

## MAUI COUNTY WORKFORCE DEVELOPMENT BOARD

December 5, 2017 – American Job Center update

- What is the status and plan of the comprehensive Maui American Job Center?

The AJC network partners are still in the process of developing an MOU and IFA. The location of a new AJC location is the highest priority of the partners and was the primary impetus for implementing monthly meetings. The next meeting of the partners is on Thursday, December 7, 2017.

- Is it a WIOA compliant comprehensive AJC?

As noted in the previous question, the completion of the MOU and IFA, as well as the location of AJC are still being worked on. A OSO has been identified, and MCWDB has identified a TEMPORARY location for the AJC so that the OSO can be placed and start working with partners.

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

All partners have been informed of the requirement to participate in the AJC network as defined by WIOA. Most have tentatively submitted how they will participate (colocation, cross training, or meaningful information/service via technology). The network has not yet received a tentative idea from the local Perkins program representative; however, we are looking to have an answer at our next meeting on Thursday. Job Corps has expressed their commitment to participating as a partner, but has yet to hear what they are allowed to commit to from their higher-ups.

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

All of the local representatives have verbally committed to their participation in the AJC. A draft MOU and IFA will be presented at the next meeting for review.

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

MCWDB released an RFP for a OSO which was not successful in garnering responses. The MCWDB temporarily named Maui County the temporary OSO and created a Temporary Investigative Group to identify a OSO. At the last meeting of MCWDB, the TIG recommended that the County be named as the OSO on a non-temporary basis. MCWDB voted in favor.

MCWDB staff have worked to draft a policy related to OSO supervision of partners, which is inclusive of a firewall policy. The draft requires review by the MCWDB governance committee and will be considered at the next WDB meeting.

MCWDB engaged the assistance of its members, staff, and a staff person from the Maui County Business Resource Center to locate possible locations and get an idea of cost. MCWDB later learned that the county's Real Property Manager should be engaged. He was updated, provided information, and has met with MCWDB to discuss multiple location options.

The AJC network partners began meeting monthly to focus on meeting the requirements of WIOA. Partner meetings primarily focused on updating partners about the requirements of WIOA, what qualifies as meaningful services in the center, as well as tentative commitments as to how their agency will provide the meaningful services. Commitments are noted as tentative as signatures have not yet been collected on an MOU.

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

MCWDB staff are working on an IFA that incorporates both FTE and square footage based on recommendations from WDC staff. The format is based on one currently being utilized in California. A draft will be presented at the next partner meeting on Thursday.

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

The biggest challenge has been the “chicken and the egg” dilemma. Partners want to know how much space there will be before they commit to an amount. Negotiators for the space want to know how much money they will be working with before they are willing to engage on the space. MCWDB has been working with the local WDD office to come up with a monetary and size estimate, which is what will be utilized in the MOU/IFA presented on Thursday.

- What is the projected ETA for signed MOUs and IFAs?

With December already underway, it is unlikely that a finalized MOU with and IFA can undergo the scrutiny necessary by all partners to be signed by January 1, 2018. A January 31, 2018 date is more realistic.

It is unlikely that a location can be negotiated and moved into by that date. MCWDB is strongly advocating that the space be customer centered, so time for renovations of a space will likely be a consideration.

- What is the status/plans of the site in Molokai where employment services are being offered?

The focus of the partners has largely been on the comprehensive site; however, MCWDB is aware of the additional need to address the Molokai site. MCWDB discussions with the OSO have included the possible need for site supervision should an affiliate site be located on Molokai. Additionally, MCWDB is aware that employment services cannot be a stand-alone affiliated site and will ensure that the affiliate site is in compliance with WIOA as described in 20 CFR 678.310, 34 CFR 361.310, and 34 CFR 463.310.

- Do you have a current contract with a service provider for the adult and dislocated worker programs?

Yes.

- If yes, who is the provider and how long is the contract for?

WDD is the current provider and is operating off of PY16 funds which are set to expire 12/31/17. An extension is in process to extend usage of funds through 3/31/18. The new contract, also in process, will begin 1/1/18 and end 12/31/18.

- What is the status of selecting a service provider for the youth service program?

UH is the current provider and is operating off of PY16 funds which are also set to expire 12/31/17. An extension is in process to extend usage of funds through 1/31/18.

MCWDB's Program Monitoring committee met previously to finalize discussions regarding the destruction of client files by UH. The committee has found that UH was responsible for the files that were destroyed and that the destruction of the files should be a factor in the scoring of the WIOA Youth Program RFP for the next two program years should UH apply. The committee also forwarded a number of recommendations related to document storage for MCWDB consideration.

The RFP process closed on 12/1/17 with UH as the only applicant. The review committee met to review the application. Their discussion appropriately included a discussion and points adjustment based on the review and input provided by the Program Monitoring Committee.

- What is the projected ETA to have a contracted youth services provider in place?

Based on the scoring, UH was chosen to be awarded the next WIOA Youth Contract, which will be for the period of 1/1/18 – 12/31/19 with an option to extend an additional two years based on performance and funding.

- What challenges and barriers are you facing selecting a youth service provider?

The most significant challenge has been finding qualified applicants to go after the WIOA Youth RFP. With unemployment having been low for a significant period, funding is not as attractive and the experienced providers know it is not likely to increase in the near future. Multiple calls have been fielded by MCWDB staff regarding inquiries about the RFP, and all have ultimately commented on funding.

While the document storage issue has also been an issue, MCWDB is confident based on more recent performance as well as commitments from UH that the incident will not be repeated. The most recent recommendation from the Program Monitoring committee has included specific steps regarding the labeling of boxed files to be included in the program procedures, with a request that the procedure be submitted to MCWDB for review and approval.

- If there is only 1 service provider in your community for adult/dislocated workers and youth services, will the Maui WDB be addressing how to develop other providers to offer choices?

MCWDB was approached by multiple entities outside of current providers regarding interest in providing youth services. One out-of-state entity was provided with the RFP data as requested and did not submit a response. Another local provider of workforce services for individuals with special needs requested and participated in a phone conference with the MCWDB ED. That provider decided not to respond to the RFP.

MCWDB did discuss extending the length of the contract in order to attract additional applicants, which is why the WIOA Youth Services RFP was extended to cover two (2) years with an option for a two year extension. Some board members suggested that a five year contract be considered.

MCWDB will continue to troubleshoot this issue, as competition can be healthy to promote strong program performance.

- What is the status of a firewall for your One Stop Operator and the Maui WDB staff?

A draft policy has recently been completed. It addresses OSO supervision of AJC partners and is inclusive of the firewall, which prohibits WIOA funded program staff from functioning as the OSO or the OSO's supervisor. It is not yet approved by MCWDB. A draft has been attached. Please note that it is the initial draft and may undergo changes.