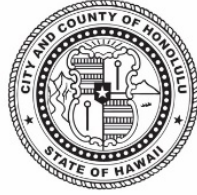


OAHU WORKFORCE DEVELOPMENT BOARD  
**CITY AND COUNTY OF HONOLULU**

715 SOUTH KING STREET, SUITE 211 • HONOLULU, HAWAII 96813  
PHONE: (808) 768-7790 • www.OahuWDB.org



RICK BLANGIARDI  
MAYOR

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

**Full Board Meeting**  
**Thursday, January 21, 2021 – 8:00am to 10:00am**

**Virtual Conference Call**

**MINUTES**

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

Guests Present: Michelle Chun, Stacy Ferreira, Tanya Lee, Lei Nakamura, Christine Park, Erick Pascua, Roseanne Propato, Jennifer Sakurai, Nisa Tokunaga, Reid Yamashiro

Staff Present: Alison Lum, Lyn Uratani

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

Chair Chang called the meeting to order at 8:04am.

- II. Welcome and Introductions

*(Note: Per the State OIP, OWDB members are allowed to attend board meetings on audio only. Their votes will still count and their attendance will also count toward quorum. However, board members must state their names clearly during introductions and before all of their comments during the meeting.)*

- III. Review and Approval of October 7, 2020 Minutes

Chair Chang entertained approval of the October 7, 2020 minutes. Connie Mitchell motioned to approve. Rodney Lee seconded. Unanimously approved.

- IV. Presentations:

Chair Chang stated that the AJCH Youth Services Center funded two projects in 2021. OWDB has invited Danny Goya and Steve Sue to discuss their projects.

## **Trauma-Informed Care Training for Workforce Development Staff**

Danny Goya, Ke Ala Hoaka LLC

Danny Goya thanked the board for its time. This funding opportunity came out of the Department of Labor and to empower the workforce system to better understand the impact of trauma. Our work is two-fold; we provide trauma-informed care training to employees currently working with youth so that they do not trigger or re-traumatize their clients. In doing so, we aim to prevent adverse childhood experiences.

For this project, we will provide professional development for agencies that work with at-risk youth. To sustain our efforts, we will train providers from Kupu and Adult Friends for Youth in three areas: trauma-informed care, adverse childhood experiences and protective factors, and cultural historical trauma. We will assist agencies in reviewing Human Resource policies to help them transform into trauma-informed and trauma-sensitive organizations. Adult Friends for Youth does a great job of working with schools and Kupu, through culinary arts and aina-based education may receive participants from Adult Friends for Youth. We also will address employee burnout and compassion fatigue to help prevent turnover of highly qualified staff. A bill will be co-introduced to bring greater awareness to how trauma can interrupt brain architecture and lead to school achievement gaps and underemployment. We would like to see Hawaii become a trauma-informed care state. Our work opens us up for federal funds through the State Department of Health and Department of Human Services. It is important to cross-check public and private partnerships to ensure we all understand the effects of trauma so that we do not perpetuate generational poverty.

Stacy Ferreira acknowledged Lei Nakamura and the City Department of Community Services for the grant that makes this work possible. This will be transformational for the state; a systems-level change if we can scale this across the state. Danny Goya thanked Lei Nakamura. Chair Chang mentioned that the Queen's Medical Center uses trauma-informed care for behavior health patients; the same principles apply insofar as we want to take care of people and we are working with vulnerable populations. Connie Mitchell asked Danny Goya about the bill and who is introducing it. Danny Goya stated Representative Ty Cullen, Vice Chair of Finance, is introducing the bill. He added that both Representative Cullen and Senator Donovan Dela Cruz co-introduced a measure of the same sort at the start of the pandemic; it was about to be heard but COVID-19 shut down the legislative session. Stacy Ferreira added that Senator Dela Cruz will introduce it again on Senate side; we hope to take this legislation and get continuity across, county, state, and federal funds. Connie Mitchell said this work is appropriate and important in the current moment. Christine Park commented that these efforts are relevant to Waipahu Community School for Adults (WCSA) and partnerships with local universities who provide counseling services; it is great to know that more work is being done to move us forward.

## **Entrepreneurship Training**

Steve Sue, Bizgym Foundation

Steve Sue stated that his work is the second step after Danny Goya's piece in three acts comprised of trauma care training, helping youth participants develop an entrepreneurial mindset and soft skills, and lastly, job placements. Bizgenics started in 2011 as a lemonade stand contest at Iolani School; it was a one-off event originally funded by a mainland organization. Bizgenics eventually became a nonprofit and is now Honolulu-based.

