

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

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RICK BLANGIARDI
MAYOR



CHRISTOPHER K. LUM LEE
CHAIR

HARRISON KURANISHI
EXECUTIVE DIRECTOR

**PERFORMANCE MEASURES
AND ACCOUNTABILITY
COMMITTEE MEETING**
Tuesday, February 10, 2026
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
Christopher Lum Lee
Carla Kobashigawa
Sarah Guay

Guests:

Anton Krucky, Department of Community Services, Director
Aedward Los Banos, Department of Community Services, Deputy Director
Andrea Gaines, WorkHawaii Division, Assistant Administrator
Lee Williams-Naeole, WorkHawaii Division, WIOA Title I Programs Manager
Taimane Passi, American Job Center Hawaii – Oahu, One Stop Operator

Staff:

Harrison Kuranishi, Oahu Workforce Development Board, Executive Director
Lisa Pereira, Oahu Workforce Development Board, WIOA Specialist
Sherrie Garedo, Oahu Workforce Development Board, WIOA Specialist
Erin Nicole Fernandez, Oahu Workforce Development Board, WIOA Specialist
Daven Kawamura, Oahu Workforce Development Board, WIOA Specialist

I. Call to Order

The Performance Measures and Accountability Committee meeting was called to order at 1:01 pm by Committee Chair Suzie Schulberg.

II. Welcome and Introductions

(Note: Per the State OIP, a quorum of members must be visible throughout the public portion of the meeting, but so long as that requirement is met, Oahu Workforce Development Board (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. Public Testimony Relating to Agenda Items

There was no public testimony relating to agenda items.

IV. Approval of November 18, 2025 Meeting Minutes

Chair Suzie Schulberg requested a motion to approve the minutes for the November 18, 2025, meeting. Carla Kobashigawa moved to approve the minutes. Christopher Lum Lee seconded the motion. There were no objections or abstentions. The minutes were unanimously approved.

V. Program Year (PY) 25 Quarter Two Data

Harrison Kuranishi, Executive Director for OWDB, shared the performance data for PY20 – 25 Quarter two data. The document can be found at the following link:

<https://oahuwdb.com/wp-content/uploads/2026/02/PY-Data.pdf>

Harrison Kuranishi noted that the PY25 Quarter Two data is reflected in the “2025 (2)” column. The information was pulled directly from the service provider’s presentation at the last full board meeting.

Suzie Schulberg wanted clarification specifically on the Measurable Skill Gains (MSG) performance metric, and what is causing the consistent failure to meet the negotiated rate. The metric has not been met for the last five years for the Adult program, four years for the Dislocated Worker (DW) program, and five out of six years for the Youth Program.

- Harrison Kuranishi noted that the MSG metric is the only performance metric that is current data, reflecting real-time data. All other performance metrics are after exit, which means participants must close out first to count in the data.

Suzie Schulberg asked if MSG’s should be added to the participant file in real time. Harrison noted that the MSG’s are tied to the Individual Employment Plan, so any benchmarks or tests.

- Harrison shared that during a meeting with Leina‘ala Nakamura, Administrator of the WorkHawaii Division, and during the meeting it was stated that MSG’s are not put in until the participant receives their credential.
 - Carla Kobashigawa wanted clarification on why the MSG’s that are accrued along the path to a credential are not being inputted. Carla also noted that training has already been provided to the three WIOA Title I programs.
 - Carla wanted clarification on the reason for the low percentage in MSG’s and asked if it’s attributed to entering only upon receiving a credential and only certain MSG’s are deemed “enterable”.
 - Harrison noted that he pulled a report on HireNet Hawaii that notated the category and amount of individuals that counted in the report for the MSG performance metric.

Suzie Schulberg wanted clarification from someone on the One Stop Operator (OSO) staff as to where the disconnect for the MSG percentage is.

