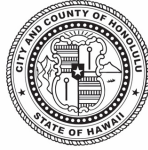


OAHU WORKFORCE DEVELOPMENT BOARD  
**CITY AND COUNTY OF HONOLULU**

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RICK BLANGIARDI  
MAYOR

JASON C. CHANG  
CHAIR  
TIM WONG  
VICE CHAIR  
ALISON P.M. LUM  
EXECUTIVE DIRECTOR

**Full Board Meeting**  
**Wednesday, October 7, 2020 – 8:00am to 10:00am**

**Virtual Conference Call**

**MINUTES**

Members Present: Chair Jason Chang, Vice Chair Tim Wong, Pat Anbe, Trevor Bracher, Iva Cain for Maureen Bates, Russel Cheng, Lorna Fredeluces for Carol Thornton, James Hardway, Brent Kakesako, Joy Kimura, Erika Lacro, Rodney Lee, Sherry Menor-McNamara, Connie Mitchell, Mel Resonable, Suzie Schulberg, Mimi Sroat

Guests Present: Stacy Ferreira, Lance Jyo, Alison Lee, Tanya Lee, Amy Mar, Tina Matsuo, Lei Nakamura, Christine Park, Erick Pascua, Roseanne Propato, Jennifer Sakurai, Nisa Tokunaga, 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 8:02 a.m.

- II. Welcome and Introductions

- III. Review and Approval of January 9, 2020 Minutes

Chair Chang entertained a motion to approve the January 9, 2020 minutes. Rodney Lee motioned to approve. Seconded by Sherry Menor-McNamara. Unanimously approved.

- IV. Presentations:

**Creating Safe Spaces with PERSEUS**

Kevin Vaccarello, Founder and Executive Director

Matt Lorin, Strategic Advisor

Sustain Hawaii

Kevin Vaccarello stated that Sustain Hawaii has been a Native Hawaiian nonprofit organization since 2003. He introduced the Planned Emergency Response System Engaging Unified Support (PERSEUS) application which has been in development over five months in support of the Department of Agriculture.

The PERSEUS platform in its original form would pose challenges because of the economy and for matters of safety post-COVID. It required a simplified framework so the team identified lives, livelihoods, and liability in order of priority. Health and wellness needs to be a priority, secondarily, livelihoods to get people back to work safely. The notion of reducing liabilities is geared towards leadership in government agencies, employers, and education. PERSEUS involves a three part approach: contact tracing, point of care testing, and proactive treating.

Kevin Vaccarello asked Ramsey Taum for comments about their approach. Ramsay Taum remarked that it is important to shift our framing of conversation away from a defensive one where we are asking how to keep things out or how to stop things from happening. PERSEUS is unique because it is counteroffensive. It requires us to ask different questions about how we can create safe access points of safety, or how we can bring people in rather than keep them out. This mentality is useful for all types of venues: the mom-and-pop store, a hotel, or even a school. We are informed by cultural practices such as the fishpond system, which allows certain fish and out, but also keeps predators out. How do we create a “safe pond,” how do we keep fish healthy, and how do we feed the community? If we could imagine replacing the concept of the mask with an application, PERSEUS would be a digital mask.

Kevin Vaccarello explained the comparative matrix developed for PERSEUS and stated that it has been an interesting challenge to tackle the issue of disinformation since the development process started. The PERSEUS team needed to put together a comparative matrix to see where we are as a state of in terms of overall solutions and what else may be needed for a safe opening. Kevin Vaccarello stated that the comparative matrix will be sent to the board via email after the meeting. Please see Attachment A for the comparative matrix.

Kevin Vaccarello presented the PERSEUS mobile app to the board and explained the functions of several features including security protocols, push notifications, questionnaires for symptoms and risk factors using CDC data, and user location and data sharing.

Rodney Lee asked how businesses can change their status back to “green” if they find out that a positive person was in their facility because they broke quarantine. Kevin Vaccarello stated that employers have the chance to stop what they are doing but that PERSEUS authenticates exposure and should prevent people from even trying to go anywhere while they are in their infectious period. This is part of what Ramsay Taum is getting at; let’s encourage people to be more proactive.

Sherry Menor-McNamara commented that she has been included in at least three discussions for other contact tracing applications. She asked how residents might pick which application to use. She also asked if there are ways to aggregate the data for DOH, and as it relates to where cases are coming from, whether the case markers provided by PERSEUS are only from the PERSEUS app or include data from other apps? Kevin Vaccarello stated that as far as the data is concerned, DOH has been behind in getting data out to the public. PERSEUS is flexible and robust because the data is live. PERSEUS has the capacity to

integrate into any app. It only matters which app is chosen by the public if we are not taking a collaborative approach. PERSEUS was built with the intention of partnering and collaborating. As far as location of cases, the data can be provided if people do not have the app or the smartphone. It is important for people to still be secure without having the app. We work with the test providers and are integrating into the app any data given to us by the test providers. There are no major channels of accessing and downloading data; we feel it is more important to be digitally progressive and inclusive.

Russel Cheng asked if geo-fencing can be turned around to show where positive cases are and where we should avoid. Kevin Vaccarello stated that there is a quarantine side of their work called Hermes to maintain that type of information. However, there needs to be a private anonymous side (PERSEUS) to complement the quarantine management side. Matt Lorin commented that all geolocation data on public spaces has been already obtained and plugged into the system. Kevin Vaccarello stated that less than 10% market penetration is needed for the app to be effective because of the GPS component and the anonymous identification aspects of PERSEUS.

Rodney Lee asked where Sustain Hawaii is in the overall implementation process for PERSEUS. Kevin Vaccarello stated his team underwent a rigorous process with both Google and Apple for the app. It took two and a half months to be approved to work on a COVID tracking application as a non-profit, but there was a lot of support in Kauai and through organizations such as Kamehameha Schools and charter schools. The goal is to give access to this application to the community for free.

Mel Resonable asked about how HIPAA privacy is being addressed in PERSEUS to protect positive cases and their households from being targeted by the public. Kevin Vaccarello responded that PERSEUS is HIPAA compliant because it is hosted on Amazon Web Services with a SOC 2 level of privacy compliance. They are following the same industry standards as hospitals, insurers, and government entities. The reason QR codes are included and PERSEUS asks for anonymous volunteering of data is because it is entirely removed of personally-identifiable information. They are not providing details on who exactly tested positive.

Ramsay Taum added that the notification will show a PERSEUS user only that, within a certain amount of days, the user was exposed to a positive case. Because the name and location of the positive person is not revealed in PERSEUS, it gives users the steps to isolate. PERSEUS doesn't let others vilify the positive case; rather, it encourages a shift in behavior to make "we" decisions. By helping the community, I can help myself. This allows individual families, businesses, and the overall community to take proactive steps to protect themselves. Matt Lorin commented that there is a component in the system that is like an internal clock to track the process and period to clear the user for reentry. We are directly addressing the issue of stigmatizing people who were exposed.

