

Present: James Hardway, Gordon Lum, Lei Nakamura, Erick Pascua, Tim Wong

Staff: Alison Lum, Lyn Uratani

- I. Call to order at 1:04pm
- II. New Business
  - a. Planning for PY19

James asked when our measures need to be in at the State. Alison: historically, we've never had to turn these in before. Normally ETP, OJT, and performance of partners are things measured. We are figuring out how to report performance to USDOL and how to require partners to do this. James: separating between performance measures of ETP/OJT versus partners. In relation to three title funds; in relation to ETP and partners. Alison: partners and title 1 are the same performance measure. OJT and ETP report something different. Placement into program, graduation, placement in job. Erick: different indicators for ETP. James: we would get one report at our level for all the different partners, overall one that we report to the state, or do we report all the way up? Alison: we report title 1 programs; no way of capturing ETP yet. ETP is critical and state has not told us how to track yet. OJT is short-term; limited time to have OJT; business completes and can reapply. OJT is odd-man-out for performance measure due to short time frame and measurements. We do not require to track how long employee stays. ETP needs to constantly look at enrollees, who graduated, and who got jobs. James: last report? Alison: still hasn't been done; OWDB asked for guidance but it's going on 2 years. James: in the past, we exempted performance measures for ETP. Erick: ETP not integrated into system. James: is there at TEGE? Erick: WDC's kuleana to get this information; current concern is how CCs report. James: through us or other orgs? Erick: no idea. Alison: we were never comfortable that they were going to promise to collect data. James: have feds listed what to collect? Would it behoove us to put together something to collect that? Wouldn't we want to know? Lei: they will not agree and we will scare them away and we will not have any ETPs. We need this info and they don't come right out and say it, but after years of asking and silence. James: How does this work when WDC issues something? Alison: WDC announced that they are asking for a waiver for reporting but only for UH system. We get big UH system and HIDEOE, and small ETPs with small staff. UH has system in place. For the waiver, they only want UH, and this is because if we don't let UH not report, then they will not be on the ETP list. But by having the extra courses on ETP list, cost will go down. This is after two years of us asking for guidance, now they want the waiver. Tim: unfair practice. James: board should set something up; if you exempt one, exempt all. Alison: we can draft something and send to Exec; get board's feedback. James: we need to send something from us, highlight ongoing discussion of mom-and-pop's and ability to collect. Of the 14, how many clients go to the UH system? Erick: would need to pull HireNet. Tim: don't want to put burden on them as non-UH. Alison: it would unduly outside entities; we have other colleges on ETPL that would be held to that criteria; this would not be fair. It looks like WDC is targeting for-profit, private orgs. Tim: would be interesting if those placed more than UH. James: let's assume waiver doesn't go through and we have to collect. Lei's problem still happens. Lei: push needs to come from WDC to UH so that we can then support in concurrence with then, instead of from local area. Tim: what are they asking for? Is it something simple? James: if all I have to report on is how many people I took in, who completed and got placed, do they report on how long they're employed. Alison: length of employment, 2<sup>nd</sup> and 4<sup>th</sup> quarter.

We thought how can we expect someone to follow up with a client for one year after exit. Gordon: from the UH and DOE side, they're not able to follow those students even 6 months later. For the UH and DOE, the big problem is the SSN issue. The other thing is finding people after they leave into the workforce. Tracking is hard. James: what happens if we take out tracking? Alison: at minimum, yes, they graduated, yes, they got a job. I don't know if we can track whether they got a job, or whether cert got them the job. Lei: if we can find out from WDC if there's any place elsewhere that has done well with UH and DOE and reporting. A person will respond when they establish relationship, this is at community level, not institution level. These systems are not set up to do follow up. Gordon: I don't understand why just the UH system; WDC relies on UH to develop monitoring instrument. Alison: right, if they can't do it, no one else can. James: is UH the only one asking for the waiver? Need to segregate out issue with WDC. Gordon: fed government requires reporting of everyone in a class, that everyone in a room is truly "a person." James: say the person who comes in and pays on their own. Alison: financial solvency; that ETP doesn't rely entirely on WIOA funds and that AJCH clients are treated the same. Lei: true on youth side with certain vendors; some non-profits banked on our money and went out-of-business. For years, we reminded them not to rely on our funds, but no one listened. Alison: there have been others graduating students but not placing. Erick: we track on Title I performance indicators. Alison: we can track ITAs. Erick: we don't put ITA amount in HireNet; this not set up. Alison: this is an issue we are working on with RFP for new software. Erick: anything that should be a lot easier to report should be integrated in system already. Other states don't have any issues with their systems. James: how we oversee performance on ETPs, and what are clients being driven into? Alison: we're getting into a lot that is not necessary on PY19; we have members whose organizations are connected to ETP here. James: do we care or not care? Lei: we care that we have choices to present to customers. Provider will not send something to trainer that is not credible. If someone is questionable, we avoid. We know informally who is doing well, who are not just trying to take gov money and care about the folks we send them. The employment side and follow up will come back to our kuleana; we make the calls on the weekends, holidays, nights. No one else will do that. Tim: minimum checklist could be useful, if they ask, at least we are doing this. Lei: surveys and customer feedback will be helpful here. We can always get our customers' feedback and utilize that to examine ETP performance. Alison: we do this but do not make a formal report. James: separate how we ensure performance from WDC; how do you ensure integrity of ETPL?

