstration Grant](#) allows for bonds to be issued to employers upon request when hiring justice-involved individuals, including those involved due to their history of opioid or drug use. WDD's grant award of \$25,000 that funds these bonds is available until April 6, 2025, or until all funds are expended. To date, eight (8) bonds have been issued. WDD staff are actively involved with Going Home Hawai'i Consortium, a group that consists of public and private entities with a network that spans Statewide and nationally, and whose purpose is to ensure there are "innovative and culturally responsive reentry and reintegration services" for justice-involved individuals, their families, and communities. This has allowed WDD to share information about the federal bonding program directly with a specific group of agencies and organizations who service justice-involved individuals in the State, also sharing bonding information directly to those being released from a Hawai'i federal prison.



## **HIRENET HAWAI'I**

[HireNet Hawai'i \(www.hirenetHawaii.com\)](http://www.hirenetHawaii.com), the State's electronic job board and case management system, connects employers and jobseekers Statewide at no cost to the public. The vendor, Geographic Solutions, Inc., has customized HireNet Hawai'i (HNH) for Hawai'i's workforce programs. Modules are continually updated to streamline tools for case management, document management, or to add features for new programs (such as the Lahaina Fire and QUEST NDWG grants). Anyone with internet access and a computer can self-register and benefit from online services, while those needing individualized service can contact or visit the nearest at [AJCs](#) Hawai'i. In PY 2023, 5,130 participants used HNH to obtain individualized services. Registration videos were translated into 3 languages (Simplified Chinese, Japanese, and Tagalog) with their transcripts posted on the site. HNH also provides 14 translated languages to facilitate registration whose primary language is other than English. Contact information for access to translators are listed on the site.

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

The Migrant Seasonal Farm Workers ([MSFW](#)) program is conducted under the Wagner-Peyser (WP) program, offering employment and benefits to migrant seasonal workers, ensuring their labor rights are protected. Hawai'i's consistent climate and agricultural diversification has allowed agriculture producers/farmers to plant and harvest various crops throughout the year, rather than just seasonally. Except for a few primary Coffee or Macadamia nut growers, the demand for farmworkers today is year-round, instead of seasonal for planting or harvesting. However, the diminished demand from previous years has made the identification of a migrant and/or seasonal farm worker more challenging with lower MSFW numbers dropping in tandem. The State Monitor Advocate (SMA) communicates with each Local Office Manager (LOMA) to ensure that MSFW's are properly identified, provided needed ES/UI services, maintains the complaint system and accurately reported HNH. WDD is implementing changes to the MSFW program in accordance with the Wagner-Peyser Act Staffing Final Rule (TEN 10-23) that became effective on January 23, 2024, and must be implemented by January 22, 2026, which requires State merit staff to provide services to MSFW and ES customers.

## **NATIONAL DISLOCATED WORKER GRANTS (NDWG) – QUEST DISASTER RECOVERY**

Hawai'i's DLIR WDD was awarded \$10,595,171 under a [QUEST](#) Disaster Recovery National Dislocated Worker Grant (NDWG) to assist individuals who have been adversely affected by the COVID-19 pandemic to enter, return to, or advance in high-quality jobs in growth industries. The two-year grant spanned from September 2022 to September 2024. Eligible individuals include those who were temporarily or permanently laid off because of the COVID-19 pandemic disaster, dislocated workers, long-term unemployed, or self-employed individuals who became unemployed or significantly underemployed due to the COVID-19 pandemic disaster. Groups targeted within the eligible population consist of historically underserved communities including individuals who are low-income, long-term unemployed, Native Hawai'ians, Pacific Islanders, senior citizens (55 years plus), women, persons with a disability, veterans, and individuals with low basic skills.

The Counties of Oahu, Hawai'i, and Maui, and the WDD operated the project within each AJC with the COC Hawai'i and The Kalaimoku Group (TKG) as contracted partners for sector partnership and outreach activities, respectively. Employment services are provided by the project operators with paid internships in government and the private sector with the goal of allowing participants to gain





exposure and experience to qualify for unsubsidized jobs. The Chamber of Commerce of Hawai'i coordinates business engagement activities. Since the program started, activities such as administrative development of policies and contracts, coupled with staff training and development of relationships among the COC Hawai'i, TKG, and the AJCs for coordination of activities have developed into healthy deployment of services. With this foundation, participant services and enrollments took place at an accelerated pace in PY 23 to meet the goal of serving 300 participants Statewide. By June 30, 2024, 291 participants were served Statewide. A one-year no-cost extension was granted by USDOL to enable full use of remaining funds by September 30, 2025.

### **NATIONAL DISLOCATED WORKER GRANTS (NDWG) – LAHAINA WILDFIRE**

The Lahaina Wildfire on August 8, 2023, required major recovery efforts. Once the NDWG was approved by USDOL on August 25, 2023, administrative startup activities were compressed into a short timeframe to enable services to be offered quickly. By December 31, 2023, 110 participants were enrolled of whom 50 were working in temporary jobs, primarily in humanitarian services, with 93 applicants in the queue for temporary jobs. In October 2023, DLIR contracted with Maui Economic Opportunity Inc. ([MEO](#)) to provide services. As an established community-based organization, MEO had a large network of public and private social services and employment-related service organizations and has experience in operating federally funded program from USDOL as are also a recipient of several non-DOL funded grants, including TANF outreach, that serve the Maui wildfire victims.

In October 2023, MEO contracted staffing agency, Employer Options, to serve as the employer of record for their temporary jobs targeted to the private sector. MEO conducted an aggressive outreach campaign for eligible jobseekers and worksites through participation in numerous community events, public TV, government/private sector groups, the Local Workforce Development Board, the Maui AJC, and the Disaster Resource Center and other hubs that connected people with resources. MEO's staffing agency also solicited worksites for the temporary jobs. MEO created NDWG worksite applications, worksite agreements, and orientations for worksites and participants. They vetted worksites for NDWG eligibility and executed non-financial worksite agreements specific to the NDWG prior to the staffing agency entering into separate financial agreements with the worksites. DLIR WDD Maui Branch, another service provider for the Maui NDWG, focused on creating temporary jobs with State agencies related to wildfire clean up, restoration, and humanitarian services. However, State agencies did not commit to participating as host sites under this grant, mainly because clean up and restoration activities were delayed until removal of a thick layer of toxic dust from Lahaina was completed. Like MEO, WDD Maui staff actively focused on outreach at various community events, their partners, and the AJC to spread the word about NDWG services. Since the Maui staff is relatively small, WDD staff from other islands occasionally traveled to Maui to assist at Disaster Centers supporting Maui residents and support the branch outreach efforts at numerous community events. By the end of PY 23, 228 participants were active, with 105 exited.

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

Rapid Response (RR) activities are conducted by DLIR and AJC staff in tandem with local boards and those boards' chief elected officials. Hawai'i businesses that employ 50 or more employees from Hawai'i's workforce must provide DLIR a Worker Adjustment and Retraining Notification Act (WARN) letter at least 60 calendar days before covered plant closings and mass layoffs.



During PY 23, thirty-six (36) WARN notices were submitted to DLIR, down from 42 during PY 22 (there was a high of 144 WARN letters during the pandemic in PY 20, with 30,462 workers affected throughout the State at that time). Of those issued in PY 23, sixteen (16) companies had less than 50 employees yet chose to send notice of their sale, merger, or closure. Multiple companies that had the requisite 50+ employees mentioned that there was to be a sale to or merger with another entity, with no expectations of layoffs. All companies were contacted by RR team members with offers to provide orientation and layoff activities. Approximately 2,872 workers were potentially affected and eligible for Rapid Response services this program year.

On Oahu, strong partnerships with a core group of agencies helped the successful execution of the RR sessions with three different employers. The partner agencies included the State DHS, which represents MedQuest and SNAP programs, the State Unemployment Insurance (UI) Division, the Legal Aid Society of Hawai'i, and the City and County of Honolulu, Work Hawai'i (the WIOA Adult, Dislocated, and Youth service providers), WeAre Oceania, and Community Schools for Adults.

A brief overview of the sessions conducted:

- Wahiawa General Hospital | RR session held on March 27, 2024 | 50 attendees.
- Bucca Di Peppo | Rapid Response session on April 25, 2024 | 14 attendees (6 obtained medical insurance through QUEST)
- Kahi Mohala | Rapid Response on May 21 & 22, 2024 | 73 attendees

A second Kahi Mohala event took place in PY 24 during two days in September 2024 serving 28 attendees. For the two sessions held with Kahi Mohala, participants included employers from Queens Medical Center, Hawai'i Pacific Health, State Hawai'i Hospital, Waianae Coast Comprehensive Health Center's, HR Division, and Waianae Health under the Hale Naua Pono program. They offered alternative employment opportunities customized to the specific needs of those affected, specifically in the healthcare field. Through these collective efforts, the approach adopted for the RR sessions ensured that the affected workers were given access to appropriate services, programs, and employment opportunities. The WDD Honolulu Staff followed up with individuals who attended the RR sessions to see if additional employment services were needed and to assist with re-employment services. On Kauai, one major retail store, Macy's, located in the Kukui Shopping Center closed its doors. Despite not issuing a WARN letter, the store manager requested a RR presentation, which was completed on March 14th, prior to the 42 affected employees' last day of employment later in March 2024. Maui had "Rapid Response" events in conjunction with FEMA during the beginning of the Lahaina recovery effort, but these were reclassified after receipt of the NDWG.

Breakdown of WARN notices by county:

Oahu: 27

Maui: 4

Kauai: 1

Hawai'i: 4

Total: 36 WARN letters; 27 unique companies; 1 RR event conducted without official WARN



## **REGISTERED APPRENTICESHIP PROGRAM**

In PY 2023, there were 1,580 newly registered and reinstated apprentices, an increase of 64% from the 961 new apprentices that were registered in PY 2022. Most of the newly registered apprentices were with construction trade apprenticeship programs. This program year, 506 apprentices completed various apprenticeship programs and were conferred journeyworker status. As of June 30, 2024, there were 5,230 registered apprentices in Hawai'i.

