

## **OAHU WORKFORCE DEVELOPMENT BOARD STATUS REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL (WDC)**

**Report will be distributed at the Executive Committee meeting on August 30, 2018 and WDC Council meeting on September 13, 2018. DEADLINE TO SUBMIT TO WDC: FRIDAY, AUGUST 24, 2018.**

1. The PY2018 allocations were issued on June 15, 2018 in WIOA Bulletin 20-18. The Annual Plan and budget is due by August 15, 2018. What is the status of the WDB annual plan and budget? Submitted.

The PY18 budgets for Adult, Dislocated Worker, Youth, and Local Administrative Costs were submitted to the WDC Office on August 14, 2018 along with answers to the 18 additional questions required for the Annual Plan this year.

2. 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 describe what the delay is.

On August 9, 2018, MOUs between the Mayor of the City and County of Honolulu, OWDB, and these partners were executed:

- WIOA Title I Adult Program – City and County of Honolulu WorkHawaii
- AEFLA Program – DOE Community Schools for Adults
- CTE/Perkins Programs – UH Community College System
- Community Services Block Grant ETA – HCAP
- WIOA Title I Dislocated Worker - City and County of Honolulu WorkHawaii
- Housing and Urban Development Program – City’s Department of Community Services
- Indian & Native American Program – Alu Like, Inc.
- Jobs for Veterans State Grant (JVSG) – DLIR Workforce Development Division
- Job Corps – Hawaii Job Corps
- National Farmworkers Jobs Program/Migrant & Seasonal Farmworker – Maui Economic Opportunity, Inc
- Senior Community Services Employment Program – HCAP
- Respite Companion Services – DHS
- State VR Program (DVR) – DHS Division of Vocational Rehabilitation
- Unemployment Compensation Programs – DLIR Unemployment Insurance Division
- Wagner Peyser Act (WP) – DLIR Workforce Development Division
- WIOA Title I Youth Program – City and County of Honolulu WorkHawaii
- YouthBuild Program – City and County of Honolulu WorkHawaii

One additional MOU, separate from the AJCH Partner Network template MOU, between OWDB and the Department of Human Services’ TANF Program has reviewed by the State’s Deputy Attorney General and the City’s Deputy Corporation Counsel and is being routed for signatures. In addition to satisfying the required MOU, this unique partnership will allow the AJCH to provide services to the second adult parent and any older/out of school youth of TANF participants that DHS is unable to serve.

3. What is the status of negotiating shared costs with core and mandatory partners?

As of August 1, 2018, 12 staff from the State’s Workforce Development Division representing WP (6) and JVSG (5 DVOPs and 1 LVER), and 1 staff representing Unemployment Insurance are physically located at the AJCH Dillingham. In addition, 4 staff from the DOE’s McKinley AND Waipahu Community Schools for Adults are also located at the AJCH. The only core partner we are missing is the Division of Vocational Rehabilitation (DVR). DVR stated that due to budget cuts and “order of selection” they had to pull back the 1 staff member that was located on site, full-time for the past 15 years and will only be able to have someone at the AJCH for “up to 4 hours per week” in the future. In the meantime, OWDB is not worried about the lack of presence of DVR staff because WorkHawaii has 2 full-time Disability Employment Initiative (DEI) staff members, one for Adult and one for Youth, who focus on improving

education, training and employment opportunities, and outcomes for youth and adults with disabilities. They actively work with clients who, due to order of selection, are unable to receive services directly from DVR and are coming to the AJCH for assistance. These 2 DEI staff members also help to cross train the other partners located at the AJCH on how to provide service to clients with disabilities.

The final measurements of all cubicles and shared common areas have been received and the IFA template has been updated. OWDB would like to schedule IFA negotiations as soon as possible. We will wait to hear about the availability of a facilitator. See #5.

