



O'ahu **Workforce** Investment Board
Making workforce connections

TO: Workforce Development Council

SUBJECT: Quarterly Report – June 2014

FROM: Marilyn A. Matsunaga
 Executive Director

We are an administratively attached agency of the City & County of Honolulu's Department of Community Services. The Board serves the workforce "system" - we focus on policy level initiatives which have system-wide impact. We oversee Oahu WorkLinks (OWL; part of WorkHawaii) who is our frontline operator of direct services.

POLICY LEVEL -- Board Activities:

"Permitted Interaction Groups"
Continuing its transition from a projects (task oriented) focus to a systems focus, the Board established several permitted interaction groups. These groups relate to each other as follows:

*Formulating the vision, core goals and objectives.
 (Strategic Planning) →*

*Linking vision, core goals and objectives to performance outcomes
 (Monitoring) →*

*Communicating consistently the vision, core goals, objectives and accomplishments of OWIB and OWL to the business community
 (Marketing & Networking) →*

*Our "Special Ops" team: →
 This group focuses on one priority area that is time limited in nature and to be followed by other such priority projects. These may include: veterans, older adults and similar.
 (Current focus: Veterans)*

• Strategic Planning

Chair: Dr. Kalei Inn, Principal Consultant, Kalei Inn PhD & Associates

The Local Plan is being implemented. Staff has meet with a number of key organizations involved with entrepreneurship, skills gaps and veterans to explore partnering opportunities. Preliminary meetings to form partnerships with groups that help high school students and groups that help entrepreneurs.

• Monitoring of Oahu WorkLinks

Chair: Dr. Shawn Kana'iaupuni, Director of Policy & System Evaluation, Kamehameha Schools

Staff performing monitoring activities per Board policy.

• Marketing & Networking

Chair: Mr. John Yamamoto, Executive Housekeeper, Aqua Resorts

As part of this group's outreach strategy, OWIB is now a member of the Hawaii Lodging and Tourism Association.

• Veterans Program Outreach (formerly the On-The-Job Training Program Outreach group)

Chair: Mr. Keala Benz, President, Team Clean

Contact made with a number of veterans organizations. OWIB has facilitated partnership for these organizations with other resources in the community.

<p>Full Board Meetings: Presentations →</p> <p><i>Members serve as meeting facilitators. OWIB most often meets at the facilitator's place of business to learn about that member's industry and its workforce issues. To date, OWIB has met in a hotel, a healthcare facility, a school system's headquarters, a cleaning company and its training institute and other locations.</i></p> <p>OWIB's Local Plan priorities are:</p> <ul style="list-style-type: none"> • Entrepreneurship • Skill set • Veterans 	<p>October Meeting (Skill Sets): Site visit to the new “school within a school” at Kaimuki High School called the Ho’okipa Workforce Academy. It was founded by OWIB member Keala Benz working in concert with a retired DOE principal, the DOE and others to help grow Hawaii’s next generation of hospitality workers. OWIB members Brent Kakesako (HACBED) and Paul Yokota (Zippy’s) met with students and provided internships. The students joined the meeting and each did an outstanding speech to the group. They learned invaluable skills that will take them into the job market and/or on to further education.</p> <p>May Meeting (Entrepreneurship, Skill Sets, Veterans): UH Shilder College of Business and their Custom Executive Programs. Meeting with Dean V. Vance Roley and Ms. Alice Li their Director of Custom Programs. Shilder’s reach into the community and throughout Asia Pacific is amazing. Their graduates create jobs and steward organizations that represent a significant percentage of the workforce. They will be partnering with OWIB in projects.</p> <p>July Meeting (Entrepreneurship, Skill Sets): Tentatively scheduled to meet with the Hawaii Strategic Development Corporation (HSDC) president. One of OWIB’s priorities is entrepreneurship and HSDC finances entrepreneurs in concert with several venture capital firms and also supports mentoring programs.</p>
<p>Eligible Training Provider Program <i>WIA mandates Local Workforce Investment Boards (LWIBs) to review applications and approve (in coordination with the state) a list of training providers.</i></p>	<p>Updates continued to be processed from schools and organizations seeking to amend their course offerings or to participate in the ETP program.</p>
<p>National Association of Workforce Boards (NAWB)</p>	<p>Attended the NAWB Annual Forum in Washington, DC. OWIB was able to secure a place on their Agenda with our presentation “Hawaii 5.0” Member Keala Benz shared information about the Ho’okipa Workforce Academy he founded.</p>