James Hardway asked Ramsay Taum for clarification that the app user self-identifies as positive. Kevin Vaccarello stated that the positive case info comes from accredited healthcare practitioners. James Hardway asked if the system shows a dot that the positive

case was in a particular place and mentioned that this may result in many people rushing to clinics and hospitals get tested if they find out they were all at the same business during the same window of time. Kevin Vaccarello stated that previously there were 4,000 tests available each day, but now, due to partnerships with Premier Medical we can ensure that up to 50,000 - 200,000 tests can be distributed per day. They can calculate which facilities are available to offer tests.

Ramsay Taum added that it is not about identifying a specific spot, but rather a matter of peer-to-peer. The person notifies the system, and the system then notifies the user. The user is not going to be informed about where this happened, but will have the time and date and can now take steps to get tested. Trevor Bracher commented that regular public use of social media can spread this information so quickly even if PERSEUS doesn't intend for it.

Kevin Vaccarello thanked the board for its time.

#### V. New Business

- Action Item: Approval of the Local Plan to be released for public comment

Chair Chang stated that the final draft of the 2020-2023 WIOA Local Plan was sent out on October 5, 2020 for board member review ahead of the meeting, and that after its approval during this meeting, it will be posted for a 14-day public comment period. Rodney Lee commented that this plan needed to be modeled after the State's unified plan, so our plan in its current state does not adjust for matters surrounding COVID-19. Alison Lum confirmed this and remarked that the State's plan was submitted in February 2020 prior to the COVID-19 pandemic.

Chair Chang entertained approval of the local plan to be released for public comment.

Brent Kakesako stated that he pushed back against the previous plan and added he finds it difficult to share the newest plan with his partners if it doesn't mention COVID-19 because it would therefore lack relevancy. Alison Lum responded that OWDB needs to follow federal WIOA rules and commented that COVID-19 is mentioned in Section 1 of the plan where the impacts of COVID-19 are apparent in terms of unemployment and labor participation. The plan cannot go into detail about it in other program-related questions because it needs to mirror the State's plan; adding these details in during the two-year update is the normal process.

Alison Lum acknowledged consultant, Jackie Sakane, as present for this portion of the call. Jackie Sakane discussed the challenges presented when the State issued its guidance on the newest Local Plan to be completed by the counties. We could not plan for the future of the workforce system without certain things happening such as the economy reopening. We were forced into completing the Local Plan this way until such time that we can meet with partners and gather more information. We

can engage with partners once restrictions on gatherings are relieved. It is difficult to be in the midst of COVID-19 while knowing that the State did not want us to mention it just because the pandemic is not included in their submitted plan. We did our best to compromise and Section 1 of the plan does speak to the impacts of COVID-19 (as seen in the data). Alison Lum stated that during previous plans, Brent Kakesako’s constituents could not come from the other parts of the island to attend in-person meetings to discuss other plans, but due to COVID-19, they now are able to share their input with the board electronically.

Rodney Lee motioned to approve. Tim Wong seconded.

Rodney Lee commented that based on all the work required for the newest plan’s completion, what this plan shows us is how the structure of our economy and workforce from years before need to be addressed. The pandemic revealed major blind spots. We are not the absolute opinion but the research completed for the plan shows the divergent path between cost of living and wages. The plan fulfills the State’s requirements but also leaves us with the bigger question of how to re-structure the economy to solve previous problems. Rodney Lee clarified that it is for these reasons he is motioning to approve.

Chair Chang entertained approval of the local plan to be opened up for public comment. Rodney Lee motioned to approve. Tim Wong seconded. Brent Kakesako abstained. Chair Chang acknowledged the abstention and stated that the Local Plan was approved to be opened for public comment.

## VI. Reports related to WIOA

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

Lei Nakamura thanked Morgan-Lee “Pomai” Castro for her service to the OSO. Morgan-Lee Castro moved into a position as a Planner in the Elderly Affairs Division. Lei Nakamura also thanked the partners for continuing to be involved and flexible with necessary changes.

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

Erick Pascua highlighted significant achievements for the last few months. He presented a few slides to the board. 2,966 customers were provided with services; 762 came to the center in person while 360 were assisted by phone. 348 employers received information and services to address their needs, and 48 employers received information on Rapid Response activities. Plexiglass barriers were set up in the center to protect the staff and customers.

United Airlines held a rapid response event via Zoom; Mark Menard is now the Rapid Response coordinator and Business Engagement team lead. This type of platform will continue until social distancing requirements are lifted.

Robert Carlos was hired to provide security for the center. Lastly, T.E.A.M. WorkHawaii is a new program in DCS that is working closely with the AJCH to conduct community outreach about our services and co-located partners. 2,293 individuals were given information about our services.

Nisa Tokunaga stated that there are 124 total participants, 87 in follow-up, and 37 active. 82 are dual-enrolled with YouthBuild. Due to COVID-19, our occupational trainings have been put on hold. However, YouthBuild allowed us to purchase laptops and hotspots, so we are doing online classes and virtual job tours. We do essential education in partnership with Waipahu High School. DEI was extended by a year; Mark Menard is DEI Coordinator is head of the program. With the new extension, we can work closely with employers for work experience opportunities. Orientations have been steady with 3-5 youth every Friday; youth self enroll because we cannot do outreach at the high schools. We will start the occupational training in January.

Electronic handouts of their presentations were provided. See Attachment B for their handouts.

- OWDB Committee Reports on Activities
  - A. Executive Committee..... Chair Jason Chang
    - Action Item: Naming of Chair for Sector Strategies and Career Pathways Committee

Chair Chang stated that a committee meeting was held on September 17<sup>th</sup>. The Statement of Work for the One Stop Operator was approved; it has been submitted to the City Purchasing to start the Request for Proposal (RFP).

Chair Chang stated that Meli James completed her term for our board on June 30, 2020. She was recognized virtually. Chair Chang designated Brent Kakesako as the Chairperson of the Sector Strategies and Career Pathways Committee.

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

Chair Chang stated that the WDC hired Ward Research to conduct a survey of the American Job Centers. Rebecca Ward, President of Ward Research, agreed to present its findings to our committee at its next meeting. More information will be sent out at a later time.

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

Rodney Lee stated that the last time a meeting was held, the State was going through the selection process for an MIS system. The State has since selected Geographic Solutions due to its promise of an updated platform. We are waiting for the official unveiling of the new website and will continue to track for that.

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

Vice Chair Wong stated that OWDB closed out its Program Year (PY) 2018 funding. Due to the impacts of COVID-19 and all of the lockdowns, we were unable to use all of the funds and returned the unused balance to WDC. The State now has one year to spend those funds to benefit the entire state. In terms of PY 2019 funds, we are currently in the second year. Regarding PY 2020 funds, the annual plan and budget was submitted to WDC to meet the deadline of August 7<sup>th</sup>; PY 2020 allocations are lower than PY 2019 but are based on pre-pandemic unemployment rates. We expect more funds from USDOL and WDC to support Rapid Response activities, and anticipate more CARES money from the City.