**4. What is the projected dates of signed Infrastructure Costs Agreements (IFAs)? Describe what the delay is.**

The projected date of signed IFAs is September 30, 2018. In order to get partners to physically co-locate to the AJCH, OWDB, the OSO, and our Service provider: WorkHawaii, had to take the time to build trust and have all parties realize the mutual benefits of moving to Dillingham. In some cases, unions had to be consulted before employees were moved. The physical space at the AJCH had to be altered adding cubicles and dropping secured cables for internet access for State employees. The City's IT person had to consult with the State's IT person to make necessary upgrades to the computer system and increase bandwidth. Wagner Peyser will be donating 10 computers to the AJCH to be placed in the large conference room on the 1<sup>st</sup> floor. These computers will be used by UI clients during their RESEA orientations and follow up meetings. When not in use for RESEA, these computers will be available for computer literacy classes taught by AJCH partners. OWDB will have to discuss the in-kind, fair market value of these donations during the IFA negotiations.

**5. Would the WDB be interested in having a facilitator, mediator and/or State intervention to finalize MOUs and IFAs? If yes, describe in detail the assistance that would most benefit the WDB to reach agreement and signed MOUs and IFAs.**

The Board has successfully executed all required partner MOUs but would welcome the assistance of a neutral third party to negotiate IFAs with at least the partners who are physically located at the AJCH. OWDB would also welcome the opportunity for a facilitated "brain storming" session with all partners on Oahu.

**6. What is the level of activity for rapid response services on your island? What further assistance from WDC would benefit the WDB and AJC for rapid response?**

The current rate of layoffs and business closures on Oahu justifies a full time Rapid Response (RR) position at the AJCH, however with a budget of \$25,000 in PY18, this is not possible. The size of the PY18 RR budget will also not allow any funds to be used for layoff aversion. Currently, the AJCH's business services team leader is coordinating staff to manage layoff aversion activities dependent on needs of the companies and existing workforce. Because there is no budget for layoff aversion, the business services team is working it into their employer engagement activities. OWDB and AJCH staff communicate frequently with the WDC's rapid response coordinator and continue to streamline the program.

**7. Per WIOA Bulletin 19-18 and PY19 Local Workforce Development Board Performance Negotiations states a deadline of September 30, 2018. What is the status of your negotiations with the other WDBs?**

OWDB has offered to remove Oahu from the negotiations allowing Maui, Kauai, and Hawaii Counties to negotiate amongst themselves any changes to their performance measures. Due to the fact that Oahu has the majority of the state's population and substantial numbers of clients enrolled in all three WIOA Title I Programs, any decreases to the performance measures would be too much for the other counties to absorb. Also, there is nothing to negotiate when programs have zero clients enrolled.

OWDB's financial analyst scrutinized the USDOL's statistical adjustment model and was impressed by the number of data points used to set the initial performance measures. The Board also recognizes that WDC conducted face-to-face negotiations with USDOL Region 6 and was able to decrease two performance measures in Hawaii's favor.

8. Per WIOA Bulletin 22-18 Guidance for Modified Local Plan effective from February 1, 2019 to June 30, 2020 is due to WDC no later than October 15, 2018. What is the status of the WDB local plan?

OWDB's Local Plan is currently being updated based on the guidance received from the WDC and will be submitted before 4:30pm on October 15, 2018 via email as instructed.

9. Please share 1 or 2 accomplishment and success stories with the WDB and AJC that you'd like the Executive Committee and WDC members to be aware of.

Please see attached report.

10. Has the WDB issued any policies and procedures? If yes, which ones and what were the dates issued?

October 2017 – Individual Training Account Policy

August 2018 - Monitoring Policy

**AMERICAN JOB CENTER HAWAII Report**  
**WIOA Title I Programs**  
**Program Year '17 (July 1, 2017 to June 30, 2018)**

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A. Center Visits: Dillingham Comprehensive American Job Center (Cumulative)

HireNet reporting:

6,281 - total number of customers/visitors

1,548 - new customers

4,733 - returning customers

AJCH internal reporting of target populations:

65 individuals experiencing homelessness

92 individuals with disabilities

278 veterans or spouses of veterans

425 ex-offenders or incarcerated individuals

B. Employer Services

572 employers received services (e.g. assistance in accessing and creating an account in Hirenet, job postings, and customized job fairs).

