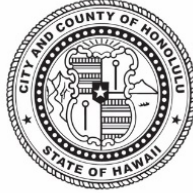


OAHU WORKFORCE DEVELOPMENT BOARD  
**CITY AND COUNTY OF HONOLULU**

715 SOUTH KING STREET, SUITE 211 • HONOLULU, HAWAII 96813

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RICK BLANGIARDI  
MAYOR

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

**Full Board Meeting**  
**Thursday, April 15, 2021 – 8:00am to 10:00am**

**Virtual Conference Call**

Members Present: Chair Jason Chang, Vice Chair Tim Wong, Pat Anbe, Trevor Bracher, Iva Cain, James Hardway, Brent Kakesako, Joy Kimura, Rodney Lee, Sherry Menor-McNamara, Mel Resonable, Suzie Schulberg, Mimi Sroat, Carol Thornton, Janice Wakatsuki

Guests Present: Andrea Gaines, Chris Laney, Dustin Lester, Tina Matsuo, Lei Nakamura, Christine Park, Maricar Pilotin-Freitas, Jennifer Sakurai, Connie Sharp, Levi Szymanowski, Nisa Tokunaga, Reid Yamashiro, Jarret Yip

Staff Present: Alison Lum, Lyn Uratani

**MINUTES**

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

Chair Chang called the meeting to order at 8:03am.

- 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 January 21, 2021 Minutes

Chair Chang entertained a motion to approve the January 21, 2021 meeting minutes. Joy Kimura motioned to approve. Seconded by Connie Mitchell. Unanimously approved.

- IV. Presentations:

**ReWork and SkillScape Demonstration**

Chris Laney, Senior Workforce Strategist, Emsi

Connie Sharp, Workforce Development Specialist, Emsi

Chair Chang and Rodney Lee shared the context for today's presentation on two Emsi Skills products, ReWork and Skillscape. Rodney Lee explained that ongoing conversations in his committee, Data Management and Technology, led to an exploration of skills products that could be made available to both the board as well as the AJCH. Emsi's newest Skills products, ReWork and Skillscape, offered data-driven solutions to ongoing problems of reskilling and upskilling jobseekers for other industries in light of the pandemic, as well as in terms of helping employers better understand skill transferability to improve how job descriptions and job postings are written and communicated. Chris Laney has presented to the Data Management and Technology committee on multiple occasions, and has been invited back to share these excited Skills products with the board.

Chris Laney thanked the board and presented the features and benefits of ReWork and Skillscape. He explained that ReWork is a desktop and mobile application that lives within an OWDB or City webpage and allows jobseekers at the AJCH or anywhere on the island to input and inventory their skills in order to explore available trainings, job openings, and possible new career pathways. Everything about ReWork is customizable from the application name, font, and colors, built-in assessments and questionnaires, and the results can also be tailored to show the trainings available on the local area Eligible Training Provider list. An administrative back-end management system keeps track of profiles, skills, and trainings saved on ReWork so that AJCH staff can extract and upload the data for their own recordkeeping purposes. Skillscape is a research tool for the board and stakeholders to explore employee supply and demand across sectors as well as career pathway data on qualifications and "next jobs" that employees often accept as they gain more experience.

Trevor Bracher and Connie Mitchell inquired, respectively, about ReWork features for multilingual jobseekers and how the application is tailored to people with barriers to employment such as limited formal education. Alison Lum commented that OWDB asked Emsi to incorporate credentials and not limit the tool to a high school diploma. The skills standpoint was highly valuable under WIOA. Rodney Lee added that ReWork is not one-size-fits-all and that some users of ReWork will need extra assistance; we view this tool as something complementary to the AJCH and its services insofar as it helps to extend the reach of the AJCH. Chris Laney stated that the focus is to make ReWork accessible; a timeline will be provided so that OWDB can forward this information to Trevor Bracher. Connie Sharp added that translations for job postings is an ongoing project for Emsi.

