DATA MANAGEMENT AND TECHNOLOGY COMMITTEE MEETING

DEVELOPING A COMMUNITY OF HIRENET USER AND CONTRACT EVALUATION

THURSDAY, NOVEMBER 29, 2018

SPECIFIC ISSUES REGARDING HIRENET FOLLOWING THE WORKFORCE DEVELOPMENT COUNCIL MEETING OF OCTOBER 4, 2018

- Issue 1: Technical Issues address by community partners

- Issue 2: What does the contract with Geographic Solutions cover?

  - Can we identify what the costs are for the features within Hirenet?

- Issue 3: How are the costs allocated?

  - Can we show how the costs are spread between the responsibilities of the Local WDB/AJC and Title III Wagner-Peyser?

GEOGRAPHIC SOLUTIONS CONTRACT TERMS

- Initial Year of Execution: November 2012 (PY12)

- Time of Performance: November 1, 2012 to June 30, 2013

- Initial Year Cost: $235,500 – partial year

- Contract Duration: 1-year w/negotiated annual rate for continuation of services at $339,000/year

- Supplemental Contracts Awarded: 7

- Current End Date of Contract: June 30, 2019

ISSUE 1

ADDRESSING TECHNICAL ISSUES IN HIRENET

OBJECTIVE: CREATE A CONDUIT FOR COMMUNICATION WITH GEOGRAPHIC SOLUTIONS ON TECHNICAL ISSUES

- Benefit:
  - Solution oriented approach
  - Legitimizes technical concerns
  - Creates a forum for creating a community of users – System Super Users
- Solution
  - Established quarterly meeting with Loretta at Geographic Solution starting in January 2019. The technical calls will be open to Hirenet Users that need to learn more about using the system.

ISSUE 2

WHAT DOES THE CONTRACT WITH GEOGRAPHIC SOLUTIONS COVER?

Can we identify what the costs are for the features within Hirenet?

HOW THE DATA MANAGEMENT AND TECHNOLOGY COMMITTEE ADDRESSED ISSUE 2

- Completed Review of the initial contract from 2012
  - The costs of feature identified in the Scope of Services are not itemized.

- Classified the features into 3 Categories:
  - Client Services and Validation Features
  - Reporting Features
  - Maintenance and Infrastructure Costs

- Consulted with the WDD, WDB and AJC on both the Client Services Features they use and the Maintenance and Infrastructure Shared Costs.

- Creating scoring workbook as a tool to be offered to the WDC, WDD and WDB/AJC to aid in the discussion of options for cost allocation by feature identified in the Scope of Service.

- Maintenance and Infrastructure Costs were shared equally.

INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –S1)

Category 1 - Client Services and Validation Features

- Employer and Job Seeking Portals
  - Provide job search engine technology that enables jobseekers and employer to easily post resumes and job openings on a public website to match jobs to applicants.

- Mediated Job Matching
  - Enable One-Stop Center counselors and other authorized staff to easily match job openings with qualified Job Seekers

- Case Management Data
  - Enable case managers to track all participants in Wager-Peyser, Workforce Investment Act, Trade Adjustment Act, Worker Profiling and Re-employment Services and other programs.

- Interface with the State Unemployment Insurance Data
  - Conforms with confidentiality and disclosure requirements of state and federal laws, rules, regulations, and requirements. – Validation of Client Eligibility

INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –S1)

Category 2 - Reporting Features

- Federal Reports

  - Produce participant reports required by the federal government for applicable programs

- State and Local Reports

  - Produce reports required by the WDD, counties, and service providers to effectively manage their programs.

INITIAL GEOGRAPHIC SOLUTIONS CONTRACT FROM 2012 STATE OF HAWAII SCOPE OF SERVICES (ATTACHMENT –S1)

Category 3 - Maintenance and System Administration Costs

- Hardware and software necessary for the existing and the new version of the System.

- Management services, systems analysis, and computer programming support for the existing and the new version of the System.

- Conversion of the existing database for inclusion in the new System; if applicable.

- Comprehensive documentation, user manuals, and training for WDD and county staff who will use the System.

- The necessary hardware and software maintenance during the contract period.