Bizgenics works at the intersection of education, entrepreneurship, and technology and prioritizes helping local area youth develop creative and innovative mindsets. Automation shows that jobs that are at the least risk of automation involve creativity; additionally, soft skills are trending and design thinking is trending. Entrepreneurship evokes the Horatio Alger story. Our goal is to encourage youth to become critical thinkers and problem solvers in ways that also prioritize fulfillment and happiness. We also aim to help youth acquire a giving nature. Our proprietary pedagogy involves four areas: see, try, evolve, and pitch.

Our upcoming work with the Youth Service Center's (YSC) cohort of 30 at-risk high school students at the AJCH starts in February and ends June 30<sup>th</sup> because funding runs out at that time. We will conduct weekly classes on Fridays for two hours and are able to pivot into online learning if needed due to the ongoing pandemic. Participants will undergo four one-month entrepreneurial tracks; all tracks include financial modeling for business exercises and there will be pre- and post-surveys to evaluate impacts and outcomes. Across all four months, students will engage in activities that will help them develop teambuilding, leadership, creative skills, design thinking, and financial literacy.

This is a pilot; therefore, if all goes well, we can bring this program to the other islands. The first month is a culinary track involving our lemonade alley project with recipe development and food safety. The second month is agriculture via lemon trees. The third month will be devoted to consumer products; flavored popcorns will be the packaged product. Fourth month will focus on application development where youth will spend time designing but won't build; however, if someone creates a design worth building, we'll submit their idea to our accelerator. Our larger goal is to give youth participants a variety of real-world experiences and a chance to develop the mindset of entrepreneurship rather than convince them to become entrepreneurs.

Digital online collaboration is a part of the model, but we are also prioritizing relationship continuity to build trust with them through our sessions every week. Certification and badging will be provided along the way to keep them engaged. We will not generate actual profits because YSC cannot take in cash proceeds. Ultimately we will vet a program for scaling next year to all islands. We want students to be creators of good and contributors to our society, we want to support local industries in their recruitment efforts, and we want to put into practice an educational pipeline that is modern and leads the way.

Rodney Lee clarified the age group being targeted. Steve Sue stated that YSC is comprised of high school students; most are in foster homes or are houseless. YSC is there to help these students obtain their GED. Connie Mitchell asked if there is a version of this program that targets younger children. Steve Sue confirmed that there is age based curriculum available

that levels up from kindergarten through 5<sup>th</sup> grade. Trevor Bracher remarked that Bizgenics's great work could also be useful to directors in the hospitality industry.

Pat Anbe commented that if they are in need of resources, the Waipahu Community School for Adults (WCSA) is eager to help any students pursuing their GED. Steve Sue remarked that more mentors and experts are definitely needed to support this YSC group. Lea Dias stated that the State Department of Vocational Rehabilitation (DVR) works with teenagers starting around age 14 and would be interested in partnering with Bizgenics to be a resource. Steve Sue commented that Bizgenics has useful curriculum models that can be shared. Erika Lacro added that the University of Hawaii (UH) Community Colleges would also be interested in working with Bizgenics. Steve Sue thanked the board for its support.

V. Reports related to WIOA

- One Stop Operator ..... Leina'ala Nakamura, WorkHawaii Administrator  
Lei Nakamura was unavailable to provide a report.

- WIOA Title I Programs..... Erick Pascua and Nisa Tokunaga, Managers  
Erick Pascua shared quarterly highlights for the Adult and Dislocated Worker programs and thanked AJCH staff for their dedication and flexibility during the pandemic. We would like to welcome everyone to the new home of the AJCH at Dole Cannery; our move-in will occur during the third week of February.

Connie Mitchell asked what platforms are being used for clients needing to receive services online from the AJCH. Erick Pascua stated that Zoom and WebEx are being offered as options to clients, but in-person workshops are also available. Connie Mitchell stated that IHS Hawaii developed a way for individuals to provide enough information so that when staff call back, they already have a lot of information that is needed to speed up the process. IHS Hawaii uses Salesforce to track clients and engage them. Have you explored a more robust online application? Erick Pascua confirmed that the AJCH is in the process of exploring additional options. Connie Mitchell stated that leveraging technology is a way to serve more people.