In conjunction with the 2023 National Apprenticeship Week celebration, Governor Josh Green, M.D. issued a [Proclamation](#) declaring November 19-23, 2023, as [Hawai'i Apprenticeship Week 2023](#) in acknowledgment of the valuable contribution Registered Apprenticeship Programs make to the State of Hawai'i. The week-long celebrations were attended by over 300 and included virtual presentations by various sponsors to showcase their programs and promote Registered Apprenticeship as a way for individuals to earn wages at the same time as they learn to be proficient in the job.

During PY 23, DLIR expanded the State Apprenticeship Council (SAC) composition from 9 to 14 members to include representatives from non-construction trades/occupations. The SAC serves as the advisory body to the DLIR Director on matters about apprenticeship. Adding new members from other sectors/industries helps align with the goals and objectives of DLIR to expand registered apprenticeships to non-construction trades.

Federal grants were awarded by USDOL to DLIR under the State Apprenticeship Expansion (SAE) Base Formula Grant in the total amount of \$1,061,248.00 to help in building DLIR's Statewide capacity to perform its roles and responsibilities as the State Apprenticeship Agency (SAA). USDOL also awarded DLIR \$4,999,707.00 under the SAE Grant Round 2 Competitive Funding opportunity to develop a Teacher Apprenticeship Program for K-12 Licensed Teachers. [The Teacher Registered Apprenticeship Program](#) is a partnership between DLIR, the Hawai'i State Teachers Board (HSTB), the Hawai'i Department of Education (HIDOE), the Hawai'i State Teachers Association, and the Hawai'i Government Employees Association to help address the teacher shortage.

## **INTERNSHIPS**

DLIR's Statewide internship program, [Hele Imua Statewide Internship Program](#), started as a pilot program in PY 21 and continues in PY 23. Current college students and recent graduates embark on 12-week internship opportunities at various State agencies including WIOA Titles II and IV partners. Annual funding from the State Legislature enables continued internship placements at State agencies throughout the executive branch. In PY 23, two hundred ninety-three (293) participants were placed in internships.

State agency placements include the following offices and agencies: Office of the Governor, Office of the Lieutenant Governor, DOH, Department of Agriculture, DBEDT, Department of Land and Natural Resources, DLIR, Department of Human Resources Development, DHS, Attorney General, Budget and Finance, Department of Public Safety, and ETS. Internship occupations vary, including IT specialist, HR Assistant, Program Specialist, Accountant, Environmental Health Specialist, Engineer, Research Statistician, Marketing Specialist, Housing Coordinator, and Elections Specialist.

On Oahu alone, over 500 interns have been successfully placed into internships since the inception of the program. These vital internships have helped fill openings in State government. State Departments have hired approximately 50 interns Statewide, with 23 employed by the private sector.



## **TRADE ADJUSTMENT ASSISTANCE**

Trade Adjustment Assistance ([TAA](#)) continued in its phase-out termination status in PY 23, which began in July 2022 when new TAA petitions were no longer authorized. Outreach to new workers who may be eligible for the entitlement under previously approved petitions continues to be mandatory. In PY 23, Hawai'i received a new allocation of \$100,000 to aid in outreach, case management, and administrative activities. A policy for joint TAA and Dislocated Worker co-enrollment issued by WDD in March 2022 continues to be in effect.

## **VETERAN SERVICES & JOBS FOR VETERANS SERVICES GRANT**

Jobs for Veterans Services Grant ([JVSG](#)) Disabled Veterans Outreach Program (DVOP) Specialists provided individualized career services and case management to veterans with significant barriers to employment, including those at risk of homelessness, with a VA-certified disability, low-income status, or previously incarcerated. DVOPs partnered with the Veteran's Administration, Homeless Veterans Reintegration grantees, WIOA partners, and other resources to facilitate the veteran's transition to stable employment. In PY 23, the JVSG-funded Local Veterans' Employment Representative ([LVER](#)) on Oahu, who is also a member of the Oahu AJC Business Services Team, continued to work with businesses Statewide to help them fill their workforce needs with suitable veterans. Job fairs and special recruitments catering to Veterans continued in PY 23. The LVER and DVOPs worked with the AJCs on each county to serve targeted veterans. The LVER served as the lead contact for promoting Hire Vets Medallion Program, a federal award that recognized local employers who hired and retained veterans in their workforce in 2023.

From April to June 2024, the State sponsored a series of professional development training for AJC and partner staff in Case Management, Managing Case Managers, Services to Homeless Veterans, and Services to Veteran Spouses. All training prioritized services to veterans and veteran spouses. A Statewide meeting with key AJC staff and partners from every local area, first in December 2023 and then in June 2024, discussed how each local area would expand and improve services to veterans. Feedback on the training and meetings was positive, which may result in more professional development and meetings about veteran services in the future.

## **WORK OPPORTUNITY TAX CREDIT**

The Work Opportunity Tax Credit ([WOTC](#)) program (administered by the USDOL and the U.S. Department of Treasury) advances employment opportunities for people with barriers, including people with disabilities, veterans, ex-felons, economically disadvantaged, and long-term unemployed, by incentivizing the hiring of these target groups. WDD administrative staff members process these federal tax credit applications from hundreds of participating employers. In PY 2023, 8,536 WOTC applications were submitted (a monthly average of 710). WOTC data is being migrated from the current system to the Geographic Solutions system to make it easier for employers.

- Unemployment Insurance information has been automated with weekly batch uploads, with a data reversion scheduled for October 2024.
- File Transfers with Requests made as early as possible allow time to fulfill the request.

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

Services to Youth, Dislocated Workers, and Adults are administered by the local chief elected officials in partnership with their local workforce development boards and providers. The service providers



for each local area are Oahu: WorkHawai'i; Hawai'i; and Maui: Goodwill Hawai'i. A waiver approved by USDOL allows the Workforce Development Council to act as the local board for Kauai, and the WDD Kauai Office delivers services.

WIOA Title I Youth Program provides services to eligible youth who face barriers to education, training, and employment. Statewide, the WIOA Youth Programs provides services focusing on out-of-school youth. Fourteen core elements are available to Youth: counseling, mentoring, and financial literacy. City and County of Honolulu's [Work Hawai'i Youth](#) Program serves Oahu, while [Ola I Ka Hana of Goodwill](#) serves both Hawai'i and Maui Counties. WDD provided youth on Kauai.

Title I Adult services help individuals who meet eligibility requirements, which are typically barriers to employment. Priority of service is given to recipients of public assistance, other low-income individuals, those who are basic skills deficient, and veterans, among other criteria. Goodwill provides services including training, on-the-job training (OJT), job development, and placement in Hawai'i and Maui Counties. The City and County of Honolulu's Work Hawai'i provide the same services in Oahu and the WDD Kauai staff provides services for the local area.

Title I DW Program services are for workers who have been terminated or laid off, or who have received a notice of termination or layoff from employment, are eligible for or have exhausted entitlement to unemployment compensation and are unlikely to return to a previous industry or occupation or workers who have exhausted UI benefits. Services are provided in Hawai'i and Maui Counties by Goodwill. City and County of Honolulu's Work Hawai'i serves Oahu. Kauai WDD AJC staff provide Dislocated Worker program services like the other programs. The Rapid Response services are delivered from each county's AJC by the WDD in each local area.

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

The Wagner-Peyser (WP) Act continues to provide "universal" employment services, including job search assistance, career counseling, unemployment insurance filing assistance, and labor market information to support all job seekers and employers throughout the State of Hawai'i. As part of the WIOA framework via WDD, WP funds were utilized to support various programs under the umbrella of employment services for populations with significant barriers to employment, including seniors, veterans, youth, and individuals with disabilities. Outcomes for WP continue to exceed all performance measures for PY 2023.

### **PARTNERSHIP WITH UNEMPLOYMENT INSURANCE (UI)/REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)**

In PY 2023, WP continued its partnership with the Unemployment Insurance (UI) system to promote its alignment with the vision of WIOA and establish an entry point to other workforce system partners. Through an MOU between WDD and UI, WDD continues to provide reemployment services and UI eligibility assessment services to UI claimants determined most likely to exhaust their UI benefits under the Reemployment Services and Eligibility Assessment (RESEA) Grant State Plan. WDD continues to provide accessibility of services through virtual and in-person delivery options, resulting in 2,483 individuals completing an initial RESEA session and 2,350 individuals completing a subsequent RESEA in PY 2023.



## WIOA OUTCOMES – PROGRAM YEAR 2023

Outcomes for PY 23 showed some growth for the Adult program and mixed outcomes for the DW and Youth programs. WP maintained its consistency, meeting goals as expected. Performance Outcomes are found in the chart “Statewide WIOA Outcomes—Program Year 2023” (Figure 1) as “PY 23 Actual” (column 8 from the left) for various programs.

The Adult program performed the best out of all Title I programs, meeting nearly every target (except for MSG) and improving over PY 22 rates for every indicator except for Q4 Employment. Youth and DW saw declines in 3 out of 5 performance indicators. For the Statewide figures, median earnings were the most consistently met indicator across all programs; targets were met, with 9.94% - 19.1% increases over PY 22. The DW program had the most significant gain at 19.1%, with the Adult at a close second. Youth had the smallest gain of the Title I programs at 14.2% but realized a more significant gain than WP, which had the smallest increase at 9.94%. Ratios of target goals to actual outcomes showed wide disparities between goals and actual median earnings targets, with all programs coming in at over 100% of the target (128.3% - 134.2%). Employment measures (Q2 and Q4) did not seem to impact the median earnings. The Title III, Wagner-Peyser program remained consistent, meeting all three of its targets, with only a slight decline in Q4 Employment from PY 22.

