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MILITARY & VETERAN'S AFFAIRS COMMITTEE MEETING

Wednesday, November 15, 2017

9:30 A.M. – 11:00 A.M.

Princess Ruth Keelikolani Building
830 Punchbowl Street, Conference Room 310
Honolulu, Hawaii 96813

MINUTES

ATTENDEES:

MG Edward V. Richardson, USAF (Ret.), Chair, Military & Veteran's Affairs Committee
Alan Hayashi, Vice Chair, Workforce Development Council, Committee Liaison
Ann Greenlee, Director, USDOL Veterans Employment and Training Service
Sabrina Newman, U.S. Army, Schofield Base
Pamela Ellison, U.S. National Guard
Scott Murakami, University of Hawaii Community Colleges & Workforce Development Council

STAFF:

Allicyn Tasaka, Executive Director, Workforce Development Council
Jayson Muraki, Workforce Development Council
Doreen Miyaki, Workforce Development Council

I. Call to Order.....Committee Chair, Edward V. Richardson

The meeting was called to order at 9:32 a.m. by Committee Chair Richardson.

Chair Richardson expressed that John Vannata's presentation and handout regarding veterans and their spouses gaining employment at the Department of Education (DOE) was very informative. From speaking with military personnel in the mainland, Chair Richardson feels our State has a perception issue regarding the quality of the State's public schools. Chair Richardson stated that active military personnel have been turning down assignments in Hawaii, due to this issue. Ann Greenlee asked if the committee could request from the various military branches, the number of veterans and spouses that want to enter the local education workforce. From there, the committee could assess the impact and could transmit a letter to the DOE Superintendent notifying the department to see if anything can be resolved. Sabrina Newman stated that she could provide the committee the numbers for the U.S. Army Schofield Base. Pamela Ellison

also stated that she will bring this issue up at the Joint Venture Education Forum (JVEF), since representatives from all the military branches are present. As a result of the negative perception of Hawaii's public schools, Chair Richardson noted that the JVEF was formed to address this issue.

II. Approval of October 18, 2017 Minutes

A motion to approve the October 18, 2017 minutes was made by Ann Greenlee. Alan Hayashi seconded the motion. The motion to approve the minutes was approved unanimously.

III. Presentation by Scott Murakami, Director of Workforce Development, University of Hawaii Community Colleges – “How to keep IT Professional in Hawaii”

Follow up discussion on what this committee can do to attract military members who are leaving active duty and veterans who are trained in IT and Cyber Security to choose Hawaii and remain here as their place of work.

This discussion should include members on National Guard and Reserve organizations who are based here.

Scott Murakami provided a presentation to the committee on how to keep IT professionals in our State. While researching IT issues, Scott found that many businesses are facing different issues other than cyber security. Scott noted that the new digital technology transformation will change how businesses operate in the future. Based on findings made by Gartner, “50% of CEOs say their industries will be digitally transformed and 84% of CEOs expect digital to increase profit margins.” The digital technology revolution will make businesses more effective and responsive to consumers and in turn, drive revenue for the company. Scott mentioned data analytics including legacy data systems, edge analytics, and artificial intelligence, as well as interoperability between systems (API) as being revenue drivers during this digital transformation age. In addition, Scott expressed some issues that elevate the infrastructure and operations (I&O) function like data and system security, controlling or managing user owned devices and users locating other business tools and cloud solutions to do their job responsibilities like Microsoft Business Intelligence.

The next portion of Scott's presentation went into Hawaii's I&O job market and what the data reveals. Scott defined the different types of jobs constituted under Infrastructure and Operations:

Infrastructure – Physical networking

- Computer Operators
- Computer Network Support Specialists
- Computer User Support Specialists

- Computer Network Architects
- Operations – Server and system administration
 - Computer and Information Systems Managers
 - Computer Security Analysts
 - Information Security Analysts
 - Network and Computer Systems Administrators

Scott provided data on the current job environment and outlook for I&O jobs in Hawaii. In 2016, there were 9,244 I&O jobs in Hawaii and the State's projected growth rate was only 41% of the national project growth rate. The median hourly earnings for I&O jobs in Hawaii is \$32.90 an hour with an annual salary of \$68,432. These salary figures are 8.45% lower than the national average. However, when looking at the breakdown more detailed between Infrastructure and Operations jobs, there are correlations to be made. In Hawaii, infrastructure jobs median hour rate is \$31.87 an hour, which is 13% higher than the national average. On the other hand, operations jobs median hour rate is \$38.11 an hour, which is 87.99% lower than the national average. The data tells analysts that the job environment in Hawaii is favorable to infrastructure jobs because they are paid more than the national average, however higher-level jobs found in operations is unfavorable in the State and individuals will be able to find better opportunities on the mainland. Add in the cost of living in Hawaii, which is 90% higher than the national average, then individuals can see why attracting top talent in the operations field is very challenging.

