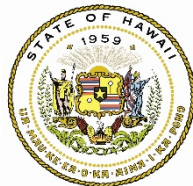


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PERFORMANCE MEASURES & ACCOUNTABILITY COMMITTEE MEETING

Tuesday, November 13, 2018

9:30 a.m. – 10:30 a.m.

Princess Ruth Keelikolani Building, 830 Punchbowl Street,
Workforce Development Council Room 417
Honolulu, Hawaii 96813

HAWAII COUNTY
Office of Housing and Community Development
51 Wailuku Drive, Conference Room A
(808) 961-8379

MINUTES

Member Attendees:

Sean Knox, Performance Measures & Accountability Committee Chair, and CEO and President, Hawaii Employment Services
Suzanne Skjold, Executive Director, Hawaii Literacy
Dina Yoshimi, Director, Hawaii Language Roadmap Initiative

Staff

Allicyn Tasaka, Executive Director, Workforce Development Council (WDC)
Wayne Liou, Employment Analyst, WDC
Maria-Elena Diaz, Employment Analyst, WDC

I. Call to OrderChair Sean Knox

The meeting was called to order at 9:41 a.m. by Committee Chair Sean Knox. Three (3) members was present.

II. Approval of Minutes

Due to lack of quorum, a vote to approve minutes of the August 21, 2018 meeting was not held.

III. Workforce Development Council and County Board organizational structure

Documents containing the Workforce Development Council (WDC) organizational structure, WDC committee leadership, and a matrix containing the agencies overseeing county-level One-Stop Operators and Adult, Dislocated Worker, and Youth programs were given to committee members. Allicyn Tasaka explained how the organizational structure shows how the flow of funding works, with the United States Department of Labor distributing funds to the WDC and

then distributed to the counties. Tasaka noted that the WDC is administratively attached to the Hawaii Department of Labor and Industrial Relations (DLIR), with the Director of DLIR serving as a member on the Council, per Hawaii Revised Statutes Chapter 202. Counties must competitively secure service providers for the One-Stop Operator and the Adult, Dislocated Worker, and Youth Programs.

Wayne Liou explained that the matrix shows the agencies who the committee can hold accountable. Suzanne Skjold asked for clarification about the American Job Center (AJC) and the One-Stop Operator. Tasaka clarified that the One-Stop Operator manages the day-to-day operations of the AJC. Yoshimi wanted clarification on whether the Office of Economic Development were Maui Economic Opportunity, Inc./Kauai Economic Opportunity, Inc., or county offices. Tasaka confirmed that the Office of Economic Development was the county office and the “Economic Opportunity” organizations are non-profits.

A draft of the committee’s mission statement was distributed and there was discussion on what the committee’s responsibility and mission should be. Skjold asked about how involved the committee should be with regards to accountability; suggestions included visiting the AJCs and bringing issues to the WDC staff to forward to the appropriate service provider. Yoshimi asked about how demographics are integrated into measurement and accountability, and it was suggested to review the state and local plans to see how the state and local boards took demographics into consideration.

Yoshimi inquired about what the AJCs are doing about outreach, and Chair Knox explained the role that the Employer Engagement Committee and the Sector Strategies and Career Pathways Committee play in evaluating the AJCs’ outreach. Liou also noted that some data on outreach can also be obtained from HireNet.

IV. Background on State and Federal Performance measure negotiations... Maria-Elena Diaz and Wayne Liou

Maria-Elena Diaz explained the report to counties explaining the state negotiations with the U.S. Department of Labor Employment and Training Administration (DOLETA), the DOLETA letter finalizing Program Year (PY) 2018 and 2019 Workforce Innovation and Opportunity Act (WIOA) performance targets that was negotiated between WDC and DOLETA, and letters from counties accepting performance targets were given to committee members. Diaz emphasized the uniqueness of Hawaii’s economy and geography as an impetus for negotiations, while also noting how some counties have less integrated American Job Centers. The influence Oahu has on the performance measures was taken into consideration.

Some of the definitions for the performance measurements are not necessarily intuitive, so Liou offered to provide the committee with the definitions at the next meeting.

Skjold asked for confirmation about performance measurements and how the percentages are still applicable if the participant count is low (e.g., two out of three participants satisfying the percentage-based performance measurement target), and this was confirmed. Diaz suggested co-enrollment as a way to increase participation, where clients are signed up for multiple programs.

V. Using HireNet’s tools: performance speed gauges..... Wayne Liou

Liou presented the performance speed gauges and demonstrated the types of reports that HireNet could produce for the committee, and suggested that committee members contact himself or Jayson Muraki, WDC’s Workforce Information and Data Coordinator, if they’d like a report.

Skjold asked about where the data for the reports comes from, whether a job seeker is inputting information or a caseworker at the American Job Center (AJC). Liou replied that a job seeker on HireNet does not count towards the participant count, but the job seeker’s actions are tracked; in order to be considered a participant, the job seeker must receive services from an AJC, thus it is the caseworker at the AJC who is inputting participant data into HireNet.

Skjold also asked about how job seekers would know about HireNet compared to other employment websites. Liou noted that outreach was important and Tasaka mentioned the contract with Olomana Loomis to create a branding strategy to specifically outreach employers to get them working with the AJCs and HireNet. Skjold then asked about the process of making jobs available on HireNet. Liou explained that employers can post directly to HireNet, but that HireNet also scrapes other electronic job posting boards for job openings.

Skjold asked about integrating a “pop up” that would link to a caseworker, to increase a job seeker’s ability to find all programs that they could take advantage of. Liou noted that the Data Management and Technology Committee was working on a “single sign-on registration system” that would automatically e-mail relevant program caseworkers that an eligible participant had signed up.

VI. Review of fiscal and participant reports of counties..... WDC Staff

Liou presented local area expenses for the period of July 1, 2017 to September 30, 2018, showing the amount of funds expended and available during this time. In addition, the number of participants during this time period was provided to show the cost per participant. Liou explained how program year money covered two years, which is why PY17 expenditure date was June 30, 2019, and why there were still PY17 funds to expend. Tasaka explained that WDC holds fiscal meetings with the counties to regularly evaluate fund expenditures by the counties.

Chair Knox pointed out that not being involved in the monthly county fiscal meetings make it difficult for the committee to assess the counties’ performance and asked if committee members could receive contact information of chairs and directors of the local workforce development boards. Tasaka confirmed that she would ~~could~~ forward that information to committee members.

In consideration of holding the service providers accountable for the performance measures, there was a brief discussion about request for proposals for the service providers. It was confirmed that the original request for proposals was submitted approximately two years ago, and that subsequent requests will occur at different times, due to the differences in when proposals were submitted and contracts were signed.

VII. Schedule the Performance and Accountability Committee’s next Meeting

Chair Knox recommended either January 22, 2019, or January 29, 2019, at 10:00 a.m. Liou to e-mail committee members for their availability.

VIII. Adjournment.....Chair Sean Knox

Committee Chair Knox adjourned the meeting at 10:40 a.m.