E. Sector Strategies and Career Pathways Committee ..... Vacant

No meeting was held, so no report was given.

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

Janice Wakatsuki was not present. Alison Lum stated WIOA performance measures for program year 2020 and 2021 were accepted. Allicyn Tasaka and her team at the WDC worked closely with the county boards during the negotiation process; we reached out to WorkHawaii as the service provider for feedback. The letter of agreement was signed by Chair Chang and Deputy Director of BFS, Manuel Valbuena, for the City and submitted to the WDC to meet the September 30<sup>th</sup> deadline. These performance measures are included in the local plan.

VII. WIOA Core Partner Updates

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

Pat Anbe stated that both the Waipahu and McKinley Community Schools for Adults completed the accreditation process with the Western Association for Schools and Colleges (WASC) in March 2020 prior to the onset of the pandemic and received the maximum accreditation of six years.

COVID-19 led all campuses to change their practices; the staff at both schools are deserving of our thanks for being able to develop new processes very quickly. We previously did not have an online registration process and now can say that we have a way for people to register for classes without coming to us in person. We have also moved to distance learning for all of our campuses. However, Waipahu CSA's campuses still provide some face-to-face classes in order to better address population needs, given that our locations also serve rural areas where students might not have internet access or the hardware necessary to do remote learning.

Even with these changes in practices, enrollment is still lower than usual; we are doing more promotional activities on television and radio. With the help of Lei

Nakamura and her staff, we were able to do a promotional event in Kapolei at Ka Makana Ali'i and hope to see more turnout as a result. We also did a live television spot on the KHON morning show; this, combined with the other television and radio ads, led to about 100 new registrants. We are also willing to work with businesses to custom-build programs for employees who need upskilling through high school equivalency or English language acquisition.

Pat Anbe thanked Dr. Christine Park for her continued work in partnership with UH Hilo and Chaminade University. WCSA is the only community school to offer internships for UH Hilo and Chaminade's counseling students to gain experience in providing academic and career counseling as well as social and emotional learning supports on our campuses.

- Institute of Higher Education, UH System..... Erika Lacro, University of Hawaii

Erika Lacro stated that credit courses are being held remotely. Over the summer, work was done to improve delivery of these courses. Face-to-face courses are usually CTE so we have implemented appropriate social distancing requirements for these classes. Scholarships were offered statewide to people whose lives were disrupted by COVID to obtain higher education. Oahu's Back to Work program focuses on different sector areas and allows residents to take short-term classes to transition into other careers. The reason it is only Oahu is that it is through the City's CARES Act funding. We have reached out to the other counties to step up efforts on the neighbor islands. We are seeing 4,000 students registered to train through the end of the calendar year.

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

Iva Cain stated that DVR continues to provide services to individuals with disabilities during the pandemic. The services are provided remotely for the most part, but adjustments continue to be made to bring people in who might need in person assistance. Since the last program year and since the start of the pandemic, we were able to take 763 individuals off of our waitlist or Order of Selection. We reported 2,200 individuals for the program year which ran July 2019 through June 2020; 1,500 of those individuals received career services and about 800 received training services. For the pandemic period of March 27<sup>th</sup> through mid-September, we were able to place 94 individuals into employment.

DVR recognizes the importance of integration with the AJCH and has initiated an internal assessment regarding how our relationship is doing with our partners at the AJC to evaluate the effectiveness of our services and how we are partnering with our core partners. Iva Cain added that Alison Lee is present on this call and is leading this effort. Alison Lee remarked that what we wanted to do is see how DVR is integrated into the workforce system specifically the AJC, core partners, and other community partners. Iva Cain stated that a handout can be provided or that more can be shared at the next meeting. We did some evaluation and efforts are being



made to be a more active partner in the AJCs and helping all of the partners know about the services we provide, so our customers are more comfortable being at a job center and initiating services.

- Wagner Peyser ..... Carol Thornton, Workforce Development Division  
Lorna Fredeluces stated that she is representing Carol Thornton for today’s meeting. In spite of the pandemic, services were continued. Many adjustments were needed for the Reemployment Services and Eligibility Assessment (RESEA) program, which had group presentations twice a week. Presentations for RESEA were then done by phone, which involved RESEA staff calling 30 individuals every week to conduct presentations that way. Veteran Services staff were able to telework and meet with clients virtually. Our customer service was done by appointment as we we did not accept walk-ins. The Reducing Unemployment Disruption and Driving Economic Regeneration (RUDDER) program which was started under our former director met capacity. We also acquired the Senior Community Service Employment Program (SCSEP) in June; Hawaii Community Action Program (HCAP) was in charge of this for 15-20 years. HCAP transferred 48 senior participants to us. Because of the pandemic and the senior participants’ high risk, they weren’t able to attend work experience from March to September. They are slowly transitioning into work experience as restrictions lift.

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

Alison Lum stated that our annual program and fiscal monitoring which is done by the State WDC had been completed; we are waiting on the final report. She added that an additional \$3M of USDOL Disaster Recovery and Disaster Employment Recovery grants that we are applying for in conjunction with the State WDC. If funded, it will go through June 2022. Updates will be provided to the board about how much funds we receive and when we will be able to spend those monies.

Our PY 20 contracts have not been executed yet. We are currently in the second year of spending PY 19 monies; fortunately, we are not dangerously close to spending those and needing to tap into PY 20 monies yet. Until the WDC executes the contracts, we cannot access PY 20 money even though it was available to us since July 2020. Updates will be provided. WDC has been airing some HireNet public service announcements. Several local high-profile people donated their time to raise awareness of HireNet.

WDC has also hired Kinetic Productions that is working with each AJC in every county to do quick videos highlighting our centers and interviewing staff and clients—businesses and jobseekers—to report successes and elevate the profile of our job centers.

Alison Lum attended the virtual UH Community Colleges Job Fair as a panelist with Linda Puppulo and Sandra Goodale, respectively from Maui and Hawaii County Workforce Development Boards, and Diana Sing from Kauai’s Office of Economic Advancement. It was

a great session with good questions moderated by Keala Peters from the Chamber of Commerce Hawaii. About 300 students and faculty were attending virtually.

WIOA was signed in 2014 and expires this fiscal year. Fortunately it was a part of the continuing resolution which was agreed to by the Senate on October 7th; the House had previously agreed to it. The continuing resolution moves government funding through December 11, 2020. Further discussions on FY 21 appropriations will occur after the presidential election; given the overall broader cuts to spending, there was concern that WIOA funding might be impacted. Thankfully, the funding remains in the new bill and it appears that we have \$485M for adult, \$518M for youth, \$597M for dislocated worker, \$500M for dislocated worker in the national reserve, and \$25M for migrant and seasonal farmworkers for the state of Hawaii. We are pushing for a reauthorization of five years.

IX. Announcements

Chair Chang stated that the next board meeting will take place in January 2021. An email will be sent out to announce the date and time.

