

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

January 16, 2018 – 9:00am to 10:30am (approximate)

The Queen's Medical Center
The Board Room at Queen's Conference Center
1301 Punchbowl Street, Honolulu, Hawaii 96813

Attendees: Maureen Bates, Jason Chang, Susan Foard, Gregg Fraser, James Hardway, Brent Kakesako, Brian Lee, Connie Mitchell, Helen Sanpei, Alvin Tsukayama, Janice Wakatsuki, Emmet White, Tim Wong

Staff: Alison Lum, Lyn Uratani

Guests: Stacy Clayton, Lance Jyo, Carol Kaneyama, Tanya Lee, Gordon Lum, Cindy Matsuki, Debbie Miyao, Lei Nakamura, Jeanne Ohta, Christine Park, Erick Pascua, Lynn Takahara, Allicyn Tasaka, Jim Tollefson, Kirsten Thornton, Elaine Young

- I. Call to Order
Board Chair Jason Chang called the meeting to order at 9:06am.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Chang entertained a motion to approve the agenda. Gregg Fraser motioned to approve. Seconded by Janice Wakatsuki. Unanimously approved.
- IV. Approval of minutes from October 24, 2017 meeting
Chair Chang entertained a motion to approve the minutes from the July 25, 2017 meeting. Gregg Fraser motioned to approve. Seconded by Janice Wakatsuki. Unanimously approved.
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
None.

Chair Chang motioned to take the agenda out of order to accommodate guest presenters by conducting New Business before the presentation.

- VI. New Business
 1. Ratification of Individual Training Account (ITA) Policy

Alison Lum stated that at the November 2017 Executive Committee meeting, the committee members approved a change in the amount of training allowance for qualified clients. Erick Pascua explained that instead of the \$8000 lifetime cap, there will now be \$4000 that clients are required to use in 24 months. Alison Lum said that in the policy, people can use \$4000 cap within two years before returning to apply for another \$4000. James Hardway asked if the Board can review the policy annually. Alison Lum said yes. Connie Mitchell asked if industries can help match the \$4000. Alison Lum affirmed this. Under this ratification, the committee passed it to begin effective January 1, 2018.

Chair Chang entertained a motion to ratify the ITA policy. Gregg Fraser motioned to approve. Seconded by James Hardway. Unanimously approved.

2. Election of a Vice Chair

Chair Chang entertained a motion to elect Tim Wong as Vice Chair of OWDB. Gregg Fraser motioned to approve. Seconded by Connie Mitchell. Unanimously approved.

3. New OWDB Committee Chair for Sector Strategies and Career Pathways

Chair Chang entertained a motion to elect Meli James as Chair for Sector Strategies and Career Pathways Committee. Gregg motioned to approve. Seconded by James Hardway. Unanimously approved.

Chair Chang stated that Tim Wong will take over as Chair of the Performance Measures and Accountability Committee.

VII. Presentation and discussion

Overview of the Roles and Responsibilities of the Workforce Development Council

Allicyn Tasaka, Executive Director, Workforce Development Council

Jeanne Ohta, Special Projects Specialist, Workforce Development Council

Allicyn Tasaka and Jeanne Ohta discussed the responsibilities of the Workforce Development Council as well as the responsibilities of each of the Local Workforce Development Boards and the important components of the American Job Center under WIOA. (Presentation handouts are attached.)

Chair Chang asked about the metrics for measuring employer engagement and if these have been set up yet. Jeanne Ohta explained that this is a pilot program but some states are developing their own. The challenge is getting the data needed. One metric is employer penetration, which is the amount of employers in local area and seeing how many people you interact with. Jeanne Ohta expressed disappointment with this metric. Jeanne Ohta said another metric is retention within a two year timeframe; how many employers return for AJC services. She said the State can come up with others.

Susan Foard asked when the federal oversight agency would come up with a target date. Jeanne Ohta said they will correct the data in the 2018 program year and HireNet is being set up to gather

that data. Alison Lum commented that Jayson Muraki at the WDC has offered to give the Board an overview of HireNet. Jeanne Ohta mentioned that significant updates are being made to HireNet

Susan Foard asked if all of the American Job Centers are required to use HireNet, or if each County can opt-in. Alison Lum said that the Counties are required to use HireNet. Jeanne Ohta stated all federal reports are generated through HireNet. Susan Foard asked if it would behoove the core partners to all use HireNet. Allicyn Tasaka agreed.

Connie Mitchell asked if the employers' use of HireNet has been tracked. Jeanne Ohta stated that the Employer Engagement committee needs to work on this and that improvements need to be made. Alison Lum stated that it is cumbersome from the business and job seeker side. Tanya Lee agreed with Alison Lum and shared that HireNet is very difficult for users on the front-end. Jeanne Ohta stated that it is a massive system that generates a wide variety of reports, but there will be opportunities for businesses to provide input to the State.

