

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

October 24, 2017 – 9:00am to 11:00am (approximate)

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

Attendees: Jason Chang, Russel Cheng, Susan Foard, Gregg Fraser, James Hardway, Brent Kakesako, Brian Lee, Connie Mitchell, John Morton, Helen Sanpei, Jim Tollefson, Alvin Tsukayama, Janice Wakatsuki, Tim Wong

Staff: Alison Lum, Lyn Uratani

Guests: Cindy Matsuki, Joanne McCully, Allan Sagayaga, Lei Nakamura, Erick Pascua, Rolanse Crisafulli, Stacy Clayton, Lance Jyo, Tanya Lee

- I. Call to Order
Chair Tollefson called the meeting to order at 9:01am.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Tollefson entertained a motion to approve the agenda. Jason Chang motioned to approve. Seconded by Gregg Fraser. Unanimously approved.
- IV. Approval of minutes from July 25, 2017 meeting
Chair Tollefson entertained a motion to approve the minutes from the July 25, 2017 meeting. Gregg Fraser motioned to approve. Seconded by Jason Chang. Unanimously approved.
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
None.
- VI. Presentation and discussion
Statewide WIOA Career Pathways Model
Bernadette Howard, State Director
Career and Technical Education
Bernadette Howard provided some background on the coverage of Every Student Succeeds Act (ESSA), Carl Perkins Act, and WIOA in the educational and employment process of the student. She

emphasized the importance of community and employer involvement and the connections between secondary and postsecondary education. She also discussed the ongoing work to add locally-based employers to Nepris as a way to bridge education and employer contact.

Helen Sanpei thanked Bernadette for her hard work especially given the many partners required for such an effort.

Chair Tollefson thanked Bernadette for her presentation.

VII. New Business

1. Individual Training Account Policy Modification

Alison Lum discussed a new policy created with Erick Pascua, Lei Nakamura, and Rolanse Crisafulli. She stated the old policy, created during WIA, allowed \$8000 in training funds to each client over the lifetime of the client. There is a dwindling of funds at present, and due to WIOA requirements, this poses a new challenge for the Board. The ITA policy needs to be reviewed to see how we can use our funds more effectively and bring the cost down per participant. Under WIOA, we are now targeting the people hardest to employ, or with the biggest barriers to employment. If Board members or guests have any questions or concerns, we can compile feedback from the Board, as well as the AJC and employment counselors. The new policy would be \$4000 to be used in 24 months; the goal is a quick credential that results in quick employment. The monitoring of our clients is now expanded to a year, so a lifetime to use funds would be challenging for tracking purposes. We will try to see if we can vote on it in January, if not earlier, but wanted to share the policy draft so the Board and attendees could read and review.

Brian Lee asked if there is a lifetime cap on how many times a person can use the \$4000 throughout his or her lifetime. Alison Lum stated no, if the client comes back and are in a situation where they are eligible, the \$4000 would start again. However, the Board could look at this in greater detail.

Connie Mitchell asked if resources could be used to match or otherwise incentivize students to find or match available funds. Alison Lum stated that the prior limit had no incentive; by limiting it to \$4000, there will be more incentive for the client to identify other sources of funding and for training providers to offer scholarships or other assistance.

Alvin Tsukayama asked if he could email any questions he has to Alison Lum. She confirmed this.

Peter Biggs asked if clients have exceeded the \$4000 cap in 24 months. Erick Pascua said yes because the \$8000 cap is still being used. Peter asked what the impact would be for the clients' training. Erick said that clients currently using the \$8000 have been grandfathered in; however, once the policy is approved, the AJC will not allow new clients to utilize the \$8000.

James Hardway asked how many current clients are at the \$8000 mark. Erick Pascua said less than 140, but a majority are getting the \$8000. Jason Chang asked if the clients will continue to receive training even if they have exhausted the \$8000 mark. Erick confirmed this.

