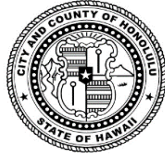


OAHU WORKFORCE DEVELOPMENT BOARD  
**CITY AND COUNTY OF HONOLULU**

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KIRK CALDWELL  
MAYOR

JASON C. CHANG  
CHAIR

TIM WONG  
VICE CHAIR

ALISON P.M. LUM  
EXECUTIVE DIRECTOR

Full Board Meeting  
Thursday, January 9, 2020 – 9:00am to 11:00am  
House Conference Room #423  
415 S. Beretania Street, Honolulu HI 96813

Members Present: Chair Jason Chang, Vice Chair Tim Wong, Pat Anbe, Russel Cheng, Tammi Chun for Erika Lacro, Lorna Fredeluces for Carol Thornton, Meli James, Brent Kakesako, Rodney Lee, Rusnell Pascual-Kestner, Suzie Schulberg, Mimi Sroat

Guests Present: Iva-Starr Cain, Morgan Castro, Stacy Ferreira, Tanya Lee, Lei Nakamura, Erick Pascua, Keala Peters, Nisa Tokunaga, Matt Wong, Reid Yamaguchi

Staff Present: Alison Lum, Lyn Uratani, Raymond Duong

I. Call to Order..... Chair Jason Chang

Chair Chang called the meeting to order at 9:15 a.m. and thanked Representative Linda Ichiyama for sponsoring the conference room. He took the agenda out of order to review and approve the October 17, 2019 minutes prior to conducting introductions. Chair Chang added that the Meli James's report for Sector Strategies and Career Pathways Committee as well as the Executive Committee action item to ratify the WDC Assessment Tool for Certification of the American Job Center at Dillingham (AJCH) will be given after review and approval of the minutes.

II. Welcome and Introductions

III. Review and Approval of October 17, 2019 Minutes

Chair Chang entertained a motion to approve the October 17, 2019 minutes. Rodney Lee motioned to approve. Seconded by Russel Cheng. Unanimously approved.

IV. Presentations:

**Emsi's Ongoing Support of OWDB and the AJCH**

Connie Sharp, Workforce Development Specialist  
Emsi

Chair Chang introduced Connie Sharp. Connie Sharp expressed excitement about visiting Oahu to train AJCH staff, partners, and Hawaii State Department of Labor and Industrial

Relations (DLIR) staff in using Emsi Developer for business engagement and to assist clients. She explained that she provided support and technical assistance to OWDB over the past two years through the WIOA Local Plan Update for Oahu as well as helping the board use Emsi Developer to research need for new training providers, business partnerships, and determining skill gaps. She thanked the board for sending Lyn Uratani to the Emsi Annual Conference in September 2019.

Connie Sharp stated that her presentation will preview a few reports that she will present in detail during her visit in the coming week. She opened the Economy Overview report and explained that it is the first report in the Emsi Developer home page. She scrolled through the page to point out how the Economy Overview report collects and highlights the previous year's information on regional employment and noted that income data is based on 2017 and is provided directly by the government. Oahu has the lion's share of the population for Hawaii. The report reveals trends in population and historical growth of jobs and each chart has data and citations from federal and state entities to support findings. The "Where Talent Works versus Where Talent Lives" section is useful to study commute patterns; Emsi clients with other workforce boards across the nation have shared that this has been a benefit to their work.

Connie Sharp explained that Emsi operates on a one-quarter lag so the counties should also be in dialog with the State should there be any need for additional data. The Economy Overview report in Emsi Developer is a great place to start the conversation about Oahu's labor force, unemployment, and worker shortages.

Chair Chang commented that he was pleased with the data and how it was presented. Connie Sharp commented that Emsi Developer highlights the services and information that Emsi can offer to its clients.

Connie Sharp opened the Job Postings Analytics report and explained that it is one of the newer tools provided to clients with Emsi Developer access. This report takes into account posted jobs and the intensity of job postings. All public posts and public resumes are pooled together from social media from places like CareerBuilder, Monster, Indeed, and LinkedIn. Anyone with an online presence that agrees to share data with third-party sources allows Emsi to examine profiles and skills and use this information to compare to existing job postings. This allows us to see job clusters and growth based on postings data and the posting intensity, as well as earnings. Alison Lum thanked Connie Sharp for being the board's go-to person for all of our LMI questions and that she has been a great support to the board's work on the WIOA Local Plan Update in 2018.