James Hardway asked if all the existing AJCH partners are moving as well. Erick Pascua confirmed they are all in agreement. Alison Lum stated that Kamehameha Schools is the property owner of Dillingham Shopping Plaza and recently became the actual landlords of the property. The lease was of more than 20 years and was going to expire on December 31st. We, with the One Stop Operator, were in negotiations with Kamehameha Schools and were ready to sign extension on lease. But we were then asked to assure that no federal monies would be paying for the rent. This is impossible, because 80% of our funding is federal and the rest is from the City. As Kamehameha Schools, they cannot accept federal monies. This presented an opportunity to move to Dole Cannery on the 7<sup>th</sup> floor. This will allow all AJCH suites that were on the first and second floor of Dillingham Shopping Plaza to be collocated together on one floor at Dole Cannery. Dole Cannery is a very professional location

which will attract employers as our second customer. It is an upgrade and the staff are excited. Some youth have shared that they like the space and want to invite their friends. Our youth are also helping with painting and using the location as a sort of on-the-job training site. The first day of operations at Dole will be February 16th. We appreciate that Kamehameha Schools has made concessions for us; they extended the lease for us and allowed us to move out in sections.

Nisa Tokunaga’s AJCH Youth report was sent out via email following the meeting.

Please see Attachment A for the Adult and Dislocated Worker Program report, and Attachment B for the Youth Program report.

- OWDB Committee Reports on Activities

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

- Rodney Lee stated that two meetings have been held since the last board meeting, one on November 17, 2020 and another on December 9, 2020. Refocusing on looking at what Connie Mitchell mentioned, how data can assist us and the entire board and committees with a better foundation for decision-making. Presentations on PERSEUS to think about risk management, and met with Emsi. Will have another Emsi demo regarding their Skills tools to offer better resources to the board and the AJCH. Rodney Lee remarked that he would like to connect with Connie Mitchell about her Salesforce experience thus far.

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

- Chair Chang stated that a meeting has not been held but that one will be scheduled for February.

- C. Finance Committee .....Vice Chair Tim Wong

- Vice Chair Wong reported that no meeting has been held.

- D. Performance Measures and Accountability Committee .....Janice Wakatsuki

- Janice Wakatsuki was unable to provide a report due to technical issues. Alison Lum provided the update in the Executive Director’s Report.

- E. Sector Strategies and Career Pathways Committee .....Brent Kakesako

- Chair Chang stated that Joy Kimura is co-chairing the Sector Strategies and Career Pathways Committee with Brent Kakesako.

- Brent Kakesako stated that a meeting was held on January 15<sup>th</sup>. A presentation from Keala Peters from the Chamber of Commerce Hawaii was provided. Keala Peters updated the committee on sector partnership efforts in banking, manufacturing, technology, and hospitality, and shared the latest on

partnerships in healthcare and engineering. A FlexJobs update was provided by Alison Lum.

## VI. WIOA Core Partner Updates

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

Pat Anbe stated that both WCSA and McKinley Community School for Adults are reporting a drop off in enrollment because of the pandemic. Both community schools still do not have a way to do electronic payments; students would have to come in to pay for their classes.

Since last March, WCSA has been providing no registration fees to respond to this. Distance learning opportunities and on-campus classes are being offered at the main Waipahu campus. WCSA has also established new partnerships, one being with the National College Transition Network (NCTN) which is part of World Ed. WCSA will receive resources for personal and workplace success skills; teachers can access these resources. In exchange, we just need to collect feedback and data for NCTN. We will receive a small stipend of \$2,500 at the end of our partnership with NCTN.

With Kapiolani Community College (KCC), we completed iCAN Bridge Program to help increase student abilities and comfort with using online learning tools and technology as well as improve English and reading skills. Digital literacy and English Language Acquisition (ELA) are barriers to education and work; we are doing our best to help combat these barriers. We also made arrangements with Lei Nakamura, Erick Pascua, and Nisa Tokunaga to see how WCSA can help provide classes on digital literacy and ELA. Regarding WCSA's counseling internship with UH Hilo and Chaminade, the interns we received from both universities are continuing to do well and are being placed in various ways to help with social and emotional learning and career counseling. Unfortunately at UH Hilo, the Youth Challenge program will be shutting down, leaving Kalaheo's campus as the only Youth Challenge site.