- Andrea Gaines, Assistant Administrator for the WorkHawaii Division, who was previously in the OSO role noted that Taimane Passi is now the OSO. She noted that as far as far as she knows the MSG's are input as soon as they are received.
 - She gave the example of the General Education Diploma (GED), if the participant completes one of the books that would result in an MSG, however the participant may not complete a book on the first attempt.

Sarah Guay wanted clarity on if the MSG performance metric is a real-time data point unlike the other performance metrics where they are after exit.

- Andrea Gaines confirmed that the MSG performance metric is a real-time data point, she noted that it does vary based on when the performance metric is pulled.

Carla Kobashigawa noted the report that Harrison Kuranishi had pulled that noted the categories and identified individuals for the MSG performance metric. Harrison shared the report: https://oahuwdb.com/wp-content/uploads/2026/03/9169_MSG.pdf.

- Carla noted that per the report, 140 out of 176 reported individuals are in a single category, with the rest of the categories having the following amounts: 28, 5, 2, and 1.
- Carla also noted that the first category, "Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level", indicates one individual that counted in the MSG performance metric.
 - Carla inquired if the discussion involving the GED would fall into this category and if so, why was there only one individual who was counted.

VI. PY20 – 24 Workforce Innovation and Opportunity Act Data Review

Based on the data that was presented, and the track record of performance metrics, specifically MSG's, Suzie Schulberg recommended that the OSO draft a corrective action plan to address the performance metrics goals and targets.

- Carla Kobashigawa echoed Suzie's recommendation for the corrective action plan, however noted that there should be timeline for the OSO to respond. Carla suggested a 14 day response time and an improvement period of 30 days to see improvement over a specified amount of time.
- Suzie Schulberg noted concern as a Performance Measures and Accountability committee member and OWDB member, over the continuation of missing the negotiated performance metrics.
 - Sarah Guay echoed Suzie's concern, and she noted she wanted more background information involving the performance metrics and what would be considered a corrective action.

Harrison Kuranishi noted that the State has a Sanction policy, which had started in PY 22. The policy identifies what sanctions will be imposed based off of consecutive failed PY's hitting goal. The policy can be found at the following link: <https://labor.hawaii.gov/wdc/files/2023/05/WIOA-Bulletin-02-23.pdf>

Sarah Guay inquired if the technical assistance that is noted in the policy was provided, Harrison confirmed that the State usually provides training once a year.

Harrison also noted training that was provided by State staff on MSG's.

Carla Kobashigawa brought up the MSG performance metric summary, and noted that the fifth category accounted for ~80% of the MSG's input. She inquired if it's because of workflow issues, easiest validation, etc.

- Sarah Guay noted that it may be an assessment issue for programs where there may not even be a possibility of the first category, only allowing certain MSG's to be tracked.
 - Carla asked if the Individual Employment Plan indicates milestones and timelines that need to be followed. E.g. Participant must hit X milestone within three months, following some structure to know that in three months an MSG should be obtained and if not the case manager would be able to identify how to assist participant.

Harrison noted that the OSO is the connection between OWDB and the partners at the American Job Center (AJC). Department of Community Services currently serve as the Service Provider and the OSO, which is where the firewalls come into play. The OSO oversees WIOA at the AJC.

- Suzie Schulberg asked if since the OSO oversees WIOA if they would hold the responsibility of creating the corrective action plan.
 - Harrison noted that the OSO could be the ones creating the corrective action plan, he noted that the OSO was given questions after the last OWDB Full Board meeting. One of the questions was regarding what the corrective action plan for Title I, the answer provided was to go to the HireNet Hawaii coordinator at the State.
 - The answer given by the OSO was found insufficient, so a meeting was held with Aedward Los Banos, Deputy Director of Department of Community Services, and Leina'ala Nakamura, Administrator for the WorkHawaii Division, where it was revealed that the OSO would not do the administrative piece per the lack of administrative funding.

Carla Kobashigawa asked if the "administrative piece" is in terms of the contractual agreement or an expectation of the board.

