AMERICAN SAMOA

WORKFORCE INNOVATIONS & OPPORTUNITY ACT (WIOA)

PY 2019

ANNUAL REPORT NARRATIVE

Department of Human Resources
Employment & Training Division
American Samoa Government
Pago Pago, American Samoa 96799
Telephone: 684/633-4485
Fax: 684/633-5567
Email: likapago@gmail.com
AMERICAN SAMOA

SINGLE SERVICE DELIVERY AREA
American Samoa PY 2019 Overview

INTRODUCTION

Each state that receives an allotment under WIOA Section 127 or Section 132 (Adult, Dislocated Worker and Youth) must prepare and submit a WIOA Annual Statewide Report Narrative of performance progress to the Secretary of labor in accordance with the WIOA Common Performance Reporting-OMB Control 1205-0526. The WIOA Annual Statewide Performance Report serves as a complement to the WIOA Annual Report Statewide Performance requirements as defined in OMG Control 1205 and in Training and Employment Guidance Letter TEGL 10-16 Change 1.

The Department of Human Resources, Employment & Training Division is designated by Governor Lolo M. Moliga as the Administrative Entity of the Workforce Innovation Opportunity Act (WIO) Title I Program. WIOA Title I consists of Adult, Dislocated Worker, and Youth. The DHR-ETD implements WIOA and training programs to support and grow learning opportunities for workers at all stages of life including those with barriers to employment. The Administrative Entity Office is located within the main government building in town. All participants, employers, partners, and job seekers are able to access services at this location within the DHR-ETD.

STRATEGIC VISION

Governor Lolo M. Moliga’s vision is to train and educate our local workforce Today, create a climate that attracts, retains, and grow business, and build and support our economic infrastructure to create jobs, nurture emerging industries and encourage innovations.

AMERICAN SAMOA WORKFORCE BOARD (ASWB)

The mission of the ASWB is to advise the Governor on workforce development strategies that maximize the Territory’s education, training and employment resources to support economic development. The Board leads the Territory of AS in board strategic workforce initiatives that leverage resources beyond WIOA funding while providing necessary system oversight. The ASWB provides oversight for the Territory’s workforce activities.

WAIVERS:

No new waivers were proposed for PY 2019.

EFFECTIVENESS IN SERVING EMPLOYERS

THE WIOA workforce staff who are providing OJT development with the employers and the business community continues to improve engagement through their worksite visitation and outreach. The goal is to reach and increase the number of businesses utilizing WIOA programs and services at DHR-ETD and promoting awareness of the availability of services. Orientation is also built in the OJT packet for new established businesses, new
employers and updated materials reflecting benefits for businesses, OJT reimbursements, and level of services.

**NEW BUSINESS/EMPLOYERS**

The OJT development staff have been active in engaging with newly established businesses in the Territory. The ETD continued to work with the agency that is processing new business licenses for newly established business. This information is provided to the OJT development team to meet with these new employers/business and actively engaged in assisting with their hiring, resources available to support their business, referral of applicants, OJT development, and any support they may need from the WIOA program. The improved growth rate is 20% for new employers.

<table>
<thead>
<tr>
<th>DATA EMPLOYER GROWTH</th>
</tr>
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<tbody>
<tr>
<td>PY 2017</td>
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<tr>
<td>PY 2018</td>
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<td>PY 2019</td>
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**OUTREACH ACTIVITIES:**

The following are outreach activities coordinated with the Partners and DHR-ETD staff.

Chamber of Commerce
American Samoa Community College (ASCC)
Department of Commerce (Business Unit)
Star Kist Company (Personnel)
Job Fairs
Blue Sky Communications
ASPA Power Authority
ASTCA (Tele communications)
Pago Tech.
Neil’s ACE HomeCenter
Office of Samoan Affairs
Pentagon Construction
Happy Truckin Construction
AS Visitor’s Bureau
SEPP Paint Shop
Samoa Airways
Tradeswinds Hotel
Administrative Law Justice

**MASS RECRUITMENT**

This service is provided for specific employers who may be opening a new business, etc. DHR-ETD provides support through advertising, use of facilities, networking, posting and
consultation to assist with their business. Level of service is subject to the availability of resources.

**EVALUATION**
The DHR-ETD continues to collect information and data to evaluate the implementation of WIOA programs and assess the need for improvement. These measures include response to federal monitoring findings, measuring effectiveness in serving employers, customer satisfaction surveys and data validation. The recent evaluation and monitoring was conducted by staff in the field includes interviews with participants in work experience, OJT employers to help identify areas of program strength best practices as well as those areas in the need of improvements.

**CUSTOMER SATISFACTION:**
For PY 2019, the DHR-ETD customer satisfaction survey were administered through the ETD during the intake process. When customers come through the intake process, the surveys are distributed by the intake staff and turned in at their next appointment to the intake staff. The customer satisfaction survey is an initiative to solicit feedback from individuals and business in an effort to improve overall services offered, as well as to increase customer satisfaction. Results from the survey are used to determine and promote continuous quality improvement initiative and make overall improvements to the DHR-ETD.