Russel Cheng asked if Venmo or PayPal could be options to accept electronic payments from students. Pat Anbe said that Hawaii State Department of Education (HIDOE) policies prevent them from pursuing these as solutions, but other solutions are being explored by upper leadership within HIDOE.

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

Erika Lacro stated the UH enrollments are holding steady across the system for Spring 2021, with some exceptions due to partnerships with UHCCs and HIDOE Early College. UHCCs overall have a 1% decrease; nationally a 9% decline. UH is currently planning to address the State budget crisis and impacts to the University while serving our communities and helping the economy rebound.

For the CCs, we are working to realign our programs, consolidation to deal with duplication, different delivery models such as the "hub and spoke" method with one

campus with strongest program to be lead, and other campuses, instead of replicating, can become secondary but still offer services to students across the state. CTE is hardest to do for distance learning or adults looking to completely change their field. We are working to centralize multiple support services across UH, an example for the UHCCs is not having duplicate offices at multiple campuses and instead centralize things with minimal impact to in-person contact that students need.

At the last meeting, I reported that we launched the Oahu Back to Work program with City CARES funding; this ended in December 2020. We offered more than 70 courses and had 2,250 registrants within a two and half month period; it was a very quick rollout but a successful one. We are tracking student placement into work. We also plan to use this model to build on recently received Reimagined Workforce Preparation Grant, a \$13.3M grant over three years in partnership with multiple groups. We are working with WDC to support training for a digital literacy initiative.

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

Lea Dias stated that DVR have been affected by the pandemic. Some numbers for Fiscal Year 2020: we served 3,075 teens and adults with disabilities whose primary goal is competitive integrated employment and 821 potentially-eligible clients, which are students in schools who can benefit from our services for employment readiness and work experience, for a total of 3,896 people. Of those, we had 147 employed and 58 successful rehabilitations, which means that a participant has been placed in a job that is stable and competitive, the participant is happy and has been stable for 90 days, and we can therefore close out their file.

During the pandemic, our services have been considered essential; we have been able to both telework and provide services virtually. Some people are in the office, while others are rotating in and out. We also meet with participants face-to-face, especially if they are in crisis and need counseling or services quickly. As you know, we have an Order of Selection, which is a waitlist of services divided into multiple categories; Category 1 being individuals with the most significant disabilities. We have made it through all of our Category 1 individuals; they have been taken off the waitlist and are being served. We are getting ready to move into Category 2, individuals with significant disabilities.

Every year, DVR does a Summer Youth Program, which is usually in-person. Last summer, we adapted to virtual using services offered by Abilities Unlimited, Lanakila Pacific, and Network Enterprises. Live virtual classes were held on soft skills, vocational interest exploration, and Abilities Unlimited also placed students as interns with organizations that lost volunteers because of the pandemic. We also work with the State Independent Living Council to advocate for additional funding for community needs given our high unemployment and cost-of-living. Ho'opono Division, which serves the blind and visually impaired, has been working with the AJCH to hire someone to assist us in our program activities, another way that our

partnership with the AJCH has paid off. We contracted provider Assisted Technology Resource Centers of Hawaii which worked with 1,500 individuals on getting them technology access or training in using technology to enable them to access employment.

DVR is working on strategies with workforce partners to provide solutions to business needs. October was National Disability Employment Awareness Month; we worked with Developmental Disability Council and the Governor’s Office as part of National Governor’s Association in reviewing and updating legislation for employment of persons of disabilities in government. We provided presentations to employers and employer groups about how to accommodate individuals with disabilities in the workplace. Our staff participated in Windmills Training, a “train the trainer” certification program that empowers employment professionals to strengthen business partnerships in having a more inclusive culture, especially for those with disabilities.

At the previous OWDB meeting, Iva Cain discussed DVR’s AJCH integration project. Our goal was to increase support to those that DVR serves through resources at the AJCH. We wanted to make sure our staff know what the AJCH does, understand the benefits for our consumers, and help to strengthen the partnership. In July 2020, a brief assessment was conducted with all branches in DVR statewide to assess staff knowledge of the AJCH network and alignment of programs. After this assessment, DVR staff completed a WIOA training that was self-paced but very comprehensive in September 2020. Then, a follow-up discussion was held between with DVR leadership and staff to ensure everyone understands both the assessment and larger vision of WIOA. Currently, DVR staff on all islands are working on an AJCH partnership profile to identify agencies that make their services available and list contact persons for those agencies. Our vision is to use this to maximize our services. At the end of February 2021, we will move to the next phase which involves reevaluating to see if this has been effective and what our next steps need to be.

