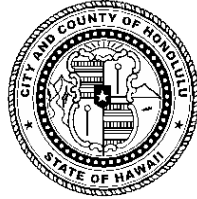


OAHU WORKFORCE DEVELOPMENT BOARD  
CITY AND COUNTY OF HONOLULU

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**Workforce Development Council Quarterly Meeting  
December 13, 2018**

**Oahu Workforce Development Board's response to the  
Workforce Development Council's request for a written  
update to the following four questions:**

**1. Please list accomplishments of the Oahu WDB in 2018.**

Much has been accomplished by the Oahu Workforce Development Board in calendar year 2018. Highlights include the co-location of core and mandatory partners at the American Job Center at Dillingham (AJCH), making it the only comprehensive AJC in the state. In April of this year, OWDB began discussions with DLIR to close their Waipahu and Punchbowl offices and relocate their Wagner Peyser and Jobs for Veterans State Grant staff to the AJCH. The move of 10 staff and 1 supervisor was completed in mid-July. The AJCH also welcomed 5 DOE employees from McKinley and Waipahu Adult Community Schools and 1 employee from the Unemployment Insurance Division of DLIR. All core and mandatory WIOA partners have signed MOUs with the Board and Oahu is the only county to achieve consensus with all its AJCH partners signing infrastructure funding agreements with the Board.

OWDB's One Stop Operator (OSO) completed its first year of a three year contract and the Board is already seeing the positive impact of co-location on WIOA Performance Measures. The OSO continues to hold bi-monthly AJCH Partner meetings to promote collaboration between all partners in the network and continues to provide cross-training and professional development opportunities to all partner members.

OWDB completed its first year with the City's Department of Budget and Fiscal Services and welcomed three new board members appointed by Mayor Caldwell: Rodney Lee, Executive Vice President, Spire Hawaii LLP; Joy Kimura, Government Affairs and Compliance, Hawaii LECET; and Trevor Bracher, Complex Director of Human Resources, Sheraton Hotels and Resorts. The Board said goodbye to its Fiscal Officer, Christine Kira, who retired from the City's Department of Budget and Fiscal Services after 30+ years. OWDB welcomed a new staff member, Justin Sarce, as the Board's Financial Analyst. Justin joins Executive Director, Alison Lum, and WIOA Specialist, Lyn Uratani, supporting the Board.

OWDB staff attended several National Convenings to further their WIOA training. Conferences attended include: WORKCON 2018, the annual meetings of the National Association of Workforce Development Professionals and the National Association of Job Training Assistance; and the Hawaii convening of the National Association of Nonprofit Board Leadership.

Through its Service Provider, WorkHawaii, OWDB provided Rapid Response services to business including : ClarkDietrich, Waikiki Parc Hotel, DuPont Pioneer, St. Germaine's Bakery, Island Energy Services and Hagadone Corporation.

In partnership with the Institute for Human Services, and OWDB member, Connie Mitchell, the AJCH offers Job Readiness Workshops on Wednesdays. These workshops, which are open to all AJCH clients, are conducted by IHS Hele 2 Work employees specifically targeting current IHS clients and people experiencing homelessness. Clients who attend these workshops learn about writing, building and updating resumes and interviewing skills. They receive job search assistance and participate in mock interviews with guest employers who also assist them with filling out applications. Additionally, IHS provides hygiene information in the class and may provide toiletries, clothes, haircuts and cell phones to qualified clients. All workshop attendees receive lunch provided by IHS.

With the goal of increasing the Eligible Training Provider List (ETPL) on Oahu, OWDB staff conducted outreach to 16 out-of-state public community colleges that offer distance education courses for in-demand industries within our ITA policy. Thirteen (13) initial responses were received requesting ETP applications. In April, Yavapai College in Arizona became OWDB's first out-of-state public community college to be approved for the Oahu ETPL. The College of Southern Nevada and Truckee Meadows Community College are also finalizing their ETP applications.

OWDB participated in the Sector Partnership meetings on Oahu. It utilized \$15,000 from the WDC to continue the Hospitality and Engineering Sector Partnerships convened by the Chamber of Commerce of Hawaii. OWDB's Executive Director has been invited to join a regional team of Oahu support and industry partners attending the NextGen Academy in Texas in 2019.

OWDB completed its 2 year update to the Local Plan and submitted its Annual Budget and Narrative for Program Year 2018 by the deadlines set forth by the WDC.