Connie Mitchell shared her enthusiasm about Emsi's emphasis on skills and remarked that focusing on skills has allowed her organization to find new talent. Brent Kakesako inquired about an equity lens for Skillscape and commented on the nuances of Pacific Islander groups. Chris Laney confirmed that Skillscape can be tailored to examine specific demographics within the local area; we can ungroup ethnicities to help the board and stakeholders. Rodney Lee added that Pacific Islanders as a group have been disaggregated to study individual ethnicities; it is important to remember that Skillscape is a study for our geographic area, so while this study was done for Columbus, Ohio, ours will look different. Iva Cain asked about disability information included in Emsi's skills data and sought confirmation that ReWork will be accessible to people with disabilities. Chris Laney confirmed that ReWork is accessible to people with disabilities and added the skills data is

not connected to persons with disabilities because it is intended to place emphasis only on the skills themselves. Rodney Lee underscored that Skillscape is a study to be done first to show us the landscape of supply and demand by industry and occupation, and from there, ReWork is a solution we can offer to our local area jobseekers. Connie Mitchell and Alison Lum commented on the uses of Emsi's skills data for job fairs, supporting small businesses, and ongoing work in OWDB's Employer Engagement committee.

Chair Chang commented on the excellent discussion. Chris Laney and Connie Sharp thanked the board for its time.

#### V. New Business

- Recommendations from Data Management and Technology Committee
  - ReWork
  - SkillScape

Chair Chang stated that the Data Management and Technology Committee recommends to purchase Emsi's ReWork and Skillscape and asked Rodney Lee as Committee Chair to motion. Rodney Lee reminded the board that Skillscape is a one-time fee to do an in-depth study of our geographic area; it is a consulting project Emsi can do on the board's behalf. There is a \$50,000 cost to commission this study. ReWork is the application, its license fee is on an annual basis. We want to fund ReWork for two years, or even three years if this is possible. I motion to purchase these two products to help us in our work. Chair Chang thanked Rodney Lee.

Sherry Menor-McNamara asked about the implementation of Skillscape when the study is completed in relation to other available tools. Will we use this to connect with something like Hawaii Is Hiring? How do we connect with stakeholders to ensure that they buy into this? Alison Lum stated that the Data Management and Technology Committee has already starting thinking about a strategy for education and awareness. The committee will invite the Chamber to be involved so this study can be shared with its members; the study can help the board shape policy, but only if we get buy in and communicate with many people. Rodney Lee agreed that it is important to retrieve insights from the study and use that data to move toward better decisions not only in the board and AJCH but also other places within our local area. Alison Lum remarked that we need to remember that our purview is the county. However, we would like to move forward because our fiscal year is ending on June 30<sup>th</sup> and we want to get this study completed.

Chair Chang entertained a full board vote to approve the purchase of ReWork and Skillscape. Unanimously approved. Chair Chang thanked the Emsi team for its time.

- Approve Program Year 2021 Performance Measures

Chair Chang entertained approval of the Program Year 2021 Performance Measures. Suzie Schulberg motioned to approve. Seconded by James Hardway. Unanimously

approved. Brent Kakesako and Suzie Schulberg thanked and commended Alison Lum and Tim Wong for leading and guiding the negotiations.

- Announce Creation of Permitted Interaction Group

Chair Chang stated this item will be tabled. Alison Lum will discuss this further in her Executive Director’s Report.

- Announcement of New Committee Members

Chair Chang announced that Mel Resonable and Suzie Schulberg joined the Performance Measures and Accountability Committee and that Roseanne Propato joined the Data Management and Technology Committee.

VI. Reports related to WIOA

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

Lei Nakamura stated that the next AJCH Partner Meeting will be on April 23<sup>rd</sup> both virtually and in-person at Dole. We will use a 4600-square foot space for the in-person meeting. We have asked that our partner agencies to send their banners so that we can hang them in the suite for our meeting. Effective July 1<sup>st</sup>, Andrea Gaines, WorkHawaii Assistant Administrator, will be the One Stop Operator. Together, she and I have been able to welcome back all of our partners, including both Waipahu and McKinley Community Schools for Adults, and more recently, the State Division of Vocational Rehabilitation. The newest business to join the partner network is CVS. We have met with the newest local representative of their workforce initiatives; her name is Trang Malone and she will be present at the Partner Meeting. We are setting up a Pharmacy Technician training with CVS where they will conduct the classroom training as well as the work experience. Thank you to Lyn Uratani for communicating with Trang Malone; thank you also to Alison Lum for allowing us to understand what it took to stand up the newest performance measures. We are huddling to stay focused on what needs to be delivered for the county.

