



AMERICAN SAMOA

Workforce Innovations & Opportunity Act (WIOA) Annual Narrative Performance Report Performance Year 2020



Department of Human Resources
Employment & Training Division
American Samoa Government
Pago Pago, American Samoa 96799
Telephone: (684) 633-4485
Fax: (684) 633-5567
Email: st.lefiti68@gmail.com

Introduction

American Samoa Workforce Innovation and Opportunity Act (AS WIOA) Program is operated under a Unified State Plan. It is stipulated in the American Samoa WIOA Program State Plan that the target population is comprised of the Youth, Adults, and Dislocated Adults. In addition, AS WIOA also works collaboratively with Wagner-Peyser Act Program, Adult Education and Family Literacy Act Program, and Vocational Rehabilitation Program. Since Performance Year 2019, the AS WIOA Program have primarily been providing services specifically to the Youth, Adults, and Dislocated Programs. American Samoa's vision for its workforce system is one in which its development strategy takes place via innovation through partner collaboration, integrated service delivery area, data analysis, and ongoing evaluation and improvement. The ultimate GOAL of the American Samoa WIOA Program is to Equip job seekers through Training and Education opportunities available locally through the government, private sectors, or the general community.

Customer Satisfaction

There is a customer satisfaction survey that is being utilized for the American Samoa Workforce Innovation Opportunity Act (AS WIOA) program that targets applicants/job seekers, general public, and the government/private sectors that the program provide services to. This survey was created and administered within this quarter of the performance year. As of current, the survey is not documented in the One-Stop Virtual system (www.hireamericansamoa.com) however the WIOA management is working to fine-tune the survey and eventually add into the MIS before the end of 2020. As an integral part of the Implementation Plan of American Samoa WIOA Program, there will be a variety of surveys created in the future that will focus

specifically on the target population (Youth, Adult, and Dislocated Adults) as well as the overall Improvement and Sustainability of the services provided. This process will enable a sterner approach to identifying Improvement Strategies for the program/services. The outcome of the satisfaction survey is a vital reflection in respect to the NEEDS of the Programs and to meet the ultimate Goal and Vision.

The following are the breakdown of the data that AS WIOA will be collecting in respect to the Evaluation and Customer Satisfaction:

1. Self-Service
2. Participant Applications
3. Participation Orientation
4. Walk-ins
5. New Employer Registration
6. Employer Served
7. Follow-ups
8. Training need Statement

Studies for Research and Evaluation

The American Samoa Workforce Innovation Opportunity Act (AS WIOA) Program is mainly concentrating on data input for all services/activities initiated by the program. These include all areas of the Work-Based Learning (WBL) entities:

- ✓ Summer Youth Employment Program (SYEP)
- ✓ On the Job (OJT)
- ✓ Apprenticeship State Expansion (ASE) Program

Potential Research resources are being assessed at the moment by the Program Staff to better capture Challenges/Issues and identify areas of Improvement. Weekly conference calls with the Federal Project Officer and Reports and Data Managers is in place to provide the staff with guidance and resources to meet the deadlines and submit reports in a timely manner. Internally, there is consistent processes that entail collecting of information and data by way of Customer Evaluations. These measures include response to federal monitoring findings, measuring effectiveness in serving employers, customer satisfaction surveys, and data validation. 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.

Effectiveness in Service Employers Measure

AS WIOA Effectiveness in Serving Employers Data Elements: Repeat Business

Customers

Pilot Approaches	Rate	Update
<i>Retention (retention with the same employer):</i>	81.3%	Percentage rate for this Approach remains the same for this report
<i>Repeat Business Customers (percentage of repeat employers using services with the previous three years)</i>	100.0%	Percentage rate for this Approach remains the same for this report

<i>Employer Penetration Rate</i> <i>(percentage of employers using services out of all employers in the state)</i>	100.0%	Percentage rate for this Approach remains the same for this report
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Note: data is extracted from [My Reports - Workforce Integrated Performance System \(Grantee\)](#) (appiancloud.com)

Common Exit

The Common Exit process for American Samoa Workforce Innovation Opportunities Act (AS WIOA) Program is currently utilizing the auto-calculated by MIS system. The vendor that is providing the technical assistance and guidance for the staff are working collaboratively with the staff for data input. Due to on-going training, the vendor is conducting the soft exits process (as well as other types of exits that apply). The Closure process is however being completed by the staff; this data provides justification for the type of exit that is deemed for a particular participant. There has been a tremendous increase in data input since the last two quarters indicated in the MIS system thereby enabling the exit process.

Data Validation

As of current, American Samoa WIOA is utilizing the One-Stop MIS system (hireamericansamoa.com) to input and analyze program reports. Once the reports are analyzed and summarized, the validation process is administered in the Workforce Integrated Performance System (WIPS). There are technical issues that AS WIOA is experiencing with access to the Apprenticeship State Expansion reports but the staff is working on securing it. Data Validation is

conducted and completed by the AS WIOA Deputy Director. For future report reviews, modifications, references, or submissions, AS WIOA plans to add an additional submitter or Point of Contact to alleviate any setbacks or problems.

Waivers

There is no update to report due to no new waivers proposed for AS WIOA

Rapid Response Activities

American Samoa does indeed have a Rapid Response program that provides services to workers, employers, and businesses facing closures and layoffs. Amidst the Covid 19 pandemic, the government shutdown that occurred in 2020 caused a lot of financial problems with small businesses/companies and halted the operations of the government. Regardless of the challenges that were overwhelming to the territory and its people, workers were provided opportunities to procure financial assistance through grant funding through the American Samoa Human Resources Workforce Innovations Act (AS WIOA) Program, by way of an unemployment funding. In addition, workers who were assessed were eligible for services such as job search, information on On-the-Job Training (OJT) training, referral to basic and remedial education, and placement assistance.