Connie Sharp explained that she had helped Oklahoma with local plans for seven years and had used Emsi data the whole time. She commented that her board was data-driven and needed Emsi data for grants and other plans. Emsi prioritizes the accuracy of data and are transparent about instances where the data is not detailed as they want to be. Sources and methodology are made clear and accessible to users.

Rodney Lee asked for a quick summary of Oahu trends that Connie notices in our data or major takeaways that the board should be aware of. Connie Sharp commented that Oahu's local plan needs to address how to incorporate individuals not in the labor force and how to reach out and employ this large missing chunk of the population. These individuals need to be reengaged and placed in training. This issue is not something unique to Oahu; Denver is having a similar labor shortage paired with a huge homeless population. During the 2019 Emsi Conference, Lyn Uratani was introduced to Todd Nielsen from the Denver workforce board; Todd is a great resource who can provide insight into his board's efforts in this situation. What Oahu needs to also think about is how the issue of labor shortage also involves the formerly justice-involved; this is not a conversation that we across the nation are thinking enough about.

Connie Sharp explained the Company Talent Profile which allows us to see the kinds of jobs needed, jobs quarter-by-quarter, and likewise, what skills are being sought by employers. Alison Lum commented that this is a great place to transition the discussion to Emsi's new tool, Business Engage. She added that when AJCH talks to business, this is a tool to help us find more partners and help them rethink hiring.

Connie Sharp opened the Business Engage tool and stated it that takes industry data and correlates it to individual businesses to understand available talent. She discussed the talent growth index featured in the tool to reveal details about turnover and showed how users can see a list of local businesses, amount of employees, online profiles of employees, where they live, graduate pipelines, and earnings. She explained that the difference between Job Posting Analytics in Emsi Developer and Emsi's Business Engage tool is that Business Engage has daily job posting updates rather than monthly. All reports can be saved, exported, and printed across both tools. Business Engage allows AJCH staff to step in and start the conversation with employers if they notice that a business is struggling and at-risk of layoffs.

Stacy Ferreira asked how the talent growth index calibrates with the State's economic forecast. Does it look to the State forecast or is it pulling raw numbers? Connie Sharp stated that the talent growth index pulls from raw numbers and added that State forecasts consider a 15-10-5-year timeframe and use historic numbers to read for growth over those periods; this data does not necessarily look at plans. Connie Sharp added that she reads plans to understand a local area. Alison Lum reminded the board that Connie Sharp will be visiting Oahu in the coming week and that a schedule of her training will be provided to board members. Connie Sharp thanked the board for their time. Chair Chang remarked that her demonstration was impressive.

V. New Business

- One Stop Operator Request for Proposals (RFP).....Chair Jason Chang

Chair Chang stated that the RFP for the One Stop Operator (OSO) will need to be

renewed and that volunteers for an RFP review committee will be needed. He commented that five volunteers are needed with three from government; thus, two volunteers will need to be from the private sector. Alison Lum thanked Pat Anbe and Carol Thornton for volunteering as government representatives for the committee. Chair Chang asked any interested persons to contact OWDB staff.

## VI. Reports related to WIOA

- One Stop Operator ..... Leina'ala Nakamura, WorkHawaii Administrator

Lei Nakamura stated that the AJCH Partner Meeting in December 2019 had 45 attendees. She remarked that HUD had been an elusive partner and was pleased to report that Ramona Mullahey was in attendance. She provided historical background about how YouthBuild used to be a part of HUD and in 2007 it was moved to USDOL. The previous emphasis for YouthBuild was on adding to the affordable housing supply, but it is now focused on helping young people become stronger community members. HUD has an unfunded mandate called Section 3. This encourages entities who receive HUD funds to offer openings to public housing residents. Ramona Mullahey was recently asked to resurrect this effort and reached out. Lei Nakamura will soon meet with Ramona Mullahey and Pam Witty-Oakland.

The OSO continues to work with Leeward Community College (LCC) to stand up the AJCH satellite center next summer on the Leeward side. There is an untapped pipeline of workers that requires us to provide extra support in mental health and substance abuse issues. Family Tree Project will join this conversation. Kamehameha Schools and its Nanakuli campus will focus on youth ages 16-24 and the AJCH will continue to partner there. A strong partnership with Waipahu Community School for Adults (WCSA) continues.

A tour with Zippy's human resources is upcoming. There are 100 vacancies at Zippy's locations here on Oahu; Zippy's is committed working with the AJCH.

