

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU
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KIRK CALDWELL
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TIM WONG
VICE CHAIR

EXECUTIVE COMMITTEE:
JAMES P. HARDWAY
MELI JAMES
RODNEY LEE

ALISON P.M. LUM
EXECUTIVE DIRECTOR

Full Board Meeting
Thursday, July 18, 2019 – 9:00am to 11:00am
Senate Conference Room #016
415 Beretania Street, Honolulu, HI 96813

Members Present: Trevor Bracher, Chair Jason Chang, Russel Cheng, James Hardway, Meli James, Joy Kimura, Connie Mitchell, Sherry Menor-McNamara, Rusnell Pascual-Kestner, Mel Resonable, John Richards for Michael Moser, Carol Thornton, Janice Wakatsuki, Matt Wong for Pat Anbe, Vice Chair Tim Wong

Guests Present: Morgan Castro, Stacy Ferreira, Carol Hoshiko, Bernadette Howard, Tina Matsuo, Leinaala Nakamura, Christine Park, Erick Pascua, Nisa Tokunaga, Reid Yamashiro

Staff: Alison Lum and Lyn Uratani

- I. Call to Order
Chair Chang called the meeting to order at 9:02am.
- II. Welcome and Introductions
Chair Chang called for the agenda to be amended for Section 5F and stated that he will present on behalf of James Hardway. James Hardway motioned to approve. Seconded by Connie Mitchell. Unanimously approved.
- III. Review and Approval of Minutes from April 18, 2019
Chair Chang entertained approval of minutes. James Hardway motioned to approve. Seconded by Connie Mitchell. Unanimously approved.
- IV. Presentation
Partnering to Improve Hawaii's Education-to-Workforce Pipeline
Stephen Schatz, Executive Director
Hawaii P-20 Partnerships for Education

Stephen Schatz presented on Hawaii P-20 Partnerships and its ongoing work to align Hawaii Department of Education (DOE) and University of Hawaii (UH) programs to attend to jobs that are most needed in Hawaii. The State wants to ensure that we are connecting workforce needs with education programs. Certifications are critical in providing labor market information value for employees; this is a data question to follow rather than a conceptual one. Emphasis needs to

be placed on what happens to 9th grade cohorts after graduating from high school and moving onto college. Need to create vertical pathways for DOE to UH. Superintendent Kishimoto has spoken frequently about “school design” but this should also mean conscientiously creating a pathway for kids that links schools and universities.

Connie Mitchell asked about housing and security for students. Stephen Schatz said food and security are being addressed and there is a working group at UH. Connie Mitchell said IHS wants to support this. Bernadette Howard mentioned HiNet is something Connie Mitchell can help out with. Carol Hoshiko confirmed this.

Meli James asked about the other concentrations within Career and Technical Education (CTE) and if 8% are in culinary. Bernadette Howard said that culinary is one of nine concentrations and that students need to understand that the courses they take in high school will impact them later. Stephen Schatz also emphasized interest, aptitude, and workforce needs as factors to remind students about. Vice Chair Wong asked if this addresses students who leave Hawaii for job opportunities and never come back. Stephen Schatz said they can track how many are attending mainland colleges vs. Hawaii colleges but the workforce statistics are missing.

Russel Cheng asked about private school tracking, but Stephen Schatz said this cannot be done. Alison Lum mentioned that private schools can be contacted directly and the alumni department will help track. Private colleges will also need to be considered in this conversation. Students may also graduate from UH and then leave for out-of-state jobs. Schatz remarked that without proper data, it will be challenging to meet the 55%-graduate rate by 2025 (55 by 25) as the goal is about educational capital. Generally, closer tracking of data surrounding students is needed to know what jobs exist and if enough is being done to prepare students. Although 55% by 2025 is a challenging educational goal, we have to imagine what a best-case scenario looks like.

