

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

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RICK BLANGIARDI
MAYOR



JASON C. CHANG
CHAIR

CHRISTOPHER K. LUM LEE
VICE CHAIR

HARRISON KURANISHI
EXECUTIVE DIRECTOR

**PERFORMANCE MEASURES
AND ACCOUNTABILITY
COMMITTEE MEETING**
Tuesday, August 13, 2024
1:00 pm to 2:00 pm

Note: Per the State Office of Information Practices (OIP), members of the public may contact OahuWDB@honolulu.gov to be added to a mailing list for future meeting announcements

Members Present:

Suzie Schulberg, Arcadia Family of Companies, President and Chief Executive Officer
Jeff Wagoner, Outrigger Hospitality Group, President and Chief Executive Officer
Nicole Anderson, Office of Economic Revitalization, Workforce Development Program Manager
Christopher Lum Lee, Tri Sec Inc., Principal Guard and Chief Administrative Officer
Erick Pascua, Department of Labor and Industrial Relations, Oahu Branch Manager

Staff:

Harrison Kuranishi, Oahu Workforce Development Board, Executive Director
Raymond Duong, Oahu Workforce Development Board, Budget Analyst
Brice Nakamura, Oahu Workforce Development Board, QUEST Intern
Daven Kawamura, Oahu Workforce Development Board, WIOA Specialist

I. Call to Order

The Performance Measures and Accountability Committee meeting was called to order at 1:02 pm by Committee Chair Suzie Schulberg.

II. Welcome and Introductions

(Note: Per the State OIP, Oahu Workforce Development Board 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. Approval of Minutes

a. May 14, 2024 Meeting Minutes

Chair Suzie Schulberg requested a motion to approve the minutes for the May 14, 2024, meeting. Christopher Lum Lee moved to approve the minutes. Jeff Wagoner seconded the motion. There were no objections or abstentions. The minutes were unanimously approved.

IV. Update on Findings and Concerns for PY21 and PY22

Harrison Kuranishi, Executive Director of the OWDB, informed the committee that the OWDB is still awaiting the monitoring report. Per the close outs some findings that will be present are policies. Some policies that are currently in circulation are out of date.

- An example is the current Fraud, Waste, and Abuse policy, it currently states that the track it goes through is the service provider administrator to OWDB then to the Mayor. For Workforce Innovation and Opportunity Act (WIOA) money the procedural track should be going to the Office of Information General. An updated policy is written but not yet approved.
- Another policy that needs to be rewritten is the 5% exception pertaining to the Youth program where 5% of the youth participants don't need to be low-income. A policy was written but was not accepted by the State, a rewritten policy with the parameters and needed formula is being drafted.
- The additional assistance criterion is being rewritten to include the definitions of who will be serviced under the criterion, for youth participants that don't fall under the 14 elements of the Youth program.

Program Year (PY) 22 monitoring results and findings have not yet been received but will likely be closed per the rewritten policies.

Nicole Anderson, Workforce Development Program Manager at the Office of Economic Revitalization, wanted clarification if there has been any communication with the Mayor's Office pertaining to the Board's policies and procedures that will need to deviate from what has been done in the past.

- Harrison Kuranishi informed her that communications are usually through the Mayor's Designee, Andrew Kawano or the Managing Director. They are aware of everything that happens.

Jeff Wagoner, President and Chief Executive Officer of Outrigger Hospitality Group, wanted to know if there is a way to utilize the policies that SAFAL Partners has helped with the process of writing.

- Harrison Kuranishi informed Jeff that SAFAL has sent over some policies from different states for examples, but noted that since the State can be more stringent the OWDB has to be sure that we are on the same page as the State.
 - Harrison noted an example of equipment being \$5,000 or more on the federal level but at the State level they are more stringent and it is \$250 or more.
- Jeff wanted to know if there is a possibility to use funds to hire a 3rd party consultant to help write policies that are compliant with federal and State guidelines.
 - Harrison let Jeff know that it is a possibility to hire a consultant and that up until last year the OWDB had hired out for a consultant. Due to poor quality of service it was decided to not hire the 3rd party consultant again.
 - Harrison noted a policy written by the 3rd party consultant noting that the cap for spending on a participant is \$4,000 total. However for WIOA there are multiple pots of money where the

Individual Training Account is capped to \$4,000, but there is also pots of money for supportive services, individualized career services, and on the job trainings.