C. Enrollment (PY17- Cumulative)

155 Adult

102 Dislocated Worker

234 Youth

D. Highlights

- Representatives of the Hawaii Workforce Development Council, US Department of Labor and the Guam Department of Labor toured the AJCH to learn about partnerships, programs and services.
- Customized and interactive job and college preparation workshops for adult and youth were implemented by AJCH staff, partners and employers. Workshops included: "Knock'um Dead Resume", "Federal Resumes - Navigating the US jobs" and "College Preparation".
- Through a partnership with the State Workforce Development Division (WDD) and the American Apprenticeships Initiative Grant (AAI), we were able to expand WIOA Title I services by offering an information technology (IT) apprenticeship training and a Pre-apprenticeship healthcare (HC) training. A total of 46 participants (10 IT and 36 HC).
- Through partnerships with the UH Center on Disabilities, State Division of Vocational Rehabilitation, WDD and the Disability Employment Initiative (DEI) grant, 53 individuals with disabilities were assisted with securing employment, upgrading their skills to maintain employment or advancement or securing assistive technology and other resources. Resurrection of the *Disability: IN* (formerly the Hawaii Business Leadership Network) on Oahu to increase awareness, educate, promote and assist employers in hiring individuals with disabilities.
- AJCH worked with businesses to implement job fairs at Dillingham; and participated in community college fairs and the *Success Career Job Fair* at the Neil Blasdell Center. DEI youth and adult program coordinates implemented a reverse job fair where the employers approached individuals with disabilities they were interested in hiring.

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**SUCCESS STORIES**

**WIOA ADULT**

**Shyla** started off as a young wife/mother of 3 children and had a rough life but has learned to cope with everything. She had her first child when she was only 15, got married when she was 21 and had 2 other children soon after. Her husband and oldest son are both diagnosed with autism. Shyla was unable to complete high school due to unforeseen circumstances but was determined to acquire her GED and so after attending Waipahu Community School for Adults where she got her GED in November 4<sup>th</sup>, 2009. Shyla worked at convenience stores for a while until she decided she wanted to have a career in the health field, having a son & husband she takes care of every day. She started inquiring that provided medical studies and decided on Hawaii Medical College as the evening classes could fit into her schedule. Started attending classes in July of 2016 and graduated with honors in December of 2017. She is very grateful to the American Job Center and the WIOA program for helping her achieve her dream of becoming a Clinical Medical Assistant.

Right after graduation Shayla was able to secure a job at the Waianae Coast Comprehensive Health Center as a Clinical Medical Assistant where she is making \$16.00/hr., full time position. She is very happy as the location of her employer is very convenient for her family. She loves her job and is grateful to American Job Center for enabling her to achieve her dream of becoming self-sufficient and being able to provide for her family.

**Dwayne** was overcoming his negative self-talk and anxiety of the unknown which are barriers to his employment avenues. Although his schizophrenia and depression was well managed with his medication, his case manager didn't know how to motivate him to start looking for any job. He asked a lot of questions about schooling but could not narrow the field he wanted to pursue. His case manager found out from that he had many fears about going back to work as he was comfortable surviving on the benefits he is currently receiving. He was called in for an appointment and was able to express his concerns, apprehensions and anxiety about working, losing his benefits or anything that's keeping him from applying for a job that he is interested in. Needless to say a week after the appointment, Dwayne was able to obtain a fulltime job as a car washer and auto detailer. This employer was willing to teach him auto body work as this was something that he was very his interested in. He stated that he never thought he could handle working fulltime hours or enjoy his work but most of all he feeling good about contributing to society again. He has been there for almost two months now and he looks forward to learning a lot from this employer and eventually transfer to the collision department. Dwayne is currently on the Trial Work Period with the TTW program. He states that he is saving his benefits check and just living on his paychecks. Dwayne is very grateful to the American Job Center and its disability programs which enabled him to lead a better and productive life.

