



**STATE OF HAWAII**  
**DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS**

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September 11, 2013

Ms. Virginia Hamilton  
Regional Administrator  
Employment and Training Administration  
U.S. Department of Labor  
90 7<sup>th</sup> Street, Suite 17-300  
San Francisco, CA 94103-1516

Dear Ms. Hamilton:

In accordance with Training and Employment Guidance Letter (TEGL) No. 27-11, the Department of Labor and Industrial Relations (DLIR) and the Workforce Development Council (WDC) respectfully submit the Program Year 2012 Workforce and Labor Market Information Grant Annual Performance Report for Hawaii. The report summarizes our accomplishments and the results of customer consultations regarding Hawaii's workforce information products and services. It also includes some recommendations for suggested changes and improvements to the required workforce information grant deliverables.

Enclosed is a hard copy of the annual performance report. A PDF version will also be emailed to your office and to Thou Ny, our ETA Federal Projects Officer.

Should you have any questions, please contact Phyllis Dayao, Chief of the DLIR Research and Statistics Office, at (808) 586-8999.

Sincerely,

DWIGHT TAKAMINE  
Director  
Department of Labor and  
Industrial Relations

Sincerely,

MARIAN TSUJI  
Chair  
Workforce Development  
Council

Enclosure





**Introduction:** Hawai'i Workforce and Labor Market Information Products and Services

**Goal:** To provide information and web services to integrate jobseekers to the skills and workforce demands of employers

In addition to the following Workforce Information Core Products and Services required by the USDOL/ETA TEGL 27-11, the Research and Statistics (R&S) Office planned to provide green workforce information wherever possible.

- Populate the Workforce Information Database (WIDb) with state and local data;
- Produce and disseminate industry and occupational employment projections
- Conduct and Publish an annual economic analysis report for the governor, Workforce Development Council (WDC), and Local Workforce Investment Boards (LWIBS).
- Conduct and publish special studies and other relevant workforce analyses as needed.
- Post products, information, and reports on the Internet.
- Partner and consult on a continuing basis with workforce investment boards.

This report describes Hawai'i's accomplishments during the July 2012 to June 2013 program year. The period of performance is from July 1, 2012 to September 30, 2013. Actual and estimated expenditures are expected to have no significant variance. All of PY 2012 deliverables, supplemental reports, and consultations have been met within the allotted schedule.

## **Part A: Accomplishments**

### **1) Populate the Workforce Information Database (WIDb) with State and Local Data.**

R&S populated and maintained all core tables of the Workforce Information Database (WID) for the areas and time periods required in a timely manner, following the guidelines issued by the Analyst Resource Center (ARC). By June 2013, the database was also populated with items that went beyond the core requirements such as including more county and island data when available, providing additional years of data for the required tables, and populating other non-core tables. We also collected occupational licensing information, updated the required licensing files (license.dbf and licauth.dbf), and submitted the data files to the National Crosswalk Service Center for inclusion in America's **Career InfoNet** in November 2012.

Hawai'i maintains Version 2.5 of the WI database and it is available online at *Hawaii Workforce Infonet* (HIWI) [www.hiwi.org](http://www.hiwi.org).

## 2) **Produce and Disseminate Industry and Occupational Employment Projections.**

During PY 2012, employment projections were prepared for the 2012 to 2014 and 2010 to 2020 periods for the State and four counties. Staff completed short-term industry and occupational employment projections based on 2012/Q3 for 2014/Q3 and long-term industry and occupational projections were developed with calendar year 2010 as the base year and 2020 as the projected year for the State and counties. Both short-and long-term projections were developed according to the methodology, software tools, and guidelines developed by the Projections Consortium and the Projections Managing Partnership (PC & PMP). The short-term employment projections were submitted to the PC & PMP for review in June 2013.

As required, these projection estimates for both the short- and long-term were included in the Workforce Information Database (WID), and were made available to the public through our HIWI website.

Staff also produced a listing of the top 25 occupations in the state with the most openings based on our 2010-2020 occupational forecasts. This listing was grouped by educational and training levels and was handed out at several job fairs. It was made available on our HIWI website for wider distribution.

Staff participated in 39 webinars during the program year of which five, regarding various aspects of job projections, were led by members of the PC & PMP, or BLS, 13 pertained to LED and/or the Census Bureau, nine were hosted by the Council of Community Economic Research, and the remainder were demonstrated by proposed or contracted website developers.

