

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

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KIRK CALDWELL
MAYOR

JASON C. CHANG
CHAIR

TIM WONG
VICE CHAIR

EXECUTIVE COMMITTEE:
JAMES P. HARDWAY
MELI JAMES

ALISON P.M. LUM
EXECUTIVE DIRECTOR

MINUTES

Full Board Meeting

Thursday, January 17, 2019 – 9:00am to 11:00am

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

Attendees: Pat Anbe, Maureen Bates, Trevor Bracher, Jason Chang, James Hardway, Brent Kakesako, Joy Kimura, Rodney Lee, Peter Quigley, Suzie Schulberg, Manny Valbuena, Tim Wong

Staff: Alison Lum, Justin Sarce, Lyn Uratani

Guests: Morgan Castro, Alison Lee, Tanya Lee, Cindy Matsuki, Erick Pascua, Carol Thornton, Reid Yamashiro

I. Call to Order

Chair Chang called the meeting to order at 9:04am.

II. Welcome and Introductions

III. Review and Approval of October 18, 2018 meeting minutes

Chair Chang entertained a motion to approve the meeting minutes. James Hardway Hardway motioned to approve. Seconded by Tim Wong. Unanimously approved.

IV. Updates Relating to Board Governance

- Executive Committee Report and Recommendations

- I. Approval of Separation of Duties Chart

- Chair Chang entertained a motion to approve the separation of duties chart. Rodney Lee motioned to approve. Seconded by Joy Kimura. Unanimously approved.

- Ratification of Items Approved by Committees

- Finance Committee

- I. One Stop Operator request for training

- II. One Stop Operator request to remodel front area of AJCH

- III. Service Provider request for change to youth program design

Tim Wong gave context for each of the above items. Tim Wong added that for Item II, the youth program is run during day and food may be unavailable. He stated that food is a reasonable request and the amount being asked for is reasonable. Maureen Bates asked if Ag is able to fund youth. Alison Lum stated that she will contact the YCS and do some research.

Chair Chang entertained a motion to ratify the approval of the Finance Committee items I, II, and III. Pat Anbe motioned to approve. Seconded by James Hardway. Unanimously approved.

- Data Management and Technology Committee

- I. HireNet Hawaii Technical and Program Issues

James Hardway gathered information on technical issues with the HireNet software program from the AJCH staff who use HireNet regularly. It was noted that there were both aesthetic and functional problems with HireNet in the tracking of clients. The committee, recognizing that the feedback and concerns regarding the HireNet software needed to be communicated with the State, approved the report to be submitted to the WDC's Data Management and Technology Committee Chair, Scott Murakami.

Chair Chang entertained a motion to ratify the approval of the Data Management and Technology Committee. Joy Kimura motioned to approve. Seconded by Rodney Lee. Unanimously approved.

- Executive Director's Report

Alison Lum provided a recap of 2018 to mention the November 9th deadline for the IFAs. Oahu was the only county to achieve consensus. OWDB policies are a work in progress, but much progress has been made. Policies will be made electronically accessible.

On January 13th, OWDB passed the 90-day mark for the Local Plan update which indicates conditional approval by the State. WDC may still ask for changes or minor edits. 90-day mark is for major issues with regard to Oahu not matching State plan or addressing items not under WIOA purview.

Rodney Lee asked how this relates to State goal and if Oahu's Local Plan will get updated with those dates. Alison Lum stated that Hawaii is a Unified state, which means all local plans must match State plan. There is discussion about not doing a unified plan, but rather combined regional plan. This will better represent the make-up of counties and the mandatory partners in each county. Alison Lum thanked Manny Valbuena for helping shepherd approvals to meet deadlines.

Alison Lum shared updates about the Board's separate fiscal team at BFS. Christine Kira retired in June 2018. Rowena Santamaria has been promoted as our new fiscal officer, and Bryce Okimoto was hired to fill her vacated position. The Board's fiscal team at BFS is now complete, and has been expediting cash requests. Flow of funds for WIOA is on a cash reimbursement basis.

Alison Lum shared that Kirsten Thornton, former AJCH Youth Manager, gave birth in October and moved to Washington State in December. Kirsten's position is being filled.

Alison Lum mentioned that OWDB must reapply for recertification by July 1, 2019 per WDC's amended certification of Board policy. OWDB will contact certain members of business (excluding mandatory partners) to make sure that nomination letters are accurate and updated. Several members are expiring June 30, 2019. OWDB hopes these members will consider a second term. Per by-laws, OWDB members can do a maximum of two back-to-back terms. Alison Lum congratulated new members for being appointed and thanked them for taking their oaths with the City Clerk. There is one remaining business member vacancy on the board.