OPERATIONS LEVEL (Direct Services) – Oahu WorkLinks Activities:

Job Fair: Workforce 2014 Job Fair – held on May 16 at the Neal Blaisdell Center. 187 employers participated, which was a record turnout. It included 15 companies who were participating in the Fair for the first time (e.g. Walgreens, Hawaiian Cool Water) and 18 companies who returned after not participating for a while because now their recruitment needs have increased (e.g. Target, Arcadia Retirement Residence). In addition to free head shots for LinkedIn profiles, job seekers could use computers and volunteers’ help in a computer lab sponsored by Hawaiian Hope, a non-profit recycling and technology company, to fill out their applications online. Oahu Worklinks’ partner, Success Advertising, with sponsorship from Hawaii Pacific Health, brought in a new technology from RecPass

to use iPads and Quick Response Code to instantaneously upload resumes for businesses' review at their booths. Both employers and job seekers (those pre-registered and those registered on site) were excited about this value-added service.

Community College and Career Training Grant (C3T): In support of the C3T grant, Oahu WorkLinks continues to provide exhibition space for the Community Colleges at the job fair for the campuses to promote training opportunities that are offered in the Agriculture, Energy and Healthcare sectors from the first round of the grant. The Community Colleges have co-located an iCAN program at Dillingham Oahu WorkLinks that is running smoothly. Collaborations have been confirmed with the Community Schools for Adults to make referrals from the one-stops to their iCAN programs and vice versa. Co-locating one-stop staff on Community College campuses is going forward, with the first co-location projected to start at Windward Community College in the new fiscal year in July.

Carl Perkins Career and Technical Education Partnership: The State Director's office convened two workshops with Community College (both Credit and Non-Credit) and Oahu WorkLinks Consortium staff to improve communication, collaboration and increase the capacity for system integration. The 3 projects (White Page Directory; Shared Forms and Standardized Referral Process) are joint efforts and worked on by subcommittees formed by college and one-stop staff. The State office also sponsored a series of training workshops for supervisors and front line staff at the one-stop centers and college campuses for professional development. Topics included Generational Diversity; Conflict Resolution; Working with Micronesian People; Ten Difficult Personalities; and Growing Business Services.

YOUTH PROGRAMS: National Awards & Recognition – City & County of Honolulu (WorkHawaii):

From:	Awards & Recognitions Earned:
YouthBuild USA	Ranked #1 out of 200+ in the Nation for GED completion rate.
National Association of Workforce Professionals Youth Symposium 2012	Speaker – Honolulu's Youth Center Maximizes Resources to Achieve Outcomes Nov.14, 2012; Chicago, Illinois
USDOL Region 6 Technical Assistance Forum	Featured Speaker -- "Youth Services Design and Delivery"
US Dept of Labor (DOL)	Young Parents Demonstration Project (first in nation)
National Association of State Alcohol and Drug Abuse Directors, Inc	National Exemplary Awards for Innovative Substance Abuse Prevention Programs, Practices, and Policies
America's Promise Alliance	100 Best Communities for Young People Awards (multiple awards)
US Conference of Mayors	Best Practices on At-Risk Youth and High School Drop Out Prevention Awards
YouthBuild USA	Excellent Attendance, Program Completion and Diploma Attainment Awards (multiple awards earned)
National Association of Counties	Excellence in Service Award
Harvard University	Bright Ideas Award

OPERATIONS LEVEL – US DOL Data: WorkHawaii Programs; 3rd Quarter & Cumulative Data:

(Please note: The US DOL issues data after an 18 month lag.)