In November 2019, Mayor Kirk Caldwell asked Lei Nakamura and Pam Witty-Oakland to go to South Korea to speak about Oahu's social services as Korea plans to enhance its own care policies. Korea's issues pertain to fertility rates and a large aging population. Korea wants to move away from institutionalizing its elderly and develop more streamlined youth services. Lei Nakamura and Pam Witty-Oakland shared best practices and will continue their dialogue with policymakers and advocates. Seoul is a sister city of Honolulu.

HONU continues to make the news. WorkHawaii has provided direct services at HONU. It has been exciting to see firsthand those who are unsheltered and the many kinds of services they can receive. Our staff work to move unsheltered

homeless to shelters in 72 hours. This is an untapped population that can fill workforce need, but we must change hiring practices and offer support. The current location is Waipahu Cultural Gardens; it is the 27<sup>th</sup> day of operations. No one is turned away. Between December 13, 2019 to January 8, 2020, we have served over 100 individuals. 80% have been placed into shelter and housing. Hospitals were discharging straight to HONU prior to the official opening.

- WIOA Title I Programs..... Erick Pascua and Nisa Tokunaga, Managers

Erick Pascua shared a few highlights from the past quarter; from October to December 2019, there was a significant increase of individuals at the AJCH who were experiencing homelessness at 141 individuals. The AJCH needs to place them in training but has had a difficult time locating them to report their second quarter after exit. AJCH staff have been going out to search for clients.

IHS Hawaii work readiness training continues every Wednesday. In October 2019 there were 62 participants and 16 were hired. In November there were 42 participants of which 9 were hired.

Nisa Tokunaga shared updates for the Youth Services Center. The previous quarter was a slow one; 38 participants were waitlisted. Students will be starting on Monday January 13, 2020; they will work on laptops to complete HiSET and participate in in-house trainings. On site, they will meet with LCC staff as well as instructors from WCSA. The 2019 YouthBuild grant was secured; programs to be continued include foodservice, customer service, and medical billing which replaces patient services representative training. Continued networking with business is needing to hire youth with disabilities. DEI staff member, Mark Gray, moved out of state in October 2019 and the Center is looking to fill his position.

- OWDB Committee Reports on Activities

- A. Executive Committee..... Chair Jason Chang

- Action Item: Vote to ratify approval of the completed WDC Assessment Tool for Certification of the AJCH

Chair Chang recommended approval for the assessment tool and stated that the Executive Committee will submit it to WDC. Russel Cheng noted that the assessment tool seemed extensive. Chair Chang explained that the assessment tool, created by the WDC, was intended to be 10 questions but had morphed into hundreds; OWDB staff needed to change it into a more useable format because the scoring did not add up. As a scoring tool for Oahu’s achievements, this will be a baseline for ongoing improvement; it will not be pass or fail. Chair Chang entertained motion to ratify approval of the

completed assessment tool. Meli James motioned to approve. Seconded by Rodney Lee. Unanimously approved.

B. Employer Engagement Committee ..... Chair Jason Chang

Chair Chang stated that there is no update for this committee and thanked board members for attending the November 18, 2019 Oahu Stakeholder meeting for the WIOA Unified State Plan.

C. Data Management and Technology Committee ..... Rodney Lee

Rodney Lee stated that his committee is waiting for the State's selection of the management information system (MIS); current reports suggest that it is an updated version of HireNet. A meeting will be called when the announcement is made. The committee wants to explore the benefits of the new MIS and how it will help Oahu.

D. Finance Committee ..... Vice Chair Tim Wong

Vice Chair Wong stated that no meeting was held, so no report will be given.

E. Sector Strategies and Career Pathways Committee ..... Meli James

Meli James stated that there is no report for the Sector Strategies and Career Pathways Committee since no meeting was held in the previous quarter.

F. Performance Measures and Accountability Committee ..... Janice Wakatsuki

Janice Wakatsuki was not present, so Vice Chair Wong reported that the committee met on November 8, 2019 at the AJCH. The timeline for the OSO RFP was discussed and the committee also worked on the evaluation tool to be used.

VII. WIOA Core Partner Updates

- Adult Education and Career Pathways ..... Pat Anbe, Principal, Waipahu CSA

Pat Anbe reported that both McKinley Community School for Adults (MCSA) and WCSA were given \$5,000 each to help students who are trying to complete their HiSET or GED. HMSA would like to determine whether there is a correlation between students with an ample education and a healthy lifestyle. A question they would like to answer is how many students complete the HiSET/GED versus those who do not.