- Christopher Lum Lee noted that in the Request for Proposal that was submitted, the language reads: "The One Stop Operator along with the program managers for the WIOA Title I programs will regularly review performance outcomes, program expenditures, and budgets to ensure that all performance outcomes are met and funds are expended within the grant period." Christopher also noted the scope of work section of the contract where it states that the OSO is responsible for recommending corrective actions relating to performance targets.
 - Sarah Guay inquired where the lack of administrative funds creates the gap for the performance measures issue. Harrison informed her that the contract was written with no administrative funds, it was fully program funded.

Carla Kobashigawa questioned why the lack of administrative funding was a non-issue for 2022 – 2025 but has come up now.

- Harrison noted that previously when Andrea Gaines was the OSO, OWDB staff was under the impression that the OSO could charge to the grant. A State

finding resulted in Andrea pulling away from charging to the grant and having the other OSO staff and accountant charging to the grant. A small portion of administrative funding was provided for the accountants but it was not specifically for OSO accountants.

Suzie Schulberg inquired if the OSO is stating that since there is no administrative funds the administrative piece will not be done.

- Harrison Kuranishi informed her that the OSO indicated that the contractual budget was not enough to run the center, Harrison wanted to highlight that the contract was written for three years fully program funded.

Suzie Schulberg requested that in the corrective action a solution be written out to detail how the OSO will meet the needs and demands of the contract. Along with the performance metrics, Suzie noted that the contract should be reviewed in totality to pinpoint any other requirements of the contract not being performed.

- Carla Kobashigawa noted that she had been requesting the minutes or actionable items from the OSO partner meetings to better understand what has been being done for the WIOA ecosystem.

Christopher Lum Lee noted that a corrective action was asked for in follow-up questions to the OSO, Carla Kobashigawa recommended that in the corrective action there should be milestones during the period. E.g. at the 15 day mark assurance that all program staff is familiar with the five MSG categories and have been provided proper training.

Chair Suzie Schulberg requested a motion to recommend that the full board impose a 30 or 45 day Corrective Action on the OSO requiring the OSO to get into full compliance with the terms and conditions of their contractual agreement with the OWDB, included but not limited to, ensuring that Title I performance metrics are achieved. Sarah Guay wanted clarification if the proposed timeline is for the proposal of the plan or to get into compliance, Carla proposed that the timeline include both the development and acceptance of the plan and the period of time to display areas of improvement. Carla Kobashigawa motioned to recommend that the full board impose a corrective action on the OSO. Sarah Guay seconded the motion. There were no objections or abstentions. The motion for recommendation passed unanimously.

VII. OWDB Monitoring of the Service Provider

Harrison Kuranishi noted that desk monitoring has been occurring, in person monitoring was scheduled for the week of the 9th however with the closure of City offices on the 9th and meetings throughout the week on-site monitoring will likely be February 11th – 13th. A monitoring report is required to be sent to the Service Provider within 30 days.

- Carla Kobashigawa recommended that a copy of the report be shared with the OSO and the Full Board.

VIII. Stipends Policy Follow-Up

Harrison Kuranishi noted that at the last Performance Measures and Accountability Committee meeting a stipends policy for Adult and Dislocated Workers was proposed. Harrison noted that no feedback was received.

- Carla Kobashigawa noted that at the last meeting a question was proposed regarding the connection between the stipends and MSG's. Since MSG's are

an identified performance metric that is struggling she wanted clarity to confirm that stipends are not issued just for the sake of boosting MSG's.

- Harrison noted that the Youth program has something similar called incentives, Adult and Dislocated Worker participants cannot get incentives but they can get stipends. The requirements for stipends would be similar to the Youth incentives.

IX. Announcements

Harrison Kuranishi noted that the State will be monitoring on the week of March 9th and will be fully online.

X. Adjournment

Chair Suzie Schulberg adjourned the meeting at 1:55 pm.