Alvin Tsukayama inquired if the training is more than \$8000, does the client need to have proof they have or can obtain other means of funding such as Pell grants? Erick Pascua said yes and used Russel Cheng's training at DevLeague as an example. Before \$8000 can be authorized by the AJC, the client must show that they can cover the difference and complete the training.

Robbie Melton wanted to know if there are enough training programs for clients to obtain the training that they need to enter the workforce using the \$4000. Alison Lum stated that curriculum will change because in the past, providers would create curriculum with tuition to match the limit allowed. The State WDC is removing "career readiness training" and putting this information on a different list; these types of courses (i.e. soft skills, Microsoft Word) would need to be removed under WIOA to make room for credentialed programs that can help clients find quicker employment.

2. Ethics Training

Lyn Uratani thanked the Board members for promptly sending in their CVs and resumes following the July 25th Board meeting. She then explained that the newest process for Ethics Training includes an emailed link to the online course through an application called Mindflash. This course will be open as of October 24th for a 30-day window. She asked Board members to check their emails and to be sure to complete their ethics training before the November 24th deadline.

VIII. Old Business

1. Reports related to WIOA

a. One Stop Operator (OSO)

Rolanse Crisafulli stated the OSO has been successful at conducting monthly meetings with the One-Stop partners. The OSO has identified the 19 partners and their contact information, along with a summary of program descriptions, so they are able to communicate with all partners. When these monthly meetings began, they tried to ensure that the partners were able to get to know one another. A lot of times, some partners may be reluctant to cooperate, but the more they interact, the more everyone will understand the needs of the client. The OSO wants to ensure more cross-training between the partner agencies. All partners are invited to give a presentation on their programs and services at the meetings. Thus far, Title I, Title II, Unemployment Insurance (UI), Maui Economic Opportunity's migrants and farm workers programs have presented. The partners are also being organized into functional teams and areas of interest for more collaborative work. At the next meeting on November 1st, there will be additional work on developing an elevator speech to discuss the benefits of the AJC System.

Lei Nakamura agreed with Rolanse that this has been a process to gather the partners and to help everyone understand the values and commitments of the OSO. Lei stated that there have been some challenges with communication but the OSO aims to become a stronger network.

Susan Foard asked where the next meeting will be and what time. Rolanse Crisafulli stated at 8:30am, at Dillingham Shopping Plaza, for two hours.

b. American Job Center (AJC) Hawaii

Erick Pascua thanked Alison Lum for the invitation to report on the AJC. One of the great things that happened recently is the installation of an ADA compliant automatic door. Clients have also doubled this quarter. From July 1, 2017 to September 30, 2017, 2,103 clients used the Dillingham AJC. Of these, 1,743 were returning customers; 1,000 of these used the resource center for career services such as job searching, career pathways, job placement, and labor market information. As a result of the continued outreach and recruitment of AJC staff, 164 adults have been enrolled, as well as 118 dislocated workers and 283 youth. Last Friday, 15 employers participated in the 4th Youth Job Fair. Walgreens and Macy's participated for the first time, and 128 young adults attended. 157 were interviewed and 34 job offers were made. Dillingham AJC is being utilized not just by clients but also by businesses. Currently, performance outcomes cannot be shared due to ongoing issues with HireNet, but hopefully this information will be available at the next meeting.

Jim Tollefson wanted to know if HireNet has been an ongoing problem. Alison Lum stated that all states using Geographic Solutions are having problems reporting WIOA performance data. Erick Pascua stated that it is difficult to pull the necessary information. Jim Tollefson asked if higher authorities such as USDOL can bring greater pressure in order to ensure HireNet is reporting performance properly.

