

## OAHU WDB Status Report to the Executive Committee and WDC Board

### **Executive Committee meeting June 7 and WDC Board meeting June 14, 2018**

1. Please describe the status of MOUs with core and mandatory partners. List signed and pending MOUs. On the pending MOUs, please indicate projected date of signed MOUs and what the delay is.

OWDB is very close to having all MOUs signed. Of the 20\* partners, only 4 have not signed the MOU: HCAP, DHS, DVR, and Hi'ilei Aloha (the second YouthBuild Program on Oahu). Meetings have been set up to discuss. OWDB is still on track with the initial signing date that was given to WDC of July 31, 2018.  
\*The Second Chance Act Partner has still not been identified.

2. What is the status of negotiating shared costs with core and mandatory partners. What partners have begun discussions on infrastructure costs?

The main focus of the Board and the One Stop Operator has been accommodating the needs of the DVOP and WP staff relocating from Punchbowl and Waipahu as mandated by USDOL to get the Comprehensive ACJH at Dillingham compliant. A total of 12 staff will be co-located at Dillingham by July 15, 2018. In addition to meeting with WDD on the above program staff, representatives from OWDB have started discussing shared costs and IFAs with Adult Community Schools' McKinley Campus (who will be co-locating up to 3 employees on site at AJCH); Job Corps; DVR; DHS; HCAP; and UH Community Colleges. This is also an agenda topic which is discussed at every AJCH Partner Meeting so everyone sees that it is a collaborative effort where mutual benefit and service to the clients are the main goals. OWDB is very happy with the recent progress we've seen. Discussions have been very positive.

3. What effects are there at the AJC from the flooding disaster in East Honolulu?

None. The AJCH provided outreach and program materials at the East Oahu Disaster Recovery Centers (see locations and dates below) where the Department of Community Services had information tables.

**April 23, 12 p.m. – 8 p.m.**

Waimanalo District Park  
41-415 Hihimanu Street

**April 25, 12 p.m. – 8 p.m.**

Waimanalo District Park  
41-415 Hihimanu Street

**April 24, 12 p.m. – 8 p.m.**

Koko Head District Park  
423 Kaumakani Street

**April 26, 12 p.m. – 8 p.m.**

Koko Head District Park  
423 Kaumakani Street

4. What is the status of signing the MOA for rapid response services? Please describe what is causing the delay. What is projected date to sign and submit to WDC?

The MOA was reviewed by OWDB and our service provider who will be conducting the actual Rapid Response activities, WorkHawaii. It was then sent to the City's Corporation Counsel who reviewed it and approved its form and legality. OWDB Chair, Jason Chang, has signed and it was delivered to WDC on June 6, 2018 for execution.

5. Per WIOA Bulletin 19-18 PY18 and PY19 Local Workforce Development Board Performance Negotiations, what is the status of your negotiations with the other WDBs?

OWDB's Performance Measures and Accountability Committee reviewed the negotiated numbers that were received from WDC on May 25, 2018. Another meeting with the Service Provider, WorkHawaii, is scheduled to discuss each measure in detail. No formal negotiations will start with the other WDBs until OWDB completely understands Oahu's numbers. There is also very little to negotiate since Oahu has the majority of the state's population and the only functioning comprehensive AJC at this time. Any changes OWDB proposes, however minimal, would have huge impacts on the other three WDBs. And in some cases, if no program exists in that county, or if no clients are enrolled in a certain program, there isn't anything to negotiate.

6. How many vacancies remain open on the Oahu WDB? What are the plans to fill the openings? Please include projected date to fill.

There are 3 openings for board members representing business, WIOA section 107(b)(2)(a). One person's nomination has been reviewed and deemed acceptable by WDC. The nomination is currently with the Mayor's Office for consideration. OWDB Administrative Staff has conducted outreach to multiple business associations in order to create a pool of qualified nominees for future Board vacancies. We have also met with two potential business people who are considering serving on the Board. The vacancies are not impacting the Board's ability to meet and conduct business.

7. Please share 1 or 2 accomplishments and success stories with the Oahu WDB and AJC that you'd like to share.

OWDB's administrative staff were very fortunate to be able to attend WIOA trainings out of state. In April, the Executive Director, Alison Lum, and the new Financial Analyst, Justin Sarce, attended the National Association of Job Training Assistance (NAJA) 35th Annual Conference in Los Angeles. The Key note speaker was our own Region 6 ETA Acting Regional Administrator, John Bailey, and Federal Project Officer, Ingrid Schonfield, from the US Department of Labor. This conference focused on WIOA, federal funding, and fiscal rules.

