

# OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

## FULL BOARD MINUTES

October 18, 2018 – 9:00am to 11:00am (approximate)

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

Attendees: Pat Anbe, Maureen Bates, Jason Chang, Russell Cheng, James Hardway, Joy Kimura, Rodney Lee, Connie Mitchell, Peter Quigley, Alvin Tsukayama, Manny Valbuena, Emmet White, Tim Wong

Staff: Alison Lum, Justin Sarce

Guests: Dulcie Dunaway, Stacy Ferreira, Robbie Melton, Debbie Miyao, Christine Park, Gordon Lum, Nisa Tokugawa, Leinaala Nakamura, Morgan "Pomai" Lee-Castro, Natasha Inouye, Scott Murakami, Jayson Muraki

- I. Call to Order  
Board Chair Jason Chang called the meeting to order at 9:05am.
- II. Welcome and Introductions  
Chair Chang welcomed new board members Joy Kimura, Government Relations and Compliance at Hawaii Laborers-Employers Cooperation and Education Trust, and Rodney Lee, Executive Vice President of Spire Hawaii. All members and guests introduced themselves.
- III. Approval of Agenda  
Chair Chang announced a change to item number 7, bullet point 3, Nisa Tokunaga will be providing an update to the American Job Center in place of Erick Pascua. Chair Chang entertained a motion to approve the agenda. James Hardway motioned to approve. Seconded by Connie Mitchell. Unanimously approved.
- IV. Approval of minutes from July 19, 2018 meeting  
Maureen Bates suggested an edit to section A2 of the minutes replacing "a limited amount of clients" with "students and employed individuals with disabilities at risk of job loss". Chair Chang entertained a motion to approve the minutes from the July 19, 2018 meeting as amended. James Hardway motioned to approve. Seconded by Russel Cheng. Unanimously approved.

V. Presentation and Discussion

**Single Sign-On Software for the American Job Centers**  
**Scott Murakami, Director of Workforce Development**  
**University of Hawaii Community Colleges**

Scott Murakami provided an overview of prior engagements and the referral process to the Board. The Department of Labor received a "Data Integration Grant" for just under a \$1 million dollars to find a way to link the client management systems between the Core Partners and to help improve the experience for the

clients. The project will cover four state jurisdictions (Oahu, Maui, Hawaii, and Kauai) and connect three different client management systems.

The University of Hawaii Community Colleges worked with the State Chief Information Officer of the Office of Enterprise Technology Services (ETS) to make sure that the unification of client management systems is consistent with ETS's efforts going forward. The ETS is also using the Salesforce platform to unify these legacy systems. The Electronic Data Processing Services Division of the Department of Labor and Industrial Relations (DLIR) is working with Salesforce to develop the Single Sign-On website.

Phase 2 of the project will include the data push that will allow common data elements to be transmitted to the CORE Partners in a secured and encrypted environment using Salesforce's Cloud Service. The target is to rollout beta of the Single-Sign On in the beginning of 2019.

Connie Mitchell asked who the Core Partners were. Scott Murakami mentioned the following: 1) Title I: Adult, Dislocated Worker, and Youth (WDC); 2) Title II: Adult Education; 3) Title III: Wagner-Peyser (WDD); and, 4) Title IV: Division of Vocational Rehabilitation (DVR). Connie Mitchell asked if clients will get any assistance using the website. Scott Murakami responded that the website was originally designed to have the case managers or counselors assist individuals.

A question was asked about how the client follow-up is handled and which agencies are responsible. Scott Murakami said the Partner(s) are responsible for following-up with the client. There will be a strong emphasis on Single Sign-On (SSO) training in conjunction with the HireNet training when beta is launched to show staff how the entire system works, both the integration and benefit of using HireNet.

Connie Mitchell wondered how we intend to publicize the Single Sign-On after it's rolled out. Scott Murakami said that they have not met with the Marketing Committee or the Employer Engagement Committee regarding this matter. The initial plan was to do a soft rollout with the Core Partners; it is important to make sure the Partners, especially the ones co-located in the AJC, know how to use the system to account for this new dynamic and relationship between them. Once the Partners know how to use it, then something can be done to raise public awareness of the website.