## 3) **Conduct and Publish Relevant Economic Analyses, Special Workforce Information, and/or Economic Studies of Benefit to the Governor and State and Local Workforce Information Boards.**

R&S compiled and produced an economic analysis report titled **Hawai'i Labor Market Dynamics** for 2012 that provided data and information on the state and local labor markets for individuals who develop workforce policies and make workforce investment decisions. The report highlighted job trends over the last several years and some over the past twelve years, reflecting how the economic downturn has impacted the state's labor market. It also forecasted job openings between the third quarters of 2012 and 2014 and between 2010 and 2020. Information on size of the workforce; unemployment rates by geographic areas; long-term job openings by education and training required; industry and occupation analyses; and wages were included as well as Local Employment Dynamics (LED) data.

The Hawai'i Labor Market Dynamics report was made available on the HIWI website at the end of September 2013.

**4) Post Products, Information, and Reports on the Internet.**

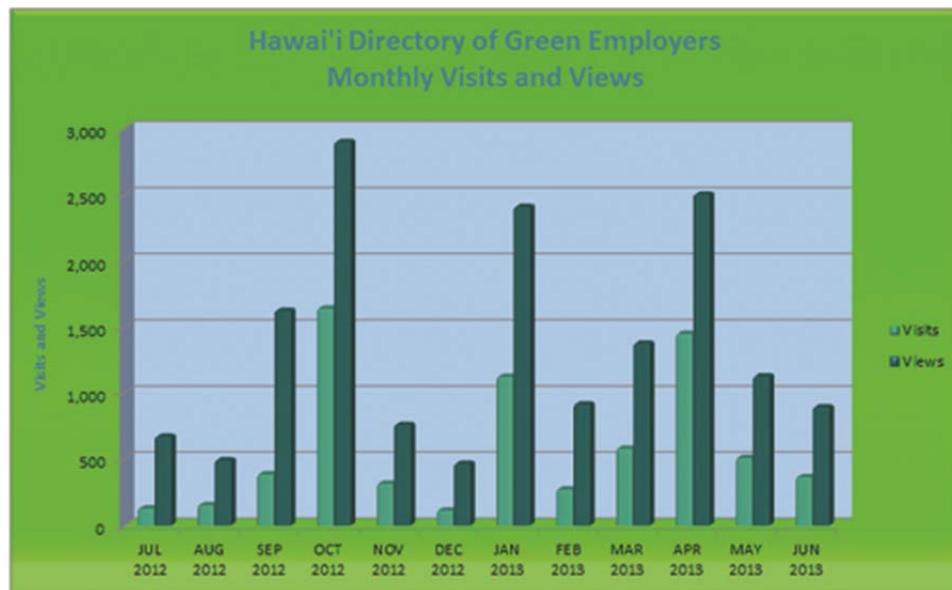
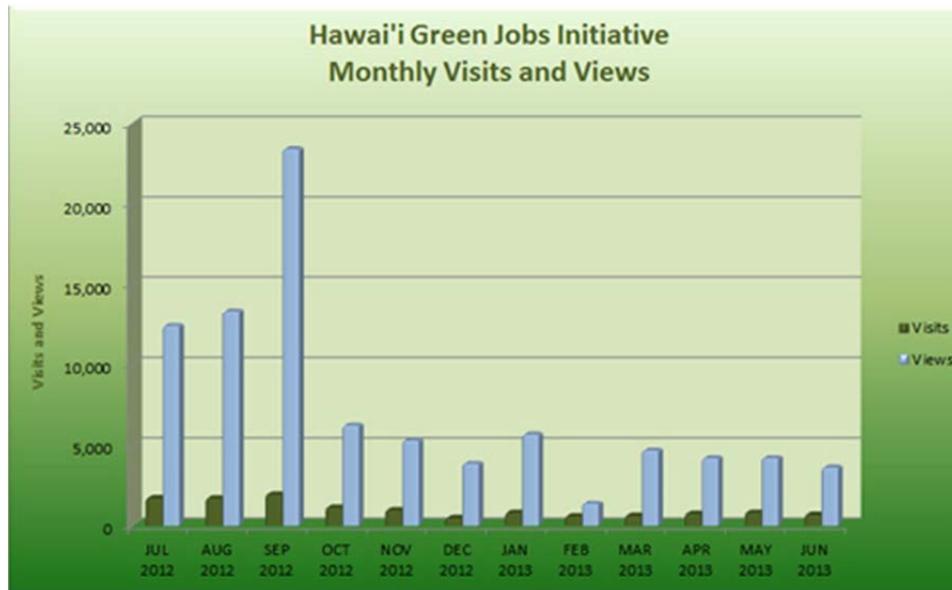
Labor market information produced by R&S in PY 2012 is available on our HIWI website ([www.hiwi.org](http://www.hiwi.org)) for dissemination to our customers, and in particular to facilitate use by our workforce investment partners. E-mail alerts to site subscribers and through Twitter announced new products, information, and reports available on the website. We added a Monthly Feature section on the home page to highlight new topics. LMI postings on the HIWI website consisted of the monthly news releases on local unemployment rates and non-farm employment counts, employment projections for the state, occupational employment and wages for the state and Honolulu MSA, annual labor force updates for Affirmative Action programs, and Quarterly Census of Employment and Wages (QCEW). Local Employment Dynamics (LED) tools were also accessible on our website, including the Census OnTheMap tools that provide detailed maps and reports showing where people work and where they live for county and rural areas. As mentioned in item #3 above, the annual economic analysis report for the Governor and state WIB titled *Hawai'i Labor Market Dynamics* was disseminated via the HIWI website.



