

**What is the status of the comprehensive Oahu American Job Center (AJC)?**

Dillingham continues to operate as the Comprehensive AJC on Oahu. It has hosted several visits from USDOL Region 6 as well as from neighbor island board members and their local board staff. It continues to receive praises from all that tour it and it is apparent that the Center's One Stop Operator (OSO) and staff are striving for excellence.

Not only is the AJC making great strides in incorporating Human-Centered Design and No Wrong Door concepts, it has also impressed USDOL Project Officers with its innovative approach to incorporating Rapid Response, especially Layoff Aversion, as a philosophy within its Business Services and Functional Teams. The AJC does not receive any of the State of Hawaii's Rapid Response federal dollars, but it continues to assist WDD in Rapid Response orientations and trainings when invited. Because Dillingham AJC and the Board's OSO were not informed by the Workforce Development Division (WDD) of the Island Air closure, the comprehensive AJC was not included in the Island Air Rapid Response Meetings with the laid-off employees. Knowing that a fair number of employees who were laid off by Island Air are former Aloha Airlines employees who are experiencing their second layoff, and with it being the Holiday Season, the staff at Dillingham felt compelled to pull together a Job and Resource Fair which will be held on December 5 at the AJC. The AJC Staff, using none of the State's Rapid Response monies, worked together with OWDB and the Mayor's Office to spread the word to former Island Air employees. This task was made much more difficult because no employee list has been shared with the AJC of OSO, so there is no way to contact the former employees directly. Fortunately, through persistent outreach to the former Island Air HR Director, an email blast to over 200 former employees was sent to inform them of the December 5 Job & Resource Fair at Dillingham. Dillingham staff also had a table at the Hotel, Lodging and Tourism Association's job fair on November 30 which was organized by the Island Air HR team and were able to promote AJC services.

**Is it a WIOA compliant comprehensive AJC?**

No

**If not, what partners are not in the AJC?**

Dillingham AJC has had only 1 Wagner Peyser staff on location for the past 5 years. This staff person is often called away for State meetings and to work on other State grant programs, such as RESEA, at state locations outside of the Dillingham AJC. Most times only 24 hours' notice is given via email to the AJC Manager and never once has the State employee coordinated a replacement so that coverage would be met during her absences.

Wagner Peyser (WP) staff priorities are to be the front line, the first employees to greet and work with clients who enter the AJC. Because of the major absence of WP staff at Dillingham, and no full time Veteran Service employees (DVOPs) on site, the Title I staff at Dillingham must perform these client services. Veterans have priority of service, and the Dillingham AJC has a lot of walk in clients who self-identify as vets, and many times belong to another target population or have a significant barrier to employment, i.e. experiencing homelessness and/or disabled. DVOPs show up only when they have appointments with clients who want to meet at Dillingham instead of Waipahu.

Because of these priorities of service, clients with no WP or DVOP staff to assist them, the AJC's Title I program staff are performing the majority of client services at the AJC. This greatly increases the cost per client that WDC keeps reminding OWDB is an amount that needs to be decreased. So far WP has not paid for any of the infrastructure costs at Dillingham. Under WIOA, WP funds should be paying for a large portion of infrastructure costs at the comprehensive center. Because the Workforce Development Division (WDD) of DLIR housed their WP staff at Punchbowl and Waipahu, two prior Oahu WorkLinks locations that were treated as "State Locations" vs. Dillingham, Waianae, and Hauula which were considered "City Locations", OWDB has had a major challenge in getting "State" WP employees relocated to Dillingham.

Earlier this year, the Punchbowl location was notified that it could no longer function as an AJC site due to the regulation that Wagner Peyser cannot be a stand-alone site under WIOA. WDD notified the Board that September 1, 2017 would be the date of closure, due to necessary consultations with HGEA. As of today, no WP or DVOP staff from Punchbowl have been relocated to Dillingham. When the Board asks WDD for status updates they reply that they are still waiting on the union. OWDB was informed by HGEA that they were not consulted by WDD until mid-October, and it was regarding a state-wide reorganization with no end date given. The unions said that they were also not informed that this consultation involved the City and impacted the compliance of the State's only comprehensive AJC. Each county could have been handled separately.