Scott Murakami showed the analytics page on the website and indicated that it will have the same banner. The analytics will be running to track, for example, how many people are going through the AJC or how many individuals are qualifying for services. Ultimately, we want to figure out how to incorporate the analytics towards WIOA reporting requirements.

James Hardway asked who becomes responsible for ensuring the other Partner entities follow-up with a client. Scott Murakami replied that the responsibility will ultimately fall on the Core Partners during their meetings. Scott and his team will come up with recommendations, but it is essentially the One-Stop Operator's responsibility to ensure there is follow-up being done.

Maureen Bates inquired as to whether other Partners are mandated to respond to customer needs since DVR must respond within two weeks to schedule an appointment with a client. Scott Murakami said a possible way to address this is by amending some of the questions that are asked to improve quality control since it will create a different transition experience. James Hardway asked how we can avoid forwarding notifications to spam or inadvertently not responding. Scott Murakami mentioned that part of it is working with the AJCH and figuring out how to make sure a log file allows us to track notifications. Maureen Bates asked whether there are reports that can be generated monthly to see where which Partner received referrals. Scott Murakami confirmed that they could certainly pull the data and into a nice report format.

Russel Cheng brought up two points regarding the data: 1) who is taking action on it and 2) the closing of the loop in terms of the data. Scott Murakami said in its current configuration, it is a one way stream; we don't have an audit loop back on the data. Alison Lum mentioned that it could be a quick email or text to the client asking who they met with and if they were satisfied with the service provided. Scott Murakami said we could automate better, but what we don't have is the ability to see if the person got the email and acted on it.

Rodney Lee pointed out that the data should show that the participants sign in with a unique identifier, creating a database, running off of Salesforce CRM and collecting data with an identifier. Russel Cheng noted it could be done if they are running Salesforce on the other end of it. Scott Murakami affirmed they are not and explained that the tricky part is going to be data management.

Rodney Lee asked if there is a limitation on the number of clients or is it based on cost. Scott responded that the more people, the cheaper it gets. Alison Lum asked if there is a chance in the future to add more partners. Scott Murakami replied at this point, unfortunately not. Scott and Russell agreed in this case it's better to make sure the core partner programs are working flawlessly.

**HireNet for Employers and New Performance Measure Tracking**  
**Jayson Muraki, Workforce Information & Data Coordinator**  
**State Workforce Development Council**

Jayson Muraki presented the HireNet portal, which serves four main functions: 1) participant management system; 2) job board; 3) provide employers and job seekers with labor market information; and, 4) reporting for the Federal government. HireNet will provide job spidering. Employers can filter data in various ways to find potential candidates. WDC will inform GeoSol to address the salary law effective January 1, 2019. Alison Lum asked about the training and Jayson Muraki said they are going to tie in the training with the SSO training along with the other counties. Maureen Bates asked how the job openings are being scrubbed, but they would have to ask GeoSol how they do it technically. Lei Nakamura said that the programs would compile a list of the issues with HireNet for them to address. James Hardway requested to obtain the HireNet contract to figure out what we are exactly paying for and is it fair. Scott Murakami said that they are also reviewing the cost allocation methodology.

VI. New Business

1. Approval of Bylaws

Executive committee and the City's Deputy Corporation Counsel to the Board reviewed and recommend approval of the Bylaws. James Hardway motioned to approve, and Alvin Tsukayama seconded. Unanimously approved.

2. Ratification of the Local Plan Update

Jackie Sakane provided an update of the status of the local plan. She worked with Alison Lum and OWDB staff on sections that needed to be updated regarding the deadlines. The local plan was sent out for public comment on October 13<sup>th</sup> and did not receive any comment. She also provided an update regarding the Boards policies and procedures.

Connie Mitchell motioned to ratify the Local Plan update, and Joy Kimura seconded. Unanimously approved.

## VII. Old Business

### Reports related to WIOA

#### 1. OWDB Committee Chair Updates

##### a. Executive Committee

Jason Chang said the committee met on October 2<sup>nd</sup> and reviewed the by-laws and the signing of the update of the local plan.

##### b. Sector Strategies and Career Pathways Committee

Meli James was not present to provide an update. Alison Lum said there was an MOU with WDC for an additional \$15,000 that the SSCP Committee will use to infuse into the sector partnerships already started with the Chamber. The \$15,000 is going to help fund the Engineering and Hospitality partnership. At the next meeting, Meli James will provide an update on the additional \$5,000 funding that will be used to create an event around local manufacturing. Peter Quigley emphasized the importance of these meetings should be to help brand the Sector Partnership work already being done Statewide.