Indicator	PY 22 Target	PY 22 Actual	PY 22 Ratio	PY 22 NUM	PY 22 DEN	PY 23 Target	PY 23 Actual	PY 23 Ratio	PY 23 NUM	PY 23 DEN	% Change in NUM/ Actual Median Earnings
<b>Adult</b>											
Employment Rate, Q2	60.0%	76.3%	127.2%	167	219	60.0%	75.0%	125.0%	174	232	4.19%
Employment Rate, Q4	65.0%	77.3%	118.9%	174	225	65.0%	76.7%	118.0%	161	210	-7.47%
Median Earnings	\$6,800	\$7,385	108.6%	NA	NA	\$ 6,800	\$ 8,725	128.3%	NA	NA	18.14%
Credential Rate	58.0%	36.7%	63.3%	47	128	58.0%	63.4%	109.3%	59	93	25.53%
Measurable Skill Gains	55.0%	65.6%	119.3%	86	132	55.0%	46.7%	84.9%	106	227	23.3%
<b>Dislocated Worker</b>											
Employment Rate, Q2	71.0%	80.2%	113.0%	97	121	71.0%	71.3%	100.4%	57	80	-41.24%
Employment Rate, Q4	76.0%	81.7%	107.5%	107	131	76.0%	70.1%	92.2%	75	107	-29.91%
Median Earnings	\$8,500	\$9,576	112.7%	NA	NA	\$ 8,500	\$11,405	134.2%	NA	NA	19.1%
Credential Rate	68.0%	48.1%	70.7%	37	77	68.0%	76.9%	113.1%	30	39	18.92%
Measurable Skill Gains	57.0%	53.3%	93.5%	16	30	57.0%	48.3%	84.7%	14	29	-12.5%
<b>Youth</b>											
Employment, Education, or Training Rate, Q2	68.0%	69.4%	102.1%	84	121	68.0%	66.7%	98.1%	48	72	-42.86%
Employment, Education, or Training Rate, Q4	62.0%	73.0%	117.7%	65	89	62.0%	66.4%	107.1%	81	122	24.62%
Median Earnings	\$4,300	\$4,881	113.5%	NA	NA	\$ 4,300	\$ 5,570	129.5%	NA	NA	14.12%
Credential Rate	65.0%	81.0%	124.6%	51	63	65.0%	55.7%	85.7%	49	88	-3.92%
Measurable Skill Gains	53.0%	44.4%	83.8%	59	131	53.0%	39.2%	74%	40	102	-32.2%
<b>Wagner-Peyser</b>											
Employment Rate, Q2	54.0%	58.0%	107.4%	1690	2916	54.0%	61.1%	113.1%	1820	2977	7.69%
Employment Rate, Q4	52.0%	63.7%	122.5%	2227	3497	52.0%	61.8%	118.8%	1846	2985	-17.11%
Median Earnings	\$7,300	\$8,814	120.7%	NA	NA	\$ 7,300	\$ 9,690	132.7%	NA	NA	9.94%

Notes: NUM, short for Numerator, pertains to the number of program participants included in the Denominator (DEN) that were employed (for Employment Rate metrics for Q2 and Q4), are in education or training program that led to a recognized postsecondary credential or employment (for Credential Rate), and achieved measurable skills gains based on attainment of at least one gain (for Measurable Skills Gains). DEN, short for Denominator, is the total number of participants.

Figure 1 – STATEWIDE WIOA OUTCOMES - PROGRAM YEAR 2023



Indicator	Statewide Actual	Statewide Total Participants	Hawaii Actual	Hawaii Total Participants	Kauai Actual	Kauai Total Participants	Maui Actual	Maui Total Participants	Oahu Actual	Oahu Total Participants
<b>Adult</b>										
Employment Rate, Q2	75.0%	232	72.9%	96	40.0%	5	71.4%	35	80.2%	96
Employment Rate, Q4	76.7%	210	85.5%	62	25.0%	4	72.1%	61	75.9%	83
Median Earnings	\$ 8,725	NA	\$ 8,903	NA	\$ 6,565	NA	\$ 10,039	NA	\$ 8,244	NA
Credential Rate	63.4%	93	51.6%	31	0.0%	0	33.3%	3	71.2%	59
Measurable Skill Gains	46.7%	227	72.2%	54	0.0%	0	11.1%	9	41.0%	161
<b>Dislocated Worker</b>										
Employment Rate, Q2	71.3%	80	82.6%	23	60.0%	5	63.2%	19	69.7%	33
Employment Rate, Q4	70.1%	107	76.9%	13	66.7%	3	70.3%	37	68.5%	54
Median Earnings	\$11,405	NA	\$ 11,484	NA	\$ 7,166	NA	\$ 11,577	NA	\$ 11,349	NA
Credential Rate	76.9%	39	66.7%	3	0.0%	0	33.3%	3	81.8%	33
Measurable Skill Gains	48.3%	29	70.0%	10	0.0%	0	0.0%	0	27.8%	18
<b>Youth</b>										
Employment, Education, or Training Rate, Q2	66.7%	72	66.7%	18	100.0%	1	66.7%	9	65.9%	44
Employment, Education, or Training Rate, Q4	66.4%	122	57.7%	26	0.0%	1	75.0%	44	64.7%	51
Median Earnings	\$ 5,570	NA	\$ 8,330	NA	\$ 934	NA	\$ 6,951	NA	\$ 3,603	NA
Credential Rate	55.7%	88	37.5%	24	0.0%	1	50.0%	12	66.7%	51
Measurable Skill Gains	39.2%	102	27.0%	37	0.0%	0	31.8%	22	50.0%	42
<b>Wagner-Peyser</b>										
Employment Rate, Q2	61.1%	2977	57.1%	580	62.7%	225	61.2%	698	62.5%	1474
Employment Rate, Q4	61.8%	2985	57.9%	753	63.8%	221	63.3%	610	63.0%	1401
Median Earnings	\$ 9,690	NA	\$ 8,376	NA	\$ 8,864	NA	\$ 8,337	NA	\$ 10,800	NA

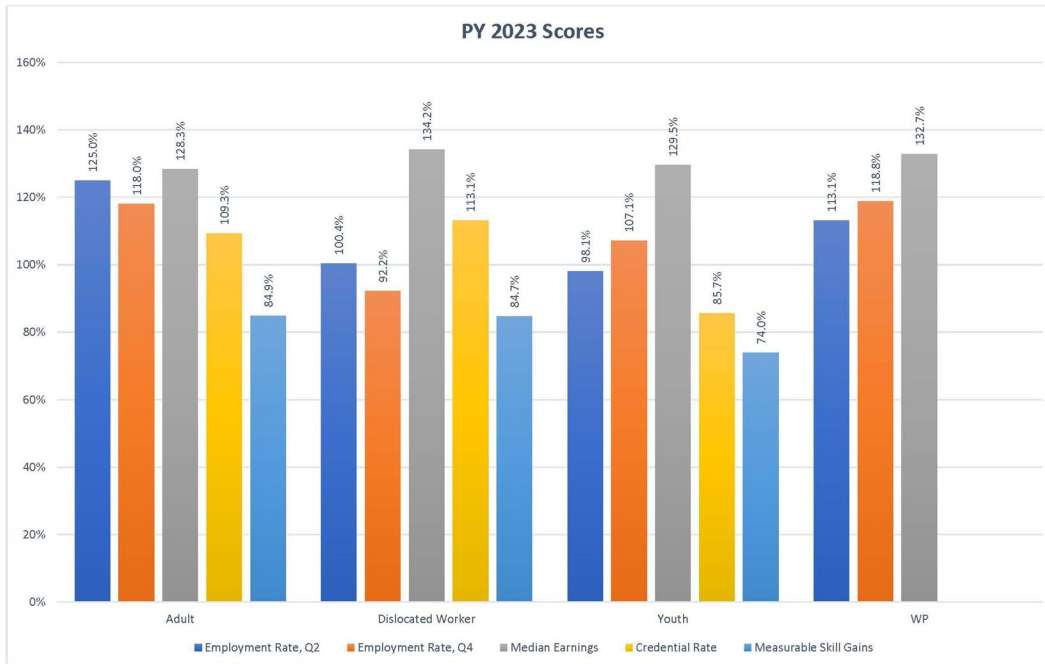
Figure 2 - STATEWIDE AND COUNTY WIOA OUTCOMES - PROGRAM YEAR 2023

A more detailed view of the PY 23 outcomes (Figure 2) shows the outcomes alongside a breakdown of participant numbers by County. Title I goals in the Adult and DW programs were primarily met with a few exceptions across counties (except for Kauai, which had difficulty across all programs). Credential attainment and measurable skills gains were problematic for all programs in all counties. Youth programs throughout the State continued a pattern of unmet goals, perhaps due to difficulty documenting credentials and MSGs. In PY 22, Oahu County led the State in credential rate attainment, making it 90.6% of the targeted goal. The Statewide credential rate followed at 81%. In PY 23, as Oahu trended down (66.7%), so did the State (55.7%). Overall, the Youth programs had trouble in meeting its goals such as Q2 Employment, Education, or Training rates. Kauai County was the only county that met that Youth goal. Only Oahu and Maui met Q4E goals for Youth. Kauai served relatively few individual participants across all three Title I programs. Unmet goals for those few participants severely negatively impacted the programs' outcomes. Kauai missed all its other goals in all programs except for those in WP. Hawai'i and Oahu's more significant enrollment numbers and successfully met targets more accurately reflected the relative health of the Adult and DW programs. Maui's median earnings were the highest in both of those programs despite not meeting the Q2 or Q4 goals for DW. The Lahaina Wildfire brought in a new disaster grant (NDWG), in addition to the previous NDWG QUEST grant, which offered residents in the county internships and temporary jobs as options rather than traditional permanent employment, possibly cutting into outcomes for the DW program.

Figure 3 looks at PY 23 scores, the calculated ratio of actual outcomes against negotiated targeted goals. WP met all 3 of its targets (Q2, Q4, and Median Earnings) as it has in the past 2 program years, with ranges of 113.1% to 132.7% of expected targets. The Adult program met all targets except one (MSG), with scores ranging from 84.9% to 128.3%. DW missed just two targets, bringing its score



range to 84.7% to 134.2%. The Youth program met 2 out of 5 indicators (Q4 and Median Earnings) bringing its score range to 74% to 129.5%, with the widest disparity between lowest to highest scores (55.5%).



**Figure 3 – WIOA TITLE I AND III - RATIO OF PERFORMANCE RESULTS PER PROGRAM – PROGRAM YEAR 2023**

Median Earnings targets were met across all programs and consistently exceeded PY 22 Q2 and Q4 goals; PY 23 goals were the same as PY 22. The score range was 128.3% to 134.2%, signaling some consistency of outcomes. Q2 Employment ranged from 98.1% to 125%. Q4 Employment ranged from 92.2% to 118.8%, possibly showing issues with retention or delayed placements after exit. Credential rates were from 85.7% to 113.1%. As noted, MSGs targets were not met across the Title I programs, with scores between 74% to 84.9%.