CATEGORY	COMMON MEASURES	Current Progress:		GOAL (State Proposed)
		Present Qtr	4-Qtrs	
OAHU ADULT:	Entered employment rate	77.78	75	71
	Employment retention rate	85.71	87.5	86
	Average Earnings	\$13,080.65	\$15,461.73	\$11,100
OAHU DISLOCATED WORKER:	Entered employment rate	91.67	77.38	76
	Employment retention rate	82.61	91.03	92
	Average Earnings	\$15,672.01	\$16,691.04	\$15,000
OAHU YOUTH:	Placement in Employment or Education	94.74	84.44	60.1
	Attainment of Degree or Certificate	100	95.56	68.5
	Literacy and Numeracy Gains	52	46.67	45

OAHU WORKLINKS

BUSINESS PARTNERING SUCCESS STORY

On-the-Job-Training Program & Covanta Energy's HPOWER

Covanta Honolulu Resource Recovery Venture (Covanta H.R.R.V.) participates in the ***Oahu Work Links On-The-Job Training Program*** with great success. Covanta operates and maintains Honolulu's HPOWER plant. The Facility produces 70 megawatts of renewable energy (power) every day for Hawaiian Electric Company.

HPOWER serves the municipal waste disposal needs of Oahu and processes over 70 percent of the island's waste – 3,000 tons per day of household waste - as its fuel. HPOWER is the only facility in Hawaii which has received the OSHA award for Safety Excellence and the USEPA award for environmental excellence.

Covanta H.R.R.V. and Oahu WorkLinks have partnered to train new hires and existing workers when they are promoted to new jobs since 2011. To date, a total of 9 employees have participated in the On-the-Job Training program. These employees learn valuable, specialized industrial plant operations and maintenance skills through an established Covanta training program, resulting in steady employment. Eight of the 9 employees are stilling working at Covanta. The remaining employee left because he moved to the Mainland.

Covanta also provides a generous educational assistance program to financially assist and encourage employees to broaden their knowledge, skills, and effectiveness while also helping prepare them for other positions within the Company. It also supports local educational programs and academics, such as serving as advisors to Leeward Community College's Process Technology curriculum.

OAHU WORKLINKS:

WIA YOUTH PROGRAM SUCCESS STORY

Andrew Stewart's Pipe Dreams

Andrew Stewart worked with the ***Oahu WIA Youth Program*** from February 2012. Prior to entering the program he was in Special Education classes at Kaimuki High School. With learning disabilities, he was short on credits. He was advised that if he wanted to graduate sooner, he could look at alternative education programs that the City and County of Honolulu offers.

Andrew benefitted from tutoring services through EPIC Foundation, a WIA Youth provider, who provided him with one on one tutoring. Not only did Andrew improve his basic skills but also his confidence in his own abilities. He exceeded expectations and overcame his shyness. He improved his basic skills to the point at which he was assessed to have completely overcome the deficiencies.

While enrolled in the WIA Youth program, he was co-enrolled in Youthbuild Honolulu to earn his high school diploma and receive pre-construction apprenticeship training through Building Industry Association Hawaii. He received his high school diploma in June, 2013.

His WIA Youth Counselor continued to provide follow-up and support services to him after graduation. He landed a job with The S.H.A.K.A Foundation Inc. where he works as a beach boy at a surfing rental stand in Waikiki. He assists in renting out equipment and has so much confidence now that he assists in providing surf lessons to customers. He has been employed for almost a year now, and enjoys what he does which includes meeting people, something he would have shied away from before. He plans to keep working there for at least another year to build up his work history. He has future plans to continue his education and eventually to become a Plumber.

His Counselor entitled his success story Pipe Dreams because of the surfing motif and his aspirations to work with pipes as a Plumber.