

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

1. What is the status of the One Stop Operator in your area? Affiliates?

The Oahu Workforce Development Board through the Purchasing Division of the Department of Budget and Fiscal Services for the City and County of Honolulu, successfully completed the competitive procurement of the One Stop Operator for the American Job Center System on Oahu. The contract was awarded to WorkHawaii. The comprehensive American Job Center (AJC) is located at 1505 Dillingham Blvd in the Dillingham Shopping Plaza and the affiliate site is located at the Waipahu Civic Center at 94-275 Mokuola Street.

Much progress has been made with the American Job Center System on Oahu. The satellite locations at Punchbowl, Waianae, and Hauula are no longer providing WIOA funded services. Staff from those sites were relocated to the comprehensive and affiliate AJC sites.

2. What progress have you made with the American Job Centers in your area?

A. Who are partners in the AJC?

There are **13** partners at the Dillingham Comprehensive AJC:

1. Wagner-Peyser
2. Department of Vocational Rehabilitation
3. State, WDD, American Apprenticeship Initiative (AAI) & Disability Employment Initiative (DEI) grants
4. Social Security System, Ticket-to-Work Program
5. State of Hawaii, Rehabilitation Council
6. City & County, WorkHawaii, Employment Program with Housing Support
7. State of Hawaii, DHS – Supplemental Nutrition Assistance (SNAP)
8. YouthBuild
9. State of Hawaii, Office of Youth Services
10. HCAP – Senior Community Service Employment Program (SCSEP), we have 2 SCSEP work experience here at Dillingham
11. Family Tree Project
12. Hawaii Literacy
13. Community Schools for Adults, Waipahu and McKinley

There are **5** partners at the Waipahu Affiliate AJC:

1. Wagner-Peyser
2. Unemployment Insurance
3. WIOA
4. Office of Veterans' Services
5. DHS First-to-Work

B. What is the status of the other partners not in the AJC?

The One Stop Operator is currently working with:

- a. Unemployment Insurance to discuss co-location of staff or a dedicated phone line at the AJC, and
- b. Office of Veterans' Services to identify a Local Veterans' Employment Rep.

C. What is the status of the MOUs and infrastructure Costs?

The current Memorandums of Understanding (MOU) dated June 10, 2015 were extended and OWDB is working with Corporation Counsel to update them and negotiate the Infrastructure Funding Agreements.

3. List the policies and procedures that have been issued to guide your service providers?

A. Are the policies and procedures posted on your website?

Currently, the ETP policy is posted on OWDB site, however when the AJC web portal becomes available, we planned to post policies and procedures that are necessary, relevant and beneficial to our clients, vendors, employers and training providers.

B. List the policies and procedures you plan to issue and deadline for each.

These policies and procedures are currently with their respective committees and will be placed on a future agenda of OWDB full board meeting after being reviewed by the Executive Committee:

1. Individual Training Account (ITA) caps
2. Priority of Service
3. Online training and certification
4. Supportive services and needs related payments

4. Report on your performance measures with narrative explaining the metrics for Adult, Dislocated Worker and Youth programs.

WIOA Title I, Adult, Dislocated Worker and Youth Service Provider follows the performance accountability in Training and Employment Guidance Letter No. 10-16.

The program goals are measured initially 90 days post training/schooling based on gained employment, or entered college or advance training for youth. When the first goal is measured by obtaining employment usually with hopes that the Adult and DW participants' employment is related to the training/schooling that WIOA funds assisted with. After exiting with the employment goal during the 2nd quarter follow up one of the measurable goals is that they are currently still employed or have obtained new employment. This also is measured with a supplemental document such as a current pay stub. Thereafter in the 3rd and 4th quarter is also used as a measurable goal with regards to employment.

A. The current Federal performance measures for each program year to date and compare to last year.

1. Adult and DW participants exhausted the \$8000 cap for their ITA but had a few more years in school, therefore they failed to continue to keep in contact with case managers.
2. Due to the conversion of HNH to version 17, we believe some data might not have been captured. As a results, five youth participants who were working were not captured in the report. Possible HNH glitch between versions?
3. Participants who moved out of State or Out-of-Country for employment after receiving their certifications.
4. No contact with participants due to contact info change and they didn't keep in contact with their case managers.
5. During this period "transition" from WIA to WIOA, we exited a lot of participants (Adult, DW & Youth) who were not active, missing in action and not able to be contacted for follow-up.
6. During this period staff turnover occurred and client files were transitioned to other case managers.

The current performance measures for WIOA, compared to last year's WIA include a few new measures and others that have been revised.

- The entered employment rate and retention for the adult and dislocated workers has been revised to the 2nd and 4th quarters after exit, and the placement into employment, training or education has been revised to the 2nd and 4th quarters for the youth program, whereas WIA's requirement was during the 1st and 3rd quarters after exit.
- The credential rate or the adult and dislocated workers are new measures and will be required during the 1 year follow-up after exit.
- The Measureable Skills Gain is a new measure for the adult, dislocated worker and youth programs and will reflect credential or employment while in the program, and before exit.

B. To assist with your response, please see the attached instructions to retrieve the necessary report. If you have questions, please contact Jayson Muraki.

5. What is the status of the sector partnerships in your area?

OWDB has created a Sector Strategies and Career Pathways Committee which will work together with the Chamber of Commerce Hawaii on Oahu's sector launches: Banking, Food Manufacturing, Healthcare, and Engineering & Design Construction. In addition to the sector launches, OWDB has had representatives in attendance at both of the Sector Summits held on Oahu.

6. Share success stories as a result of the services provided by your American Job Center and affiliates, if any.

Please see the attached document of success stories that have been provided by the AJC.