Web statistics reported over 42,000 visits for PY 2012. About 38 percent were new visitors. During these sessions, more than 446,100 pages were viewed. The most frequented pages viewed were Occupational Employment Statistics, Local Area Unemployment Statistics, Current Employment Statistics, projections, and Quarterly Census of Employment and Wages.

Updates for the Workforce Information Database (WID) Version 2.5 were accessible through our Internet delivery system, HIWI. Staff also continued to provide WID information to HireNetHawaii, the online job-matching system sponsored by our department at [www.hirenetHawai'i.com](http://www.hirenetHawai'i.com) and maintains a link to that website on HIWI.

R&S maintained the online Hawai'i Directory of Green Employers so that establishments could update their contact and occupational employment information. The information from this site provides the only current source for identifying green employers and monitoring the growth of green jobs statewide. R&S contracts with Geographic Solutions, Inc. to host and maintain our Internet delivery system of LMI products and services as well as the green portal, and with the Hawai'i Information Consortium for the on-line business directory of green employers. The green portal had over 12,000 visits during PY2012 which led to over 88,400 page views. The Hawai'i Directory of Green Employers had over 7,000 visits during the same period and over 16,100 page views.



Throughout the program year, staff participated in three GeoSol webinars. Staff also attended GeoSol's annual conference in Monterey, California in June 2013, networking and discussing website development issues with our cohorts from other states. Staff also contacted other website developers and explored on a trial basis a data dashboard for our HIWI home page in order to provide instant access to the most popular data sets that are available on our website. Additionally, staff met with other software developers that are creating a dashboard for our state government website, and they want our labor market unemployment and job count data contributions to make their database more robust.

5) **Consult on a Continuing Basis with Workforce Investment Boards and Other Key Workforce and Economic Development Partners and Stakeholders.**

R&S continued to provide information and ongoing support to the Hawai'i Workforce Development Council (WDC), Workforce Investment Boards (WIBs), and One-Stop Centers in PY 2012. Staff attended WIB and WDC meetings to be briefed on updates and for guidance on workforce development policies, priorities, and issues. Our annual LMI Plan was discussed with Council members to ensure that our LMI data supported the statewide workforce development initiatives. We also contributed labor market information and other economic factors impacting the state of the economy for inclusion in Hawai'i's five year Workforce Investment Act Strategic Plan. We maintained a close working relationship with WDC by responding to requests for LMI throughout the year.

The HIWI website continued providing local LMI data and support to the local WIBs. The WID drives HIWI, and most of the data is collected at the county level, which replicates our LWIB geography. LWIBs have access to the most current labor market information available. HIWI has pages for each county for easy one-stop access to data focused around geographical areas. The Local Employment Dynamics (LED) information is linked through HIWI, providing the capability to continually offer county labor data. The LED **OnTheMap** tool on our website supplies detailed maps and reports of where people live and where they work for county and rural areas.

**Part B: Customer Consultations.**

Throughout PY 2012, the R&S Office continued to consult with its customers through emails, phone calls, and in-person exchanges about the usefulness of products developed and services provided by our office. The "in-person" encounters involved attending meetings and participating in technical workgroups, sometimes on a monthly basis, to inform and ensure that future development of workforce information aimed to satisfy our customers' needs.

The Workforce Information Council Foresee survey of visitors to our HIWI website, conducted between January 29, 2013 and May 31, 2013, garnered only 15 respondents. Although small, their responses provided some feedback about our web site. The overall satisfaction score of 59 tells us that we could definitely improve upon the dissemination of the data via the website. Navigation of the site, especially the number of clicks to get to the data the users want seemed to be the

drawback. We will discuss the results of the survey with our contractor, Geographic Solutions Inc., to resolve some of these survey issues in the next program year.