Gregg Fraser remarked that the On-the-Job (OJT) training application was also cumbersome. Alison Lum commented that the OJT application was simplified from 41 pages to 6 pages. Jeanne Ohta mentioned that the Eligible Training Provider application is being streamlined as well. Gregg Fraser commented that perhaps businesses can help make HireNet more user-friendly and assist in the simplification of paperwork required for other services. Jeanne Ohta said that WIOA expects more from the local Boards and its staff, and there is a lot of learning to be done by all parties involved. Chair Chang thanked Jeanne Ohta for the WDC's time. Lei Nakamura requested a five-minute break.

VIII. Old Business

Tanya Lee asked to share with the Board that HireNet is a requirement for all unemployed persons to receive Unemployment Insurance (UI). All unemployed persons must register on HireNet within seven days of applying for UI. If anyone who is unemployed finds it difficult to use and successfully register on HireNet, he or she may ultimately be denied UI. Alison Lum commented that the AJCH staff, along with new partners including Disabled Veteran Outreach Program (DVOP) staff, will help to ensure that all clients are assisted in the UI process.

1. Reports related to WIOA
 - a. One Stop Operator (OSO)

Lei Nakamura thanked everyone for their patience and continued support as different agencies are brought on board to the AJCH. She was pleased to report that 2 WDD staff with the Disabled Veteran Outreach Program are now located full-time at the AJCH, as well as one additional Wagner-Peyser staff. She reiterated her gratitude for everyone's patience and understanding during this process. She mentioned that it will be important to have operational policies, also known as Standard Operating Procedures (SOP), as more partners are brought on board such as government agencies and non-profits. Communication and policies must be streamlined for all entities involved. She mentioned that Honolulu Community Action Program is interested in relocating their Kalihi district office to the AJCH. In terms of training, City and partner staff will need to be trained together

in the policies that everyone will have to follow. The AJCH has reached out to DIT to see how we can standardize how information is maintained and archived between the partners and the AJCH. She lastly shared that Department of Public Safety does not provide funding through Second Chance funds to outside entities; fortunately, Public Safety wants to strengthen their relationship with the AJCH. Since OCCC as well as the only furlough program on Oahu is less than a mile away from the AJCH, the formerly incarcerated continue to use services at the AJCH.

Alison Lum asked to clarify that there is no Second Chance Act operating on Oahu. Lei Nakamura confirmed this; there was a previous entity via Chas Williams so the AJCH is interested in learning what is being done for reentry work. Alison Lum confirmed that WIOA gives priority to the ex-offenders who are reentering the workforce. Lei Nakamura said that Public Safety has asked for a tour of the AJCH; as the operator, the AJCH must look at how we can better serve these agencies and the community.

Susan Foard asked if there is a funding formula for all partners involved. Alison Lum said that this is still being worked on and said that the Board will provide an update; the IFA is being removed and included as an attachment to the Partner MOU. OWDB has not received back all of the MOUs and is still working on wording and typos per comments from various partners. The IFA will be harder for everyone to agree on. Individual meetings with each partner will start as soon as the MOU is signed. The Board is asking what kind of spaces each partner will need. There will be ways to negotiate space or no space, referrals, etc. Susan Foard thanked Alison Lum for her input and stated it is important for DVR to participate and contribute its appropriate share.

Jeanne Ohta shared that the WDC attended an Apprenticeship event and that there is interest in working with reentry from community groups. Lei Nakamura mentioned she will obtain an update from Erick Pascua to share relevant information with Public Safety.

Gregg Fraser asked if there is a place online to receive updates on this. Alison Lum suggested that the Board can create a Google document, but wants to find out if this is appropriate under the Sunshine Law; she offered to update the individual committees. She stated that her Executive Director's update will include more information about the MOUs signed, altered, and which entities the Board needs to meet with.

b. American Job Center (AJC) Hawaii

Erick Pascua thanked the Board for its continued support and Jim Tollefson for his belief in everyone's work at the AJCH, and introduced Kirsten Thornton as the Center Manager for the WIOA Youth Program at the AJCH.

Erick Pascua clarified that he is the Manager for the Adult and Dislocated Worker Program at the AJCH. He stated that the total of visitors for October 1, 2017 to December 31, 2017 is 1,789; of those, 320 are new. There is a monthly average of 106. 1,469 are returning clients. Ex-offender, disabled, are new populations that are being tracked under WIOA. There are 21 homeless clients and 312 ex-offenders; 32 are disabled and 40 are veterans. In terms of program enrollment (i.e. people requiring classroom training, OJT, apprenticeship): there are 164 adult participants, 101

dislocated workers, and 250 youth. These are pretty high numbers in terms of enrollment, even though unemployment is low. Additionally, on December 5th, the AJCH was able to conduct a job resource fair for Island Air. 97 job seekers were served; of this, 17 were not former Island Air employees. 19 businesses and 12 agencies participated. Limited space prevented accommodation of all employers, but it was the employers' interest that led to our ability to support this resource fair.