##### c. Performance Measures and Accountability Committee

James Hardway and Tim Wong stated they are looking for people to join the committee. At the next meeting they would like to figure out what plans they have going into 2019.

##### d. Finance Committee

Tim Wong stated that the 2017 Budget was sent to WDC for review and that the 2018 budget was also submitted. The IFA meetings with partners will be scheduled. The committee requested that partners provide any feedback regarding the IFA.

##### e. Data Management and Technology Committee

James Hardway reaffirmed the specific issues with HireNet to bring to WDC and requested the Geographic Solutions contract for review.

##### f. Employer Engagement Committee

Chair Chang said that the committee has not met and is waiting for the WDC Employer Engagement Committee to identify the marketing company and the individual conducting the market assessment. He invited everyone to attend the market assessment facilitated group discussion on October 25<sup>th</sup>, 2018.

#### 2. One Stop Operator (OSO)

Lei Nakamura explained that the OSO is aligning the business engagement team with the WDC and OWDB. The WDC hired a consultant, Dr. Kim Payton, who asked to meet with the business engagement team at the AJCH to help plan for the larger meeting on October 25, 2018. Secondly, the layout of the adult and youth areas of the AJCH will be reimagined with a focus on customers, job seekers and employers in mind. Carl Fujitani joined WorkHawaii on October 1, 2018 as Manager of the Planning and Evaluation Section. He comes from the City's Department of Information Technology with a wealth of knowledge and experience. Nisa Tokunaga was promoted to supervisor overseeing anything that fits within Adult services and related services.

The OSO aims to improve the integration of services provided by the core and co-located partners. The focus right now is to create an outreach team to market services for adults, youth and employers. Each staff member is given a target number of hours weekly to do outreach, keeping detailed records on calls and reporting back to their supervisors on progress. Since July, two bi-monthly partner meetings were held and, on average 40, people attend. The Revitalization Space and Meeting Room is about 98%

complete. It combines a partner lounge area to help reduce staff burnout and a business services center allowing our business clients access to meeting space technology to conduct business. Lastly, the AJCH's Resource Center is upgrading the assistive technology available to our partners and all clients.

### 3. American Job Center Network (AJCH)

Nisa Tokunaga provided an update on HireNet and turnstile reporting. 1,927 total customers serviced or came into the AJCH to receive services for the quarter. There were 564 new customers and 1,363 returning customers. There were 57 clients experiencing homelessness, 32 with disabilities, 305 veterans or spouses of veterans, and 60 ex-offenders or currently incarcerated in furlough programs coming into the AJCH. For employer services, 92 employers were served.

### 4. WIOA Core Partner Updates

- Title I: Adult, Dislocated Worker, and Youth Programs

Nisa Tokunaga reported for WIOA that the Adult and Dislocated Worker program cumulative enrollment for PY18, there were 118 adults, 70 dislocated workers, and 132 youth enrolled. Hele-to-Work Job Readiness Workshop with IHS, 48 clients have attended this quarter and employment rate is about 50%. Under DEI and Ticket-to-Work, many VR clients on the waitlist are coming into the AJCH seeking employment and outreach services. There are 4 that are going through training to get certifications. There are a total of 7 new DEI enrollments, 68 total served, 1 more is needed to hit the goal for the DEI program that ends in March 2019. Rapid Response: Waikiki Park Hotel, DuPont Pioneer, ClarkDietrich. Outreach is also done monthly at Waiawa, Halawa, and the Women's Correctional Facility so that inmates are aware of the AJCH when they transition out of prison or enter work furlough programs.

Nisa Tokunaga met with Meli James at Mana Up to conduct a presentation about the On the Job Training (OJT) Program to a cohort of entrepreneurs. Next week she will be meeting with Puuohonua—a construction labor business that employs only homeless individuals—to talk about the OJT program and how the AJCH can assist them as an employer.

- Adult Education

Pat Anbe reported that the Adult School is undergoing some changes regarding the competency-based (C-Base) diploma program starting in 2019. They are offering more high school equivalency courses to provide more catered courses to ensure students can successfully complete their HISET requirements. They are still offering some C-Base courses through June 2019.