Meli James asked if there are more students getting certifications as a result. Schatz confirmed and stated more certifications are being offered and remarked that in the past, John Morton frequently emphasized that any certifications offered should have substantial career benefits for students. Alison Lum commented that they acknowledge industry-recognized credentials, but beyond IT, it is unclear what is considered “industry recognized”; AJCH business engagement team should talk to businesses to determine which certifications industries currently desire and will recognize. Bernadette Howard commented that the Sector Strategies and Career Pathways committee at the local and state levels can help to validate this.

Stephen Schatz said that the incentives and accountability for institutions need to better line up with these goals. A Community College’s responsibility for enrollment causes a lack of focus on student success post-graduation. Regarding institutions, Stacy Ferreira asked how students with disabilities are tracked. They are rarely talked about; they need a lot of support to complete college and be workforce ready. Schatz agreed that this is a priority and that the data set is available, but metrics will be different for that group.

Connie Mitchell mentioned that while education is measured by test scores, what other competencies are being observed? Stephen Schatz confirmed soft skills are covered but they are unable to measure them. “General Learner Outcomes” are standards measured through sixth grade, which seems to address soft skills, but are not measured after 6th grade. It is critical but we have not figured out how to accurately measure this.

Meli James asked how P-20 can change the curriculum regarding entrepreneurship. Bernadette Howard said that the DOE does not have plans to review current curriculum for CTE, but changes need to be made. The system needs to be built in and course review needs to happen. Businesses should help confirm if the curriculum is still viable. Meli James asked if the CTE can take the time to talk with small businesses. Alison Lum mentioned that when the industry comes together, UH responds quickly to develop appropriate programs; Bankers’ Association worked on Universal Banker and the UH system created a program to prepare students for this position. Carol Hoshiko added that non-credit programs can be evaluated more quickly through CTE. Kapiolani Community College (KCC) is developing a cybersecurity training specifically for students in healthcare career pathways; agnostic templates made for different industry sectors to contribute to curriculum.

Stephen Schatz clarified the difference between baccalaureate and non-credit programs. Alison Lum expressed interest in ensuring that these programs are industry-recognized. Stacy Ferreira mentioned different funding models such as going through training for free with no up-front cost until you are employed. Alison Lum mentioned that early feedback from using this type of tiered repayment for college loans is being found to dis-incentivize people from seeking higher paying positions in order to qualify to pay back less of the loan.

Chair Chang thanked Stephen Schatz for sharing this important information with OWDB.

V. Reports Related to WIOA

- One Stop Operator (OSO) – Leinaala Nakamura, WorkHawaii Administrator
Leinaala Nakamura stated that the key to providing the best customer service to clients and partner agencies of the AJCH is how our employees deliver services. As OSO, her priority is to ensure that the partners—collocated or not—are listened to and their needs addressed.

Leinaala Nakamura shared that she was invited to meet with Jesse Isleman at the end of May. Also in attendance at this meeting were representatives from the Division of Vocational Rehabilitation (DVR), Workforce Development Division, the Community Schools for Adults, as well as Alison Lum and Allicyn Tasaka to represent local and state-level workforce development, respectively. Conversation revolved around labor and immigration issues for people transitioning back into community after incarceration, and specifically how identification cards and legal documentation (Gold Star IDs) can prevent them from doing so.

Leinaala Nakamura also shared that during the US Conference of Mayors, she was able to explain the significance of the OSO role in establishing and maintaining partnerships.

More recently, Leeward Community College (LCC) approached the OSO for a stand-up AJCH office on their campus. LCC currently has a program for veterans and are adding services for mental health. We cannot spend AJCH dollars on a continuous basis, but we can leverage funds to enroll clients. WorkHawaii is comprised of six sections, of the six, five relate to housing, substance abuse, youth. Each one has a goal of employment via education and retention. Our ongoing work nicely compliments what LCC is trying to accomplish on its own.

Leinaala Nakamura shared a housing assistance update from last meeting about the HONU, a 24/7 operation that includes efforts from City, State and HPD. Program implementation will fall onto the City department with appropriate expertise. Resource mapping is being done for shelters and related resources.