Lea Dias thanked Lei Nakamura for inviting DVR to the AJCH’s new location. DVR staff are pleased with new location as it has a good bus route and is able to better accommodate clients.

- Wagner Peyser ..... Carol Thornton, Workforce Development Division  
Carol Thornton reported that the RESEA program has been unable to do in-person orientations, so as a result, WDD staff has provided orientations and individual services by phone. From March to December 2020, 1,800 participants were served who are UI claimants; we are trying to increase numbers from 25 referrals to 40 to serve more of the unemployed population. We are revising this orientation program, ideally by the time we move to Dole Cannery, so that orientations can be provided via Zoom for all neighbor islands as we need to assist approximately 100 participants per week. JVSG has continued to serve veterans with significant barriers



to employment; 200 veterans between March and December 2020 were served by phone. We placed 60 veterans in jobs; we hope to increase the number of veterans served. Our Employment Training Fund assisted approximately 125 employers and processed 360 registrants for online classes. We are excited about the move to Dole Cannery and are eager to serve more jobseekers.

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

Alison Lum thanked everyone on the call for being available to attend this virtual meeting. It is inspiring to see all the connections being made. Alison Lum also thanked everyone for what they are doing in day jobs and through all extra time committed to serving clients; thanks, especially, go to Reid Yamashiro, Deputy Corporation Counsel for OWDB, who advises OWDB to ensure we are in compliance with open meetings and the Sunshine Law. Behind the scenes, Reid Yamashiro works for OWDB to review our contracts, approving form and legality, and making sure that anything the Mayor signs is correct.

OWDB staff have been busy since October 2020; we are making sure we meet all WIOA requirements. The local plan was approved at our last board meeting to go out for public comment; all comments that were received were incorporated. Mayor Kirk Caldwell signed to approve the plan and we were able to send it on time to WDC to meet our deadline. We are waiting to hear from WDC regarding final approval of the plan.

Thank you to all AJCH partners on the call. It was a monumental effort to have our partners re-sign WIOA Memorandums of Understanding (MOUs), to show that they are in agreement with AJCH and the OWDB under WIOA to serve Oahu’s jobseekers. This required us to update the Infrastructure Funding Agreements (IFAs). Of course, with the move to Dole Cannery, we will need to measure the new location and update the IFA to reflect the new space. As James Hardway pointed out, it is rare that all AJCH partners are in agreement and all are excited with these changes. For some this will be yet another move in a span of three years. It is extra work on your part, but we are thankful for your commitment.

WIOA Program Year (PY) 2020 contracts were executed quickly. We are able to access all PY20 funds. As a side note, PY20 allocations across the country were done before pandemic. We were allocated monies based on pre-pandemic unemployment rates, which at the time, was very low for us. As expected, PY20 funds are smaller than PY 2019 funds.

Regarding our One Stop Operator Request for Proposal (RFP), tentative review and release date is in March, possibly mid-March so that our evaluation committee can review. Thank you to our committee members who agreed to be on the evaluation committee for this. More updates will be provided. Contract needs to be in place by July 1, 2021.

OWDB received its final monitoring report from WDC. WDC monitors each county on an annual basis. We had program and fiscal monitoring completed in August and September 2020 remotely. This took longer than normal but we appreciate the thoroughness of WDC. The final report will flow through OWDB’s Performance Measures and Accountability

Committee. This committee was set to meet earlier in January but did not meet quorum so a meeting was not held; will need more committee members. In regard to annual monitoring from State, the report will be reviewed by the Performance Measures and Accountability Committee, and this committee will be in charge of the internal monitoring that OWDB does. OWDB hires a third party to monitor our service provider, which is WorkHawaii. This committee will oversee annual third-party monitoring and the desktop monitoring that OWDB Budget Analyst Raymond Duong conducts.

The Sector Strategies and Career Pathways Committee is working on a project that was funded through a partnership with the State Department of Business, Economic Development and Tourism (DBEDT). WDC was approached by DBEDT to do this partnership with FlexJobs, a website that curates remote work opportunities. Hawaii residents looking for jobs can use FlexJobs for remote work opportunities so that they can remain here. Look for more updates from Sector Strategies and Career Pathways on this. Thank you to Erick Pascua and Nisa Tokunaga at the AJCH because they will implement this starting February 1st. One-year FlexJobs subscriptions will be given to AJCH clients.