## **2. Please share success stories for participants and employers.**

See attached Success Stories for: WIOA Title I Adult, Dislocated Worker, and Youth Programs; the American Apprenticeship Initiative (AAI); the Disability Employment Initiative (DEI) and Covanta, an AJCH Employer Partner.

## **3. What are Oahu WDB priorities for 2019?**

Priorities for 2019 have not been set. The Oahu Workforce Development Board's next quarterly meeting is in January 2019.

## **4. Please share updates on the progress of the Oahu WDB Finance Committee regarding the discussions with WDC held on November 7.**

Much of what WDC and OWDB agreed upon at the meeting held together on Nov. 7 has since been contradicted by subsequent WDC communications to OWDB. The fourth edit to the PY17 modification #1, which incorporated all the edits discussed at the Nov 7 meeting, was submitted on November 15. WDC did not provide feedback on these requested edits until almost one month later, significantly impacting OWDB's ability to effectively manage its current finances. Additionally, OWDB is still waiting for the execution of the PY18 contracts that were signed and delivered to WDC on October 30. This delay hinders OWDB's ability to access PY18 funds and coupled with the four-month delay in approving the PY17 budget modification, means that funds may run out and cause a break in service.

## **American Apprenticeship Initiative Success Story**

### **Hawaii Amazon Web Services Data Center Technician Pre-Apprenticeship Training**

Through a partnership with the State Workforce Development Division (WDD) and the American Apprenticeships Initiative Grant (AAI), the AJCH was able to expand Workforce Innovation Opportunity Act WIOA Title I services by offering an information technology (IT) apprenticeship training and a pre-apprenticeship healthcare (HC) training.

The Amazon Web Services (AWS) Data Center Technician Training started April 9, 2018, with 15 participants, comprising of 320 hours of training, which focused on A+, Network+, Linux+, and Server+ training. This was a very intense and accelerated training program based on meeting the employer's (AWS) needs. It usually takes people a year or more to obtain all these



required certifications and individuals come in with experience most of the time. The participants in the program were either a military veteran, transitioning military personnel, or spouse. These participants had little to no background in IT.

During the training at PCATT/HCC, an AWS Data Center Manager came out to Hawaii from Oregon to meet with each of the participants. He had one-on-one meetings with each of the participants, as well as provided an overall presentation on what life was like being part of the AWS team.

The participants completed the training program on July 3, 2018. Out of the original 15 participants who started the program, 14 participants completed and achieved their COMPTIA certifications in the areas of A+, Network+, Linux+, and Server+, making them ready for their positions at AWS.

The participants are currently in Oregon completing their OJT at the AWS Data Centers.

**Business Name: Covanta Honolulu Resource Recovery Venture**

Covanta Honolulu Resource Recovery Venture LLC, known locally as the H-POWER (Honolulu Program of Waste Energy Recovery) facility, began commercial operation in May 1990. Located in Kapolei, on the island of Oahu, the facility serves the municipal waste disposal needs of more than 850,000 residents and more than six million visitors to the island each year.

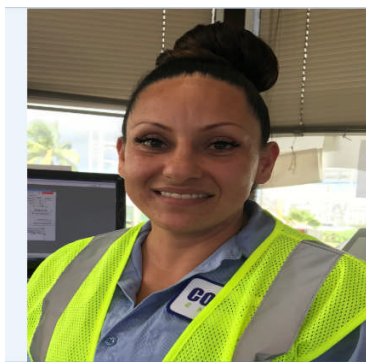
Covanta views their employees as a key pillar of success within their company. They recognize the importance of a strong and highly-motivated workforce. Attracting, developing, retaining and advancing talent are among their most important priorities. They are focused on building a diverse workforce and stand committed to providing a culture of diversity and inclusion, work/life balance and pay for performance. They offer training programs at individual, supervisory and management levels to further develop their employees.

Covanta has been a valued partner of ours since October 18, 2011.

We have placed 15 participants in the program with a retention rate of 95%. They hired persons from our Adult and Dislocated programs for entry level positions such as Auxiliary Operator, Control Room Operator, Utility Operator, Maintenance Mechanic, Equipment Operator, Scale Attendant, CDL Driver to name a few. They have hired veterans as direct hires as well in various positions.

We renewed our on-the-job training (OJT) agreement with Covanta in May of this year, which expires on June 20, 2020. This gives Covanta the ability to take advantage of the OJT benefits and continue to hire more of our AJCH clients.

Below are three photos of our team members that completed training under the OJT Program. All these employees are shift workers.