X. Adjournment

Chair Chang adjourned the meeting at 9:59 a.m.

SAFE REOPENING COMPARATIVE ANALYSIS									
APP/SOLUTION	PERSEUS	NOVID	State Safe Travels	Aloha Trace Aloha Safe PathCheck	GAEN API App	GAEN Native	Lumisight UH	Health Space	Thermography & Facial Recognition
<b>MAIN FEATURES</b>	Comprehensive safe re-opening app; able to integrate any other app	Private Bluetooth with Ultrasound Solution and Early	Self-symptom Reporting and Flight Info	GPS & Bluetooth Contact Tracing and Symptom Reporting	Bluetooth Contact Tracing & Exposure Notification	Bluetooth Contact Tracing & Exposure Notification	Self-Reporting of UH community	Self-symptom reporting through web forms	Temperature checks and facial recognition
<b>TESTING</b>	Provides testing locations, contact info, test types, costs and some scheduling	√							
Lab (CLIA) Technicians update patients' COVID-19 test statuses right in the app: scan QR code, select positive/ negative/ inconclusive, take their photo, and select the testing date.	√								
Color coded test results	√								
Can optionally provide test results thru electronic medical records - EMR	√								
Provides unique QR code per person	√		√						
<b>TRACING</b>	GPS Contact Tracing	√		√					
Location history recorded privately on all users' phones for 28 days via GPS.	√			?					
If a user tests positive, they may redact their location history for privacy and then submit them anonymously to HIPAA-compliant, back-end system.	√								
Bluetooth Contact Tracing		√			√	√			
Bluetooth w Ultrasound		√							
Provides random identifier for privacy		√							
Digital Location Diary	√								
Anonymously Shared Location Data	√								
Location Data Stored in User's Phone	√								
User Determines Data Sharing	√								
Exposure Notification	√	√		√	√	√		√	
Provides healthcare practitioner authenticated test confirmation codes	√	√							
Provides immediate test results from accredited healthcare providers and labs	√								
<b>TREATING</b>	Symptom Reporting & Tracking	√		√	√		√	√	temperature
CDC COVID-19 Symptom Survey (upon sign-up, and daily)	√			?				?	
CDC COVID-19 Risk Factor Survey (upon sign-up; updatable afterwards)	√		√	√				√	
Actionable CDC Recommendations based on surveys.	√			?				?	
COVID-19 Risk Calculator	√								
COVID-19 Risk Reduction Advisor	√								
Optional Telehealth sessions	√								
Collects payments for Telehealth visits	√								
<b>PREVENTION</b>	Users acting as "gatekeepers" can protect public & private indoor locations from infection by scanning people's QR codes.	√							
Scanning a QR code displays a color-coded risk level: Green for "Clear: Negative test and not likely exposed"; Yellow for "Caution: Inconclusive test or likely exposed," and "Red: Positive test on date"	√								
<b>QUARANTINE</b>	Monitors Quarantined Users (using location tracking, biometric comparisons, and liveness detection)	√							
Tracks Quarantined User (thru random interval selfie reports and location confirmations)	√								

Quarantine Official Alerts (if phone is stationary or leaves quarantine location)	√								
Optional, live tracking of quarantined users via technology fusion (Bluetooth, Wifi, Gyroscope, Altimeter, Accelerometer, Magnetometer)	√								
indoors with floor plans and bluetooth beacons	√								
outdoors with geofencing	√								
users can view their position and quarantine zone on a map	√								
users receive notifications when they exit quarantine	√								
authorities receive notifications when anyone exits quarantine.	√								
authorities view list of users assigned to a quarantine zone, and which ones are inside or outside the zone.	√								
<b>PRIVACY/SECURITY</b>									
Works without being open	√	√		√	√	√			
No Personal Identifiable Information		√							
Follows SOC2 protocol	√								
Facial recognition									√
Secure Authentication	√								
ID Verification	√								
HIPAA-compliant infrastructure hosted on Amazon Web Services.	√								
Separation of Personally-Identifiable Information and Personal Health Information into separate databases in separate AWS "Virtual Private Clouds"	√								
Passwordless user registration (sign-up and sign-in). Less vulnerable to typical password-based attacks with traditional username/password logins.	√								
All GPS location data stored securely & privately on users' own devices until they volunteer to share it anonymously.	√								
For travelers, can optionally include AI-Powered Identity Verification using Liveness Detection and ID Document Scanning to verify authenticity of passports, driver's licenses and government ID cards.	√								
<b>ISSUES &amp; CONCERNS</b>									
Web-form			√				√	√	
Self-reporting (results can be falsely reported or compromised)		√	√				√		
Unauthorized or emailed medical test reporting (results can be falsely reported or compromised)		√	√				√		
Redundancy with existing GAEN (Google Apple Exposure Notification) which is already on every smartphone					√				
Security Issues			√	√	√	√		√	
Privacy Issues			√	√	√	√		√	√
Manual input of recent contacts and locations (user may not remember every person they were in contact with over the past 24 days nor will they know the strangers they exposed)								√	
Requires health officials to contact possible persons exposed based on daily reports								√	
Can give false positives (radio signals can go through walls so false positives can occur when people within 16' in different rooms are included)					√	√			
Misses the 40-50% pre-symptomatic & asymptomatic individuals & can give false negatives (i.e. aspirin to reduce temperature/fever; air conditioning; physical exertion)									√
Cost			\$600k - \$1.5 M						\$37M
<b>WEBLINKS</b>	<a href="https://www.safe-travels.org">https://www.safe-travels.org</a>	<a href="https://www.novid.org">https://www.novid.org</a>	<a href="https://travel.hawaii.gov/#/">https://travel.hawaii.gov/#/</a>	<a href="https://pathcheck.org/en/technology/">https://pathcheck.org/en/technology/</a>	<a href="https://www.google.com/covid19/exposurenoficatio">https://www.google.com/covid19/exposurenoficatio</a>	<a href="https://www.google.com/covid19/exposurenoficatio">https://www.google.com/covid19/exposurenoficatio</a>	<a href="https://uh.campus.lumisight.com">https://uh.campus.lumisight.com</a>	<a href="https://www.getthehealthspace.com/contact-tracing">https://www.getthehealthspace.com/contact-tracing</a>	<a href="https://www.pacificoffice.com/products">https://www.pacificoffice.com/products</a>

# American Job Center O'ahu

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Report for the  
Oahu Workforce Development Board  
October 7, 2020



# Employers and Jobseekers Serve January 1, 2020 - September 30, 2020

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**2,966** Customers served: **In person: 762** (Appointments with Staff: 402 and Computer Reservation: 360)  
Customers assisted over the phone: Hirenet Hawaii: 1079, UI: 746.