Connie Mitchell asked if homeless clients are tracked if they go to the AJC. Erick Pascua stated AJC staff cannot specifically inquire about this; clients must self-disclose. They can only ask if clients are veterans or spouses of veterans. The Dillingham AJC is tracking it internally by means of employment counselors' assisting clients and finding out about their needs or backgrounds, especially due to target populations such as those with disabilities, experiencing homelessness, or ex-offenders. Alison Lum confirmed the efforts of the AJC employment counselors to have clients disclose this information in order to help clients to receive additional available benefits. Connie Mitchell asked if the AJC connects these clients to homeless services. Erick Pascua stated yes. If clients disclose their homelessness, that means they entered eligibility processes; however, it is much harder to find out if a client is homeless if he or she is using self-service at the AJC and has not met personally with the staff.

c. WIOA Core Partner Updates

i. Adult Education

Helen Sanpei stated that Adult Education is working toward the implementation of integrated education training, or IET, which involves the career pathways. A student would select a pathway such as housekeeping, and then workplace literacy training would conduct training in partnership with hotels and other businesses. They are looking at developing free apprenticeship programs. At McKinley Community School for Adults (MCSA), operating engineers utilize one of the math courses to determine whether an apprentice is qualified to continue.

ii. Vocational Rehabilitation (VR)

Susan Foard stated that VR is in a period of transition. Albert left and three other employees are retiring; as a result, financial, special education, and contracts specialist positions

needed to be filled. Fortunately, these roles have been filled. Staff are currently training in-house. The administrator position is being interviewed for in November. As of October 1st, no new clients are being accepted due to Active Order of Selection. This is the second time that the order has been required since 2008; there are financial difficulties for VR right now due to the hurricanes in Texas, Florida, and Puerto Rico, a lot of the federal funds were diverted. Next year, the funding for VR will continue to be affected. A current challenge for VR is to bring three major entities (WIOA, DHS Ohana Nui, and Office of Aging) together to leverage funds and partnerships.

iii. Wagner-Peyser Act (WP)

Alvin Tsukayama stated that the Workforce Development Division (WDD) is looking at Wagner-Peyser staffing statewide because other branches may need to be closed. The primary concern is on the neighbor islands; WDD may have to lay staff off if no decisions are made. On Oahu, WDD met with the union (HGFA) along with our department personnel officer. WDD is currently waiting on notification from their Attorney General. The Punchbowl office in Honolulu has been shut down. Alison Lum stated she contacted Ingrid Schonfield at USDOL to see if partially funded Wagner-Peyser staff could be co-located in the Comprehensive AJC because that would be an overall bonus to clients to have all services under one roof, and thus perhaps avert a layoff of staff. Alvin stated that the primary concern is the neighbor islands where there are no AJCs.

2. OWDB Committee Chair Updates

a. Executive Committee

Chair Tollefson stated a meeting was held on October 19th.

b. Finance Committee

Gregg Fraser stated there was nothing to report.

c. Data Management and Technology Committee

James Hardway stated that this committee met on October 13th. There was a presentation from Scott Murakami on what the State WDC is doing for its own Data Management committee; a common intake process. James stated that Peter Quigley will also give a presentation on a data system that he is developing to identify jobs and employers that are hiring. At the next meeting, the committee will focus on the technology the local area is using and whether it meets the Board's and AJC's needs for employer engagement and job seekers.

d. Employer Engagement Committee

Jason Chang shared that this committee has met three times beginning in August and also invited employers to a recent meeting to share their experiences using the AJC. The employers included Four Seasons and Hawaii Pacific Health. The next steps are to develop the scope to determine what message the committee would like to communicate and to work on an elevator speech. He thanked all members of the committee for their continued work and support.

Tanya Lee asked what the challenges have been with Hawaii Compliance Express. Jason Chang said that employers found it difficult to navigate the process and need to physically go down to the center to clear non-compliance issues for the Department of Tax; the vague instructions and inability to electronically sign the documents made it challenging for them.

e. Performance Measures and Accountability Committee

This committee has not conducted its first meeting.

f. Sector Strategies and Career Pathways Committee

This committee has not conducted its first meeting. Jim Tollefson mentioned that a replacement for Pono Chong is needed since he has recently accepted a position at HMSA.