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

Nisa Tokunaga reported on the AJCH Youth Program. We have been getting 5-7 attendees for orientation every two weeks. Enrollments are increasing as a result. 53 participants are getting their high school diplomas through HISET with Waipahu and McKinley Community Schools for Adults. We started Customer Service training in partnership with Kapiolani Community College, as well as our Office Administration and Technology Program and Medical Billing Program with Leeward Community College. We will also start construction training in partnership with BIA Hawaii in June. We have a total of 18 participants in work experience (WEX). In light of the new performance measures for WIOA Youth, we are confident we can hit these marks. With regard to the Juvenile Justice Program, we are seeing 2-5 cases

every three weeks from the Prosecutor’s Office; the youth who are being referred to us are first-time offenders and we conduct counseling sessions for them. On a regular day, we usually have 30 students that come into our classroom and are pretty busy now.

Please find attached the AJCH Youth Program report as “Attachment A,” and the AJCH Adult and Dislocated Worker Program report as “Attachment B.”

- OWDB Committee Reports on Activities
  - A. Employer Engagement Committee ..... Chair Jason Chang

A committee meeting was held on February 18, 2021. Updates on business engagement were provided regarding outreach to employers at the Dole Cannery Office Building and connections made to NAVFAC Hawaii. A brainstorming session was held regarding future topics for the committee to address.
  - B. Sector Strategies and Career Pathways Committee ..... Joy Kimura

The Sector Strategies and Career Pathways Committee met on January 15, 2021. Keala Peters from the Chamber of Commerce Hawaii provided a broad overview of Oahu’s sector partnership efforts in banking, manufacturing, technology, and hospitality, and shared updates on recent work being done in the healthcare and engineering sectors. The committee also received information about FlexJobs access for AJCH clients via the DBEDT Workforce Development Initiative, an alliance between DBEDT and the WDC.
  - C. Data Management and Technology Committee ..... Rodney Lee

The Data Management and Technology Committee met on February 18, 2021. This meeting was an extension of an earlier fact-finding discussion held on December 9, 2020 regarding the possibility of OWDB purchase of Emsi Skills products for use at the AJCH. Emsi was invited to the meeting to demonstrate and answer questions regarding two products, ReWork and SkillScape. The committee agreed to recommend purchase of ReWork and SkillScape to the Executive Committee.
  - D. Performance Measures and Accountability Committee ..... Janice Wakatsuki

The Performance Measures and Accountability Committee met on March 22, 2021 to negotiate performance measures for Program Year (PY) 2021 and to review PY18 and PY19 expenditures and participants. Together with the Finance Committee, we will monitor the amount of funds needed to be returned to WDC. We will review annual monitoring report from OWDB Consultant, Jackie Sakane.

Connie Mitchell asked if the need to return WIOA funds is due to performance. Alison Lum stated that even with the high unemployment rate, we are not seeing an increase of people coming into the job center wanting training or assistance, so enrollment is low and the program money is underspent. Nothing from the Local Administrative Cost is being returned; we will exhaust our Program Year monies. Both the Adult and Dislocated Worker Program and Youth Program have not been able to expend the money during the program year which ends June 30<sup>th</sup>. We are working closely with them; we understand that if WIOA Title I money is returned year after year, it impacts performance and can reduce future allocations of program money.

E. Finance Committee .....Vice Chair Tim Wong

The Finance Committee will work closely with Performance Measures and Accountability on its efforts with regard to monitoring program monies and ensuring that these monies are exhausted. We can see that the impact of the pandemic has reduced who is coming into the job center; the stimulus package and addition of unemployment and medical benefits for people who are not working has presented less of an incentive to come into the AJCH for services. The Data Management and Technology Committee work with Emsi provides us with helpful tools to allow us a new way to approach people who wouldn't come into the AJCH to hopefully increase enrollment as well as to use the funds we have.

This committee is looking at PY19 budget; we have the opportunity to refocus on what we are doing and how we are using the money by June. This committee is also looking at the PY19 modification; we have one year to reallocate funds so we do an analysis and variance report so we see where we are short on funds and where to utilize more. We have submitted the adjustment to WDC for review. PY19 run over a two-year period so we are looking at this for reallocation.

James Hardway asked if there is a possibility for the board to recoup what the AJCH will return and run specific programs using the funds. Alison Lum confirmed that in a normal situation, non-pandemic, we could do this. However, to pull back money and run these projects, we would need to do a Request for Proposals (RFP) to follow City Purchasing requirements. And the Purchasing division is overwhelmed by CARES Act money. The Board's complete RFP for the One Stop Operator has been with Purchasing since September 2020, and Purchasing had yet to run this procurement. We were told that CARES Act money takes precedence over any other procurement. Due to this backlog, the board would not be able to spend this money by June 30<sup>th</sup> on special projects. Up until now, we have always fully expended program year money. It is unusual for the board to run contracts and RFPs. And the unspent money is in the Service Provider's budget.