CLIENT SERVICES FEATURES SCORING

Hirenet Contract Features	WDC	Self Service	WIOA	TAA	Total	WDC	Self Serve %	WIOA %	TAA %	Total %	
			Service Providers								
		Score					**Percentage**				
CLIENT SERVICES AND VALIDATION											
Employers and Jobseekers Portal	0	I	I	I	3	0%	33%	33%	33%	100%	Does the provider require Employer and Job Seeker involement?
Mediated Job Matching	0	I	I	I	3	0%	33%	33%	33%	100%	Does the provider required job matching?
Case Management Data	0	I	I	I	3	0%	33%	33%	33%	100%	Does the provider require case management and tracking of participants?
Interface with State UI	0	I	I	I	3	0%	33%	33%	33%	100%	Does the provider require confidential and secure validation with UI data?
SYSTEM REPORTING											
Federal Reporting	I	I	I	I	4	25%	25%	25%	25%	100%	Are the providers required to report to the federal government?
State and Local Reports	I	I	I	I	4	25%	25%	25%	25%	100%	Are the provider required to generate state and/or local reports?
% UTILIZATION BY PROGRAM						8%	31%	31%	31%	100%	

ISSUE 3

Can we show how the costs are spread between the responsibilities of the Local WDB/AJC and Title III Wagner-Peyser?

HOW THE DATA MANAGEMENT AND TECHNOLOGY COMMITTEE ADDRESSED ISSUE 2

- Pulled Official Performance Numbers on Total Participants from Hirenet for the PY15, PY16 and PY17 years.

- Query the number of participants in programs by County

- Programs included:
  - Self-Services
  - WIOA participants
  - TAA Participants

RESULTS OF THE DATA PULL:

Data Source: Direct Data Pull from Hirenet

Period: Project Years 15, 16 and 17

Self Service - Total Participation

	PY15	PY16	PY17	AVG
Total Clients Served	42878	35837	33862	37526
Oahu	23549	19536	18404	20496
Hawaii	9318	7593	7221	8044
Maui	5760	4988	5340	5363
Kauai	4251	3720	2897	3623

WIOA - Total Participation

	PY15	PY16	PY17	AVG
Total Clients Served	1443	1127	996	1189
Oahu	645	663	575	628
Hawaii	422	263	281	322
Maui	90	38	65	64
Kauai	286	163	75	175

TAA - Total Participation

	PY15	PY16	PY17	AVG
Total Clients Served	9	45	230	95
Oahu	4	2	2	3
Hawaii	0	0	0	0
Maui	5	43	228	92
Kauai	0	0	0	0

CURRENT PY18 COST ALLOCATION

Current Allocation			% of Total Cost	Number Users	Cost per User
WDC		$39,464	10%	No Data	
Self Service		$134,719	33%	No Data	
Oahu		$130,691	32%	10115	$12.92
Hawaii		$54,124	13%	4189	$12.92
Maui		$25,376	6%	1964	$12.92
Kauai		$19,626	5%	1519	$12.92
		$404,000	100%	17,787	

ACTUAL COST BY USER

Actual Cost	Annual Cost	% of Cost	Users	Cost Per User
WDC	$39,464	10%	No Data	
Self Service	$134,719	33%	37526	$3.59
Oahu	$130,691	32%	628	$208.22
Hawaii	$54,124	13%	322	$168.09
Maui	$25,376	6%	64	$394.45
Kauai	$19,626	5%	175	$112.36

RECOMMENDATIONS

WDC EXECUTIVE COMMITTEE: THURSDAY, NOVEMBER 29, 2018

WDC FULL COUNCIL: THURSDAY, DECEMBER 13, 2018

WDC DATA MANAGEMENT AND TECHNOLOGY COMMITTEE – HIRENET SUPER USER GROUP

- Quarterly meeting with Geographic Solutions to form Super User Group from AJC Program staff users from each county

- Return Contract Administration to the WDD to be compliant with federal requirement that the Wagner-Peyser provide labor exchange services.

- Recommend the following Cost Allocation Model be considered by WDD

RECOMMENDED COST ALLOCATION BASED ON COST ALLOCATION WORKBOOK

Federally Funded Program		County Cost By Program	Proposed Annual Cost	Proposed Cost Per User
WDC			$80,143	$2.07
Self Service			$284,135	$7.57
WIOA			$9,000	$7.57
	Oahu	$4,752		
	Hawaii	$2,438		
	Maui	$487		
	Kauai	$1,323		
TAA			$717	
			$373,995	$7.57

1. Provides for ½ time Staff Support at $35,000/year

2. 3-year average of users by program and service area

3. Based on the Hirenet features used by the program area