Meli James asked if Robbie Melton is a member of OWDB. Alison Lum mentioned that WDC said HTDC is a quasi-state entity and thus does not meet the membership criteria under WIOA. Alison Lum acknowledged Cindy Matsuki from HTDC and thanked her for attending the meetings as a guest and serving on OWDB committees.

James Hardway clarified that we are looking for one business vacancy to be filled. Meli James reaffirmed this. Alison Lum confirmed. Trevor Bracher stated he has a suggestion and will speak to Alison Lum.

Alison Lum shared that she has been invited to attend the Next Gen Sector Partnership cohort in February in Austin, Texas as part of the Hawaii Team. She along with representatives from the Chamber of Commerce Hawaii, Allicyn Tasaka from WDC, and Jillian Yasutake and Jean Isip from UH will attend along with Healthcare Sector Partnership Champions.

Peter Quigley stated he started this and commented that it's been operating for four years. He explained that the State cannot afford a waste of energy and strategic focus. Hawaii needs improved relationships, but there have been issues with regulation and procurement, not to mention issues with the quality of graduates in STEM areas who are not adequately prepared according to businesses. Peter Quigley added that an ongoing question we need to answer is how to bring living wage jobs to the State. Meli James asked Peter Quigley how he would facilitate this conversation. Peter Quigley stated that UH hired a third-party consultant (Francie Genz, from NextGen) to engage sectors, CEOs, support partners, USDOL, other organizations to simply listen to business talk and discuss what works and what does not. Consultants are there to find champions who speak on the issue to join a working group. This is a matter of listening, identifying problems, and moving support partners to be involved in identifying gaps. Alison Lum confirmed there is a video that showcases this process. Meli James agreed this would be an important resource. Peter Quigley said CEOs are champions for direct issues and are the ones to mobilize support partners for action. The whole process is private industry led; support partners are supposed to fill in. Meli James asked if there is a facilitator for this. Peter Quigley agreed this cohort training is necessary to understand how this can be facilitated. Trust needs to be built with industry; for instance, there needs to be a way to collectively focus on fixing something such as cybersecurity instead of competing independently. Alison Lum said she was able to talk to Francie Genz and Francie is willing to offer support, even if long-distance.

V. Reports related to WIOA

- OWDB Committee Reports on Activities

- A. Executive Committee

Chair Chang stated that in addition to ratifying items, there was one other discussion topic related to PY17 modification and approval of PY18 budget by WDC. This has been delayed, which has put the Title I program funding at risk. Chair Chang spoke with Leslie Wilkins at WDC, who is concerned about our situation. She committed to have conversation with WDC so that we do not run out of funds which would cause breaks in service.

- B. Performance Measures and Accountability Committee

James Hardway stated that this report should also be folded into the Data Management and Technology committee report as it was a combined meeting of the two committees. He explained that HireNet was audited for user issues. Longstanding issue of \$130,000 in being charged for HireNet. If we are helping 550 people a year, the cost is exorbitant. James Hardway stated that this committee asked WDC to look into contracts. The existing contract stated that the \$130,000 involved two things – access to HireNet and the ability to do reporting. He explained that he contacted Scott Murakami given that \$130,000 is expensive for something we can do on an Excel spreadsheet. Scott Murakami investigated and responded with his review: \$220 per person is current charge. James Hardway reminded the state that in order for us to pay, we need to execute a contract. We want to procure our own system. WDC's revised allocation shows \$130,000 can be reduced to a cost of closer \$7,000 or \$2.00 per person. WDD also approached with a slightly different allocation at around \$20.00 per person. WDC is concerned that if Oahu leaves the cost cannot be absorbed by the remaining three counties. All in all, this is huge savings, regardless of which updated estimation we are ultimately given.

Meli James asked how long Oahu has been overcharged. Alison Lum stated that this cost has been paid for more than seven years. Maureen Bates asked if we could have been refunded. James Hardway said this is not possible. Chair Chang thanked James Hardway for his work with both the Performance Measures and Accountability and Data Management and Technology Committees. Chair Chang stated that Rodney Lee will take over as Chair of the Data Management and Technology Committee.