The following is a breakdown of the data collected at the DHR-ETD for PY 2019:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TOTAL</th>
</tr>
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<tbody>
<tr>
<td>Self Service</td>
<td>625</td>
</tr>
<tr>
<td>Participant Orientation</td>
<td>680</td>
</tr>
<tr>
<td>Walk-In Traffic</td>
<td>980</td>
</tr>
<tr>
<td>New Employer Registration</td>
<td>108</td>
</tr>
<tr>
<td>Employer Served</td>
<td>96</td>
</tr>
</tbody>
</table>

**PROGRESS MADE IN ACHIEVING THE TERRITORY'S VISION AND GOALS:**
The American Samoa’s Unified State Plan for the Workforce Innovations Opportunity Act describes the analysis of the local economic structure, development strategies and focused on the five critical themes. One of these themes is ensuring system integrity through transparency. Currently, American Samoa DHR-ETD is working on improving its reporting system with technical assistance provided by Guam DOL, Geographic Solutions and Region 6 ETA DOL. We must assess the effectiveness of our local area in achieving positive outcome for individuals served by the Workforce Development system.

Through this process we are able to:

1. Make informed decisions about resources/investments
2. Assess problem areas and take corrected actions
3. Compare programs to one another
4. Gauge the effects of certain economic conditions

DHR-ETD provides reports to stakeholders, ASWB, Legislature, and Partners through various mechanism. For example, reports not limited to expenditures, services for youth, adult, dislocated workers, characteristics, target population, training providers, and long term unemployed.

**NEGOTIATED PERFORMANCE LEVELS FOR TITLE I**

<table>
<thead>
<tr>
<th></th>
<th>PY 2018</th>
<th>PY 2019</th>
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<tbody>
<tr>
<td><strong>WIOA Adult</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment 2nd Quarter after Exit</td>
<td>40.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Employment 4th Quarter after Exit</td>
<td>40.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Median earning 2nd Quarter after Exit</td>
<td>$2,040</td>
<td>$2,040</td>
</tr>
<tr>
<td>Credential attainment rate</td>
<td>40.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td><strong>WIOA Dislocated Worker</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment 2nd Quarter after Exit</td>
<td>40.0%</td>
<td>40.0%</td>
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<td>40.0%</td>
<td>40.0%</td>
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<tr>
<td><strong>WIOA Youth</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education, training or employment 2nd Quarter after Exit</td>
<td>30.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Education, Training or Employment 4th Quarter after Exit</td>
<td>30.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Credential attainment rate</td>
<td>40.0%</td>
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**REGISTERED APPRENTICESHIP PROGRAM**

Currently, American Samoa does not have a Registered Apprenticeship (RA) program registered with the USDOL. On June 20, 2019, DHR-ETD was notified that it had been awarded funds for Apprenticeship State Expansion (ASE) for the Territory. The DHR-ETD is now collaborating with Partners, Employers, American Samoa Community College and Sponsors to implement the ASE grant activities.

**ACTIVITIES PROVIDED BY STATE FUNDS**

Statewide activity funds are a vital part of American Samoa’s workforce development system. The funds support all required activities outlined in the WIOA Act including ASWB oversight, capacity building, fiscal and management accountability. All of these activities support the operation of the workforce delivery system.

**RAPID RESPONSE ACTIVITIES:**

American Samoa’s Rapid Response program provides services to workers, employers, and businesses facing business closures and layoffs. Though the Samoa Tuna Processing (STP) Company was shut down due to maintenance, however, some workers who were assessed were eligible for services such as job search, information on OJT training, referral to basic and remedial education, and placement assistance.
WAGNER-PEYSER (Employment Service)
Not applicable to the Territory

PAY-FOR-PERFORMANCE CONTRACTING
The Territory is not using Pay-for-Performance strategies. The Territory is considering a study to determine if Pay-for-performance contracting would be an effective strategy for serving individuals with barriers to employment.

TECHNICAL ASSISTANCE
The Territory seeks assistance with utilizing partnership, identifying potential partners into youth program design, effective training design tools and strategies including program success measurement alternatives, youth-centered policies and practices including youth models for program development and improvement, technical assistance to improve the tools used in program monitoring.

CHALLENGES:
Turnover in political system and local staff due to Territorial elections every four (4) years. Building capacity so that the workforce network can respond effectively to residents as they become familiar with the services of the DHR-ETD.

Developing policies to address all the needs of our core partners and the barriers of their participants with employment and training.

LOOKING AHEAD
As the partners within in the DHR-ETD workforce network look ahead to the new program year and beyond, we see many opportunities to build on the activities of this past year.

As other states around the country experiencing growth in the healthcare, technology, construction and other fields, the Territory of AS is seeing a mismatch of skills required for many open positions with the skills of applicants seeking to fill them. Continued work to build stronger career pathways will be among the priorities of the AS WIOA partners. While some areas are benefiting, our rural areas especially struggle to keep top talent and attract new employers. This presents an ongoing need to engage new industry and support existing businesses through access to leading-edge training programs talent delivery and exemplary customer service.
JULY 1, 2019 – JUNE 30, 2020
DEPARTMENT OF HUMAN RESOURCES
EMPLOYMENT & TRAINING DIVISION
WORKMEN’S COMPENSATION CONFERENCE ROOM

TRAINING PROGRAMS & SERVICES

WBL ORIENTATION REGISTRATION

WBL PARTICIPANTS ORIENTATION

WBL POWERPOINT ORIENTATION

FALO FINANCIAL MANAGER, ORIENTATES ON TIMESHEETS, PAYROLL. ETC...

WBL PARTICIPANTS ORIENTATION BROCHURES
WORK-BASED LEARNING (WBL) WORKSITES

DEPARTMENT OF HUMAN & SOCIAL SERVICES

DEPARTMENT OF AGRICULTURE

AMERICAN SAMOA POWER AUTHORITY

AS TELECOMMUNICATIONS AUTHORITY

DEPARTMENT OF EDUCATION/SCHOOL LUNCH SUPERVISORS & WBL PARTICIPANTS