The iCan program continues to grow and Christine Park continues to strengthen the partnership with the community colleges to provide courses for their students. iCan courses are being delivered at the Windward Community College and the Hawaii Community College campuses.

The Adult Community Schools continue to work with Youth Challenge and Kinai Eha to prepare their students for the GET and HISET. A career fair will be held on November 19<sup>th</sup> for students enrolled at the Adult School. There will be 31 exhibit tables and representation from 34 different businesses.

Lastly, he discussed the relocation of Adult School staff to the AJCH. Staff are rotating 3-days of the week. Vice Principal Gordon Lum is working with Spectrum to develop TV commercials and banner ads to better target their clientele.

- Vocational Rehabilitation (VR)

Maureen Bates said that October is Employment Disability Awareness Month. On October 30, 2018, Governor Ige will issue a proclamation and host a reverse job fair at the State Capital for students to meet with 100 potential employers. An Employer Engagement cohort application was submitted to USDOL to look at employer engagement activities including pipeline building and expansion.

Maureen Bates also shared that the Explore VR toolkit is a great resource for individuals with disabilities.

Data capturing needs to be improved on HireNet to capture VR performance measures relating to skills gains and credentialing with the help of staff training to also help with capturing employer engagement activities.

There are several MOUs at different stages with different agencies. Once they get the UI data flowing through the DOL, they will be participating with the State Employer Network to get more Social Security Ticket to Work monies in.

- Wagner-Peyser Act (WP)

Alvin Tsukayama stated that he is still looking for someone to fill a DVOP position.

#### VIII. Executive Director's Report

Alison Lum stated that Board staff participated in the State Wagner Peyser and WIOA Fund monitoring that was performed by the USDOL at the end of July, as well as the technical assistance visit in August. OWDB staff is also participating in City and County of Honolulu's single-audit. All MOUs including TANF have been signed and submitted to the Mayor for final approval. OWDB staff and the Finance Committee will be working on collecting the signed infrastructure funding agreements from all partners due on November 9, 2018 to the WDC.

Alison Lum reviewed current members of each committee and asked new members to join. She also reaffirmed each committee's corresponding chairs and co-chairs for the record.

*Finance Committee:* Tim Wong, Chair; Rodney Lee; James Hardway; Erick Pascua; Leina'ala Nakamura

*Data Management and Technology Committee:* James Hardway, Chair; John Morton; Lorna Woo; Russel Cheng; Donovan Kealoha; Erick Pascua; Cindy Matsuki; Peter Quigley; Melissa Wilson

*Employer Engagement Committee:* Jason Chang, Chair; Brent Kakesako; James Hardway; Janice Wakatsuki; Russel Cheng; Keith Hayashi; Stacy Ferreira; Trevor Bracher; Maureen Bates; Nisa Tokunaga

*Performance Measures and Accountability Committee:* James Hardway, Chair; Brent Kakesako; Gordon Lum; Tim Wong; Erick Pascua; Leina'ala Nakamura; Kirsten Thornton; Carl Fujitani

*Sector Strategies and Career Pathways Committee:* Meli James, Chair; Rodney Lee; James Hardway; Brent Kakesako; Emmet White; Joy Kimura; Stacy Ferreira; Natasha Inouye; Pat Anbe; Christine Park; Nisa Tokunaga

Lastly, Alison Lum congratulated Emmet White on his retirement and thanked him for his many years of service on the Board.

#### IX. Announcements

Chair Chang stated that the next quarterly meeting will be January 17, 2019. Calendar year quarterly meetings will also be held on April 18, July 18 and October 17.

#### X. Adjournment

Chair Chang adjourned the meeting at 11:00am.

# DATA MANAGEMENT AND TECHNOLOGY COMMITTEE MEETING

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DEVELOPING A COMMUNITY OF HIENET USER AND CONTRACT EVALUATION

MONDAY, NOVEMBER 19, 2018

# SPECIFIC ISSUES REGARDING HIRENET FOLLOWING THE WORKFORCE DEVELOPMENT COUNCIL MEETING OF OCTOBER 4, 2018

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- Issue 1: Technical Issues address by community partners
- Issue 2: What does the contract with Geographic Solutions cover?
  - Can we identify what the costs are for the features within Hirenet?
- Issue 3: How are the costs allocated?
  - Can we show how the costs are spread between the responsibilities of the Local WDB/AJC and Title III Wagner-Peyser?