R&S staff shared our state's health workforce data collection and process with the Center for Health Workforce Studies at the State University of New York's School of Public Health. We also provided historical employment data and shared job projections in a lengthy discussion with one of our local economists who has held numerous influential positions throughout the community and has served as a member of the Council of Revenues, a board that prepares revenue estimates and forecasts of the state government each fiscal year.

### **Part C: Partnerships and Collaborations**

R&S maintained a viable working relationship with the Workforce Development Council (WDC) and Workforce Investment Boards (WIBs) by responding to requests for data and investigating issues that Hawai'i's workforce investment system was interested in studying and pursuing for further action. For example, we worked closely with WDC staff to revise and fine tune the 5-year WIA Strategic Plan. We prepared presentation materials for WDC speeches, reproduced labor market material for distribution, and taken notes for summarization of panel findings. Our attendance at council meetings and frequent informal contacts with the WDC office, especially regarding work on green jobs, agriculture, information technology, and healthcare, and special grants provided direction that allowed us to work collaboratively on developing appropriate products to inform state and local customers about the current state of our workforce situation. Staff produced customized files for users of our data, providing industry and occupational employment projections, occupational wages by industries, and labor force information for affirmative action programs.

Staff has assisted in familiarizing and providing pertinent projections data to those involved with the Trade Adjustment Act Community College Career and Technical Training Grant (C3T). R&S has an MOU with Hawai'i's C3T Round 1 Grantee, Honolulu Community College, to develop predictive models for three industries: Health Care, Energy, and Agriculture. The R&S Officer participates in a monthly Grantee meeting of TAACCCT Round 1 and Round 2 grantees and a monthly Joint Workforce Group meeting convened by the Director of Labor. R&S also continues to support the Governor's Agriculture and Sustainability initiatives with information on training opportunities and occupations. Additionally, we have participated in the Governor's Open Data Initiative (ODI) project by uploading unemployment and job count datasets and are exploring processes to be used in the creation and updating of electronic dashboards for the Governor and DLIR.

### **Part D: Recommendations for Improvements or Changes to the Deliverables**

As the state slowly emerges from the recession, the R&S office needs ETA's continued support for more labor market information tools to produce quality workforce intelligence so that people will know where they can receive appropriate training to acquire the skills necessary for future employment. The projects listed below are critical to our delivery of quality labor market and workforce information for our customers and partners. These tools include:

- *Hawaii Workforce Infonet* (HIWI), which is the primary delivery system of LMI, is where updates of the WID database are available online. The WI system continually needs upgrading as newer technologies evolve for improved information processing and delivery such as the creation of dashboards for interactive exchanges. Additional resources will be necessary to afford the upgrades to the current Internet delivery system. Currently, funding cuts have reduced real-time job postings data.
- Hawai'i Green Jobs Portal needs funding to maintain this vehicle of displaying green jobs data that had been previously collected through a Green Jobs survey. In addition, with the halt to collecting green jobs information through the Occupational Employment Statistics survey, the Hawai'i Directory of Green Employers, will require funding for maintenance since that allows employers to update their contact, employment, and occupational information and may be the only way to maintain currency of green workforce data.
- Estimates Delivery System (EDS) needs funding and technical support from the Projections Management Partnership (PMP). EDS produces county level occupational wages and employment projections, which interests many of our customers, particularly the county WIBs. Industry staffing patterns are also produced from the EDS software and used in the MicroMatrix system to create occupational projections for the state and counties. Without the EDS, our state would not be able to produce vital county level data that would be meaningful for our local WIBs. In the past, some of the special requests that EDS has provided information on helped to determine: entry/experience wage levels based on the various wage percentiles and new and emerging occupations of green, agricultural, health, and IT jobs. One staff was sent to the EDS training in Nashville, Tennessee in June 2013.
- Each new version of Local Employment Dynamics (LED), a Census Bureau product in partnership with the states, provides more detailed analysis with regards to labor market areas. LED provides demographic and socio-economic information on the workforce for the state, counties, and smaller census areas that is always of interest to the non-MSA residents. Another helpful Census product is the OnTheMap feature that has useful tools within the LED program. With Census support, staff was able to attend the annual LED Partnership Workshop in Washington, D.C. in June 2013.
- R&S is also developing Hawai'i's Workforce Longitudinal Data System (WorLDS), through a Workforce Data Quality Initiative grant. WorLDS will integrate data sets from within our department and other state, county, and non-profit agencies' workforce development programs with data from the University of Hawai'i and the state's Department of Education to track the supply and demand for skilled workers to determine where students and workers are headed in Hawai'i's labor market. Staff will need additional funding to support and work closely with grant-funded staff in order to sustain the maintenance of the data after the grant ends.