Statewide, the Adult program had the best results of all the Title I programs (Figure 4). The State and the counties of Hawai‘i, Maui, and Oahu met the negotiated rates for Employment Q2 and Q4. Credential Rate and MSG targets were unmet across the board but a look at the Statewide numbers (Figure 1) show that the number of participants (Numerator) grew over PY 22. One way to interpret the scores is to consider that despite larger enrollment numbers, the larger proportion of participants did not realize expected outcomes (see Figure 1, Column 11). While the number of Adult program participants grew (see Figure 5), the number who were employed or completed trainings did not rise enough to show significant outcomes in comparison to PY 22 (e.g., Credential attainment scores were 63.3% in PY 22 compared to 25.53% in PY 23). A challenge for the local areas will be to assess why a majority of those initially engaged in Title I programs do not meet outcomes in education and training (with the assumption that outcomes are more than the result of data collection issues). Improvements in assessing the support needs of those in training may be helpful, as well as the evaluation process for recommending trainings. Hawai‘i County surpassed the Q2 and Q4 employment target, lifting the Statewide Outcome result.





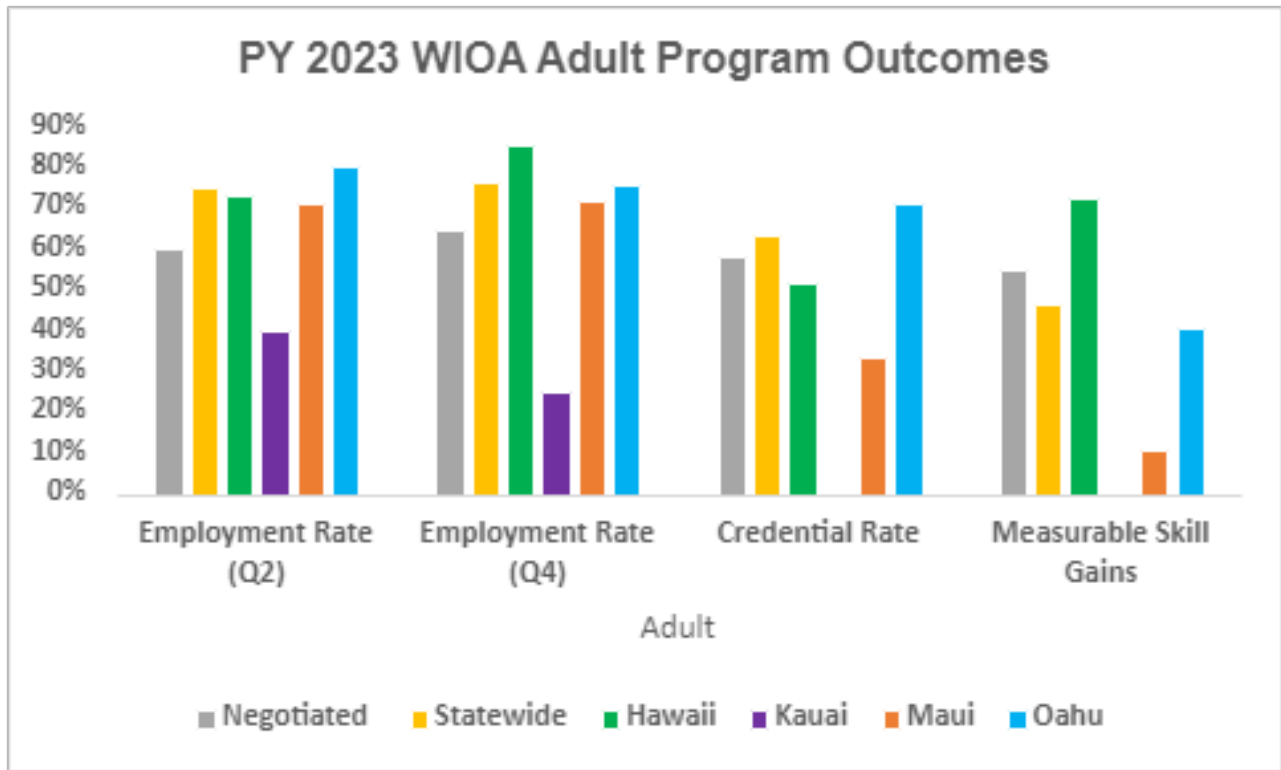


Figure 4 - PY 2023 WIOA ADULT PROGRAM OUTCOMES