## VII. WIOA Core Partner Updates

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

Pat Anbe stated that both in-person and virtual classes are still being offered. Our enrollment is still low and we are also encountering issues with spending down our own monies. We have been promoting our schools through advertisements but are seeing a downslide in enrollment. We are working on new partnerships to offer more services.

Our online payment system went live on March 4<sup>th</sup> at the Windward campus. We are the first school in the HIDOE with an online payment system for electronic checks or credit cards. We will expand this service to our other Waipahu Community School for Adults campuses soon. We are continuing our tradition of offering a College and Career Resource Fair; this was our first fair in an online format. We gave roughly 350 of our students the opportunity to listen to representatives from a variety of industries. Thank you to Tina Matsuo and her team for planning this event.

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

Erika Lacro was not present but provided a written report. Please see “Attachment C” for this report.

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

Iva Cain stated that DVR continues to serve participants; staff has remote access but will come back on COVID-sensitive, staggered schedules. DVR participants may schedule appointments as needed. Offices are finalizing plans to extend more in-person access to participants possibly by this summer in line with DHS’s plan to bring back staff.

We are still under an Order of Selection which includes three categories, most significant disabled, significant disabled, and non-significantly disabled. For our most significantly disabled category, everyone has been removed of the list and as they apply, we determine eligibility and try to move them off within one month of being determined eligible. By end of March 2021, we had removed 21 most significantly disabled individuals off the waitlist. We have about 700 other individuals on our two other categories. In order to move these individuals off waitlist, we need to have an official strategy to move them off; our main considerations are staff available to assist individuals as well as financial abilities. We will plan to do these things by end of April 2021.

We are serving 2300 participants statewide and we show a 10% participation with WIOA programs, an increase from last quarter. Maureen Bates is collaborating with Kaala Souza with the WDC to focus on upskilling our workforce; the specific training we are looking at is Digital Literacy. We are excited about the prospect to bring awareness about including DVR participants in this training. We are talking through

accessibility issues so that DVR participants are provided the opportunity to participate successfully in this training. Both Maureen Bates and Kaala Souza did a national presentation together on workforce resiliency at the Council of State Administrators of Vocational Rehabilitation's spring conference. Thank you to Lei Nakamura for providing a warm welcome to our staff at the AJCH. We are there Monday mornings and Wednesday afternoons; different DVR staff including our Blind staff have visited. We have received positive comments about the location being more accessible, cleaner, and more professional. The fact we have a spacious conference room and can offer virtual access for meetings at the AJCH is much appreciated as well.

- Wagner Peyser ..... Carol Thornton, Workforce Development Division  
WDD recently received federal DOL funds to expand our fidelity bonding program, which supports and hires workers considered at-risk. The hiring incentives target individuals whose background can pose a significant barrier to employment including the justice-involved, individuals recovering from substance abuse, welfare recipients, individuals with poor credit records, as well as economically-disadvantaged youth or persons who lack work history. This program provides employers at no cost with bonds of no less than \$5,000 for each new hire; as an incentive to hire these applicants, the bonds last for at least six months and protects employers against losses or dishonest acts that these bonded employees may cause. These bonds are for any private employer and for any job. We will implement this program shortly, so if you need further information, please contact me.

Connie Mitchell asked how many people can be served. Carol Thornton stated that we have 100 bonds and these are good for four years and covers the first six months of employment.

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

As mentioned earlier, there have been State budget issues that have or will continue to impact the WDC, our state monitoring agency. HB200, HD1 removed WDC from the DLIR budget. Six permanent positions, including three program and three fiscal, were moved under WDD. All of the federal money and program money from the State has also been moved under WDD.

Four contract positions will end on April 23<sup>rd</sup> due to technicalities found to have made them not legally executed. This occurred when WDC asked the Ways and Means Committee to rethink keeping their budget. Jeanne Ohta, Jayson Muraki, David Morikawa, and Michelle Miyashiro are leaving as a result. They were our WIOA experts; Jayson Muraki was our HireNet expert, and the other three had extensive historical knowledge.