When OWDB received the monitoring report from USDOL ETA Region 6 advising that WIOA funds can no longer be used to support operations outside of the Dillingham Comprehensive AJC, the Board notified the One Stop Operator, its service provider and HGEA. Shortly thereafter, Carol Kaneyama of WDD sent an email directly to the One Stop Operator, copying the WDD Administrator, Elaine Young, the WDD Oahu Branch Manager Alvin Tsukayama and his staff Carol Thornton, announcing relocation of 1 WP and 2 DVOP staff from Waipahu to Dillingham. The Board Chair and Executive Director were not included in this communication even though Chair Tollefson had sent two letters to WDD, on behalf of OWDB requesting information on the status of WP staff and the Waipahu location. The letter was addressed to Linda Chu Takayama, the

Director of DLIR. The board did not receive a response from the Director's office acknowledging receipt of the communication. The deadlines stated in both letters were not met, and when the requested information was finally received it was either outdated or redacted and reduced to such a state that it was unusable. When crafting the request letter to WDD, the Board was very conscientious about not adding an additional burden to the WDD staff. The Board asked for monthly reports that had already been filed with USDOL. These reports could have easily been shared with OWDB since they were already created and contained information about a federally funded program using tax payer money and civil servants or public contract workers and should be considered public information. However, the Board received incomplete information that was pulled from the existing reports and provided no help in regards to planning staffing levels or infrastructure funding.

In addition to insufficient WP and Veteran Services staff, the AJC also does not have Unemployment Insurance (UI) staff or a direct telephone line to UI in the AJC. UI's Administrator has been notified that OWDB will not accept a direct phone line in the Comprehensive AJC. At least one FTE needs to be housed at Dillingham. The Board's request to relocate one or more UI staff to Dillingham is being considered. The Board staff also informed UI that the Region 6 staff has stated that RESEA should take place inside an AJC as coordination with Title I services will be more efficient if the programs are co-located. Having partially funded Wagner Peyser staff conducting RESEA services outside of an AJC is non-compliant.

Job Corps, Alu Like, CTE, AEFLA, CSBG, Jobs for Veterans State Grant (WDD), Wagner Peyser Act (WDD), NFJP/Migrant and Seasonal Farmworker Programs, TANF, Second Chance Act, Respite Companion Services Program, Second Chance Act, in addition to UI and WP mentioned above, are not located in the center or do not have adequate staffing for a Comprehensive AJC. Please see attached chart.

**What are the reasons that the partners are not in the AJC?**

Please see the attached chart

**What efforts have been and are being taken to have a comprehensive AJC?**

Please see the attached chart

**What is the status of the MOUs and infrastructure costs with partners?**

Please see the attached chart

**What challenges and barriers are you facing with MOUs and infrastructure costs?**

Of the 19 MOUs for the Dillingham AJC partners, 6 have been returned signed, 2 are with the State's Attorney General for review, and meetings are being scheduled for the other 11.

**What is projected ETA for signed MOUs and IFAs?**

OWDB and the One Stop Operator will not have 19 signed MOUs with IFA agreements attached as addendum by January 1, 2018.

The MOU is the agreement to abide by WIOA guidelines and be a partner at the Dillingham AJC. The MOU does not include the Infrastructure Funding Agreement at this time. Even though OWDB has separated the IFA from the MOU, we are still receiving push back from the majority of AJC partners. OWDB was unofficially notified by a State partner that their Deputy AG has a concern with the indemnification clause which will impact 3 Partner MOUs for Oahu and the Big Island. The local boards chose to use similar MOU templates to have continuity when the respective State Agencies see 4 separate MOUs for the respective AJCs on Hawaii Island, Maui and Kauai. Because of this, it is likely that all counties will have similar delays with the MOUs for State Agency partners.

**What is the status of the other locations where employment services are/were being offered?**

Punchbowl, Waianae and Hauula locations have been closed. No WIOA funds are being administered at those sites. Waipahu continues to function as an "affiliate" AJC although they have not posted the American Job Center signage that our One Stop Operator delivered to the Manager back in August. Waipahu also claims that due to lack of staffing, its Resource Center needs to close from noon – 4:30pm every Thursday and Friday. This was a challenge with the Punchbowl location. The location would close half day due to lack of staff. USDOL federal monitors said that these closures were not acceptable. OWDB expected that with the closure of Punchbowl, WP staff would be relocated to Waipahu and Dillingham to make both locations compliant. This has not occurred.

**What challenges and barriers are you facing with partners and/or service providers in downsizing/removing affiliate sites? The challenge the Board has is getting accurate information on the Waipahu**

Please see all the above answers. The Board made every effort to see if Waipahu could be an Affiliate AJC, however the condition of the building that they are located in and their unwillingness to cooperate and join in the AJC Network as a team player has made it impossible to keep this location as a

certified affiliate center. The City has notified HGEA of the need to move the Title I City staff from Waipahu to Dillingham office. WDD will be notified that it can no longer try to be certified as an affiliate AJC site because WIOA will not allow stand-alone Wagner Peyser services to be considered an AJC. Whether this notification results in more Wagner Peyser staff being relocated from Waipahu to Dillingham remains to be seen. Currently, OWDB has counted (estimate) 5 to 6 full-time staff at the Waipahu site. This site claims to have the client traffic that justifies this amount of employees, but OWDB is unable to verify this since OWDB has not received any reports from the turnstile counter that would accurately track the number of people entering the Waipahu location.