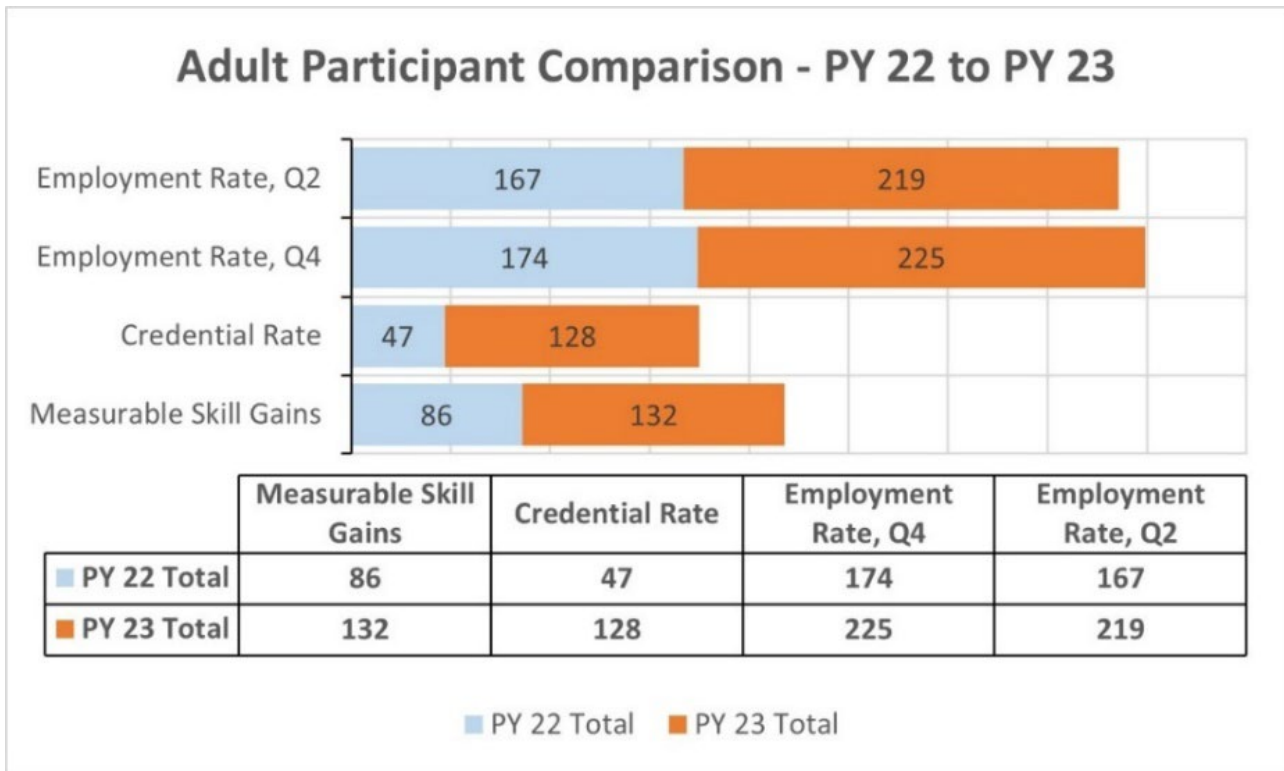


Figure 5 – ADULT PARTICIPATION COMPARISON - PY 22 to PY 23



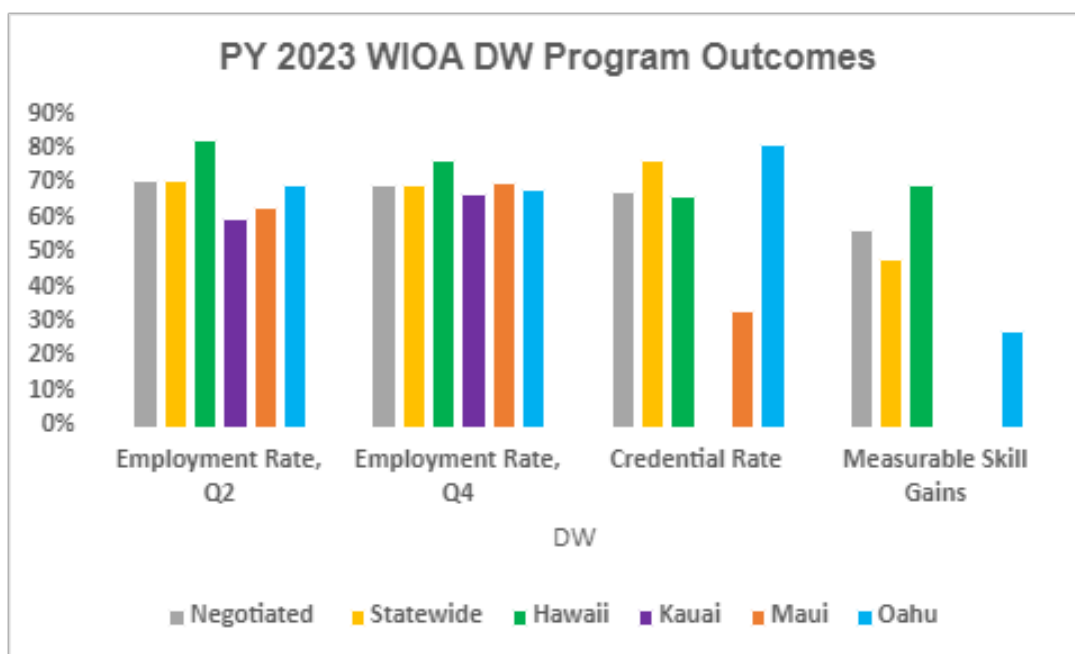


Figure 6 - PY 2023 WIOA DW PROGRAM OUTCOMES

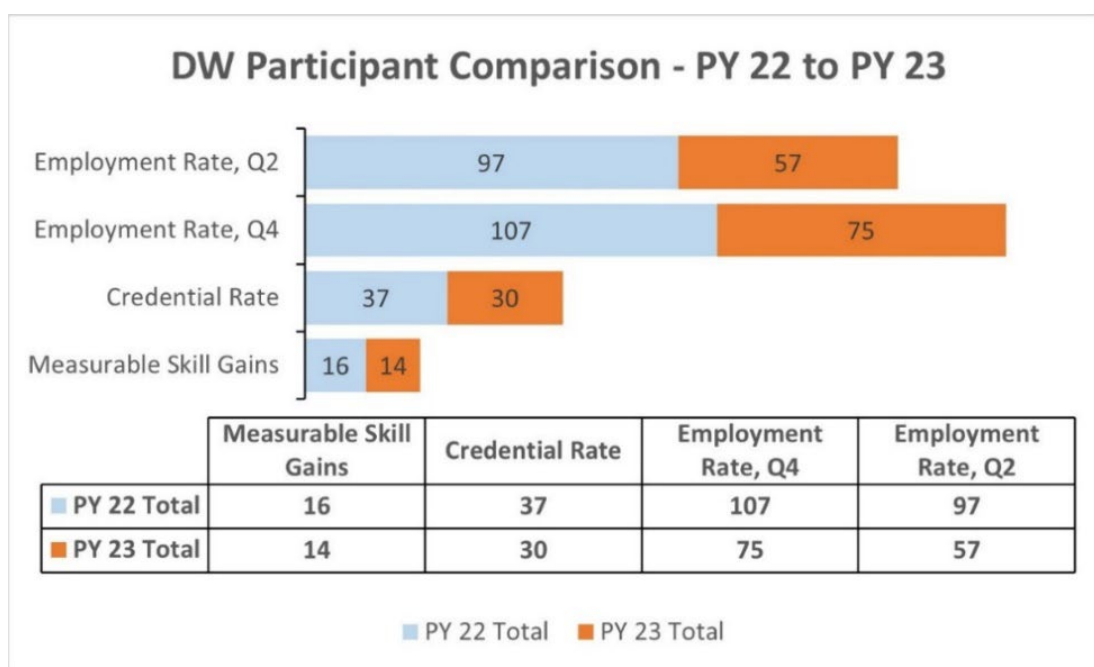


Figure 7 - DW PARTICIPATION COMPARISON - PY 22 to PY 23

Unlike the Adult program, the number of participants in DW declined (see Figure 7); however, the negotiated goals were nearly all met (see Figure 1). As previously noted, enrollment may have been affected by the availability of NDWG grants, for which potential DW participants may also be eligible.

Despite challenges (e.g., understaffing, staff turnover, sporadic outreach), the Youth Program did have some positive results. While participants declined in PY 23, there were some improvements, such as Q4 Employment participation and Median Earnings (see Figure 12). Scores ranged from a low of 74% to 129.5%.



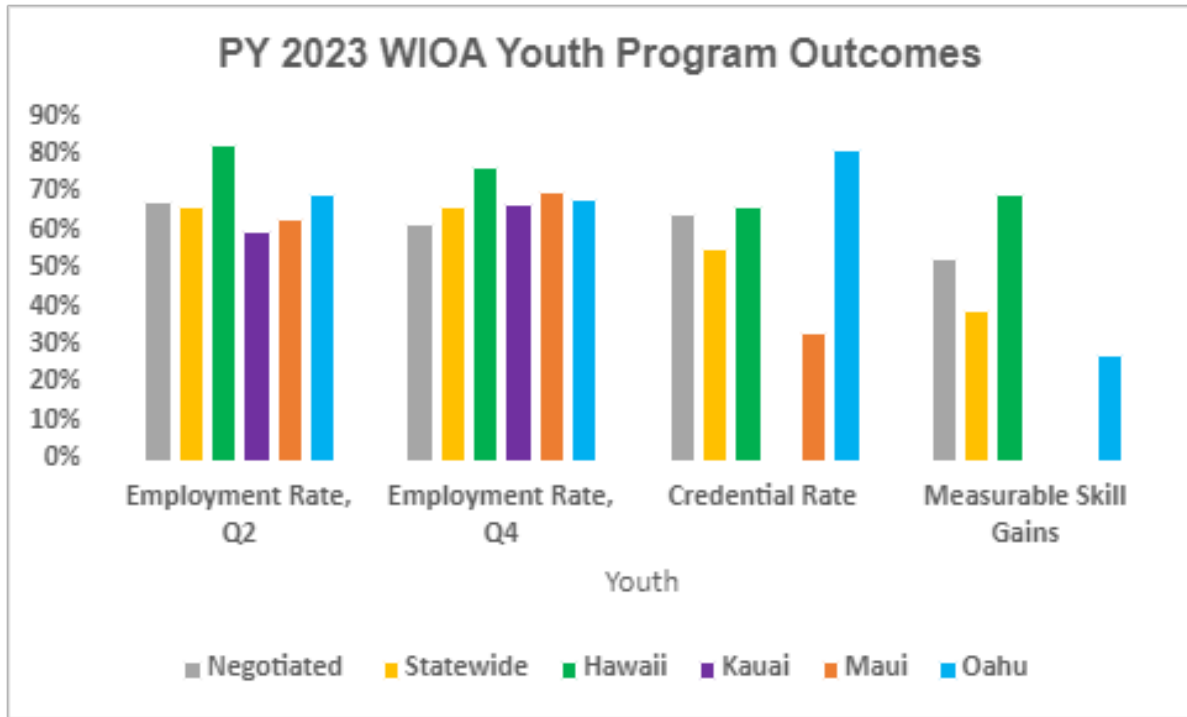


Figure 8 - PY 2023 WIOA YOUTH PROGRAM OUTCOMES

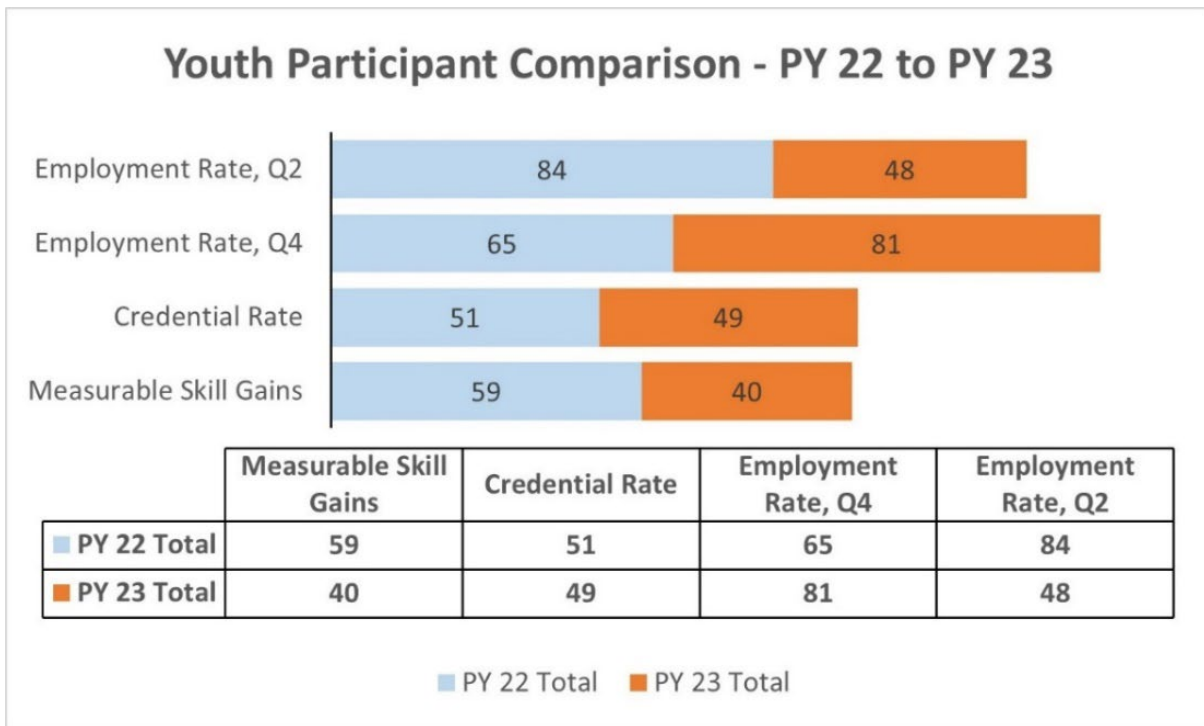


Figure 9 - YOUTH PARTICIPATION COMPARISON - PY TO PY 23

Figure 10 shows WP results with all PY 23 goals met. There was a decrease in Q2 Employment of 17.11% from PY 22, but overall performance exceeded goals, with ratios of target to actual results ranging from 113.1% to 132.7%. Q2 participant numbers increased slightly, while Q4 numbers went down slightly.