Lastly, Erick Pascua shared that the changes made to the ITA policy requires an increase of enrollment. In the last couple of months, collaboration has continued with partnerships. AJCH staff continue their outreach in the community to share the available services. Several AJCH staff have recently conducted outreach at Halawa and Waiawa corrections.

Kirsten Thornton shared that 88 youth applied for the Summer Youth Employment Program. 77 were placed in summer employment; 75 completed the program successfully. 12 were hired on-the-spot following the program. Other participants chose to use AJCH services to seek other employment following the program. Two of these youth participants were later hired at Lanakila Pacific. Because 20% of our WIOA funding is required for work-based learning, we are building partnerships. We are looking to place youth in current sites; some employers have signed two-year contracts with us. We are working on executing a contract with WDD for DEI Youth.

James Hardway asked about tracking for proportional use for IFA. Alison Lum said that there have been shifts in the AJCH network but now there will be a more accurate count. Without the partners in place, we would not know the referrals involved.

c. WIOA Core Partner Updates

i. Adult Education

Helen Sanpei shared a flow chart of Career Pathways from Adult Education. She explained that both MCSA and WCSA offer the same programs. ELA/ESL and Adult Basic Ed (ABE) and CB program; Adult Secondary Ed program. Our students come to MCSA and are assessed; a plan is worked out for each student. MCSA is heavy on ESL at the main campus; eventually, students who come through ESL program will end up in work readiness and move onto the workforce. Many do not go onto college; however there are opportunities to come through the Community Schools' secondary education program in order to take HiSet and GED (credentials), receive CSA diploma, and then move onto the CCs or UHM.

Connie Mitchell asked about the Competency Based (CB) program. Helen Sanpei said that HiSet and GED are High School equivalencies; CB is no longer. Currently, we are in discussion as to whether the CSA diploma will be offered.

ii. Vocational Rehabilitation (VR)

Susan Foard introduced Maureen Bates. Maureen Bates shared that DVR is committed to having staff co-located at the AJCH, and that they are reviewing the MOU with AG. Susan Foard reminded the Board of the Active Order of Selection due to financial challenges; therefore someone from DVR must be located at the AJCH to leverage funds. It's not just for financial reasons, but especially the client. Going to one location is a huge benefit; we

cannot assist anyone who does not disclose his or her disability, it is illegal to ask. But partners have helped us with referrals.

iii. Wagner-Peyser Act (WP)

Alvin Tsukayama stated WP has moved 2 DVOPs and 1 WP staff to AJCH on December 27. Second DVOP reported January 5. Honolulu (Punchbowl Street location) has been shut down. Meeting with administrators to confirm that all clients must be referred to AJCH for services. He introduced Elaine Young.

Elaine Young stated she is looking forward to the one-on-one meetings. She mentioned that it has been a struggle, but WP would like to schedule a meeting with the Board because like DVR, this process affects WP's budget too.

2. OWDB Committee Chair Updates

a. Executive Committee

Alison Lum stated that the committee met in November. Her update will be provided in the ED report.

b. Finance Committee

Gregg Fraser stated it is time to start having this committee meet. He thanked Tim for volunteering. Alison Lum mentioned that James Hardway, Lei Nakamura, and Erick Pascua will also participate in the meeting, but that guests may also join the committee; she commented that the Board staff can help to schedule a meeting date.

c. Data Management and Technology Committee

James Hardway stated that this committee met on October 13th but is trying to schedule a second meeting. He stated that Peter Quigley will also give a presentation on a data system that he is developing to identify jobs and employers that are hiring. At the next meeting, the committee will focus on the technology the local area is using and whether it meets the Board's and AJC's needs for employer engagement and job seekers.

d. Employer Engagement Committee

Chair Chang shared this committee last met on December 5th. In order to engage employers, the committee needs a one-page or elevator pitch. The committee considered possibly holding a lunch to allow employers to learn about the AJCH and what it offers. How do we know whether we are successful? Performance metrics will be helpful.

e. Performance Measures and Accountability Committee

Alison Lum stated that Tim Wong is the Chair of this committee.

f. Sector Strategies and Career Pathways Committee

Alison Lum stated that Meli James is the Chair of this committee.

IX. Executive Director's Report

Alison Lum shared a handout to complement her Executive Director report. A lot of progress was made in 2017 thanks to the Executive Committee with Jim Tollefson as Chair. A Memorandum of Agreement (MOA) between Mayor and OWDB had been in development for a long time; eventually, a meeting was held between the Managing Director and OWDB Chair and Vice Chair to review the document. The MOA outlines what the Board does, the Mayor does, and two in partnership. The MOA also clearly defines the administrative attachment of OWDB to BFS; this agreement is the final step to cement a more transparent firewall. The Mayor signed the MOA on December 8th, which is a huge milestone. This is required under WIOA, so the WDC is happy that we have an MOA signed.