In May, Alison, Justin, and Lyn Uratani, the Board's WIOA Specialist, attended the National Association of Workforce Development Professionals (NAWDP) Annual Conference in Phoenix. There we met 6 staff from our AJCH, including our One Stop Operator, Lei Nakamura. We each attended different training tracks: Business Services, Job Seeker Services, Management Services, General Workforce Professional, and Youth Services. Our Youth Services Center Manager, Kirsten Thornton, completed the NAWDP New and Emerging Professionals year-long program by presenting her capstone project at the conference titled "Aloha: Developing Partnerships Using Hawaiian Cultural Practices". It was an excellent presentation and very well received.

Please see attached Quarterly Report from the AJCH to OWDB for AJC accomplishments and success stories.

April 24, 2018  
Quarterly Report  
January 1, 2018 to March 31, 2018

TO: Oahu Workforce Development Board

FROM: American Job Center Hawaii

RE: WIOA Title I Adult & DW: PY17- July 1, 2017 to June 30, 2018

- A. Center visits: Dillingham Center
- 1,987 Total number of customers/visitors
  - 368 New customers
  - 1619 Returning customers
  - 40 Homeless individuals
  - 28 People with disabilities
  - 131 Ex-offenders or incarcerated individuals
  - 153 Veterans of Spouse of veterans

- B. Program Enrollment (PY17) Cumulative)
- 148 Adult
  - 97 Dislocated Worker
  - 225 Youth

- C. Customized Job Fair & Workshops at AJCH

HMS Host Job Fair: 30 participants attended and 18 were offered positions.  
Gate Gourmet Job Fair: There were 10 attendees. However, we were not provided information as to which attendees—if any—were offered positions.

A Federal Resume Writing Workshop was conducted by an employer, Naval Supply Command Center, for the AJCH staff and partners. 10 attended.

- D. Outreach / Recruitments Efforts
- Halawa Correction Facility – 8 inmates attended  
WIOA Adult team shared two handouts, the AJCH and Adult Program brochures, and discussed free services that offered at American Job Center Hawaii. One attendee remembered us as O’ahu WorkLinks and had been to the Dillingham office before while he was out on Parole. The team shared the various benefits of the AJCH to include: WIOA training programs, OJT, Apprenticeship Programs, Resource Center, fax and copy machines, and HireNet Hawaii website. The team answered the attendees’ questions; three attendees were especially interested in learning about the AJCH. It was a successful outreach engagement. We hope that these individuals will take advantage of the services when they are released from prison.
  - Women’s Community Correctional Facility - 11 inmates attended  
Our staff reviewed the aforementioned handouts with the attendees and discussed career pathways. A few of the attendees divulged that they were incarcerated for drug-related charges, bank robbery, etc. and wanted to know what jobs would be attainable

for them upon release. Based on the attendees' interest and questions, the team was also able to share the benefits of the Rent-to-Work program, Ke Ola Mamo for dental and health services, GED/or high school diploma programs, and supportive services. The session was very engaging and informal and the women asked appropriate questions.

- Waianae Moku (Leeward Community College) 15 attendees

This presentation was given to students registered in the "Introduction to Hospitality & Tourism" course who were also seeking employment at Koolina properties. The team did a presentation about American Job Center Hawaii and did an overview of services available at AJCH. Staff also presented information on WIOA Adult and OJT possibilities through Koolina.

E. Rapid Response:

Dupont Pioneer – (2day RR)

Day 1 – 43 / Day 2 – 35 attendees

State WDD staff introduced themselves to attendees, introduced the other partner agencies in attendance, and shared what resources and services are available to dislocated workers. The AJCH staff discussed WIOA, OJT and TTW, with WIOA training funds being of most interest to the attendees. Med Quest staff shared how its agency can help workers once they are displaced. Waipahu Community School for Adults spoke of ESL classes, GED, and other career pathway training. Unemployment Insurance was especially interesting to attendees and garnered the most questions.