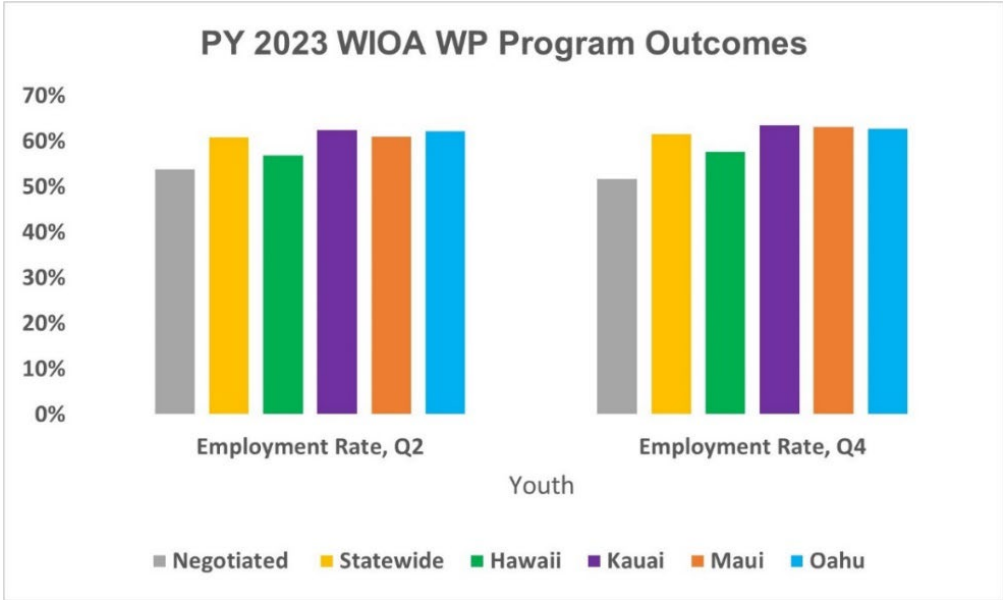


Figure 10 - PY 2023 WIOA WP PROGRAM OUTCOMES

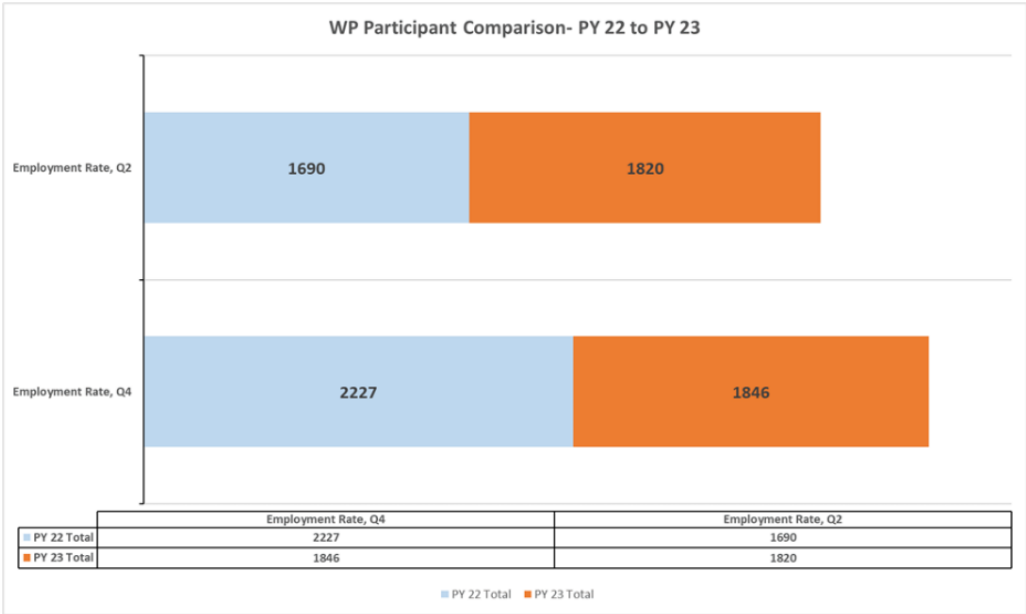


Figure 11 - WP PARTICIPATION COMPARISON - PY 22 to PY 23

Despite updated data validation and collection procedures, with training and technical assistance provided to front-line staff, credential and MSG rates have remained low across all programs. Data entry and case management issues appear to be impacting these measures. Effective outreach, while increasing enrollments, led to more significant, sometimes unmanageable caseloads in Oahu and Hawai‘i. Understaffing, staff turnover, or reassignment of case managers amongst providers may have impacted some recording of data. As credential rates were higher than MSG rates, it is likely some of these factors impacted the appropriate recording of measurable skills. Additional staff training and quality assurance by supervisors may be needed to ensure accurate accounting for this outcome.



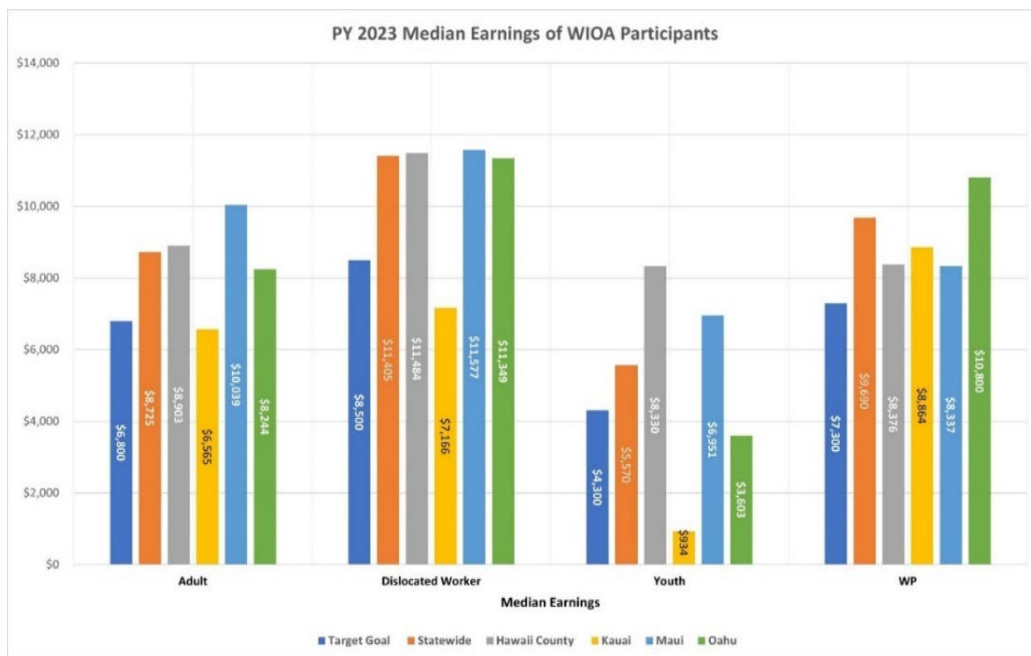


Figure 12 - PY 2023 MEDIAN EARNINGS OF WIOA PARTICIPANTS

PY 23 Median Earnings Wages across all the programs are displayed in Figure 12. Several local area’s programs that did not meet employment rates still surpassed earnings goals (see Figure 1), signaling that wages may be impacted by Hawai‘i’s higher minimum wage and by higher wages in general that are needed to meet the high cost of living in Hawai‘i.

## PERFORMANCE ACCOUNTABILITY SYSTEM

### EFFECTIVENESS IN SERVING EMPLOYERS

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

- Retention with the Same Employer (in the 2<sup>nd</sup> and 4<sup>th</sup> Quarter).
- Repeat Business Customers (percentage of repeat employers using services within the previous three years).

While engagement with industries through WDC’s initiatives ramped up during PY 23, with expanded WDC committees and subcommittees, summits, and events for sector partnerships, the Statewide rate for **Retention with the Same Employer** was 67.7% down from 73.70% in PY 22. Statewide levels improved for the **Repeat Business Customer Rate** by a little over 3 points to 34.4 % from 31.20%, the same level of improvement from PY 22 from PY 21.

### COMMON EXIT

Hawai‘i’s common exit policy was instituted in 2021 and remains in use: <https://labor.Hawaii.gov/wdc/files/2021/06/Final-Joint-WIOA-Bulletin-001-21-Common-Exit-Policy-6.10.21.pdf>. A common exit occurs when a participant is enrolled in more than one USDOL funded program: Adult, DW, and Youth under Title I of WIOA, WP Employment Services under Title III of WIOA, NDWG; TAA; or JVSG. Other criteria for exit are that a participant has not received staff-assisted services, individualized career services, training services, or youth support services for at least 90 consecutive days; and no future services are scheduled through any of these programs.



In HNH, the State's case management system tracks all these programs and applies a common exit when the participant co-enrolled in at least two programs has not received a service for 90 calendar days and does not have a planned service gap. HNH does not include self-service, information-only activities, or follow-up services when determining the common exit date (see 20 CFR §677.150(c)(1)(i)). The date of exit is not recorded manually. The date of exit is calculated automatically in HNH, 90 days after completion of any one of the last provided services. HNH calculates common exits using a database query programmed to a 90-day exit countdown. Self-services, information-only services or activities, and follow-up services do not delay, postpone, or affect the exit date.

## **DATA VALIDATION**

The annual data validation of programs was remote and digital in PY 23 and was conducted by the WDD administrative staff before certifying the outcomes of the Annual Report. Data Validation for the WIOA for Adult, DW, Youth, NDWG, WP, and JVSG programs, conducted from September 3 – 16, 2024 for PY 2023 outcomes. Hawai'i uses ETA USDOL's Training and Employment Guidance Letters (TEGL) No. 23-19, Change 1 (issued October 25, 2022) and 2 (issued May 12, 2023), as the basis of its WIOA Bulletin: <https://labor.Hawaii.gov/wdc/files/2023/08/WIOA-Bulletin-29-19-Change-3.pdf>. The Standard Operating Procedures manual outlines the foundation for procedures (<http://labor.Hawaii.gov/wdc/files/2021/11/DataValidation-SOPManual-v1.0-July30-2021.pdf>) followed by additional guidance for electronic document management provided in [Joint-WIOA-Bulletin-02-23-Document-Management-Module-in-Hirenet-Hawaii.pdf](#) and previously noted WIOA Bulletin No. 29-19, Change 3. The Data Validation policy was approved on July 29, 2022, with an update on August 7, 2023 (based on TEGL No. 23-19, change 2). The methods for reviewing PY 23 files followed procedures from the Data Validation manual and subsequent bulletins, including the methodology of gathering samples based on active versus exited participants, split by local areas and programs. Available manpower and time were factors in selecting a sample.

Training of WDD Offices and Local Workforce Development Board (LWDB) staff took place in June and December 2023, and training in September 2024 for WDD staff performing data validation. Notices went out to WDD Offices and LWDBs, informing them that a team of monitors comprised of State WDD staff would conduct validation remotely. The electronic downloads of participant records from HNH were reviewed against a review file checklist based on the PIRL. Counts of appropriate documentation and matches between electronic downloads of files were taken for participants in the random sample. Errors that impacted the accuracy of the Performance Report were corrected by September 25, 2024, by WDD staff. The error threshold for missing source documentation and failed data elements was 10% with a standard deviation of 5%. The actual tolerated error rate was set within the 5% and 15% range. Statewide error rates (mean percent) for missing source documentation were 7.6%. The range of errors ranged from a minimum of 7.6% to 14.4%. While the minimum number of errors rose from PY 22 (0% to 16.4%), the maximum went down, with standard deviations ranging from 0% to 9.8%. Error rates for failed data matches ranged from 0% to 15% (down from the previous year at 7% to 19.4%) with a standard deviation of 2.6%. Mean percent error ranges improved from PY 22 (0% to 68.4%).