The Rapid Response structure begins with the Department of Human Resources, Employment and Training Division as the State/Territory Dislocated Worker Unit. This team is responsible for receiving all WARNING notifications. DHR-ETD helps coordinate the online case management system. This will allow Department of Human Resources identify opportunities for employers and then provide training for required skill set for the job seeker.

Performance Accountability System

The table below details the Employer Services that American Samoa WIOA Program provides for the territory. The American Samoa Department of Human Resources spearheads all efforts towards effective performance and ensuring an accountability system. Consistent collaborative work with our government and private sector Employers is critical, especially in retaining or increasing the Establishment Count. There was an exponential increase in participation through the Summer Youth Employment Program (SYEP) 2021; this was the opportunity of expansion to other employers (government and private sectors). AS WIOA is anticipating an increase of Employer/Establishment count through SYEP thereby creating Policies and Procedures for the Accountability System.

AS WIOA Effectiveness in Serving Employers Data Elements: Repeat Business

Customers

Employer Services	Establishment Count
Employer Information and Support Services	64
Workforce Recruitment Assistance	64
Engaged in Strategic Planning/Economic Development	64
Accessing Untapped Labor Pools	42
Training Services	64
Incumbent Work Training Services	64
Rapid Response/Business Downsizing Assistance	64
Planning Layoff Response	64

State Strategic Goals and Vision

Although American Samoa WIOA program is establishing structure in initial phases of the services, we have identified Goals and Visions that are in alignment with the State Plan as well. Goals for preparing and educate a skilled workforce, including preparing youth and individuals with barriers of employment, and the underserved populations in the territory of American Samoa. In addition, Goals for meeting the skilled workforce needs of employees. Individuals with barriers to employment include displaced homemakers; low-income individuals; Individuals with disabilities, and so forth. The Vision of the AS WIOA Program is primarily to ensure the Workforce System meets the needs of the territory's business and workers, today and in the future.

In developing the Goals and Strategies, the Governor's economic Goals and feedback were incorporated to maximize chances of success, reduce duplication of services, and to ensure effective alignment of the Territory's workforce delivery system. The system will focus on intensive services for those individuals who are at-risk youth who face the biggest obstacles in securing and maintaining employment; ensuring that each agency and partner work collaboratively to remove and reduce barriers in American Samoa. The core partners will infuse strategies so individuals with significant barriers to employment will be integrated and achieve successful competitive employment. On top of training quality employees, the Department of Human Resources serves employers in many other ways; Assistance with Recruitment and Retention; Applicant Testing; and Contractual services that will assist with improving and streamlining the process of finding employees.

Statewide Fund Activities

The statewide fund activities include ALL program operations to enhance the quality of services to employers and job seekers throughout the territory of American Samoa. As of date, the AS WIOA funding is directed to the various programs (Youth, Adult, Dislocated Adults) to ensure consistent operations. Activities/operations include:

1. Administering and monitoring the AS WIOA program operations
2. Providing technical assistance in carrying out WIOA activities
3. Operating a fiscal and management accountability information system
4. Maintaining Performance and Information on the cost of Attendance (including tuition and fees)

It is understood that activities under the AS WIOA Program are appropriated to ultimately safeguard the operations listed above however, in the efforts to expand the services here in the territory, there will be modifications applied. There is a high increase number of job seekers, especially within the Youth and Dislocated Adults population due to the pandemic and graduates. The American Samoa Apprenticeship State Expansion (AS ASE) Program is a guaranteed opportunity avenue as well to enable additional Training and Education. Lastly but not the least, activities to support accessibility strategies (work experience, credentialing, and skill building) to bridge gaps between territory's workforce and the employers are all supported by program funds. Professional and well-equipped employees will produce more effective services that the government and its private sectors are in dire need of today.

Technical Assistance

The territory of American Samoa seeks assistance with utilizing partnership, identifying potential partners into youth program design, effective training design tools and strategies. Recognizing the required reports and deadlines that American Samoa WIOA Program is tasked, success, technical assistance to improve the tools used in program monitoring, data input and reporting, and data analysis is paramount. There are technical assistance calls every week spearheaded by ETA officials to assist American Samoa. In the future, investment towards technical assistance will be priority as the WIOA services are expanding to Wagner-Peyser Act Program, Adult Education and Family Literacy Act Program, and Vocational Rehabilitation Program.

Conclusion

The main focus for American Samoa Workforce Innovation Opportunity Act (AS WIOA) Program is to capture and input data for the services that are provided for the target program populations. There is progress made in initiation of Goals and Activities emphasized in the State Plan. One primary Goal for the program is the Modification of the State Plan but for the time being, American Samoa is following and abiding the original Statement of Work. It is also important to note that the American Samoa WIOA Plans and Initiatives are assisting with that of the Apprenticeship State Expansion (ASE) Goals and Vision. American Samoa WIOA program is providing substantial training, education, apprenticeship opportunities to job seekers now more than ever. Opportunities through Training and Education is definitely a new approach to the workforce of American Samoa because there was always the traditional process through Personnel Division (Department of Human Resources). American Samoa WIOA program has extended the services and assistance to the underserved, vulnerable, and at-risk population

therefore, the AS WIOA services are expanding on its own by way of Outreach and Information Dissemination via local newscasts, bulletins, and the local Department of Human Resources website.