The Executive Director position was preserved and moved under WDD. However, HB862 is proposing to make the ED position a political appointment made by the Governor. WDC will



be made into division of State and not be administratively attached. They will become a division or section under WDD. As an attached agency, WDC could directly accept federal funding. USDOL has been informed of the changes and are very concerned. In the meantime, the board needs to be focused on keeping Oahu's performance measures up and serving our clients the best we can. If we do not have a WDC that is able to independently monitor us, or be provided with directives on how to stay compliant, it could impact the ability for us to receive WIOA allocations in the future.

We hope that with the transition there is some preservation of the Council that has helped us in recent years to understand WIOA and all of its complexities. WDC is working to tie up loose ends and want to quickly approve our PY19 modification before April 23<sup>rd</sup>, as well as transition our Eligible Training Provider list to HireNet by the 23<sup>rd</sup>.

Connie Mitchell expressed surprise and asked if this is a done deal. Alison Lum stated the state budget is done; any amendments made have been completed. Governor Ige will have time to review. The DLIR budget went to the House including WDC as a separate entity; the DLIR Director Anne Eustaquio said she did not remove it from her budget. Somewhere between being reviewed by the House and being transferred to the Senate is where the WDC budget was removed.

Alison Lum added that she met with the new YWCA Workforce Development Director, Stephanie Hamano and gave her a tour of the AJCH's new location. After many years, Kehau Coleman retired. She will help Stephanie Hamano adjust to her new role. Stephanie will attend our AJCH Partner Meeting.

IX. Announcements

Chair Chang announced that the next meeting will be on July 15<sup>th</sup> from 8am to 10am.

X. Adjournment

Chair Chang adjourned the meeting at 10:14am.

**American Job Center Hawaii  
Adult & Dislocated Worker Programs  
Report to Oahu Workforce Development Board Meeting  
April 15, 2021**

**Program Enrollment Program Year 2020**

**Period: July 1, 2020 to March 31, 2021:** WIOA Adult: 139, WIOA Dislocated Worker 64

**Programs Highlights:**

- Settled into our new location at the Dole Cannery Office Building. It is great being consolidated on one floor for better coordination and integration of efficient services to customers, for both jobseekers and employers. Additionally, gives staff perspective of seeing the different programs in action, especially seeing the youth in their class setting and they are able to interact with all the other staff from the State and City.
- As of March 1, 2021, AJCH resource center has been open to public for walk-in customers. We continue to encourage appointments for safety and social distance planning purposes but welcome walk-ins to increase utilization of our resources.
- Continuing collaboration and partnership with T.E.A.M. WorkHawaii to provide outreach to individuals experiencing homelessness by reaching out to sheltered and unsheltered individuals and job seekers.
- Working on a partnership with the State Department of Public Safety through Roseanne Propato and T.E.A.M. WorkHawaii to bridge services.
- Currently, we are working on placement of individuals into the on-the-job training programs with our 6 on-the-job (OJT) agreements.
- New collaborations & updates:
  - International Longshore & Warehouse Union (ILWU). Thank you to David Morihara from the State Workforce Development Council WDC for connecting Mark Menard and Cassandra Cockett, ILWU Social Services Coordinator to coordinate the Rapid Response sessions with the Love's Bakery closure.
  - City's Office of Economic Revitalization OER: The AJCH business services team is working with our OER's Business and Constituent Education team members to see how they can support AJCH in its efforts to serve employers and jobseekers on O'ahu. One of the ways that both OER can assist is by helping to promote AJCH programs and services to the public through OER's weekly [Business Update Newsletter](#). OER newsletter has around 8,800 subscribers and it would be a great way to raise awareness about any upcoming events or webinar series AJCH planned for the future.
  - Waipahu Community School for Adults (WCSA): participating in upcoming Virtual College, Career, and Resource Fair on April 14 to present our AJCH services as well as Youth services we offer.

DOL Performance Items WIOA Performance Measures	PY 20 GOAL	Cumulative 4-Qtr Reporting Period Ending December 31, 2020
<b>Adult</b>		
Employment 2 <sup>nd</sup> quarter after exit	55.0 %	80.6% Exceeded
Employment 4 <sup>th</sup> quarter after exit	64.0 %	71.8% Exceeded
Median earnings in the 2 <sup>nd</sup> quarter after	\$5,450	\$7,840 Exceeded
Credential attainment rate	65.0 %	73.2% Exceeded
Measurable Skill Gains	50.0 %	50.7% Exceeded
<b>DISLOCATED WORKER</b>		
Employment 2 <sup>nd</sup> quarter after exit	58.0%	72.0% Exceeded
Employment 4 <sup>th</sup> quarter after exit	68.2%	90.5% Exceeded
Median earnings in the 2 <sup>nd</sup> quarter after	\$7,400	\$10,540 Exceeded
Credential attainment rate	68.0 %	57.9% Did not meet
Measurable Skill Gains	50.0 %	52.6% Exceeded

Note: Due to the pandemic, clients were dropping out from the program for various reasons, but the WIOA team are working diligently and continuously toward meeting performance goals.