Alison Lum recapped her report from the previous Board meeting regarding the USDOL Region 6 visit. A statewide audit was conducted and each County's local Board was a part of this. Since our previous meeting, WDC has received the official report. Every month, the Board admin staff participate in a monthly conference call with the WDC. (USDOL comments are attached.) The findings in the USDOL report called on Oahu AJCH and the Board in five different items. WDC asked us to respond to each item; our response to USDOL is included in the packet. USDOL findings sparked movement in the AJC network on Oahu. Although the RFP for OSO indicated a comprehensive AJCH and affiliate site, USDOL findings stated that no WIOA funds are to be used at Hauula, Waianae, Punchbowl, and Waipahu. At that time, it became clear that WIOA staff must be relocated to the comprehensive AJCH. The Executive Committee and Jim Tollefson as Chair created a letter to notify Waipahu of the movement of staff. Fortunately, the OSO spoke with the union, and it was a smooth transition. As of December 31, no WIOA funds are being utilized outside of the comprehensive AJCH. We are happy to receive more staff from WDD; two new DVOP and one WP. Unfortunately USDOL and OSO, along with Center Manager and Executive Committee, feel this is not enough to be a compliant Comprehensive AJCH. With the call-back of WIOA staff from Waipahu to Dillingham, Waipahu cannot be a standalone affiliate site; WIOA makes it clear that WP services cannot be standalone. We will need to look at IFA, staff movement, and we would love to locate them at Dillingham. We need more staff to get it to comprehensive level to achieve compliance. USDOL is happy with the changes being made, but it is not enough. We have not tasked the OSO or WIOA staff to recruit. We do not have enough DVOP service providers on staff to provide our veterans with level of service that they are entitled to. Once we are compliant, we can recruit more clients to the AJCH. We must be conscientious that priority-of-service is a real thing under WIOA.

Lei Nakamura mentioned that although Waianae staff has been relocated, the OSO still needs to find funding to pay for electricity at the Waianae office. She confirmed that no WIOA funds are being used for Waianae; this needed to be done immediately to be in compliance.

Connie Mitchell noted that since everything is consolidated at Dillingham, what is the plan for outreach in terms of people in other districts? Lei Nakamura mentioned that the staff is conducting outreach on a daily basis. She added that whenever Youth Program staff is recruiting young people, they are mindful about ways to share information about the whole AJCH and the populations it serves. Youth and Adult Programs staff have been cross-trained to be able to discuss the whole network. Connie Mitchell asked to confirm whether geographically, the whole island is covered. Lei Nakamura affirmed this.

Alison Lum mentioned that at the last meeting she shared how she and Lei Nakamura attended Rapid Response training in Boston, while the AJCH was ramping up a Business Services functional team. Since then, the Board has been able to enter into an MOU with WDC which states that the Board may be reimbursed up to \$35,000 to use for Rapid Response activities provided through the AJCH. This includes employer engagement, potential layoff aversion, and providing Rapid Response support to WDD. This funding will also help Oahu's AJCH to create a best-practices template for the other Counties when their AJCHs are up and running. City Council has approved this; we must spend the funds by June 30, 2018.

Lei Nakamura commented that AJCH managers have created an expanded Business Services team of seven staff members. Three staff members have experience in serving youth and four staff members have experience in serving adults. OSO has leveraged other funds.

Alison Lum mentioned that we received money from WDC to purchase a sign for the AJCH. With the closure of other locations, we wanted to make it clear that WIOA services are provided only at Dillingham. Signs have been ordered for Punchbowl, Waianae, and Waipahu.

Gregg Fraser asked which budget the signs are coming out of. Alison Lum mentioned this will come out of the OSO budget.

Lastly, Alison Lum mentioned that \$15,000 came from WDC for the Board to organize an event with either the Chamber of Commerce or Enterprise Honolulu to continue the Sector Partnerships Initiative on Oahu.

X. Recognition

Chair Chang and Alison Lum thanked former Chair Jim Tollefson for 17 years of service to the Board. Former Chair Tollefson was presented with a Certificate of Appreciation. Jim Tollefson commented that he also wishes to applaud the whole Board and guests; a lot has been accomplished over the last couple of years. He thanked and congratulated Alison Lum and Allicyn Tasaka for working together. He reiterated his support of jobs and the impact it has on a person's wellbeing.

XI. Announcements

Chair Chang stated that the next quarterly meeting will be the week of April 23, 2018.

XII. Adjournment

Chair Chang adjourned the meeting at 11:11am.