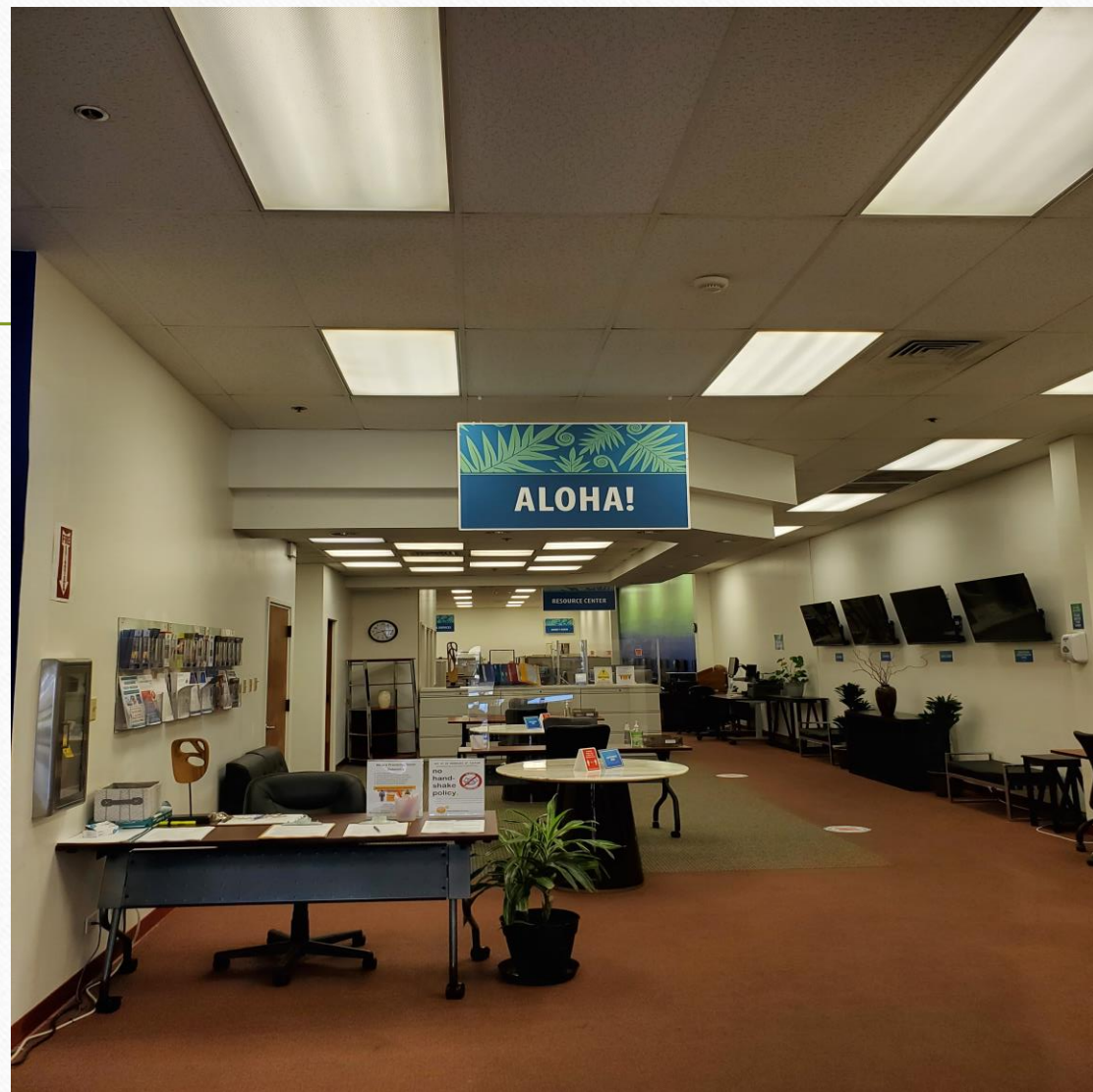
Numbers served are lower than last year due to COVID-19 and office closure in March 2020.

**348** employers received information and services to address their workforce development needs.

**48** employers received information on rapid response program activities related to Worker Adjustment and Retraining Notification (WARN).



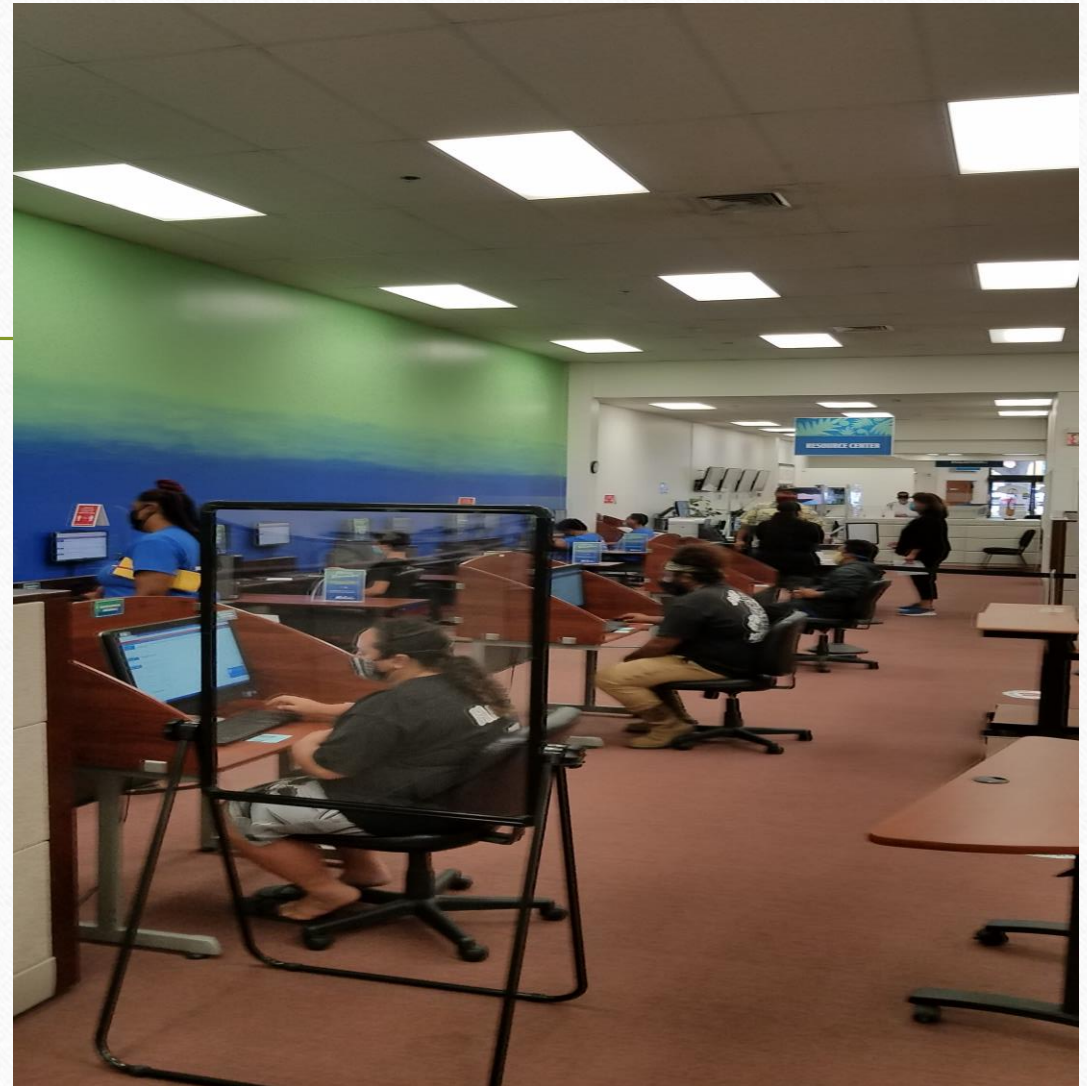
# Aloha Enhancements





# Aloha enhancements

- Resource





# United Airlines Rapid Response Event



Different platform same great service! Mark Menard was United Airlines was the first virtual RR event that was done here at the AJCH.