- WIOA Title I Adult/Dislocated Worker Program – Erick Pascua, Manager (10:20am, after Performance Measures report.) Erick Pascua shared copies of his report. Erick Pascua and Nisa Tokunaga reported together. Erick highlighted events happening during the last quarter. The ongoing partnership with IHS has led to a busier schedule. WDC monitoring occurred on June 6th and 7th; there were no findings, but AJCH received recommendations with regard to consistency of files and a few areas to include turnstile reports.

Connie Mitchell asked about people who are not seeking services. Erick Pascua mentioned there is an influx of individuals who are mandated to use services but are not focused. If we see them two or more times and nothing changes, they are referred to nonprofits. Connie Mitchell suggested packaging services for separate individuals.

- WIOA Title I Youth Program – Nisa Tokunaga, Manager
Nisa Tokunaga shared copies of report and shared that she and Leinaala Nakamura met with Kamehameha Schools regarding Nanakuli services. Leinaala Nakamura added that Pat Anbe has been very responsive and supportive of their efforts.
- OWDB Committee Reports on Activities
 - i. Executive Committee
Chair Chang stated there was a meeting on June 17th to address ex-officio seat regarding WDC board certification. Manny Valbuena sat as a board member and WDC decided this changed the composition of business and government membership. Manny Valbuena agreed to rotate off the board and become Senior Advisor to OWDB to maintain composition of board at 19 seats (minimum required) vs. increasing membership.
 - ii. Employer Engagement Committee
Chair Chang said there has not been a meeting but these will resume. Waiting on business service framework by Olomana Loomis; their recommendations

were in line with what OWDB believed we needed. Additionally, via the work of WDC's equivalent to this OWDB committee, there will be a launch of pilot program for Zippy's for some workers to be trained across specialties. Connie Mitchell asked if elevator speech will be shared. Chair Chang confirmed access will be given.

iii. Data Management and Technology Committee

Rodney Lee was unable to attend, Chair Chang stated no report for this committee.

iv. Finance Committee

Vice Chair Wong stated that the committee approved Jackie Sakane to do further work for OWDB and mentioned a meeting will be scheduled to finalize PY19 budgets. Fortunately, the questions addressed in PY18 will help streamline the process for PY19.

v. Sector Strategies and Career Pathways Committee

Meli James said there have been several discussions with UH and the Chamber of Commerce Hawaii regarding extra funding for a proposed new manufacturing sector. A meeting with resources for consumer-packaged goods was held in May. Settled on consumer-packaged goods for a sector event. July 26th was the initial date but we learned that a Manufacturing CEO Roundtable had occurred. The committee needs to consider how it can dive deep and help out ongoing work rather than launch something new if things are already being done.

vi. Performance Measures and Accountability Committee

(10:10am). James Hardway said a meeting was held in June at the AJCH. Last couple of full meetings referred to design of evaluation tool at AJCH. A USDOL briefing at KCC in May 2018 shared that after co-locating partners, performance needs to be tracked. A takeaway from this was how to measure performance for staff. The committee will work with consultant Jackie Sakane on the process of certifying the AJCH as comprehensive. Alison Lum stated that this process will start soon since WDC requested completion by January 31st. James Hardway asked if the local plan is completed first. Alison Lum clarified that the state plan is first, then the local plan follows. Certification of AJCH happens at the local level, before we start the local plan. James Hardway added that research needs to be done on our ability as OWDB to improve pay to staff through reclassification. James Hardway mentioned the recent waiver WDC submitted to USDOL on behalf of ETPs will release them from collecting and reporting performance data, and mentioned that while it seemed to be UH only at first, WDC clarified that the waiver was submitted on behalf of all ETPs. James Hardway added that discussion was held regarding ETP performance evaluations; what happens to locally-owned ETPs and how do we track their performance? Also, outside of performance that we track for clients, are there

other metrics we should track? The committee's next meeting is September 13th at 1pm.