Kalani Honua, Hilo, HI: Attendees: 1- worker from Kalani Honua; 3-County Housing staff; 2- State WDD staff; 2- AJCH Staff; 2- State UI Staff

AJCH staff presented to the one client in need of assistance, and explained the HNH registration and process. AJCH staff shared the role of the AJC and the kind of services we provide. The attendee expressed concern about her income due to the loss of her job but did not want any training using WIOA funds. The attendee mentioned that she wanted to open her own business. AJCH staff advised her to research grants and a possible business plan and to seek a business loan through a bank. AJCH staff spoke to Hawaii County employees regarding Rapid Response practices on Oahu. AJCH staff also shared different ways to engage job seekers and incumbent workers in using the AJCH and WIOA services. Hawaii County expressed interest in modeling their Rapid Response practices after Oahu.

F. Business Engagement Activities:

**Pacific Point Corp.** – On-the-job (OJT) contract was developed with Pacific Point Corporation. One participant has been placed into OJT training.

**Workforce Career Fair** – Business Engagement Team (BET) is currently developing positions for Case Managers' participants who are completing training.

G. Success Stories:

**Oksana Harris:** Oksana came to the WIOA program on May 26, 2017 as an Adult. She wasn't employed at the time and had previously worked in the Marketing field, and also working as an independent consultant. She was very interested in DevLeague's Web Software Developer Program, where she flourished and completed the program in less than three months. Upon completion of her training, Oksana began to job search, but found no such luck. However on January 8, 2018, she was able to enroll in an On the

Job Training (OJT) contract between American Job Center Hawaii and Pacific Point, where she worked as a Consultant. She earned \$31.25 per hour, and was very well liked by the OJT Employer. She withdrew from her OJT contract on in April 2018 after being rehired by her former employer, Lexicon Solutions, as a Systems Analyst. She now earns \$64 an hour.

**Shyla Medeiros:** Shyla started off as a young wife/mother of three children. She had her first child when she was only 15, got married when she was 21 and had two other children soon after. Her husband and oldest son are both diagnosed with autism so collecting SSI. She went to Waipahu Community School for Adults where she got her GED in November 4, 2009. She worked at convenience stores until she decided she wanted to have a career in the health field. She decided on Hawaii Medical College as the evening classes could fit into her schedule. She started attending classes in July 2016 and graduated with honors in December 2017. She is grateful to the program for helping her achieve her dream of becoming a Clinical Medical Assistant. She was able to secure a job at the Waianae Coast Comprehensive Health Center as a Clinical Medical assistant where she is making \$16 per hour in a full-time position.

**Mindi Perralta:** Mindi had many obstacles to overcome with significant mental illness, a lack of education, and some poor decisions she made along the way. Her children gave her a new and better perspective on life and were the driving force behind her tenacity for a better future. The case manager first meeting with Mindi was positive about what she wanted and needed to do to reach her employment goal. She enrolled as a full-time student at Windward Community College this Spring semester, maintains a 4.0 GPA, and went after all of the extra credit points in her classes because she likes the challenge. She's obtained her driver's license, has been accepted into the Veterinary Assistant program, and is preparing herself for next semester by tutoring math during the summer break. We believe with case manager continued support and guidance, she is on her way to a successful career as a Veterinary Assistant.

**Aaron Arakawa:** With over eight years of experience in the restaurant, valet, and hospitality industry, and a total of over ten years of experience in the customer service industry, Aaron decided that it was time to change to a career that interested him. He came to American Job Center Hawaii in hopes of qualifying for tuition assistance so that he could attend the Software Developer Program at DevLeague. His instructors raved about his positive qualities and his dedication in successfully completing the program. Upon graduation, he found a company, Decision Research Corporation, which was willing to hire and train him. The American Job Center Hawaii offered On the Job training to the employer. Aaron continued to demonstrate his positive qualities, professionalism and ability to adapt quickly to challenges. As a dedicated professional, he completed the training on January 2, 2018 and is now a permanent employee with the company. He is thankful that the American Job Center Hawaii provided him the opportunity to reach his career goal and enter an industry in which he will succeed.

H. Performance Outcomes:

At this time, we are unable to compare and pull accurate numbers for PY16 and PY17 performance targets, both of which demonstrate AJCH actual performance, due to limitations of Hirenet. Hirenet was not updated to reflect the actual WIOA performance indicators. We want to ensure that we meet or exceed all the performance goals set forth for O'ahu and that there are measures in place to accomplish those goals.