Moving forward the Rapid Response team are in the process of implementing an online platform.



# First Line of Protection For Those We Serve

- Robert Carlos aka Bobby was hired to provide security assistance at the front area.
- Like other City locations that serve the public, we have our share of incidents that is best addressed by a security personnel.





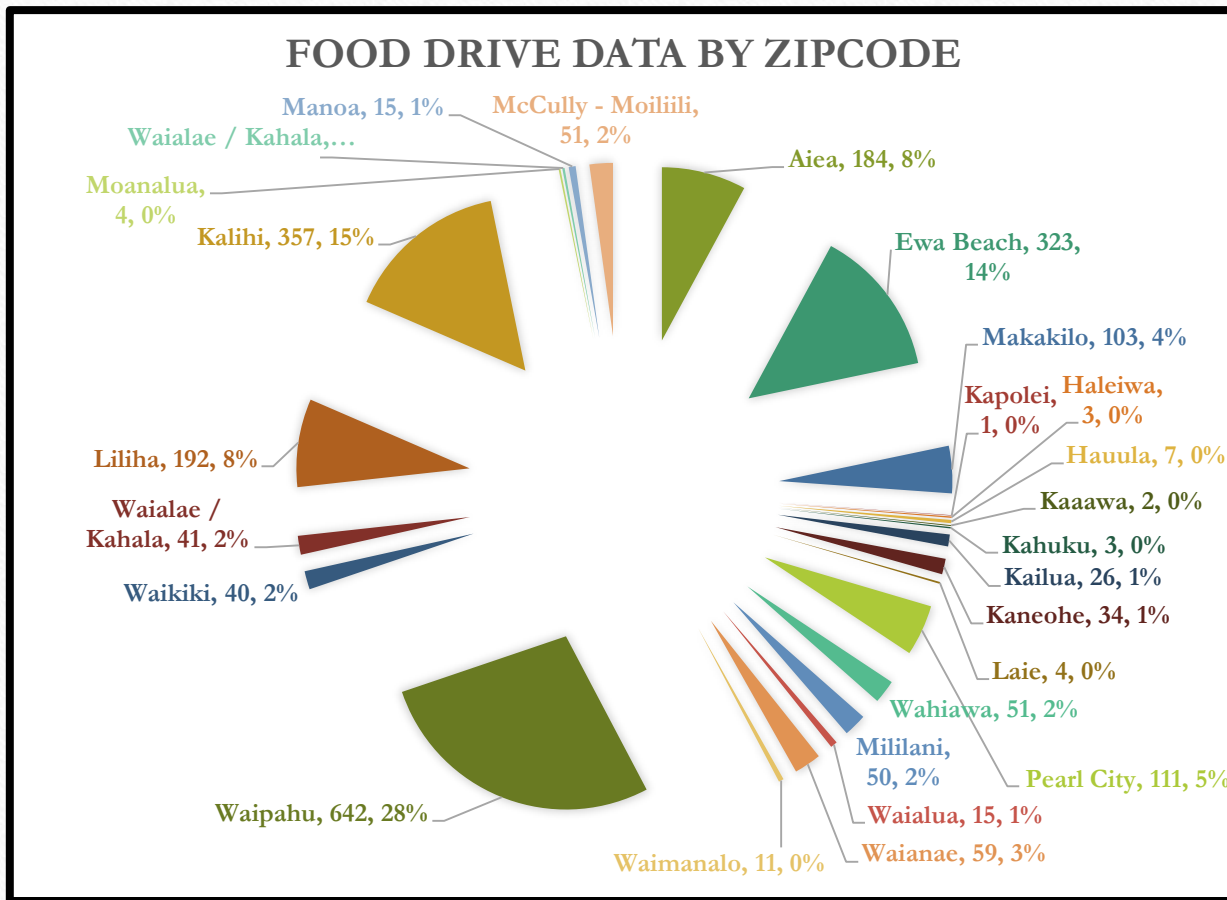
## Outreach and Recruitment at Hawaii Food Drive (led by T.E.A.M. WorkHawaii)



- T.E.A.M. (Teach, Encourage, Advocate and Motivate) WorkHawaii is a new program which works very closely with the AJCH to provide outreach services for the newly unemployed, early-released detainees, and those experience homelessness. The TEAM coordinated WorkHawaii's participation at the City-sponsored Food Distributions at the Aloha Stadium during May and June.
- The outreach efforts provided over 2,293 individuals with information regarding employment services, training, housing assistance and support services available through the AJCH and other WorkHawaii programs.
- Surveys that were conducted by TEAM WorkHawaii produces numbers that reflected how COVID-19 has impacted the community




# Outreach and Recruitment at Hawaii Food Drive Data by Zipcode



- 889- Unemployed; 344-Permanently Laid Off; 981-Furloughed and 336 confirmed Reduced Hours on their job sites.
- HIRENET enrollment increased by 46 individuals through outreach services by the TEAM at various locations on O’ahu. TEAM has engaged with 15 agencies in the community and at their sites.
- TEAM WorkHawaii has provided outreach services to over 3,585 individuals on the island of O’ahu.
- TEAM WorkHawaii is working with those newly released from incarceration and enrolled 36 for employment and housing services.

# On-going Partnerships and Collaboration

- Customized training with Honolulu Community College to assist WIOA eligible individuals with tuition assistance for Marine Welding Technology Program
  - 8 participants began the Marine Welding Technology Program on September 21, 2020
- Customized Certified Nurse's Aid Training with Leeward Community College.
  - 1<sup>st</sup> cohort of 8 individuals will complete their training on October 10.
  - A second cohort of 8 individuals will begin on October 11 & 12, 2020.
- Currently working with several employers including Sippy's on a customized in-person hiring event at the center.