**Annelique Anaya**



**Bronson Beaver**



**Chris Tapuala**

## **WIOA Dislocated Worker Program Success Story**

### **Ms. Denise Pilla**

Ms. Pilla was referred to WIOA after attending Reemployment Services Eligibility Assessment (RESEA) and collecting Unemployment Insurance (UI). This qualified her for the WIOA Dislocated Worker Program. Ms. Pilla was laid off after 25 years working for a dentist who closed his office to retire permanently. She had been employed by this dentist right out of high school.

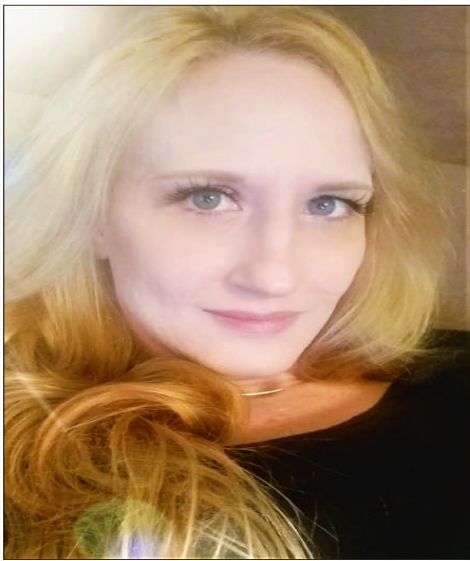
According to Ms. Pilla, entering the workforce after 25 years with the same employer was very intimidating as so much had changed in the job market and applying for a job was very different than she remembered. Modern technology had taken over and having worked in a set job for 25 years, leaving a comfortable, familiar environment was very scary. She knew right away that she had to upgrade her computer skills if she wanted to get back into an Office Administration position.

At the initial meeting, Ms. Pilla displayed a demeanor of low self-esteem; was unsure where to start, what to do and how to go about searching for training programs. She was aware that her skills needed upgrading in order to be employable in the 'new' workforce but it was very overwhelming. She was hesitant to be a burden due to what she regarded as ignorance. After attending an informational session on May 26, 2016 Ms. Pilla decided the best fit for her training was with Ohana Komputer. It was located near her home and she felt comfortable with the trainer she met. She also like that it was one on one training. The schedule she received was for 8 classes per month for two hours per day. Started in May and completed all the Microsoft Office Work training over the course of a year. She came back to the AJCH to proudly present her certificates. She was a very different person; full of self-confidence but still very humble and thankful. She shared with her Employment Consultant that she was very happy with what she learned from Ohana Komputer and for having the chance to attend a training that was so helpful and at no cost to her! She had been so afraid of not being able to make it when she got laid off but now sees that this was a blessing in disguise and feels very fortunate for being able to be in this program.

Ms. Pilla found employment at a dentist's office just a few weeks after completing her training, but after almost two months she resigned as she felt overwhelmed by all that she was expected to do. Ms. Pilla decided to resign, to be fair to both her and her employer, and started her job search again. In early December of 2017 she was able to secure employment with the State of Hawaii Department of Early Intervention Section as a Hospital Billing Clerk. She is very happy and feels appreciated by her supervisor and coworkers. After finishing her probationary period she received a raise! She remains employed there today and plans to stay there for as long as they will have her.

## **Disability Employment Initiative Success Story**

The Disability Employment Initiative (DEI) grant is a partnership with the State's Workforce Division WDD, UH's Center on Disability Studies, and the State's Division of Vocational Rehabilitation to provide individuals with disabilities pre-employment services which include: opportunities for discovery, either individualized or group approach; portfolio development, including those through alternative means such as videos: Career Exploration, Interest and skill assessments, educational and other opportunities to overcome employment barriers which may include lack of soft skills, accommodations, and personal/ family challenges.



Mindi grew up in Texas in what she described as an unconventional childhood. She had been diagnosed with Dissociative Identity Disorder (DID) formerly known as multiple personality disorder due to her abusive father. Her mom could not protect her as she was also a victim of domestic violence. At the age of 15, Mindi stopped going to school in order to work in a diner. When she earned enough money, she left Texas and move from state to state until she ended up in Hawaii. Her lack of education and poor decisions she made along the way got her incarcerated several times. Like her father, she had substance abuse issues, but once she became pregnant she decided to turn her life around.