**Linda** called inquiring about the Ticket-To-Work program. After meeting with her she only wanted to work part-time just to see if her body and mind could handle working again. She was very concerned about losing her benefits and didn't want to become a burden to her son. Her son had his concerns to but encouraged his mother to go back to work. After referring her to Bishop & Co. she decided she was looking for something specific in the field of medical billing. Within two months of applying and interviewing Linda found a job with a small medical billing company that is hoping to expand their services. As this is only a part-time position it still gives her the opportunity to get physically and mentally prepared for that full-time transition. She is happy being able to work for this company as there is only 3 other workers – two are the owners and one is HR/payroll – and they made the accommodations in the work place for her walker. The hours work for her and she will let me know when she transition into full-time employment. She cannot even imagine being alone without assistance through the American Job Center.

# **AMERICAN JOB CENTER HAWAII Report**

## **WIOA Title I Programs**

### **Program Year '17 (July 1, 2017 to June 30, 2018)**

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**Cheyenne**, a single individual and a food stamp recipient who inquired at the American Job Center about employment opportunities. She resides with her parents and her goal was to move out of the home once she is gainfully employed.

After meeting with Malama Learning Center they became interested in hiring her. A week before her hire date, she fell and fractured her ankle. Employer was willing to wait the 6 weeks for her to start on the On the Job Training program as a Nursery Assistant. Not having any experience, her OJT was for 5 months at \$12.50 per hour. She completed her On the Job training on 12/28/17. Less than a year, she received an increase in pay, earning \$13.73 per hour. She is really enjoying her job and so thankful of the opportunity and continued support, guidance and encouragement from her case manager, employer and the American Job Centers effort in making her career a success.

#### **WIOA DW**

**Denise** worked at a dental office from the time she graduated high school until the job ended, 02/2018-02/2016. She feels she is not up to par in her office skills compared to the younger generation being savvier in their computer/technological abilities. She was referred to WIOA program through UI when we first met. Shared how apprehensive it is going out there to find a new job and feeling out of her realm. She had thought she would retire from her job; never thought the doctor would retire and close his practice. Had a very low self-esteem and knew she needed to upgrade her skills to be more employable in today's employment market. She's comfortable in office settings so decided on the Ohana Komputer program which is more 1:1 basis and close to where she resides.

Started the program and after going through the third session she started to feel confident and good about herself. She had started the program in June 2016 and completed July 2017. Found a job at a dentist office, working part time as a front office/receptionist. In September, she informed EC she had to resign as too much was expected and could keep up with the workload. She went on to more job search for something more fitting for her.

After no contact for the next 3 month, received a voicemail informing EC she has found a job working for the State of Hawaii Intervention Section Dept. of Health and she sounded so happy. Started employment in December 6<sup>th</sup>, 2017 and is still working presently full time. She loves her job and is grateful to WIOA for assisting her when she was at her lowest and enabling her to be employable in today's economy.

**Stephanie** was laid off from Castle Medical center in October 2016, where she worked as a Patient Access Scheduler representative for 10 years. In January of 2017 she became the full time caretaker of her mother, whom was seriously ill at the time. On February 2, 2017 she was hired by Wahiawa General as a Patient Services Clerk, but due to her being a caretaker for her ill mother she was unable to do her three consecutive weeks of training and was later notified that she was discharged for failing to meet the requirements of her position. However, The Unemployment Insurance sided with her and she was able to receive Unemployment Insurance benefits.

Through this rigorous process, Stephanie was finally able to come through our program as a Dislocated Worker, she attended the WIOA Info Session on 3/22/17, and was eligible on May 16, 2017. She was interested in gaining more certifications and chose to attend Leeward Community College – Office of Continuing Education Workforce Development's (LCC-OCEWD) Medical Coding program. She began training at LCC-OCEWD on June 1, 2017 and was able to complete her training on May 24, 2018.