U.S. Department of Labor (USDOL) Employment and Training Administration (ETA) Region 6 provided specialized training for Oahu; we were happy to invite neighbor islands boards and service providers to this training. Thank you to USDOL for the training and WDC for facilitating. I was able to meet Marian Esvers who is a Federal Project Officer; thank you to Allicyn Tasaka for coordinating this meeting. I expressed to Marian Esvers how our AJCH partners remain involved and supportive; she appreciated that the AJCH will now be located in a business center at Dole Cannery.

Regarding the National Disaster Recovery Grants, we are fortunate that the WDC is applying statewide for all counties. One of two grants will involve a partnership with Hawaii Employment, which will be able to provide health benefits for any AJCH clients who use this grant. The second grant is in transit to us, so we will provide information about it at that time.

#### VIII. Announcements

Chair Chang stated that the full board meetings for the rest of 2021 have been scheduled. The next meeting is April 15<sup>th</sup>. July 15<sup>th</sup> and October 21<sup>st</sup> are the dates for the last two meetings of the year. All meetings will be virtual until further notice.

#### IX. Adjournment

Chair Chang adjourned the meeting at 9:56am.

# American Job Center Hawaii

REPORT FOR THE  
OAHU WORKFORCE DEVELOPMENT BOARD  
JANUARY 21, 2021

# US Housing and Urban Development Envision Center




Having demonstrated a commitment to helping families  
achieve self-sufficiency

**American Job Center Hawaii**

**Honolulu, HI**

is hereby designated an

**EnVision Center**

  
Secretary  
Department of Housing and Urban Development

- “The designation of the American Job Center Hawaii as an HUD EnVision Center will provide opportunities to create new federal and local partnerships and strengthen existing ones.. and in concert, will improve the quality of life for the people of Oahu.”
- An EnVision Center provides communities with a centralized hub to access support in the following areas:
  1. Economic Empowerment
  2. Educational Advancement
  3. Health and Wellness
  4. Character and Leadership

# Welcome to our New Home!

- ▶ New Location for the American Job Center Hawaii

The Dole Cannery  
650 Iwilei Road  
Honolulu, HI 96817



# Customer Served

## October 1, 2020 to December 31, 2020

**1,751** Customers served: **527- In person**

**425** Appointments with Staff, **470** Customers assisted over the phone with Hirenet registration and job placement assistance and **327** for Unemployment Insurance assistance or information.

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

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



# Hiring event

# Community Outreach and Collaboration

1<sup>st</sup> in-person hiring event “Back-to-Work Fair” for Zippy’s Restaurants on Oct. 28. 34 individuals registered, 20 attended and 12 were offered jobs pending site manager’s approval



## Oct. 3<sup>rd</sup>, Resource Fair at Kamakana Alii



2<sup>nd</sup> Zippy’s “Back-to-Work” hiring event on January 27, 2021 from 10 am to 2 pm.



# Professional Development Trainings

## What's in the work?

- Nov. 18 - USDOL Training on Measurable Skills Gain and Credential
- Dec. 10 - USDOL training on Business Engagement, Layoff Aversion and Best practices
- Updating current Standard Operational Procedures to align with State WDC and OWDB's policies
- Developing in person and virtual workshops for jobseekers:
  1. How to answer the "tell me about yourself" interview question
  2. Virtual Interviewing: Getting Hired during pandemic
  3. How to dress for an interview
  4. Nine things to do before a in person Interview
  5. Interview Basics
  6. How To Write a cover Letter
  7. Resume Basics
  8. How to complete an online application



# New Grant: Disaster Recovery Grant

## AJCH & HIEMPLOYMENT OVERVIEW

- ▶ DW Disaster Recovery Grant was funded to aid in mitigating COVID-19 by providing employment opportunities to those experiencing job loss due to the pandemic. AJCH will provide supervision, guidance, and oversight to HiEmployment and ensure recipients and employers fall under the eligibility guidelines under the DW Disaster Recovery Grant.
- ▶ **Time of Performance** – January 6, 2021 to June 30, 2022
- ▶ **DW vacancies** – 60 full-time temporary positions - maximum of 2080 hours per worker/per year
- ▶ **Types of employment** - HiEmployment will offer employment opportunities related to mitigating COVID-19 in the areas of sanitation, laborer, food prep, case management, etc.
- ▶ **Participant verification** – AJCH will verify applicants meet the DW eligible requirements
- ▶ **Employer verification** - AJCH will verify businesses or non-profit agencies meet the DW eligible requirements
- ▶ **Reporting** - HiEmployment and AJCH will hold monthly meetings to review status updates of employers and participants
- ▶ **Services** – AJCH through our formula grant will offer and provide additional WIOA services to participants
  - ▶ For more info: please check HiEmployment website at <https://hi-employment.com/covid-19/>