- Per the policy that is currently in place, some participants are being covered for \$4,000 but some trainings are upwards of \$25,000, where they are responsible for the remaining balance. With the amount of returned funds there may be a temporary increase to the cap.
- Jeff Wagoner asked if the Finance Committee needs to make a recommendation to get 3rd party support to review the current policies.
 - Harrison Kuranishi let the committee know that the proposed pipeline for the policies will be to go through the pertinent committees and then to the board chair for signature. Harrison indicated that SAFAL partners as a 3rd party entity are currently reviewing multiple policies before they are sent out to the committees/board.

V. Update on PY23 Performance Data

Raymond Duong, Budget Analyst for the OWDB, shared updates on PY21 and 22 data, Harrison Kuranishi noted that PY23 data will become official on August 15, 2024, as of now OWDB has the raw data for PY23. The presentation can be found at the following link:

<https://oahuwdb.com/wp-content/uploads/2024/08/Performance-Measures-Accountability-8.13.24.pdf>

Per the presentations “Performance Measures” slides, Harrison Kuranishi explained that before OWDB gets funding negotiations are done with the State and the target performance measures are decided. The target amounts are after exit, meaning that participants must exit the program before they count in the data. Harrison noted that the “Measurable Skills Gain” performance measure is interesting as the performance measure should capture “any skill learned” meaning that obtaining a credential should correlate to the “measurable skills gain”.

Based on the total participants detailed in the PowerPoint Suzie Schulberg, President and Chief Executive Officer of Arcadia Family of Companies, inquired about what pushed the numbers up as there has been a sharp increase.

- Harrison Kuranishi informed her that it is a culmination of many different factors. Communication with the Department of Community Services Director and Deputy Director and getting both involved has helped.
- Mayor Rick Blangiardi went to the American Job Center (AJC) and gave his vision for the AJC, which has pushed the AJC staff into the correct direction.

Frederick Pascua, Oahu Branch Manager for Department of Labor and Industrial Relations Workforce Development Division, wanted clarification if the data presented for the performance outcomes was for PY23 Quarter four or cumulative.

- Raymond Duong let him know that it is data from the rolling four quarters. Frederick noted that there may still be individuals that are not counted in the data yet but may be available via the federal reporting.

Christopher Lum Lee, Principal Guard and Chief Administrative Officer of Tri Sec Inc., wanted to know if there are any kind of recording process or a breakdown of what credentials participants are obtaining.

- Harrison Kuranishi informed Chris that with HireNet it is possible to get the credentials that the participants are obtaining, via reports that are available to be pulled.

VI. Discussion regarding future committee topics/presentations

Nicole Anderson, Workforce Development Program Manager from the Office of Economic Revitalization, brought up that she had visited the OWDB office and noted the equipment that is currently being used at the Board Staff's office is out of date. She inquired if a budget modification could be done to improve the quality of electronic and physical equipment at the office.

Nicole also brought up the topic of merit increases for the board staff members as they are outside of the scope of typical city employment, they do not fall under the city increases.

Christopher Lum Lee wanted to add onto what Nicole mentioned about the merit increases for staff, he brought up how personal service contracts can be more liberal than civil service contracts. He noted that the Budget and Fiscal Services Administrative Services Officer has made it harder than it should be to work in things such as the merit increases mentioned and has made it difficult to hire staff even after a determination is done per the OWDB staff regarding the merit of individuals.

Nicole Anderson wanted to clarify, that per the training with SAFAL it was discovered that an MOU needs to be established between the City and the OWDB that determines the hiring process of board staff.

- Harrison Kuranishi noted that during the hiring process for Daven Kawamura, WIOA Specialist for the OWDB, the position needed to be downgraded to have interested individuals to qualify as one of the requirements was "urban planning", he also noted the position description was written in 1965.

VII. Announcements and Public Testimony

There were no announcements or public testimony.

VIII. Schedule Next Meeting

The next Performance Measures and Accountability Committee meeting is tentatively scheduled for November 12, 2024 from 1:00 pm to 2:00 pm.

IX. Adjournment

Chair Suzie Schulberg adjourned the meeting at 1:57 pm.