VI. WIOA Core Partner Updates

- Adult Education – Matt Wong for Pat Anbe, Waipahu Community School for Adults (WCSA) Matt Wong thanked OWDB for allowing him to attend as Pat Anbe's designee. 130 students graduated in July; 122 of these students are a part of the last C-Base class. WCSA understands that it needs to graduate people who are desirable for employers. High school equivalency completions has had more success in terms of retention via the use of the HISET exam. More classes are being offered per content area. WCSA ensures that its students take the HISET subtest quickly. This approach has had success with younger students, especially combined with transition of counseling. Trauma-informed classrooms are a current focus of WCSA, since a hurdle to finishing one's education is sometimes a matter of feeling comfortable coming back to school. A new logo for WCSA is now featured on its website.
- Vocational Rehabilitation – Maureen Bates, DVR Administrator
Rusnell underwent RSA – topic area was AJCH and IFA. 795 on waitlist for OOS. Priority 1 opened to most significant disability. 2017 and 2018 budget deficiency affects 2020-2021 funding. Of 5000 active participants, 3700 continue to work while going to school and training. 203 - \$16/hr.
- Wagner-Peyser – Carol Thornton, Workforce Development Division
Carol Thornton shared they have created an events team at the AJCH to plan hiring/recruiting events at the center. A mini job fair is held quarterly with 8-10 employers. The next one is in August, due to influx of employers contacting the AJCH for services. The new local DVOP is Ramon Ruiz. There is a vacant DVOP position that needs to be filled.

VII. Executive Director's Report – Alison Lum

See attachment, "Oahu Workforce Development Board report for WDC Quarterly Meeting."

An Executive Directors' meeting for all of the counties will happen quarterly starting August 15th on Oahu. There are new Executive Directors on Maui and Kauai and an increased need to share best practices. All AJCHs on the islands are at different stages of growth. These meetings had been on hiatus for at least two years.

In June, WDC monitored OWDB for fiscal and programs; there were no findings. Last year there were three findings and one concern. We have addressed and corrected all of them. Alison Lum thanked Leinaala Nakamura, OSO, and the AJCH team for their cooperation. The OWDB response to the fiscal and program monitoring is due July 31.

Alison Lum shared an updated funding chart from WDC which identifies all public funding streams in Workforce Development in Hawaii. From 2016-2018, state funding decreased, and federal funding increased. WIOA asks us to be transparent and to share funds and services. Bernadette Howard commented the chart is color-coded which illustrates where the funds are and what we can spend them on.

The meeting with Jesse Isleman was a great opportunity. He had good questions that demonstrated his knowledge of workforce; we spoke to him about WIOA as formula grant that needs to be updated. There are multiple data sets involved in deciding the funding amounts given to states; but the unemployment rate is given too much weight. It is a deceiving number which doesn't account for underemployment and other issues unique to Hawaii. Alison Lum thanked Leinaala Nakamura for organizing the meeting at the AJCH.

Alison Lum shared that different partners came together for the US Conference of Mayors and thanked Kapiolani Community College for hosting the USCOM's Workforce Development Council excursion. This is the third time in history that Hawaii has hosted this conference, and the first time since 1963. Alison Lum represented OWDB at the meeting. Many people involved in workforce system came together to discuss best practices; Alison Lum expressed appreciation to the City and County of Honolulu for allowing OWDB to have a seat on the USCOM's WDC. DCS Deputy Director, Rebecca Soon, may share this seat with OWDB. Glowing remarks were made about the food at KCC and Sally Pestana and Stan Fitchman's great presentations about non-traditional apprenticeships in healthcare and culinary arts.

VIII. Announcements

Alison Lum mentioned the upcoming event "Connecting with your Community" through OLA with the State. This is an all-day event on Oahu on August 7th and September 11th. This event offers strategies to serve Hawaii's multilingual population.

Next meeting is October 17, 2019 at location TBA.

IX. Adjournment

Chair Chang adjourned the meeting at 10:58am.