Mr. Noy was referred to the AJCH by the Rent to Work program for job placement assistance. As RTW client, he is required to be employed while receiving rental assistance.



Mr. Noy never had a steady job since he arrived in Hawaii in 2008. He was not very communicative during the intake and Assessment process, but was able to finish the enrollment process. His EC assisted him with job leads including a referral to Goodwill Industries of Hawaii. Through his perseverance and commitment to find employment, he was hired as a Production Worker at Goodwill. He called his EC and expressed how much he appreciated the assistance. During the follow ups with the Goodwill manager, she commended Mr. Noy for being such a great worker, always on time, very helpful and has excellent attendance.

Douglas Deliz was laid off from STG JV as a welder. He was unemployed for 4 months and looking for a job with no luck when he found the AJCH.



He was referred to Covanta Honolulu Resource Recovery LLC for a Maintenance Mechanic position. Although he had no experience as a Maintenance Mechanic, they decided to give him a chance as a new hire of the AJCH On-The-Job training program. His hourly wage is \$33.37.

From the very beginning, his supervisors were very happy with his performance. They stated he is very professional and courteous, always willing to go out of his way to help others, never complains if he needs to work over time. They wish they could clone him. Douglas successfully completed the OJT program and is gainfully employed with Convanta.

# Aloha Verna!

- ▶ Retirement after 20+ years of public service with City's Department of Community Services.
- ▶ We thank and appreciate her service to the community and wish her a good retirement.

# Welcome Jacqueline!

- ▶ Jacqueline started on January 4, 2021 as one of the Employment Consultants for the Adult and Dislocated programs.
- ▶ Her background includes working in the private sector in the area of human resources and workforce development.
- ▶ She is the AJCH point of contact for Dislocated Disaster Grant with HiEmployment



Thank you!

ERICK PASCUA

WIOA TITLE I PROGRAM MANAGER

*City and County of Honolulu, Department of Community Services,  
Work Hawaii Division, Youth Services Center – Reporting Period 7/1/2020 – 12/31/2020  
By: Nisa Tokunaga, Center Manager*

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**WIOA Youth and YouthBuild**

**1. WIOA ENROLLMENT**

- As of July 1, 2020 total enrollment: 121 (85 in follow up)
  - YouthBuild: 78
    - 1. 50-YB17
    - 2. 28-YB19
  - 43 – Dual-enrolled participants in DEI
  - 19 – I/S participants from Farrington & Waipahu High School

**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 2020 – 43 were enrolled
- Integrated Education/Occupational Training
  - Customer Service training in partnership with Kapiolani Community College – 14 were enrolled and 12 completed training
  - Customer Service with Sanitation training in partnership with Leeward Community College – 8 were enrolled and completed training
- Work Experience – 18 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 (Fridays) Partnerships:
  - Therapeutic Group Activities in partnership Family Tree Hawaii
  - Post-Secondary Transitional Activities in partnership with Honolulu Community College
  - 5 Virtual Career Exploration Tour in partnership with the Chamber of Commerce Hawaii
    - Local Joe’s
    - Re-Use
    - Elemental Excelsior
    - Oka’s Autobody shop
    - Impact Hub

**3. Exits – 27 participants have been exited between July-December 2020**

# Chris Gaoiran

By: Mark Menard, Former Case Manager



Chris enrolled into the WorkHawaii Youth Program in October of 2019. He is a 2014 graduate of Waipahu High School and was referred to our program through the Disability Employment Initiative and our partnership with the Department of Vocational Rehabilitation.

Chris has always had an interest and knack for cooking. He says he really enjoys helping his family prepare dishes for parties and gatherings, and he has held part-time jobs at Shakey's Pizza Parlor, and participated in the Summer Youth Employment Program working at Teddy's Bigger Burger.