Improvement may be due to the implementation of digital documentation standardized in PY 23. Validation benefitted from self-attestation, with the collection of standard documents facilitated by



document management modules in HNH. Results have been captured as PDFs and will be kept for three years in line with State and current federal records retention policy. Ongoing data entry control and monitoring procedures will include program monitoring, periodic source documentation, and data accuracy training for local area and provider program staff. Updated training will occur in 2025.

## **CUSTOMER SATISFACTION**

Customer Satisfaction surveys are conducted as part of each AJC certification every three years. Continuous quality improvement is expected to be a feature of the ongoing certification process for each AJC, which is based on a point system that evaluates effectiveness and programmatic and physical accessibility. Community feedback and a method for capturing and responding to that feedback are incorporated into the workforce system. With some leadership transitions in Maui and Hawai'i Counties, updated AJC certifications are pending. Maui and Hawai'i's service provider, Goodwill Hawai'i, collects customer service feedback regularly during intakes. Past customer feedback regarding potential changes to the AJC Hawai'i system included better accessibility and additional direct staff to meet the needs of the participants. Oahu County implemented pilot changes to the Honolulu AJC based on customer feedback, such as a change in available hours and staggered open hours to include nights and weekends. Additionally, a desk with a Title I representative was made available in the UI office, and a kiosk on the ground floor of the AJC improved some accessibility.

## **TECHNICAL ASSISTANCE**

USDOL and ETA Federal Program Officers (FPO) and Fiscal Staff traveled to Hawai'i to provide technical assistance to approximately 45 people comprised of Region 6 Workforce development professionals, local board members, and staff from Guam, Marshall Islands, CNMI (the Commonwealth of the Northern Mariana Islands), and host State, Hawai'i, for the DOL Region 6 Pacific Conference Convening in December 2023. A full day was dedicated to Veteran Priority of Service and Uniform National Threshold for Entered Employment Rate (UNTEER) with USDOL and the FPO from Veterans' Employment and Training Service (VETS) of the USDOL.

A series of 7 in-person professional development training sessions in April through June 2024 were conducted to hone staff skills in serving job seekers more effectively. Emphasis was placed on services to military veterans and their spouses, but all training material and content was applied to nonveteran program services, too. County, State, and nonprofit service provider staff across Hawai'i and Guam attended. WDD's partner agencies, DHS' DVR and DOE Adult Ed, attended, with other partners such as the Institute of Human Services and the U.S. Chamber of Commerce Hiring Our Heroes. Topics included Career Coaching for Special Populations, Serving Veteran Spouses, Serving Veterans Experiencing Homelessness, Advanced Case Management, and Managing Case Management. Trainers were from Management Concepts, a training organization contracted by USDOL-VETS. USDOL consultants, Safal Partners, provided training and technical assistance to the WDC Board and WDD staff in June 2024. Topics included State Board Rules and Responsibilities, Local Board Members Roles and Responsibilities, Collaborative Work of the WDB and C/LEOs, and Fiscal Operations.

## **WAIVERS**

Hawai'i has a current waiver of WIOA Section 107(b) requirements to allow the State Board to carry out the roles and responsibilities of a local board, noted in the Unified State Plan, granted by USDOL ETA May 30, 2024. The previous waiver of June 2022 let DLIR assume the responsibility of



administering service delivery upon Kauai County's local elected officials' request. WIOA Title I services were delivered by the local Kauai WDD/AJC office in PY 23. Kauai staff received some training and technical assistance but required more. Extensive outreach is necessary and is expected to increase enrollments for all programs in PY 24.

## **STATEWIDE FUND ACTIVITIES**

The unexpended funds totaling \$1,657,206.02 were used for Statewide activities as outlined in 20 CFR 682.210 to finance the following projects: 1) Summer Youth Financial Literacy and Work Experience Program; 2) Guild Consulting – State Unified Plan; and 3) Ready-to-Work (career and work-based training to high-school students with disabilities).

### **READY TO WORK PROGRAM**

Workforce Transition Center's Ready-to-Work Program works with Special Education students in participating high schools throughout the State to provide career and work-based training, including soft skills, to enable students to become productive and contributing members of their communities. In-class training includes skills development for students through on-the-job training via simulated retail "stores" at school. When ready, students are placed with partnering businesses in the community, such as McDonald's, Tony Honda, and Little Caesars, working no more than ten hours per week. Students are provided with supportive services, including work-appropriate attire and safety shoes.

### **SUMMER YOUTH FINANCIAL LITERACY AND WORK EXPERIENCE PROGRAM**

The Summer Youth Program equips young participants with essential skills for their future through a robust financial literacy curriculum and practical work experience. During the program, students engage in workshops and hands-on activities aimed at enhancing their understanding of budgeting, saving, and investing while gaining valuable work experience through various local partnerships. A July 2024 graduation ceremony honored the 114 students. Attendees included program participants, their families, and community leaders who came together to recognize the students' achievements.

### **STUDIES FOR RESEARCH AND EVALUATION**

Hawai'i has conducted evaluations in the past to assess needs and identify solutions to problems found through its inquiries. Pending research will incorporate the RESEA program which will be undergoing an evaluation process in conjunction with USDOL and Abt Global, including an impact and selection model study. The process involves implementing a procedure to randomly assign UI claimants to evaluation study groups and data collection. This process will begin in April 2025. There will be a chance to include co-enrolled Title I participants to compare outcomes based on cohort within the study. Local boards and providers will be consulted in this process.





# APPENDIX

## SUCCESS STORIES

### Hawai'i County (Hilo)

#### Hele Imua/WDD QUEST Internship Success Story - Kyra K.

In a testimony about her experience as a Hele Imua and then QUEST intern, Kyra Kaloi wrote, "the Hele Imua/QUEST internship has significantly enhanced both my professional and personal growth. The opportunity to work alongside knowledgeable and supportive colleagues has greatly contributed to my development. This internship program provides participants with a chance to acquire hands-on experience and enhance their professional growth. It is particularly beneficial for those seeking to gain experience and get their foot in the door for positions at the State and/or county level. The internship program opened me up to many opportunities, allowing me to apply for positions that aligned with my goals and the type of work I wanted to do. My colleagues also assisted me in preparing for job interviews. I am now proud to say that I have secured a full-time position with the DLIR WDD-Hilo as an Employment Service Specialist II. I could not have succeeded without the support of the Hele Imua/QUEST program, and everyone involved."



### Hawai'i County (Hilo)

#### WDD QUEST Internship Success Story - DB

DB joined the QUEST internship program in PY 23, working as an intern in the program, gaining the knowledge to fulfill the role she ultimately found as a Health Information Clerk in the Hilo Medical Center's medical records department. In a letter to her WDD/QUEST case manager, Jewel Pa, she wrote, "I would like to take this time to express my gratitude to you and everyone involved in helping me through this journey called the QUEST internship program. I look forward to this new journey and have you, your team, and this wonderful program to thank. I can't express my gratitude enough."

### Hawai'i County (Hilo)

#### RESEA Success Story - TM

After losing her purchasing job due to budget changes in a private company in late April, TM participated in the RESEA program in June 2023, determined to secure full-time employment. She was encouraged to stay active and continue networking. She accepted a temporary job to do just that while searching for a permanent position. After interviewing for different roles, TM chose to accept a full-time clerk position at a medical facility in July. This union position comes with a higher salary, providing increased financial stability. It also provides a better benefit package and is conveniently located closer to her home. TM is now enjoying her new role and a positive work environment.



## **Hawai'i County (Hilo)**

### **Summer Youth Financial Literacy and Work Experience Program – Joshua W.**

Some mornings Joshua W. biked 17 miles to his summer job at Keeau High School. He was one of many interns this summer for DLIR's WDD's Summer Youth Financial Literacy and Work Experience Program. Joshua performed general labor tasks for Mr. Moniz, an agricultural teacher at Keeau High School. He worked in the classroom, lab, kitchen, and farm. "It was a paid internship and looked like it would be a fun experience," said Joshua, "Something that I could put on my resume." When asked about why he decided to bike 17 miles, Joshua said it was because he did not always have transportation. "But it was fun and a good workout for me," he said. "I use my bike to get to work and to work out to get into more shape for the military." Joshua said he liked the internship program because he was able to improve his work experience and learned new skills. He plans to leave for Hawai'i National Guard basic training in October. DLIR held a graduation ceremony for summer youth program participants in July. Dozens attended both in-person and virtually.

## **Maui County Local Area - Goodwill**

### **WIOA Maui Adult Worker Success Story - Patrick L.**

In early 2024, Patrick L. approached Goodwill Hawai'i's Career Services Department with a clear vision: to forge a career in the healthcare sector. However, Patrick recognized he first needed to address his educational qualifications to make this dream a reality. Determined to set a strong foundation for his career, he enrolled in the GED program at McKinley School for Adults. Patrick's commitment to his new goal has been nothing short of remarkable.

He has maintained an impressive attendance record and achieved high scores on his tests, demonstrating his dedication and resilience. These accomplishments are significant milestones on his journey toward a career in a hospital setting.

Thanks to the support and guidance provided by Goodwill Hawai'i, Patrick now sees a tangible path to achieving his career aspirations. His success story is a testament to the transformative impact of the resources and encouragement offered through our programs. Patrick's journey continues to inspire others in the community, showing that with the right support and determination, new career paths are within reach.

## **Maui County Local Area - Goodwill**

### **WIOA Maui Adult - John U.**

John U., a skilled tradesman with years of experience, found himself facing an unexpected and challenging situation. Laid off by his union, John was left searching for resources to support himself and his family while seeking his next employment opportunity. During this difficult time, he turned to Goodwill Hawai'i, hoping to find the assistance and guidance he needed.

When John first walked through the doors of Goodwill Hawai'i, he was met with understanding and compassion. The dedicated team at Goodwill immediately set to work, providing John with the resources and support he needed to navigate this challenging period. From career counseling and resume building to job search assistance and skills training, Goodwill was with John every step of the way.

John remained determined and focused on finding his next opportunity. Goodwill's unwavering support and encouragement played a crucial role in keeping his spirits high. The staff helped John



identify potential job openings, prepared him for interviews, and provided financial assistance to cover essential needs during his job search.