# GEOGRAPHIC SOLUTIONS CONTRACT TERMS

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- Initial Year of Execution: November 2012 (PY12)
- Time of Performance: November 1, 2012 to June 30, 2013
- Initial Year Cost: \$235,500 – partial year
- Contract Duration: 1-year w/negotiated annual rate for continuation of services at \$339,000/year
- Supplemental Contracts Awarded: 7
- Current End Date of Contract: June 30, 2019

# ISSUE I

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ADDRESSING TECHNICAL ISSUES IN HIRENET

# OBJECTIVE: CREATE A CONDUIT FOR COMMUNICATION WITH GEOGRAPHIC SOLUTIONS ON TECHNICAL ISSUES

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- Benefit:
  - Solution oriented approach
  - Legitimizes technical concerns
  - Creates a forum for creating a community of users – System Super Users
- Solution
  - Established quarterly meeting with Loretta at Geographic Solution starting in January 2018. The technical calls will be open to Hirenet Users that need to learn more about using the system.

# ISSUE 2

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WHAT DOES THE CONTRACT WITH GEOGRAPHIC SOLUTIONS COVER?

Can we identify what the costs are for the features within Hirenet?

# HOW THE DATA MANAGEMENT AND TECHNOLOGY COMMITTEE ADDRESSED ISSUE 2

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- Completed Review of the initial contract from 2012
  - The costs of feature identified in the Scope of Services are not itemized.
- Classified the features into 3 Categories:
  - Client Services and Validation Features
  - Reporting Features
  - Maintenance and Infrastructure Costs
- Consulted with the WDD, WDB and AJC on both the Client Services Features they use and the Maintenance and Infrastructure Shared Costs.
- Creating scoring workbook as a tool to be offered to the WDC, WDD and WDB/AJC to aid in the discussion of options for cost allocation by feature identified in the Scope of Service.
- Maintenance and Infrastructure Costs were shared equally.



# INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –SI)

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## Category I - Client Services and Validation Features

- Employer and Job Seeking Portals
  - Provide job search engine technology that enables jobseekers and employer to easily post resumes and job openings on a public website to match jobs to applicants.
- Mediated Job Matching
  - Enable One-Stop Center counselors and other authorized staff to easily match job openings with qualified Job Seekers
- Case Management Data
  - Enable case managers to track all participants in Wager-Peyser, Workforce Investment Act, Trade Adjustment Act, Worker Profiling and Re-employment Services and other programs.
- Interface with the State Unemployment Insurance Data
  - Conforms with confidentiality and disclosure requirements of state and federal laws, rules, regulations, and requirements. –  
Validation of Client Eligibility

# INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –SI)

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## Category 2 - Reporting Features

- Federal Reports
  - Produce participant reports required by the federal government for applicable programs
- State and Local Reports
  - Produce reports required by the WDD, counties, and service providers to effectively manage their programs.

# INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –SI)

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## Category 3 - Maintenance and System Administration Costs

- Hardware and software necessary for the existing and the new version of the System.
- Management services, systems analysis, and computer programming support for the existing and the new version of the System.
- Conversion of the existing database for inclusion in the new System; if applicable.
- Comprehensive documentation, user manuals, and training for WDD and county staff who will use the System.
- The necessary hardware and software maintenance during the contract period.



# CLIENT SERVICES FEATURES SCORING

	Service Providers										
	Score					Percentage					
Hirenet Contract Features	WDC	Self Service	WIOA	TAA	Total	WDC	Self Serve %	WIOA %	TAA %	Total %	
<b>CLIENT SERVICES AND VALIDATION</b>											
Employers and Jobseekers Portal	0	1	1	1	3	0%	33%	33%	33%	100%	Does the provider require Employer and Job Seeker involvement?
Mediated Job Matching	0	1	1	1	3	0%	33%	33%	33%	100%	Does the provider required job matching?
Case Management Data	0	1	1	1	3	0%	33%	33%	33%	100%	Does the provider require case management and tracking of participants?
Interface with State UI	0	1	1	1	3	0%	33%	33%	33%	100%	Does the provider require confidential and secure validation with UI data?
<b>SYSTEM REPORTING</b>											
Federal Reporting	1	1	1	1	4	25%	25%	25%	25%	100%	Are the providers required to report to the federal government?
State and Local Reports	1	1	1	1	4	25%	25%	25%	25%	100%	Are the provider required to generate state and/or local reports?
% UTILIZATION BY PROGRAM						8%	31%	31%	31%	100%	

# ISSUE 3

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Can we show how the costs are spread between the responsibilities of the Local WDB/AJC and Title III Wagner-Peyser?