State negotiating state's measures. Alison: we're never allowed to negotiate. James: here's what we believe our PMs should be and give it to the state. PM should be driven from local area up to the State. Alison: it hasn't worked out that way for us. James: for the next two program years, our PMs have been negotiated and set. Alison: FY20 is next one; PY19 ends 2021. July 1, 2020 will be the next negotiation of state PMs. James: do we take these PMs and send it to OSO. Erick: no, it's specifically for Title I. Alison: for Title II, it has their own PMs and percentages to meet. Perkins, WP, have their own. James: does it come to AJCH? Alison: it comes to OSO to ensure that all providers are ensuring PMs. Not that OSO has to go in. Erick: Lei puts together the report. Alison: it's for colocation. Some partners never met PMs but are not exceeding because of colocation. James: if we wanted to have a say, or take John's advice. Alison: Jim Tollefson refused to sign letters because we will not agree to something we did not negotiate. James: is it easier for State to figure it out because they use our numbers. Alison: when the feds

come, they state what they expect from State. Usually it's not a real negotiation. Erick: confirmed. Went to PM conference; no say in any of it. Texas is a huge state, the same happens there. Lei: no sense in putting more energy in this subject matter; years ago, she and Rolanse came up with justifications with WDD but that didn't work with feds. Alison: negotiating among counties hasn't helped either. State tells us to do this. Jason agreed to pull us out of negotiations. James: why can't we tell them no. Alison: we could, but not sure if we have the option. James: make them show the law that makes this a requirements. Gordon: common elements that must be in there.

b. Design of Evaluation Tool for WIOA Partners to Monitor Co-Location at AJCH

James: we have partners here. Is there a performance tool for us to use to gauge/assess that collocation is working. Lei: we need to monitor how we are doing. One of the priorities for the OSO and partners is to come up with a service delivery model that integrates our services. Gordon was at the last meeting about this. There have been several meetings with various partners. Until we can stand up a service delivery model, there is nothing to monitor. James: what is timeframe? Lei: with coming of fiscal year, we've identified target population that gets AJCH services now, but want to provide more of that same population these same services. Within the next quarter of the fiscal year, we will come up with plan including needs, services to stand up to address needs, and who is responsible for implementing each service. That will take us through first quarter. By the 3<sup>rd</sup> quarter of FY20 we can do an initial monitoring or assessment of how we are doing. This will give us reasonable timeline to give partners to end FY and start new FY and for us to do services. In the meantime, certain partners are working together, but not everyone. That is a good development. Other partners are on the fringe waiting to come in and we are letting them in soon. James: so it's too early at this point. Lei confirmed. Lei: DVR absent; conversations with Maureen regarding physical placement and IFA. With four days left to end of FY, it is crazy. James: this doesn't stop us from considering other current eval tools. Alison: we are waiting on single-sign-on to help us do that. Erick: it's not really a single-sign-on, it's a referral system. Alison: this can be addressed as certification of OSO as comprehensive. James: can we ask DOL about design in other states; do they have local areas who we can look at as we build this tool. There is something to be said about going beyond collocation and addressing what is not working.

c. Certification of AJCH as Comprehensive

i. WIOA Bulletin No. 13-16 Change 1, "One-Stop (American Job Center) Certification Revised Guidelines

Alison: no deadline. Currently Jackie Sakane is coming on contract July 1<sup>st</sup>. She is working on the local plan, as part of this plan, we will complete certification of the comprehensive. Jackie is wondering if PMAC will work with her on it. Launched in chunks rather than all at once. Slated for January 2020. James: when does she start? Alison: July 1<sup>st</sup>. Tim: hiring 3<sup>rd</sup> party; she reports to us. James: either way, it's our certification. I get the arm's length issue. Board members need better understanding of what certification means. Alison: so we need to rely on Jackie more. The majority of contract is to do local plan, and part of local plan is doing certification. Lei: ask WDC, if they are fine with it, let's do it. Alison will ask about 3<sup>rd</sup> party cert. James: if Allicyn says no, we will still get it done. Certification still needs to be from OWDB anyway.

d. Research on OWDB's Ability to Award Performance-Based Salary Compensation to OWDB Staff

James: if board has discretion to decide salary or if it's tied to collective bargaining. Alison waiting on answer. It is different at State level. Allicyn is only contracted employee, everyone else is permanent. Alison will introduce James to Sean Knox at WDC's PMAC. James: how to move salaries up based on recommendation, and what is OWDB latitude of that. Alison: by-laws state staff reports to board for hiring and firing, but must operate within City HR system. Alison and Lyn are personal service contracts; we are not guaranteed step raises. Tim: how do CSC1s keep up with inflation? Alison: they don't. James: if CB say 5%, will that apply to you? Alison: yes, but not step movements. They don't expect us to be in these positions for as long as we are. How would it changed from CSC1 to limited-term? No word yet. Lei: this person was not always contract? Alison: WIOA money never in budget. Lei: whoever is budget analyst, work with them to get them totally general funded. Alison: Cannot. Lost general funds ages ago. Lei: start convo now and push for 2021. Having their positions be general funded is because they support the City in so many ways. Alison: when our salaries go over, we pull from programs. It would free up LAC budget to do special reports. Lei: talk to Kelly Nishimura, two houses in BFS, Kelly runs one, Dennis runs the other. Kelly is reasonable. James: have you had a performance review yet? Alison: no, because contract.

e. Consideration of Additional Performance Measures

Not ready for that yet. James: question was about creating measures outside of measures needed to report on. Here are the industries we need to work on, but we have others to support. Lei: when we talk measures, we talk about feds coming down on us. What about milestones that wrap up on other measures? Nisa has been working with Meli. That has been fruitful.

III. Review of Quarterly Monitoring of Service Provider

Alison: we did this and turned it into WDC. Completed.

IV. Schedule Next Meeting

Alison: probably not until after next full meeting. September? James: shoot for early September. Friday, September 13<sup>th</sup> from 1pm to 2pm.

V. Adjourned at 2:16pm