IX. Executive Director's Report

Alison Lum discussed that in August the USDOL visited Hawaii to monitor the WDC at the State level. They visited three counties: Kauai, Oahu, and Hawaii County. John Bailey, Ingrid Schonfield, and Heather Fleck visited with a very detailed agenda to discuss local roles and responsibilities. Alison thanked Tim Wong, Peter Biggs, Lorna Woo, and Chair Tollefson for participating in the on-site monitoring representing the board. There were two aspects of the meeting: the program side and the fiscal side. Ingrid Schonfield and her team were happy with the steps taken to cement the firewall. Alison thanked BFS for its cooperation in compiling specific documents for the USDOL to review. On the program side, the USDOL asked to interview former clients at the AJC and were emotionally moved by the interviews. They were very appreciative to learn about the clients' personal success stories. Ingrid Schonfield and John Bailey reported that they could feel the passion and commitment of the comprehensive AJC's staff to help the clients.

Alison Lum reported that she attend a Rapid Response and Business Engagement National Summit in Boston with Lei Nakamura and the Executive Directors from the neighbor island county boards, the WDC's Executive Director and staff. The State paid for the counties' travel to attend. Rapid Response monies can be used to engage employers, for layoff aversion, etc. Only 36% of the Rapid Response money has been used for the current calendar year. The counties want to know how to better use the available funds.

In September, there was another USDOL monitoring with the Regional Director of the San Francisco/Pacific Region, Alfred Kwok, who visited Oahu, Guam, and the Federated States of Micronesia. Ann Greenlee accompanied him on the tour of the Comprehensive AJC at Dillingham. Alfred Kwok's main focus is on veterans and had not before seen a comprehensive AJC. He really appreciated being able to see the concept of what a comprehensive AJC should look like and how co-locating other partners improves the intake of clients.

Alison Lum thanked Deputy Corporation Counsel, Geoffrey Kam for his assistance with ensuring form and legality of OWDB's contracts. The Board completed a Memorandum of Agreement (MOA) with the Mayor, which Geoffrey Kam has approved. The MOA is currently with the Director of BFS awaiting his signature before it moves onto the Mayor. This is something required by WIOA of every local board. The HireNet contract is also going through; Oahu is the only county that requires an

actual HireNet contract and we are considering whether this should be the last year to complete one. At the time, BFS required a contract due to the large amount that the county pays. All other counties are invoiced, so OWDB Admin is looking to see if the contract can be eliminated. We have finished the Partner MOU and are waiting for Corporation Counsel's signature as to form and legality. Once this is done, meetings will be set up with all 19 partners. A member of OWDB's finance committee will need to attend these partner meetings due to WIOA requirements that the Board be involved with the MOU and infrastructure funding agreements (IFA). Oahu is the only county with a functioning comprehensive AJC and affiliate sites. We are one of three counties with a certified board, and are the only county that completed the RFP process and awarded a contract for the One Stop Operator. All IFA meetings should be completed soon. The MOUs will go out to the partners for review. The IFAs are individualized for each partner and will be an addendum to each MOU and negotiated individually with each partner. Some updates to the by-laws will be needed; these will be taken to the Executive Committee and then to the Board hopefully in January.

Pono Chong will rotate off the Board and Carolyn Edward has been reassigned to California. OWDB will look to add new board members representing business to fill these vacancies. Recertification of OWDB will need to be done in 2019.

X. Announcements

Chair Tollefson announced his retirement from the Board and that this will be his last meeting as the Chair. He thanked the Board members and guests for their support. Alison Lum acknowledged his guidance and support during a challenging period of transition. Gregg Fraser thanked Alison Lum for her hard work in support of the Board.

Chair Tollefson stated that the next quarterly meeting will be the week of January 16, 2018.

XI. Adjournment

Chair Tollefson adjourned the meeting at 10:38am.