# HOW THE DATA MANAGEMENT AND TECHNOLOGY COMMITTEE ADDRESSED ISSUE 2

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- Pulled Official Performance Numbers on Total Participants from Hirenet for the PY15, PY16 and PY17 years.
- Query the number of participants in programs by County
- Programs included:
  - Self-Services
  - WIOA participants
  - TAA Participants

# RESULTS OF THE DATA PULL:

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Data Source: Direct Data Pull from Hirenet

Period: Project Years 15, 16 and 17

<b>Self Service - Total Participation</b>				
	<b>PY15</b>	<b>PY16</b>	<b>PY17</b>	<b>AVG</b>
Total Clients Served	42878	35837	33862	37526
Oahu	23549	19536	18404	20496
Hawaii	9318	7593	7221	8044
Maui	5760	4988	5340	5363
Kauai	4251	3720	2897	3623

  

<b>WIOA - Total Participation</b>				
	<b>PY15</b>	<b>PY16</b>	<b>PY17</b>	<b>AVG</b>
Total Clients Served	1443	1127	996	1189
Oahu	645	663	575	628
Hawaii	422	263	281	322
Maui	90	38	65	64
Kauai	286	163	75	175

  

<b>TAA - Total Participation</b>				
	<b>PY15</b>	<b>PY16</b>	<b>PY17</b>	<b>AVG</b>
Total Clients Served	9	45	230	95
Oahu	4	2	2	3
Hawaii	0	0	0	0
Maui	5	43	228	92
Kauai	0	0	0	0

# CURRENT PY18 COST ALLOCATION

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Current Allocation		% of Total Cost	Number Users	Cost per User
WDC	\$39,464	10%	No Data	
Self Service	\$134,719	33%	No Data	
Oahu	\$130,691	32%	10115	\$12.92
Hawaii	\$54,124	13%	4189	\$12.92
Maui	\$25,376	6%	1964	\$12.92
Kauai	\$19,626	5%	1519	\$12.92
	\$404,000	100%	17,787	



# ACTUAL COST BY USER

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Actual Cost	Annual Cost	% of Cost	Users	Cost Per User
WDC	\$39,464	10%	No Data	
Self Service	\$134,719	33%	37526	\$3.59
Oahu	\$130,691	32%	628	\$208.22
Hawaii	\$54,124	13%	322	\$168.09
Maui	\$25,376	6%	64	\$394.45
Kauai	\$19,626	5%	175	\$112.36

# RECOMMENDATIONS

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WDC EXECUTIVE COMMITTEE: THURSDAY, NOVEMBER 29, 2018

WDC FULL COUNCIL: THURSDAY, DECEMBER 13, 2018

# WDC DATA MANAGEMENT AND TECHNOLOGY COMMITTEE – HIRENET SUPER USER GROUP

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- Quarterly meeting with Geographic Solutions to form Super User Group from AJC Program staff users from each county
- Return Contract Administration to the WDD to be compliant with federal requirement that the Wagner-Peyser provide labor exchange services.
- Recommend the following Cost Allocation Model be considered by WDD



# RECOMMENDED COST ALLOCATION BASED ON COST ALLOCATION WORKBOOK

Federally Funded Program	County Cost By Program	Proposed Annual Cost	Proposed Cost Per User
WDC		\$80,143	\$2.07
Self Service		\$284,135	\$7.57
WIOA		\$9,000	\$7.57
	Oahu	\$4,752	
	Hawaii	\$2,438	
	Maui	\$487	
	Kauai	\$1,323	
TAA		\$717	
		\$373,995	\$7.57

1. Provides for 1/2 time Staff Support at \$35,000/year
2. 3-year average of users by program and service area
3. Based on the Hirenet features used by the program area