- C. Sector Strategies and Career Pathways Committee

Meli James stated that a local manufacturing event will be done with the \$5,000 given to OWDB by the WDC for sector partnership work. A planning meeting will be done around who should be at this event and how to approach gaps. Peter Quigley commented food manufacturing sector was run in previous years, but was disappointing considering amount of skills demanded by employers and low salaries. Alison Lum confirmed there was a short to-do list for the previous sector partnership. Meli James stated there is opportunity with local manufacturing, and that there are gaps from a machinery standpoint as well as higher paying positions for mechanics, technicians, and other occupations that need to be addressed. Alison Lum recalled that although food manufacturing was done four years ago, changes have occurred. Meli James asked if Peter Quigley would be at the event. Alison Lum asked if Meli James would invite him to join the committee. Peter Quigley commented that he has a lot of resources that may provide important historical context for what's been done and what has not been done. Alison Lum commented that Francie Genz gathers information from all the counties.

Tim Wong added that utilities are looking at electrifying containment yards and harbors. There is interest in generating air conditioning for airplanes sitting at gates instead of using fuel. A team would be interested in what Peter Quigley is talking about. Peter Quigley stated that this is on the radar; they have been approached by Hawaii Gas to be in on the conversation as well.

D. Finance Committee

Tim stated the committee's focus has been on PY17 and PY18 budgets to make sure that we understand reporting requirements from WDC and interpretation of requirements/style. We have worked with WDC and new staff to ensure reporting is compliant. We are working to make sure that we have timely reports and timely responses to and from WDC. Alison circulated flow of funds chart.

E. Data Management and Technology Committee
(see Item B. above)

F. Employer Engagement Committee

Chair Chang stated that this committee on hold. OWDB is waiting on WDC to go complete their assessment with contracted consultants in marketing and gather information from businesses for AJCH direction. Maureen Bates asked what the survey was about. Chair Chang stated that WDC used funds to come up with a marketing strategy for increased recognition of AJCH; some of this work was done by OWDB but WDC decided to take this on at a statewide level. Maureen Bates asked if we will interface with an out-of-state (Emsi) to show employers information data on in-demand industries or to realize that they can use AJCH for assistance. Alison Lum discussed Emsi and Olomana Loomis. Maureen Bates stated that ADA accommodations, tech, and/or training that may be concerning to businesses can be funded by DVR.

- One Stop Operator

Morgan Castro stated that OSO is pleased to share that the AJCH Open House and Blessing will be held on Monday, January 28th from 11-1pm. Program includes remarks from the Governor, Mayor, and DCS Director. Job Corps will cater and serve guests. Reconfiguration of space/front desk was supposed to be completed before event, but this will be pushed back as they are waiting for approvals. January 22nd is the RSVP deadline. This event is to celebrate our all co-located partners.

- American Job Center Network

Erick Pascua thanked OWDB staff for technical assistance. Turnstile counts: October 1 to December 31, 2018: 2758 customers total. 728 are new, and the rest are returning. No full time UI on site, but AJCH staff assisted 652 claimants. Targeted populations continue to be tracked. 22 people experiencing homelessness (in addition to those who attend the IHS Hele 2 Work workshops); 27 client with disabilities; 184 veterans/spouses. 49 ex-offenders.

VI. WIOA Core Partner Updates

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

Erick Pascua shared that there are 74 Adults, 45 Dislocated Workers, and 65 Youth clients enrolled in Title I.

138 individuals were assisted with job searches, labor market information, and job placement. These were not individualized services and thus not enrolled into WIOA. This takes staff time, but cannot be counted towards WIOA unless the clients qualify; they are not spending training monies for ETP or similar.

Customized job fairs are still being held. Recent job fairs included HMS Host and the US Census Bureau. 86 attendees were interviewed; 42 were hired (cumulative across fairs). HMS Host hires on-the-spot. Alison asked Erick if HMS Host provides the food services at airport. Erick confirmed this.

Erick Pascua thanked OWDB for allowing his staff to have a booth at the HTDC job fair and thanked Chair Chang for the registered apprenticeship in Information Technology created at Queens. The AJCH is working on enrolling 10 clients.

Erick Pascua also thanked OWDB for approving changes in youth services delivery model. Meeting work experience (WEX) is critical. The majority of individuals enrolled in the WIOA youth program are also enrolled in YouthBuild. There are 35 youth clients in a cohort. WCSA and MCSA provided chromebooks which is necessary for HiSET. Meals will be necessary for participants; they are struggling and food is important to ensure their focus and success.

There is an ongoing partnership with IHS for weekly Wednesday workshops. Thus far, there have been 26 unduplicated participants with 23 hires. Goodwill, Hawaii Employment, Aerotek are some employers that have attended these workshops.

There are 10 new enrollments in DEI. 75 have been served. Five (5) are ticket-holders (for Ticket-to-Work).