LEeward COMMUNITY COLLEGE  
WORKFORCE DEVELOPMENT

## TUITION FUNDING FOR CNA TRAINING

Build a long-lasting career in healthcare

Due to COVID-19, hospitals, clinics, and nursing homes, are in desperate need of skilled Nurse Aides. If you are furloughed or recently unemployed, you may be eligible to receive full tuition funding for our Certified Nurse Aide fall cohort. We've modified our program to include online instruction and in-person training, and we have prepared our facility using the latest health and safety guidelines at [www.ocewd.org/covidprep](http://www.ocewd.org/covidprep) for your peace of mind.

**CLASS BEGINS AUGUST 8, 2020 (10 WEEKS)**

**YOUR TUITION IS COVERED**

Through OCEWD's partnership with the Healthcare Association of Hawaii (HAH), Oahu Workforce Development Board, and American Job Center, you may be eligible to receive full tuition funding. In addition, as a part of the program enrollment process, you will have an opportunity to meet with an employer from HAH's 160-member network giving you the best chance of landing a job when your training is complete.

**START HERE** To apply, contact the American Job Center Hawaii (AJCH):  
808-768-5701 or [ajch@honolulu.gov](mailto:ajch@honolulu.gov)

LEeward COMMUNITY COLLEGE  
**OCEWD**  
WORKFORCE DEVELOPMENT  
[OCEWD.ORG](http://OCEWD.ORG)

Leeward Community College is committed to being an Equal Opportunity/Affirmative Action (EEOAA) Institution and to Non-Discrimination. Visit <http://www.leeward.hawaii.edu/policies-non-discrimination> for full policy on Non-Discrimination/Affirmative Action.





While I was on unemployment, I asked for additional computer training to improve my skill set and that's when I was introduced to American Job Center. I attended computer classes at Applied Computer Training & Technology, Inc. (ACTT) and gained valuable knowledge and skills that proved very useful in my job search. I was able to obtain my current employment with an IT company because of my added certifications and have been placed on a military base as a contract worker. My new computer skills are very helpful and used daily! I'm thankful for the opportunity that was provided through the America Job Center.

By: Tammy Taylor  
WIOA Client

Angela Henderson heard about the American Job Center after being dislocated when her session ended as a legislative aid. Her goal was to work in an industry that helps individuals and businesses impacted by natural disasters. ReadyZoneHQ is a business partner and was looking to hire an Analyst. Angela was interested in this position and proceeded with the eligibility process that qualified her for the WIOA program as a dislocated worker

With no experience in the field of Emergency Management, she applied with ReadyZoneHQ, who was willing to take a chance with her based on her military veteran status as she served in the Coast Guard for seven years. She was hired and placed in the On the Job Training program.

She successfully completed her On the Job training 11/05/2018, and remained employed with ReadyZoneHQ until January 2020, when she accepted a position at the Department of Health as a Senior Planner and is doing well!



## SUCCESS STORIES

### “New Horizons”

Logan came to the WIOA program as a Dislocated worker on April 18, 2018, he had been working in the automotive industry and had been laid off by Pacific Honda, where he worked as a Sales and Leasing Consultant, but wasn't really satisfied with the way his career had been going, so he decided to change career fields into IT Security, and to take advantage of this opportunity. Logan decided on Cyber Security Professional training at Dev League. He opted for this rigorous training program, and although he didn't have any prior experience in Information Technology, he felt it was his best option for a new career.

Although it was hard, Logan persisted and completed his training on January 18, 2020. Upon completion of training he searched for a company that was the right fit for him, but due to the Covid-19 Pandemic, it took a while longer than he had expected. With persistence seeking employment, he was finally hired on July 20, 2020 by TekSystems – Hawaiian Telcom, as a IT Help Desk Specialist, earning \$17.00 an hour, and has been working ever since. Logan continues to work there and is currently in the employment follow-up activities with WIOA.

### “Opportunities abound”

Gregory Zentkovich came to the WIOA training Program as a referral from the Wahiawa First to Work Office, he was an out of work Programmer Analyst and Web Developer whom had fallen upon hard times, and when he came to our office for assistance he was receiving SNAP and Financial Assistance. He wanted to stay in IT career field, but needed new and updated certifications to find employment that could help him support his family of five. After searching through the Eligible Training Provider (ETP) List, he first wanted to attend ACT&T's Certified Ethical Hacker Program, but then he decided that he could get the most out of our training funds by attending Medcerts School, an online training site. We enrolled Gregory into Medcert's IT Security and Network Technician training program on April 22, 2019, where he flourished in their online system.

Gregory has always been very appreciative of this opportunity and constantly thanking me throughout his time in the program. It wasn't too far into the training program, about a couple of months, he was able to find employment as a IT Specialist with Naval Facilities Engineering Command (NAVFAC) Hawaii at Joint Base Pearl Harbor-Hickam, where he's earning \$35.06/Hr. Since being hired, he had to change his training Program around with Medcerts, getting his Security+ Certification first, rather than last, because his employer required him to have a Security+ Certificate, which he had to get within six months of being hired. With added pressure from his employer Gregory was able to get his Security+ certificate on November 1, 2019. He is still employed with NAVFAC Hawaii and he has been exited from the WIOA Program and is currently in its follow-up activities.



# Mahalo! 😊

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Presented by:

One-Stop Operator and  
WIOA Title I Program Managers



**City and County of Honolulu, Department of Community Services,  
Work Hawaii Division, Youth Services Center Report – Annual Report 7/1/2019 – 6/30/2020  
By: Nisa Tokunaga, Center Manager**

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## **WIOA Youth and YouthBuild**

### **1. WIOA ENROLLMENT**

- As of June 1, 2020 total enrollment: 124 (87 in follow up and 37 active)
  - 82 – Dual-enrolled participants in YouthBuild
  - 35 – Dual-enrolled participants in DEI
  - 17 – I/S participants from Farrington & Waipahu High School
  - 2 – O/S participants from Youth Challenge Academy & Family Tree Project
  - 7 – O/S participants from Kinai Eha (a non-profit serving Windward Oahu youth)

### **2. HIGHLIGHTS / SIGNIFICANT ACHIEVEMENTS**

- Diploma Program – The Essential Ed website is utilized to allow participants to gain a Workforce Development Diploma and/or a HiSET diploma through a partnership with McKinley Community School for Adults.
  - July – December 2019 – 50 were enrolled
  - January – June 2020 – 45 were enrolled (Due to COVID 19 and the “stay at home” orders our outreach efforts decreased with the High Schools)
- Occupational Training
  - Office Administration & Technology in partnership with Leeward Community College - 27 youth participating in OAT training and the Diploma program
  - Building Industry Association of Hawaii – 23 were enrolled and completed BIA Training
  - Patient Service Representative in partnership with Leeward Community College – 12 were enrolled and completed training
  - Food Service training in partnership with Windward Community College – 7 were enrolled and completed training
  - Customer Service training in partnership with Leeward Community College – 12 were enrolled and completed training
- Work Experience – 36 youth were placed at the following work training sites
  - Self-Help Housing, Helping Hands Hawaii, Hawaii Physical Therapy, Impact Hub, Lanakila Pacific, YMCA, Diversified Contract Services, Honolulu Autoworks, Waipahu High School (Times Supermarket, HBM and Taco Bell), Oahu Workforce Development Board and other City and County departments such as Section 8, Rent to Work, American Job Center Hawaii and the Department of Enterprise Services – Golf Course division
- Other Program Activities
  - iCAN in partnership with Waipahu Community School for Adults - 1 participant enrolled and completed
  - Drivers’ Education in partnership with Leeward Community College – 8 youth begin classes. Due to unforeseen circumstances, the instructor cancelled the class midway. No charges were incurred. Due to COVID-19, drivers’ education is postponed until further notice
  - Adult & Pediatric First Aid/CPR/AED-BL in partnership with American Red Cross was scheduled for April 2020, but due to COVID-19, training is postponed until further notice.