Stephanie is currently studying for her Certified Professional Coder's Certification (CPC), which she will take in August of 2018. She is currently employed at Kaiser Permanente Moanalua where she has worked since 7/31/17, working as a Registration Clerk, Earning \$19.32/hr, 40 hrs/wk. Upon receiving her CPC Certificate in August 2018, Stephanie plans to work her way up the ranks at Kaiser Permanente.

# **AMERICAN JOB CENTER HAWAII Report**

## **WIOA Title I Programs**

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**Lauree** has a business background and after eleven years of employment as an Admissions and Outreach Supervisor at an education and career technical training program, Lauree was laid-off due to reorganization. While receiving her unemployment insurance, she pondered on making a career change to the health industry.

Encouragement and support from her family members enabled her in making this decision a reality. Demonstrating motivation and drive to achieve her vocational training and employment goals, the American Job Center supported her training and she attended the Radiologic Technician program at Kapi'olani Community College. Upon completion, she received her Associate in Science degree and The American Registry of Radiologic Technologists certificate.

She was hired at The Castle Medical Center, on-call without benefits, as a Radiologic Technician. After two months of on-call status, she secured a permanent full-time position at The Castle Medical Center, earning \$30.46/hour plus benefits. Appreciative and enthused, her new career has brought a sense of purpose in her life.

#### **American Apprenticeship Initiative (AAI Grant)**

**Joshua Brown** is from North Carolina, has an AA degree in Information Systems.

He had no employer prospects calling him and offering him a job. With \$50.00 in his pocket and a tank full of gas searched the internet and found an Amazon add for an Apprenticeship program in Hawaii. Contacted Apprenticeship, went through the process and got selected for the program.

He flew from North Carolina to Hawaii to attend the pre-apprenticeship for Amazon Web Services (AWS) training held at the Honolulu Community College. He completed the program and received four (4) certificates within Three (3) months which is a 2 year program. He will be moving to Oregon working for Amazon as a Data Technician. He stated that it was tough and hard work, however, rewarding at the same time. He met great people and had great experiences.

He was asked what you would tell others about your experience in the program. He said anything is possible if you put in the time, effort and determination, it can be done. He said he had no real technology experience, now has four (4) certifications and looking forward to being a part of the Amazon team.

**Ian Newberry**, a college graduate with no work experience, was hired by Hawaii Pacific Health and participates in the American Apprenticeship Initiative as an Associate Business Analyst and will have completed his training as of 7/17/2018. He is earning \$21.63/hr. and will be receiving a salary increase. According to Hawaii Pacific, he is working out very well.

Through orientation and training with his preceptor and the rest of the team, has developed the skills and knowledge needed to support his assigned apps.

Some of his main achievements to date are:

1. Supporting and building out new workflow processes with Infor Expense Management application.
2. Understanding and building out new automated UIPath processes to support Finances month end closing process(new robotic process automation tool for Hawaii Pacific Health).
3. Understanding the more complex network setup for their cafeteria POS system that incorporates credit card processing on an isolated network and supporting upgrades to the credit card readers.

They are expecting him to be a contributing factor in meeting the goals of Hawaii Pacific Health. He is gratefully appreciative of the American Job Center and the efforts it took to help him secure his employment.





## Sheperde Timoteo, age 18

Prior to enrolling into the AJCH Youth Program, Sheperde was unmotivated to attend regular school. In one academic quarter, he averaged 40 unexcused absences. Luckily, Sheperde heard about our alternative education program through HCAP.

Sheperde joined the AJCH Youth Program in June 2017. After one month of tutoring and hardwork, Sheperde was able to start Phase I of CBASE. He completed Phase I in December 2017. In six months, Sheperde was able to increase his math scores from a 5<sup>th</sup> grade to 9<sup>th</sup> grade level and increase his reading scores from a 8<sup>th</sup> grade to a 9<sup>th</sup> grade level!

In order to complete Phase II of CBASE, Sheperde joined our first Work Experience (WEX) cohort. Sheperde underwent a 2-day

career readiness workshop and completed two mock interviews. He then interviewed with our WEX partner, Lanakila Pacific, for a landscaping position. Sheperde nailed his interview!