With regards to Rapid Response, there were 55 participants from Hagadone. One individual was 70 years old and needed HS diploma because he had worked for Hagadone for over 40 years and not worked anywhere else. This client was curious about security work and obtaining a GED. Stories like his demonstrate the necessity of the AJCH for clients like him who need this type of critical help in determining their next steps.

Starting on January 28th, partners from UH Community Colleges (Honolulu and Kapiolani) will have a presence at the AJCH. HCC will be onsite on Fridays from 9-2, and KCC will be onsite on Mondays from 2-4. During this time, the Community Colleges will be testing traffic of clients to determine whether or not they need to make changes in scheduled presence.

On January 22nd, AJCH will host the Pearl Harbor Naval Shipyard. This exciting collaboration was a result of work between WDD, DVR, and the AJCH. This will be an open recruitment; AJCH will provide the screening. PHNSY will only interview those who meet minimum qualifications.

- **Adult Education and Career Pathways**

Pat Anbe stated that MCSA and WCSA are starting new terms throughout this year and next year. WCSA is setting sights on commencement in June. Graduation is held for all students getting HS equivalency. Pat Anbe thanked the AJCH for the opportunity to offer iCAN and English Language Acquisition classes there. iCAN is for students who have HS diploma but need skills for

postsecondary and career. Partnerships are being explored with Windward Community College and Hawaii Community College; Leeward Community College partnership is already in progress and will soon offer iCAN and TABE for lower-level students. At WCSA, Pat Anbe reported that Patrick Marquart from Windward campus retired. Matt Wong, the former Vice Principal at Kalani HS will replace Patrick. Debbie Miyao and Lester Tanji retired on December 31, 2018. Their retirements are a loss for both MCSA and WCSA; both Debbie and Lester have been instrumental for WIOA.

- Vocational Rehabilitation

Maureen Bates commented that as of September 30, 2018, there have been 241 client placements (people who have sustained employment and at least \$15.90 per hour). 5% are currently being served; goal is 11% of clientele.

Participants on deferred list (900 also working— includes students. Students are paid \$10.10 per hour). There is presently a waitlist of 500 to 600 people; more grant money is needed. Waitlisted clients are being referred out wherever possible. Overall, there are 4500 clients total.

Alison Lee mentioned the ongoing work with partners, UH, and KCC to create apprenticeship programs for students in high school (for instance, optometry assistant, already offered at KCC). Students should learn about world of work and explore interests early. This cohort will be for special populations (disabled, etc.) who may not be traditionally be offered apprenticeship opportunity or work in healthcare. Waipahu High School is interested and will get in touch in the next month to kick-start this. DLIR has state-wide apprenticeship enhancement/expansion grant of \$3M to fund something like this.

One teacher is skilled with software systems for the blind and can assist CSAs with iCAN.

- Wagner Peyser

Carol Thornton stated that WDD filled last vacant DVOP (Disabled Veterans Outreach Program) position. This person will start February 1st. WDD is hiring another person at least half-time at the AJCH for Wagner Peyser.

Carol Thornton shared that an ongoing question for WDD is how to increase individualized services for more job seekers, as well as how to increase dual-enrollment in Title I and DEI. In the past, UI claimants would register with HireNet and leave. Wagner Peyser staff should now see everyone who comes in. Resume review, account, and other services should be broached with all individuals. An increase in numbers of enrollment is a major goal.

Lastly, Carol Thornton commented that she speaks with Erick Pascua on regular basis on how to improve services at the AJCH. WDD is pleased with its working relationship with the AJCH.

VII. Announcements

Tanya Lee asked to comment. Chair Chang confirmed. The federal furlough is having a big impact on UI. 150 furloughed federal workers came into UI. They are arriving now because employees are running out of money. Those forced to work without pay do not qualify to collect UI. Federal workers are concerned about living like this until March. Contractors now starting to file claims,

which has a domino effect. There is now a two-and-a-half hour wait time at UI offices to serve clients.

Maureen Bates said that on the Department of Human Services side, February benefits will be early but unclear otherwise.

Alison Lum asked Tanya Lee if a list of outside organizations that are providing assistance for furloughed federal employees would be helpful for her staff to hand out. She confirmed. (OWDB compiled a list of resources and placed it on its website for easy access by all.)

Tanya Lee says a major difficulty is that UI needs paystubs. Systems with SF50 for federal workers are shut down. Info cannot be retrieved from the federal systems for UI to pay them.

Chair Chang stated the next meeting will be held on April 18, 2019.

VIII. Adjournment

Chair Chang adjourned the meeting at 10:32am.