## Summary of Rapid Response with LOVE'S BAKERY

Total number of Love's employees: 231

Total on Oahu: 201

Rapid Response sessions began on March 17<sup>th</sup> through April 9<sup>th</sup> where AJCH staff from the State and City assisted Love's employees with transitioning through the bakery closure. We conducted a 2--phase response. The first phase was assisting with setting up an Unemployment Insurance profile and HireNet Hawaii account, and the second phase was assisting the ILWU as they helped them through their initial first claim filing of unemployment insurance. The AJCH took the opportunity during the second phase to set up appointments for the Love's employees to meet with employment consultants at the AJCH to plan and assist with their next steps to reemployment or training. Currently, we have confirmed appointments with 48 Love's employees to assist with providing our services and resources.



### Testimonials

"Response was immediate, asked critical questions about what my needs were and we were able to discuss a plan to assist Love's employees. Within a week we were set up with laptops and personnel to stand up info sessions to get them registered for UI and offer AJCH resources." – C. Cockett, ILWU Social Services Coordinator

"Without these sessions I would be lost. Glad I came to the AJCH, I had many questions about information I received in emails and Lee (Williams-Naeole) was able to help me by answering my questions." – Rodell S., Shipping Dept.

"Very helpful, friendly and informative." – James P., Shipping Dept.

"Very polite and helpful, very understanding and much needed for first timers." - Gunther M., Production Manager

## SUCCESS STORIES

### WIOA ADULT

Yvette B. was a referral from our Rent-to-Work partner. She was a resident at the YWCA Fernhurst House. When she came to us in late January 2021, she was working part-time at a parking service company and was being shifted around to different positions. She started to feel unmotivated as she was offered less and less hours of work. She stated she was previously incarcerated and left school after 8<sup>th</sup> grade. Her income was not sufficient to qualify for a rent subsidy through the Rent-to-Work program. We assisted her with developing an employment plan. She applied for jobs with companies including Goodwill Industries. She interviewed with Goodwill on February 4<sup>th</sup> and was offered a full-time position as a Production Worker. She began her employment with Goodwill on February 15<sup>th</sup> and she continues to be a dedicated employee. She is grateful to have secured full-time employment.

### WIOA DISLOCATED WORKER

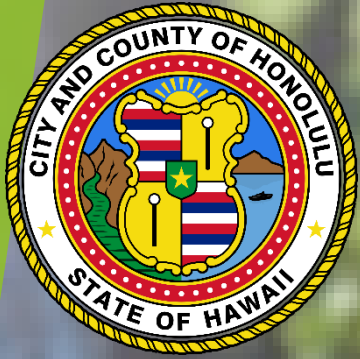
Employment Consultant Esther L. met Lindell when he was brought in by Teamwork Hawaii worker, Skyye, to assist with a resume and job search. For the past few years, he had been incarcerated and needed assistance finding employment as quickly as possible so he can help his family.

He applied for three jobs online and he was very happy with our help. Few days later the client called to inform us that he got hired by Rock Fabricators Company (started on the 21st of September, 2020) and he sounded so happy. He was calling to just express his sincere gratitude for our assistance in helping him find a job. His girlfriend and family are so proud of him. He loves his job and appreciates the people he works with.

We have called his workplace to do the monthly, quarterly follow ups and employment verifications and it's such a great feeling to hear the employer giving such high praises of his work ethics. It was funny to hear the secretary come right out to say, "No, you cannot have him back nor take him away cause we love him!" when I just mentioned his name. 😊 It is priceless to hear the gratitude much from clients and employers.

### DWG-DISASTER GRANT

Tiffany T. was an applicant we received through WorkNow Hawaii who is an approved worksite under the DWG. Tiffany was one of the many restaurant and bar workers affected by the COVID pandemic. She has been unemployed since March 2020 and had time to reevaluate her employment interests/options. She was searching for work and decided to gain experience in the non-profit field by connecting with WorkNow Hawaii. On April 5<sup>th</sup>, Tiffany began her training and employment.