Mindi had many obstacles to overcome with psychiatric and psychological disorders – PTSD, Anxiety, ADHD and OCD. Home life became stable as she was no longer homeless, started to go to church, got married to her longtime partner, and started to seek help from outside agencies. She obtained SNAP and SSI benefits. Her attitude towards public assistance was that this help was only temporary. Her children gave her a new and better perspective on life and are the driving force behind her tenacity to create a better future.

She read online about the ticket to work program which led her to the Waipahu office. Since her first meeting with the DEI resource coordinator at the AJCH, she has been nothing but positive about what she wants and needs to do to reach her employment goal. She enrolled as a full-time student at Windward Community College during the summer of 2018, maintains a 4.0 GPA, and went after all of the extra credit points in her classes because she liked the challenge. She did so well that she was asked to be a tutor in the Math Lab. She obtained her driver's license, has been accepted into the Veterinary Assistant program in the fall of 2018. FAFSA is currently paying for her schooling and WIOA Adult program will provide additional support if she needs help with supportive services in the future.



## WIOA Adult Program Success Story

### Stacey Kaiulani Marcellino

Stacey is a proud 1995 Graduate of Waianae High School. She is also a single mother of three who was receiving government assistance while working full time at Hale Na'au Pono as a receptionist. Her passion with assisting, interacting and helping the community prompted her to seek further education with hopes of accomplishing her career goal of becoming a Social Worker.

Stacey enrolled in college as a full time student while continuing to work full time as a receptionist. She continued to make sacrifices as a single mother but found support from her family as well as programs like WIOA. She graduated from Leeward Community College in 2015 with her Associates in Liberal Arts along with a Certificate in Substance Abuse Counseling. She then continued her education and enrolled at the University of Hawaii Manoa in the Bachelors of Social Work Program. She graduated in May of 2018 with her Bachelors in Social Work. She credits God, her family and programs like WIOA for the support to overcome the barriers that stood in her way. The American Job Center Hawaii and the WIOA Adult Program provided her with the tools she needed to overcome barriers and keep her on her career pathway. Stacey is forever grateful for the support from the American Job Center Hawaii and their available programs which helped her obtain her degree. The WIOA Adult Program has not only made an impact in her life but also the lives of her family and the community as a whole. She is readily equipped to serve and empower others in her community with the knowledge and skills she has gained from her studies.

Stacey's dedication and strong desire to complete her education through all her barriers has truly been a great accomplishment for this single mother of three. Stacey continues her employment at Hale Na'au Pono as a Counselor/ Case Manager.

#### Stacey writes:



***"I am a first-generation college student from a socioeconomically depressed community. The social barriers and determinants that stood in my way were removed because of programs like yours and I am forever grateful. It is because of programs like yours that seek to empower, enlighten and enhance the lives of members in the community who wish to continue their education. While your program equipped myself and others with the tools needed to succeed, we may now look to embrace adversity and give voice to members within the community".***

## Juston “Braddah” Akiona



Juston came to the Youth Services program in October of 2017. He had dropped out of Roosevelt HS because of attendance issues which led to a lack of credits to be able to graduate. He admitted that he skipped school often to go down-hill skateboarding and spent too much time hanging out with friends. He had the self-awareness to recognize that his friends were a bad influence on him and that he had a generally bad attitude. He had a Probation Officer for some minor offenses he committed and was trying to get his life back on track. He tried a stint at Youth Challenge but it did not work out for him.

When applying for the program he said that he thought he had matured going through his challenges. He had heard about our program through his cousins and looked up YouthBuild in an online search and contacted us. He had an interest in carpentry and dry walling and also an interest in perhaps being an electrician.

When Juston started his CBASE classes he started out great passing his first book with a score of 82. But some of the old habits were hard to shake. He had missed a few classes due to personal issues and failed the second book. With some coaching and counseling Juston seemed to regroup and refocus himself. And even though it was a daily commute from Waianae, he began to improve his attendance substantially and was able to finish and pass his mastery test.

Juston's interest in carpentry led him to enroll in the Builder's Industry Association Occupational Training this past October. During the 6 week course, Juston had the best attendance out of all 10 participants missing only 1 class. His enthusiasm and eagerness showed in the commitment to show up for class and the hard work he put in. His skillfulness in the hands-on training where they were tasked to frame and drywall a small room, and the attention and questions he asked during the outing to the Construction Career Day further demonstrated his commitment.

Juston has also demonstrated his thoughtfulness in trying to give back to the community by now committing his time on Fridays to the SelfHelp project assisting families build homes. And what can be seen as the ultimate act in giving back and coming full circle, encouraging 2 other cousins to enroll in YouthBuild.