Both MCSA and WCSA continue to build career pathway partnerships since the Workforce Development Diploma Program (WDDP) requirements rely on business partnerships. MCSA and WCSA are also working on the accreditation

process. This will be a six-year accreditation with the Western Association of Schools and Colleges (WASC). Kristin Hirata retired at the end of November 2019. She had filled Debbie Miyao's spot; her position is now vacant.

WCSA now has a partnership with Chaminade University and UH Hilo and will be working with their counseling departments to receive college interns.

- Institute of Higher Education, UH System..... Representative from the Office of the Vice President for Community Colleges, University of Hawaii

Tammi Chun stated that she had no update and expressed enthusiasm about Pat Anbe's comments regarding the HMSA grant. She added that students completing the HiSET or GED can more easily access federal financial aid.

- Vocational Rehabilitation ..... Maureen Bates, DVR Administrator

Rusnell Pascual-Kestner stated that the infrastructure funding agreements (IFAs) are under construction. 355 out-of-school individuals have been moved off the waitlist. There are 562 clients overall and DVR is looking to serve the more significantly disabled. He introduced Iva Cain, the new DVR Assistant Administrator and commented that she brings a wealth of knowledge from the State Department of Human Services (DHS) Benefit, Employment and Support Services Division (BESSD). Alison Lum commented that DVR has increased their hours at the AJCH to eight hours a week: 4 hours on two separate days.

- Wagner Peyser ..... Carol Thornton, Workforce Development Division

Lorna Fredeluces stated that following new staff movement to the AJCH, WDD is now fully staffed with 13 on-site employees spanning Wagner-Peyser, Veterans, and clerical support. She thanked Erick Pascua for accommodating everyone so that their staff will not be split between two offices. There will be a recruitment event next week with Southwest Airlines, which is the second time that Southwest has chosen to utilize the AJCH for an event. The previous recruitment led to 24 interviews of which 18 were hired. This particular recruitment seeks ramp agents, operations support, and customer service representatives.

VIII. Executive Director's Report ..... Alison Lum

Alison Lum stated that the December 2019 meeting for the State Workforce Development Council (WDC) was canceled. The Unified State Plan is being completed and timing was not conducive for a full WDC meeting. WDC will hold a meeting in February 2020, and at that time we will send our AJCH success stories to be included in the WDC report.

Two quarterly meetings for the Executive Directors of the county workforce boards have been held thus far. The first meeting was on Oahu, and the second was in Hilo. The Hilo AJC is a small center that is bursting at the seams; Hawaii County needs a much larger facility. Next week's meeting will be on Maui, Linda Puppolo is the Executive Director of the Maui Workforce Development Board and she will be hosting the meeting. It has been great to see everyone face-to-face and support the other counties seeking feedback.

In December 2019, a Youth Services Program graduation ceremony was held for LCC Office Administration and Technology students as well as for students completing their foodservices program requirements through Windward Community College (WCC). The WCC students prepared a gourmet lunch that was offered to attendees. During the same month, WDC provided a WIOA budget and financial program training.

There will be a three-day training by USDOL at the end of January to provide more in-depth budget training. This will take place from January 28, 2020 to January 30, 2020 at the Punchbowl location. The City's Budget and Fiscal Services (BFS) team as well as AJCH managers for the WIOA programs will attend.

OWDB received an interesting email from the former US Senator Jeff Stone, who accepted an appointment from President Trump to a position with USDOL. He intends to visit Hawaii in February 2020 and would like to visit the AJCH.

Alison Lum asked Lyn Uratani to provide an update about Marcus Watabu, former intern for OWDB supporting the AJCH. Lyn Uratani stated that Marcus Watabu graduated in December with his bachelor's degree in English from UH Manoa. She had given Marcus Watabu a list of assignments to complete during his semester-long internship; these included but were not limited to providing tutoring and feedback to Youth participants studying for their high school equivalency exams, participating in sessions led by WCSA, and attending a variety of orientations and meetings.

Alison Lum commented that financial disclosure information has been provided to the board members as a part of their handout packet.

IX. Announcements

Chair Chang stated that the next board meeting will take place on April 9, 2020 from 9:00 a.m. to 11:00 a.m. Location is to be determined.

X. Adjournment

Chair Chang adjourned the meeting at 10:53 a.m.