City and County of Honolulu  
Department of Community Services  
WorkHawaii Division

ATTACHMENT B

# American Job Center Hawaii YOUTH SERVICES CENTER

Dole Cannery  
680 Iwilei Road Suite 700  
Honolulu, Hawaii 96817  
808-768-5888

Hours of Operation: Monday – Friday 7:45am – 4:30pm

Reporting Period:  
January 1, 2021 - March 31, 2021

*By: Nisa Tokunaga, Center Manager*



# Programs: Workforce Investment Opportunity Act Youth Program (WIOA Youth) YouthBuild Program (YB) & Disability Employment Initiative (DEI)

WorkHawaii Youth Program focuses on preparing young people, 16-24 years old for careers through employment and educational opportunities.

## 1. ENROLLMENT

- WIOA as of March 31, 2020 Total Enrollments: 134 (54 in Follow-up)
  - 19 – I/S from Farrington & Waipahu High School
  - 23 – O/S w/ Diploma
  - YouthBuild: 91
    - 1. YB17: 50 (29 in Follow-up)
    - 2. YB19: 41 (2 in Follow-up)
  - DEI: 44
- January-March 2021 Exits – 10

## 1. HIGHLIGHTS / SIGNIFICANT ACHIEVEMENTS

- Diploma Service – The Essential Ed website is utilized to allow participants to gain a Workforce Development Diploma, HiSET, and/or GED diploma through a partnership with McKinley & Waipahu Community School for Adults.
  - Total Enrolled: 53
    - MCSA Total Enrolled: 38
    - WCSA Total Enrolled: 15

- **Integrated Education/Occupational Training Service**
  - Customer Service Training in partnership with Kapiolani Community College
    - Session Jan. 12-March 11 Total Enrolled: 10 + 1 Make-up (YB: 11/DEI: 2)
      - Total Completed: 8 (YB: 8/DEI: 1)
  - Office Administration & Technology Training in partnership with Leeward Community College
    - Session Feb. 2-April 15 Total Enrolled: 9 + 2 Make-up (YB: 11/DEI: 2)
      - Total Completed: TBD
  - Medical Billing Training in partnership with Leeward Community College
    - Session April 2021
  - Construction Training in partnership with Building Industry Association
    - Session June 2021
  
- **Work Experience Service**
  - WIOA WEX – 16 Participants
    - DCS WorkHawaii Planning & Evaluation Section/AJCH: 14 (2 DEI)
    - Lanakila Pacific: 1 (DEI)
    - Hawaii Physical Therapy: 1
  - DEI WEX – 2 Participants
    - DCS WorkHawaii Planning & Evaluation Section: 1
    - DCS WorkHawaii Rent-to-Work Section: 1
  
- **Other Program Activities (Fridays) Partnerships:**
  - Therapeutic Group Activities in partnership Family Tree Hawaii
  - Post-Secondary Transitional Activities in partnership with Honolulu Community College
  - Entrepreneurial Training in partnership with Lemonade Alley
  - Virtual Career Exploration Tour in partnership with the Chamber of Commerce Hawaii



# Juvenile Justice Counseling (JJC)

*JJC program provides counseling services for first-time minor law violators to assist them from further involvement with the juvenile justice system.*

## **Program Outcomes:**

8 youth received counseling services.

7 youth passed the JJC counseling session.

1 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.

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

2 youth failed to attend their counseling session.

0 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:**

Eligible for follow up services were 9 participants of which 6 were 1<sup>st</sup> follow ups (other were 2<sup>nd</sup> & 3<sup>rd</sup> f/ups). 6 follow ups were successful/ 3 were unsuccessful due to parents not calling back, phone number disconnected, etc.

## **AGE& GENDER:**

Out of 8 referrals cases 5 were males and 3 were females. 2 of the cases were between the ages of either 14 years or 15 years. 6 of the cases being between the ages of 16-17.

## **ETHNICITY/GENDER**

Of the 8 referred youth, 1 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.