### **3. Exits – 30 participants have been exited during this program year**

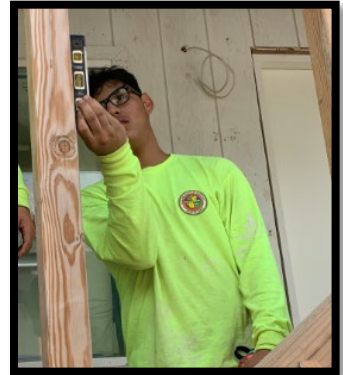
## Shane Patricio – The Path Forward

By: Jazon Hidalgo, Case Manager

*Shane Patricio started the program on December 28, 2018, a few months after he turned 16 years old. Shane started the program with regrets about his behavior as a former Farrington High School student. He saw the program as an opportunity to attain a diploma and move forward with his life.*

*Through the program, he learned new skills and his self-confidence increased. Shane was selected to be a part of the Student Council where he gained leadership experience. He helped coordinate events and other activities. He earned his diploma, a Certificate of Professional Development for completing Leeward Community College's Office Administration and Technology program and a Pre-Apprenticeship Construction Certificate through the Building Industries Association's Pre-Apprenticeship Construction Program.*

*While participating in the program, he secured a part-time job at Farm to Fork Catering. He proved to be very responsible and dependable. Consequently, at times, he was given the opportunity to be the lead chef and coordinate employees' work schedules. Due to COVID-19, he hasn't worked for this company since the ending of February 2020. Eventually, Shane secured new employment with Color Dynamics Inc. which specializes in concrete restoration and painting of high-rise building. He wants to become an electrician. He is confident that he is on the right path to achieve his career goal.*



### Leadership Development:

**Leadership Activity**  
**Kokua Kalihi Valley**  
**02.28.2020**



### Juvenile Justice Center Program

The JJC provides counseling services for first-time minor law violators to assist them from further involvement with the juvenile justice system. From May 1, 2019 through April, 30, 2020, 247 youth received counseling services.

## Program Outcomes:

214 youth passed the JJC counseling session.

27 youth disqualified, primarily due to insufficient contact information or youth and/or their parent/guardian(s) refused services.

3 youth disqualified due to re-offense prior to their JJC counseling session.

50 youth did not meet the requirements of the JJC counseling program due to the following:

35 youth failed to attend their counseling session.

15 youth attended but failed during their counseling session (i.e. did not accept responsibility for his/her action, displayed no remorse, negative attitude, etc.).

## **Benchmark Tracking from May 1, 2019 to April 1, 2020:**

Referred Cases = 286 out of 550 (≈ 52 %)

Graduated Sanction Services = 247 (86 % based on # referred cases)

Passed = 214 (62% based on # of services given)

## **Follow-up Services for the contract year May 1, 2019- April 30, 2020:**

Eligible for follow up services were 552 participants of which 201 were 1<sup>st</sup> follow ups (other were 2<sup>nd</sup> & 3<sup>rd</sup> f/ups). 279 follow ups were successful/ 273 were unsuccessful due to parents not calling back, phone number disconnected, etc.

## **AGE& GENDER:**

Out of 286 referrals cases 191 were males and 95 were females. 93 of the cases being between the ages of 14-15.**ETHNICITY/GENDER**

Of the 286 referred youth, 103 (36%) identified as being Native Hawaiian.

## **Disability Employment Initiative (DEI Youth Program)**

❖ 38 active participants dual enrolled with the WorkHawaii Youth Program.

• Referral breakdown as follows:

- DVR:	12
- Waipahu HS:	12
- Self:	12
- *Family Tree Project:	1
- Pearl City HS	1

\*FTP is a private counseling agency.

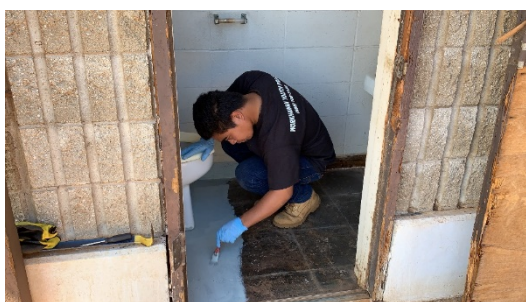
➤ 30 individuals have completed an Occupational Training Program

• "THRIVE" Customer Service Training in partnership with LCC	12
• Office Administration and Technology in partnership With LCC	14
• Construction in partnership With BIA	3
• Food Service in partnership With WCC	1

- 12 individuals have participated in work experience training.
  - 9 are currently in Work Experience and
  - 3 have completed and have been placed in full time employment.
    - Work Experience Sites and individual placements are as follows:
      - Rent to Work: 3
      - Impact Hub: 2
      - Hawaii Physical Therapy 1
      - YMCA Nu'uau: 1
      - YMCA Mililani: 1
      - Lanakila Pacific:
        - Meals on Wheels 1
        - Kitchen 1 Participant was hired full time in the Kitchen Department at Lanakila Pacific
      - Ted Makalena GC: 1 Participant was hired full time at the Grounds/Maintenance department at Lanakila Pacific
      - Section 8 Housing: 1 Participant is working full time at the Pearl Harbor Commissary

**DEI Participant: Jefferson Mateo**

**Work Experience Site: Ted Makalena Golf Course**



- 12 Individuals from the Waipahu High school program have participated in Work Experience. In partnership with WHYP the Waipahu HS students were placed in various worksites including the following businesses:
  - Hawaiian Building Maintenance-Pearl Highlands
  - Taco Bell Restaurants
  - La Comida Mexican Restaurant
  - Times Supermarkets
- 5 individuals are currently enrolled in the on-line Essential Education program working to achieve their High School Equivalency Diploma.
- Starting April 28, 2020, DEI Program Coordinator participates in the Employment First Zoom Meetings on the last Tuesday of every month. The meetings are facilitated by the UH Center on Disability Studies and provides the opportunity to share resources and information with partner agencies.

Currently working with UH CDS and LCC to pilot a training program that would assist participants with becoming employed in the current COVID climate. The training will provide participants with essential sanitization knowledge and skills and customer service skills.

*Mahalo and Aloha*