

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

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PERFORMANCE MEASURES AND ACCOUNTABILITY COMMITTEE MEETING
Thursday, November 18, 2021
2 pm to 3 pm

Virtual Conference Call
MINUTES

Members Present: Gordon Lum, Committee Co-Chair Suzie Schulberg, Committee Chair Janice Wakatsuki, Tim Wong

Guests Present: Jackie Sakane

Staff Present: Raymond Duong, Nicole Kurashige, Alison Lum

I. Call to Order.....Committee Chair Janice Wakatsuki

Committee Chair Janice Wakatsuki called the meeting to order at 2 pm.

II. Welcome and Introductions

Committee Chair Janice Wakatsuki introduced Suzie Schulberg as the PMA Committee Co-Chair.

III. Approval of Minutes from March 22, 2021 Meeting

Committee Co-Chair Suzie Schulberg motioned to approve the meeting minutes, and Tim Wong seconded the motion to approve. There was no further discussion, questions, or amendments. The minutes were unanimously approved.

IV. Presentation

Update on Third-Party Monitoring and Data Validation of the WIOA Title I Service Provider

Jackie Sakane, Workforce Development Consultant, Jackie Sakane Consulting

Jackie Sakane presented an update on her third-party program monitoring and data validation of the AJCH, which was conducted in June/July 2021. Her findings were consistent with the State WDD evaluation, which was conducted in August 2021.

With regards to program monitoring, she found that all clients are eligible. With regards to data validation, she and Raymond Duong, the OWDB Budget Analyst, found some errors in the files

that they were given. These errors showed that some of the data in HireNet Hawaii did not match with the clients' case files. This was on account of some clients not being exited on time or properly and developer changes within HireNet Hawaii system itself. Additionally the Youth Program needed more data to accurately capture the credentials or skill gains of their clients.

Jackie Sakane and Alison Lum spoke with Leinaala Nakamura at the AJCH about addressing these issues. They agreed to form a proactive response to the State by conducting monthly reviews of the client case files compared to their information within HireNet Hawaii. Additional HireNet Hawaii system training for the AJCH staff would be provided if necessary. Raymond Duong will also continue his quarterly reviews to spot check fiscal issues in addition to helping with the ongoing data validation monitoring. The purpose of this extra support is to help the AJCH staff tighten their reports and files to more accurately reflect real activities, credentials, and skill gains within each program (Adult, Dislocated Worker, and Youth)—especially when it comes to fiscal/budget issues regarding where the AJCH staff charges their time. GeoSolutions was also contacted to address the HireNet Hawaii system issues that contributed to some of the mismatched data. In terms of spending program year funds, money was underspent within the last two program years (PY 2020 and PY 2021) due to the ongoing COVID-19 pandemic.

Committee Co-Chair Suzie Schulberg asked Alison Lum and Jackie Sakane to clarify the definition of “monitoring” and its purpose. Alison Lum stated that monitoring should serve as an “early warning” detection system to help service providers identify and address errors before they become formal issues within an annual monitoring report. Monitoring should not function as punitive action or auditing. For the past two years, the AJCH has undergone non-stop monitoring and has not had a real chance to work on the errors identified by Jackie Sakane and the State. Both Alison Lum and Jackie Sakane expressed the hope that there would be time in early 2022 for the AJCH to enact their proactive response and improve their next monitoring performance.

V. New Business

Updates from WDC PMA Meeting on October 25 + EDSI and SMS Research Evaluation + Updates on WDC's Annual Monitoring of OWDB

Alison Lum thanked Jackie Sakane and Raymond Duong for their diligence and hard work. Raymond Duong has been doing monthly fiscal monitoring of the AJCH and provides them with a grade to let them know what needs to be addressed by the next month. The support that is currently being provided to the AJCH fulfills the OWDB's fiduciary responsibilities, but Alison Lum stated that more work can still be done. The AJCH never had issues with spending down program year funds before the pandemic, and they were previously only responsible for monitoring the eligibility of clients. The State WDD now wants the AJCH to recruit more clients to use funds from various sources (ex: disaster grants, federal grants, state grants, etc.). This task is difficult to fulfill because many prospective clients do not have a strong interest or incentive to enroll in upskilling or reskilling programs. Furthermore, the single sign-on that was originally being developed by the State is now defunct, thus making it harder for clients to complete their applications. The non-stop monitoring and added pressure from the State to spend down program funds by enrolling clients into multiple programs is taking a toll on the staff at the AJCH. Federal monitoring might occur in May 2022, which exacerbates the situation. Alison Lum and Leinaala Nakamura are brainstorming ways to spend down funds as they

address the issues found by both Jackie Sakane's third-party monitoring and the State's monitoring. Erik Pascua and Nisa Tokunaga are fine tuning ideas of how to spend down the remaining money to remain compliant with federal funding laws. Erik Pascua is also working with all AJCH partners to up the co-enrollment rate of their clients.

The State hired EDSI to evaluate the ETPs and SMS Research to monitor the AJCH. The WDC is currently handling the data validation. Concerns were expressed about the State's monitoring providers EDSI and SMS Research regarding potential conflicts of interest and the use of inaccurate or unattributed ETP survey information. There is also concern regarding the State's move to push ETP monitoring onto the counties. The LWDBs for each county have never monitored the ETPs because they have no authority over approving them to be part of the ETP List. All the LWDBs have done is conduct their due diligence to field the ETP Applications and pass them along to the State in a timely manner. Alison Lum submitted a report to the State asking them to clarify their monitoring schedule of the WIOA Title I Service provider and the ETPs so that they can better coordinate future reviews as to not overwhelm everyone involved. She also stated that she will provide the PMA Committee with a copy of the finalized EDSI and SMS Research reports as soon as they are available. Additionally, the PMA Committee might want someone from EDSI and SMS Research to clarify their findings at a future meeting.

Alison Lum updated Tim Wong on the status of the PY 21 budget. She stated that she received a letter from WDD with a request for changes and would be in touch with him to discuss them shortly.

Committee Planning for 2022

Alison Lum asked for volunteers to assist with the annual evaluation of the One-Stop Operator. Gordon Lum, Tim Wong, and Raymond Duong have worked on this evaluation before, but they welcome anyone else interested in joining them. This evaluation is scheduled to take place in February or March 2022, and should be completed before the Remote Program Monitoring in spring. In the meantime, Raymond Duong will continue his quarterly desktop monitoring of the AJCH.

Committee Chair Janice Wakatsuki announced that PMA Committee will use 2022 to work on quarterly desktop monitoring reports, annual program and fiscal monitoring reports, annual One-Stop Operator monitoring, and One-Stop Operator predictive procurement.

If the pandemic situation improves, Alison Lum hopes that the next Full Board meeting in late January will be in-person at the new AJCH location. She also hopes that Jackie Sakane might be able to travel to Oahu in March 2022 to share her findings and solution suggestions with the AJCH staff.

Committee Co-Chair Suzie Schulberg proposed going to visit the AJCH staff to help boost their morale. Committee Chair Janice Wakatsuki agreed that this was a good idea and offered to accompany her. Alison Lum thanked them both for their offer of support and instructed the PMA Committee to bring their ID and vaccination cards with them if they visit the AJCH in the near future.

VI. Schedule Next Meeting

Committee Chair Janice Wakatsuki proposed to schedule the next PMA Committee meeting in either February or March 2022. More information regarding this meeting will be sent to the committee at a later date.

VII. Adjournment

Committee Chair Janice Wakatsuki adjourned the meeting at 3 pm.