So it is no wonder that Chris was excited to learn about the opportunity our program was offering to attend an 8 week Food Service Occupational Training Course at Windward Community College. Being able to learn about the basics of food preparation, baking, knife skills, and receive a ServeSafe Food Handler Certification was something that would allow him to gain valuable experience and bolster his resume. For the next 10 weeks Chris diligently rode the bus from his home in Waipahu to the WCC campus, always arriving on time for his 9:00am class. His hard work not only with his training in the kitchen, but also with his text book and on-line studies, culminated with Chris being able to graduate the course in December of 2019.

With his occupational training completed, Chris decided to challenge himself in participating in a Work Experience that would have him placed as a kitchen helper at Lanakila Pacific. Here he would help the kitchen staff prepare meals for the Meals on Wheels Program and get a chance to practice the food service skills he had just added to his tool belt. Again, he commuted by bus daily from his home, but this time his day would start at 6:00am. Chris's hard work, enthusiasm and excellent attitude towards his job gained high praise from his supervisors and it was within 3 weeks of starting his work experience that they offered him a permanent position as kitchen staff.

My last check in with Chris was the 2nd week of April. Because of the important service Lanakila Meals on Wheels provides in delivering meals to the elderly, Chris is still working hours in the kitchen helping operations to prepare those meals. He continues to hold on to that great enthusiasm and attitude during these trying times because he says he knows that other's are depending on him to do so.

Video: <https://vimeo.com/488723691> Password: ajc2020

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

### ❖ 41 active participants dual enrolled with the WorkHawaii Youth Program.

- Referral breakdown as follows:
  - DVR: 17
  - Waipahu HS: 15
  - Self: 8
  - DHS 1

### ➤ 32 individuals have completed an Occupational Training Program

- "THRIVE" Customer Service Training in partnership with LCC (Waipahu HS) 12
- Office Administration and Technology in partnership With LCC 11
- Customer Service Training w/ Sanitation Training partnership with LCC 5
- Construction in partnership With BIA 1
- Customer Service Training in partnership with KCC 1

- Patient Service Representative Training in Partnership with LCC 1
- Food Service in partnership With WCC 1

➤ 15 individuals have participated in work experience training. 4 are currently in Work Experience and 7 have completed and have been placed in full time employment.

- Work Experience Sites and individual placements are as follows:
  - Rent to Work: 4 1 Participant Employed at Alan Shintani Inc.  
1 Participant Employed at Times Super Market
  - AJCH: 3 Currently working
  - Impact Hub: 1 Participant Employed at Work Now Hawaii
  - Hawaii Physical Therapy 1 Participant Employed at Popey’s Millilani
  - YMCA Nu’uanu: 1
  - YMCA Mililani: 1 Participant Employed at Pet Smart Millilani
  - Lanakila Pacific:
    - o Meals on Wheels 1
    - o Kitchen 2 1 Participant is currently working  
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

**DEI Participant: Matthew Lum**

**Work Experience Site: HUB- Co-working Hawaii**

**Participant is now employed by Work Now Hawaii- a nonprofit organization established to help people living with disabilities achieve independence through gainful employment. Work Now Hawaii is a customer of HUB-Co-working Hawaii and participant made a positive impression on the owner which led to his employment opportunity.**



- 15 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

## **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 July 1, 2020 through December 2020, 17 youth received counseling services.

### **Program Outcomes:**

7 youth passed the JJC counseling session.

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

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

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

3 youth failed to attend their counseling session.

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

### **Follow-up Services for July 1, 2020- December 2020:**

Eligible for follow up services were 68 participants of which 9 were 1<sup>st</sup> follow ups (other were 2<sup>nd</sup> & 3<sup>rd</sup> f/ups). 47 follow ups were successful/ 21 were unsuccessful due to parents not calling back, phone number disconnected, etc.

### **AGE& GENDER:**

Out of 17 referrals cases 14 were males and 7 were females. 11 of the cases being between the ages of 16-17.

### **ETHNICITY/GENDER**

Of the 17 referred youth, 5 (29%) identified as being Native Hawaiian.

### **PROGRAM CHALLENGES/ ACHIEVEMENTS DURING COVID 19**

Since the start of Covid-19 pandemic the Juvenile Justice Center has seen a decrease in referrals and/or insufficient contact information to locate client. Juvenile Justice Center counselor has continue providing services to the community during pandemic and practicing social distance guidelines.

*Mahalo and Aloha*