# Participant Success Stories.....



## Andrew (Andi) Sabanal

*Written By: Kiyana Higa, Case Manager*

In his own words, Andi's past "has been one full of lessons, mistakes, failures, pain, and success." But if you ever have the pleasure of meeting Andi, you know he doesn't let any of that keep him down making his success that much sweeter. School was not easy for Andi and he always felt like he was missing the ball and trying to play catch up. The final blow was when he missed half of his freshmen year to deal with a medical condition and then eventually dropping out his sophomore year, making it hard for him to bounce back academically and emotionally.

Realizing he needed to get his GED to move on with his life, Andi found the WorkHawaii Youth Program in May of 2019 where he jumped right in. In his first two months in the program, Andi completed his CPR/First Aid certification, participated in community service projects, attended weekly trainings, and studied and prepped for his HiSET diploma exams on Essential Ed. He also received his certificate in Office Administration and Technology (OAT) from Leeward Community College in September. His positive attitude is infectious and he makes friends with everyone, something that was recognized by his peers when he was voted to be a part of the WHYP Leadership Council. When COVID hit, Andi was diligent in actively participating online in his Essential Ed classes and trainings held on Zoom.

In November, Andi started WEX training with Hawaii Physical Therapy where he was able to utilize his skills from his OAT training and got hands on experience in a medical office working with doctors, therapists, insurance companies, and customers of all backgrounds. Andi completed his HiSET diploma in March of this year, achieving the goal he set out for himself when he connected with WHYP. He will be helping to plan graduation as a part of the Leadership Council where he will also proudly walk and graduate. Andi currently is continuing to work at his part time job he started at the end of 2019 at Ulta Beauty in Kapolei where he is a Beauty Advisor. He is also planning to enroll in higher education with one of the community colleges in the UH system to start his journey to go into counseling.



## Rhowmar Perote (DEI)

*Written By: Jazon Hidalgo, Case Manager*

Rhowmar Perote started in the program on November 1/31/2019 as already a high school graduate from James Campbell High School. He was seeking help figuring out the next step in his life and finding a better path to move forward. He has had to deal with challenges growing up and being in special education but hasn't let it stop his desire to learn and grow as an individual. He enrolled to work improve his work skills and obtain his first official job.

Rhowmar was enrolled in Office Administration Skills with Leeward Community College and was able to earn his Certificate on June 13, 2019. He transitioned to Work Experience to utilize the skills he learned in his training and worked initially with the YMCA of Honolulu starting in September of 2019. Unfortunately COVID derailed his work experience and it was put on pause in early 2020. He was able to return to work in September but his placement was changed to work with the City's Rent to Work Program where he worked until the beginning of Dec. 2020.

He wasted no time and gained employment toward the end of 2020 with Times Supermarket at the Kamehameha Shopping Center location. He has been a steady dedicated worker and at times has worked full time hours. It is his first official job and excited about the opportunity. He also has stepped up and has really helped his mother financially as well as with his responsibility of taking care of his younger siblings. He continues to strive to succeed and does not let anything hold him back. He truly is an inspiration to everyone around him.





*Aloha hele*

The path is there.

American Job Center Hawaii  
Youth Services Center

*"We are a community partner creating opportunities to improve the quality of life for the people of O'ahu."*



*Mahalo*



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### University of Hawai'i

The University of Hawai'i continues to provide education and training statewide during the pandemic. Most classes and services have been offered online for a year, and Fall 2021 will be a transition to a "new normal" with in person instruction and services returning more fully in Spring 2022. Also, at the direction of the Board of Regents and the President, UH campuses are planning based on priorities in the "[Post-Pandemic Hawai'i and the UH](#)" document. UH System is convening systemwide meetings of faculty, administrators and industry and community partners in key economic development and workforce areas, starting with agriculture education.

The federal Reimagine Workforce Preparation grant is supporting workforce training for unemployed and underemployed residents in three "recession resilient" sectors identified in the [Talent Roadmap to Recovery](#). Initial offerings are for health care training for Pharmacy Technicians (statewide) and Phlebotomy (Oahu). Interested individuals can apply for training subsidies online: <http://uhcc.hawaii.edu/reimagine/>.

UHCC is supporting WDC's Workforce Resilience Initiative to increase digital literacy statewide. UHCC will offer up to 200 3-hour digital readiness classes at UH campuses and/or state libraries on all islands.

UH is offering Hawai'i public high school graduates support for transition to college and career after high school graduation through the [Next Steps to Your Future](#) initiative. Class of 2021 (and 2020 graduate who did not enroll in college) may sign up for free college and career advising and a free UHCC class in the summer. Deadline to sign up is May 30.

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