As a landscaper, Sheperde has learned how to use and maintain various tools, including a Z-turn mower. In 11 months, Sheperde has gone from struggling to attend regular classes to waking up at 3am for work! Sheperde has impressed his supervisors with his string trimming skills, his team effort, and his hard work! Hopefully, with the knowledge, experience, and references gained through WEX, Sheperde will continue to follow his desired career path as a landscaper.

## Pablo Garcia, age 17

Pablo has been an active participant in the AJCH Youth Program since June 2017. He recently received his CBASE diploma on February 2017.

Pablo is part of our first Work Experience (WEX) cohort. In order to qualify for the program, Pablo underwent a 2-day career readiness workshop and completed two mock interviews. Pablo then interviewed with our WEX partner, Helping Hands Hawaii, for an office clerk position. Pablo passed the interview with flying colors!

As an office clerk, Pablo has learned basic office management skills, accounting basics, and gained introductory skills in Excel. Even though Pablo's contract with Helping Hands ends in April, he plans to continue volunteering in their accounting department. Pablo has expressed interest in pursuing accounting as a potential career. He hopes to enroll into HCC in the Fall of 2018.

Pablo is also dual-enrolled with YouthBuild and will begin his Office Administration Training certification this coming June.

During his time in the youth program, Pablo has shown incredible growth. He has grown from a shy, but bright student to a curious, career-focused, and hard-working young adult. We are excited to see Pablo flourish into adulthood!





# Special Thanks

The Honorable Kirk Caldwell, Mayor  
Council Chair, Ernie Martin  
Representative Cedric Gates  
American Job Center Hawaii

Be A Jerk

Family Tree Project

Farrington Community School for Adults

Hawaii Job Corps Center

Helping Hands Hawaii

Juvenile Justice Center

KUPU

Kamehameha Schools

Lanakila Pacific

Liliu'okalani Trust

Leeward Community College

McKinley Community School for Adults

Oahu Workforce Development Board

Waipahu Community School for Adults

Workforce Development Council

WorkHawaii Division

YouthBuild USA

Mahalo to all of our partnering agencies,  
Family, and friends for their continued support!



City & County of Honolulu

presents the

American Job Center Hawaii YouthBuild

Graduation Award Ceremony

Friday, June 15, 2018

Neal S. Blaisdell Center, Pihaku Room



# Program

# Graduating Class

Processional	Class of 2018	Robert Agabin Juston Akiona Adrianna Aranton Ryan Bacalso Sadie Crawford Bayruzz Emilio Isaiah Fabrao Pablo Garcia Carl Garduque Leana Victoria Hoomana Isaisha Hoopai Steven Judd Mahina Kekuewa Quentin Lamipeti Melody Mahiai Dallas Maldonaldo Raevhin Martin Randy Miles Nikko Nelson Shastine Ortiz-Cruz Bryan Page Mikayla Pelelas Irie Rico Russell Saladier Kanahe Sing Remmy Ann Sirauo Maruo Sykap Nathan Tabag Kailah Takahashi Timmy Tauiliili-Hemphill Sheperde Timoteo
Welcome & Special Acknowledgements	Emcee Alyssa Calasicas WorkHawaii Youth Program Case Manager	
Message from the Mayor	The Honorable Kirk Caldwell	
City Council	The Honorable Ernest Y. Martin, Chair	
Department of Community Service	Pamela A. Witty-Oakland, Director	
WorkHawaii Division	Leina'ala Nakamura, Administrator	
A Word to the Class	Brian Tulikihifo, Teacher	
Alumni Speaker	Representative Cedric Gates	
Student Speaker	Irie Rico	
Student Recognitions	Alyssa Calasicas	
Presentation of Diplomas Community School for Adults	Helen Sanpei, McKinley Principal Gordon Lum, Waipahu Interim Principal	
Tassel Change	Brian Tulikihifo, Teacher	
Class Song	Lean On Me Version By: California Raisins	
Closing Remarks	Kirsten Thornton, Youth Service Center Manager	

# Class of 2018