A significant turning point came when John secured a job that required specific tools to perform effectively. Understanding the importance of this opportunity, Goodwill Hawai'i fulfilled their role by purchasing the necessary tools for John, ensuring he could excel in his new role.

Finally, the day came when John received a call for a job that matched his skills and aspirations. Overjoyed and ready to get back to work, John knew that he wouldn't have reached this point without the continuous support of Goodwill Hawai'i. The team celebrated his success, knowing that their dedication had made a tangible difference in John's life.

Reflecting on his journey, John expressed his gratitude, saying, "I have never experienced such generosity and support from any organization. Goodwill stuck by me through the toughest times and even provided the tools I needed to succeed in my new job. Their commitment to helping individuals like me is truly remarkable."

John's story is a testament to the power of community and the positive impact that organizations like Goodwill Hawai'i can have on individuals facing adversity. Today, John is back at work, confident in his abilities and optimistic about the future, thanks to the unwavering support he received from Goodwill.

### **Maui County Local Area - Goodwill WIOA Maui Dislocated Worker Success Story - Avis U.**

Avis U. faced significant challenges when the disaster left her unemployed. The wildfires drastically reduced local employment opportunities. During this challenging time, Avis turned to Goodwill for support, seeking assistance to regain her footing in the workforce.

Understanding the urgency of her situation, the team at Goodwill Hawai'i quickly stepped in to provide comprehensive support. Recognizing the immediate need for appropriate work attire, which was a barrier to entering the workforce again, Avis was provided with work clothing through support services. This assistance played a crucial role in restoring her confidence and equipping her to pursue job opportunities once more.

Thanks to the targeted support and resources provided by Goodwill, Avis successfully secured a new job. Her return to work marks a significant milestone in her recovery journey, bringing stability and a renewed sense of hope. Avis' story is a powerful testament to her resilience and the critical role of community support services in times of crisis.

### **Maui County Local Area - Goodwill WIOA Maui Youth Success Story**

This young woman transitioned to the Ola I Ka Hana program when Goodwill Hawai'i became the new service provider. She was a quiet young woman without a support system, with past trauma due to family circumstances. Over the years, she and her Youth Specialist developed a relationship that provided the support she needed.

She was the sole provider for herself, doing everything on her own. Supporting herself by working part time, she attended school full time. The many hours of school and studying that she put in



during the days she was not working were not easy. Although there were many days that she struggled, because of her relationship with her Youth Specialist, she had the necessary support to get through those hard days.

In the Fall 2024 semester she learned that she needed only one more class to get a second degree. She decided to complete that in the Spring 2024 semester. She was on the Dean's list for most of her post education years. She accomplished her goal of completing her Culinary Degree in the Spring 2024 Semester, graduating in May, with two degrees (an AA in Baking and an AA in Cooking). She is now working at the Fairmont Kea Lani Hotel in the baking department.

### **Kauai County Local Area**

#### **WIOA Maui Dislocated Worker Success Story - John N.**

After graduating from high school in 2017, John worked in retail sales for over a year, saving his earnings to fund his college education. He completed Certified Nurse Aide (CNA) training in December 2019 and earned an Associate of Arts degree with a major in Liberal Arts in May 2022. During his CNA studies, he participated in a paid internship program at Hawai'i Pacific Health, where he received hands-on training and developed his skills as a nurse assistant. Upon completing his Liberal Arts degree, John was employed as a Medical Assistant for two years, a role in which he found passion and fulfillment. Unfortunately, the clinic he worked for was set to close in a few months. Determined to advance his career, John enrolled in the Medical Assisting Program at UH Kauai Community College, supported by financial aid from the WIOA Adult Program. He completed the program with certification in May 2024, making the Dean's List. Currently, he works full-time as a Medical Assistant at Hawai'i Pacific Health.

### **Maui County Local Area - Goodwill**

#### **WIOA Maui Dislocated Worker Success Story - Elizabeth**

When Elizabeth first walked through the doors of Goodwill Hawai'i in Maui, she was searching for more than just a job; she sought a fulfilling career that could offer her growth and stability. Her previous experiences had left her wanting a role that not only matched her skills but also provided opportunities to learn and evolve. This determination led her to the Career Services Department at Goodwill Hawai'i, where she teamed up with a dedicated career navigator who understood her aspirations and the challenges she faced.

Over the next several months, Elizabeth and her career navigator worked diligently on refining her resume, honing her interview skills, and exploring various career pathways that aligned with her interests and abilities. The process was thorough, with each session tailored to address her unique needs and to build her confidence as a professional.

The commitment to finding the right fit meant that Elizabeth sometimes had to exercise patience. She understood that meaningful careers don't materialize overnight, and with the guidance of her navigator, she persisted. This perseverance paid off when a position for an Administrative Assistant in the very department she had come to trust, and respect opened. Elizabeth's transition to the role of Administrative Assistant at the Career Services Department was seamless. Her prior involvement with the department as a client meant she was already familiar with the culture and expectations of Goodwill Hawai'i. Her story is a testament to the power of dedicated career navigation and personalized support.



## **Maui County Local Area – Goodwill**

### **WIOA Maui Youth Program Success Story**

After graduating from university, Megan encountered a tough job market that made it challenging to pursue her career aspirations due to limited opportunities and a lack of experience. She wanted to change the trajectory of her career, rather than let the job market define it. Hele Imua gave her that opportunity. As she described it, “The program connects individuals to jobs in a meaningful way, fostering a sustainable workforce and retaining local talent.” She was grateful to the DLIR Team for their commitment to maintaining this program, as well as the departments that collaborate with them to nurture the next generation. She was pleased with her internship at DHS/MQD and hope her success continues.

## **Maui County Local Area – Goodwill**

### **WIOA Maui Youth Program Success Story**

This young man entered the Ola I Ka Hana Program as a referral from DVR. The youth was placed in the WIOA In-School program as he was enrolled at UH Maui College, in the process of obtaining his Culinary Degree. Part of his support services needs included book purchases for classes. There were some challenges because of the youth being diagnosed with a hearing disability, but nothing that could not be surmounted.

During the school year, the youth revisited his educational/degree plan and decided to work towards earning a Culinary Certificate vs. a Culinary Degree. It was a difficult decision for this participant to make. Collectively working with his academic counselor, disability counselor and teachers along with his Program Youth Specialist, everyone was able to support this young man during that transition and followed him to the end at UH Maui College. With resilience, strength, and hard work he completed all requirements to graduate in the Spring of 2024 with a Culinary Certificate. Together with his Youth Specialist, they completed his resume and application for a job at Humble Market Kitchen in Wailea. His goal is to one day open his own food truck to serve the community of Maui.

## **Oahu WDD**

### **Hele Imua Internship Program Success Story - Megan**

This young man entered the Ola I Ka Hana Program as a referral from DVR. The youth was placed in the WIOA In-School program as he was enrolled at UH Maui College, in the process of obtaining his Culinary Degree. Part of his support services needs included book purchases for classes. There were some challenges because of the youth being diagnosed with a hearing disability, but nothing that could not be surmounted.

During the school year, the youth revisited his educational/degree plan and decided to work towards earning a Culinary Certificate vs. a Culinary Degree. It was a difficult decision for this participant to make. Collectively working with his academic counselor, disability counselor and teachers along with his Program Youth Specialist, everyone was able to support this young man during that transition and followed him to the end at UH Maui College. With resilience, strength, and hard work he completed all requirements to graduate in the Spring of 2024 with a Culinary Certificate. Together with his Youth Specialist they completed his resume and application for a job at Humble Market Kitchen in Wailea. His goal is to one day open his own food truck to serve the community of Maui.



# OUTREACH

## Engaging with and Serving the Public

### HAWAI‘I APPRENTICESHIP WEEK 2023 (NOV. 13-17, 2023)

The weeklong celebration featured a week of virtual events in tandem with national Apprenticeship Week. Hawai‘i Carpenters Apprenticeship and Training Fund CVS Hawai‘i - Pharmacy Technician Hawai‘i Behavioral Health Training Institute (UH Manoa) - Substance Use Disorder Hawai‘i Plumber and Pipefitters Registered Apprenticeship Program Presentations City & County of Honolulu Hawai‘i Electricians Training Fund Hawai‘i Operating Engineers Hawai‘i Rural Water Association Keiki O Ka Aina Family Learning Center - Early Childhood Education.

### DLIR IN THE NEWS

**Figure 13 - Press Conference Announcing the SAEF grant awarded to DLIR’s SAA for the Teachers Apprenticeship with (Left to Right) HIDOE Superintendent, Keith Hayashi; DLIR Director, Jade Butay; WDD Administrator, Maricar Pilotin-Freitas; HTSB Specialist, Mitzie Higa (center back); Lieutenant Governor, Sylvia Luke (center front); HTSB Executive Director, Felicia Villalobos (far right)**



### JOB FAIRS

Numerous job fairs were held across the State in various locations, hosted by DLIR, AJCs, and other community partners. Each fair had impressive attendance and media and social media coverage, with follow up with participants and employers, leading to strengthening of partnerships and services. Throughout the program year, the AJCH, City and County of Honolulu, Oahu. Workforce Development Board, the DLIR, and others collaborated to host numerous job fairs in Honolulu at the Dole Cannery or at Ke‘ehi Lagoon Memorial. Job Fairs have been a proven effective method of job development and outreach to the community. Job Fairs took place on all the other counties, as well, notably on Maui, as part of the recovery from the Lahaina Wildfire.

Figure 14 - Selection of Job Fair flyers for Job Fairs sponsored by DLIR, WDD, and local areas in PY 23



# STATE IT RECOGNITION AWARD National Association of State Chief Information Officers

## HAWAII'S CAREER ACCELERATION NAVIGATOR

HI CAN was an Award Finalist, from among 120 applications nationwide, in the Cross-Boundary Collaboration & Partnerships category of the National Association of State Chief Information Officers (NASCIO) 2024 State IT Recognition Awards.



## **WDD Administrative Staff Contributors to the PY 23 WIOA Annual Narrative Report:**

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**Our mission is to improve the economic security,  
physical and economic well-being, and productivity of  
workers, and to achieve good labor-management  
relations.**

STATE OF HAWAII

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS |

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