Scott presented a solution to help alleviate this issue which is to develop a strategy and game plan for talent acquisition and development. To build this team, Scott mentioned individuals need to possess one or more of the following capabilities: technical breadth, business competency and technical depth. The next question is how do you build your team and where do you locate these individuals. Scott mentioned looking for new employees in niche pockets of available labor like transitioning military personnel and individuals with disabilities, who can qualify for workforce tax credit. Another way is to grow and develop your own team by establishing a professional development pipeline. Through research, job boards have a 2%-4% effectiveness rate, while networking has a 50% effectiveness rate. Taking advantage of workplace experiential learning and/or job fairs may also be a good resource.

Currently, cyber security is an important issue; however, it is only one element in a larger technological transformation.

Chair Richardson asked Scott about who is developing the strategy for this technological transformation? Scott replied that it depends on the company, however, this strategy would be better suited for companies with larger IT staff. If the company decides to move forward with this transformation, it would come from the CEO and pushed down the company. Scott mentioned through his experience with employers, they asked for skilled employees to hire instead of training programs. Once the employer demand is

there, an employability program can be constructed for that occupation. Scott provided an example of a program he worked on for welders. The employability program for welders was successful because employers made the commitment to hire these individuals, once they successfully passed the program. Recognizing the right industry and having commitment by the employers to hire are very important aspects to consider. Alan expressed presenting this information to the Chamber of Commerce of Hawaii and/or CIO Council to bring awareness about this issue.

IV. Continued discussion on action this committee should take to foster employment of Military members, Veterans and spouses in Hawaii in all jobs including

- A. Teachers**
- B. Nurses**
- C. Emergency Medical Technicians**
- D. List of need positions**

Chair Richardson asked for a status check concerning the issue of nurses. Chair Richardson received information from Queen's Hospital about their nursing program and entry process and will be passing the handout at a later meeting. Pamela Ellison spoke briefly about the nurses trained in the military stating that they are educated at the entry level but most of them upon leaving the military are not equipped with the advanced nursing skills. It was noted that Hawaii's hospitals are very competitive when accepting entry level nurses into their programs.

Regarding the issue of emergency medical technicians, Doreen Miyaki stated that she contacted the Kapiolani Community College Emergency Medical Technicians program and the individual in charge stated that there were three different levels for these technicians: basic, advanced and paramedic. If individuals fell in the advanced or paramedic levels and have received their national credentials, then the individual just needs to apply for the job. However, for individuals at the basic level, they would need to go through additional clinical skills training before they can apply. Chair Richardson asked if there was a current shortage of emergency medical technicians or if there was a shortage of funds in the State. Ann Greenlee stated the committee should look in HireNet to see the demand for emergency medical technicians through available job postings. In addition, Senate Bill (SB) 506 was distributed to the committee, which was introduced in the 2013 State legislature that outlines the licensing process. Doreen stated that SB 506 was carried over to the 2014 State legislature; however, the status of the bill is unknown at this time because calls made to the Department of Commerce and Consumer Affairs (DCCA) asking for a status check was not returned at the time of the meeting.

V. Further discussion on adequacy of the State Department of Transportation's License waiver form for military experience.

Chair Richardson received a letter from the Department of Transportation (DOT) stating there are procedures in place for CDL licensing for individuals with military experience. Through the waiver form, individuals will need to have their commander sign off on the form which lapses in a year. As a result, the military commanders are reluctant to sign the form. Ann Greenlee expressed that programs like SkillsBridge can offer solutions to address this issue. SkillsBridge can work with these individuals to receive their license during their transition and it is all funded by the military. The committee will research the criteria needed to attain a CDL license and see if military experience is qualifiable to be waived. Committee members expressed different ideas on ways to resolve this issue but more research and communication is needed at this time before any decisions can be made.

Sabrina Newman mentioned the Troops Into Transportation program as another opportunity the committee may look into. The mission for Troops Into Transportation is “job placement for veterans through in-depth CDL training programs with partner trucking companies.” Troops Into Transportation is a nationally recognized full service commercial driving school that is licensed and approved by the appropriate state licensing agencies, the DMV, and the Department of Education. Sabrina noted that she will follow-up and try to get more information about the program for the committee.

VI. Next Scheduled Meetings

- A. Meetings will be held monthly on the third Wednesday of the month at 9:30 a.m. – 11:30 a.m.
- B. December 20, 2017

Chair Richardson cancelled the December 20, 2017 committee meeting.

VII. Adjournment

Committee Chair Richardson adjourned the meeting at 11:25 a.m.