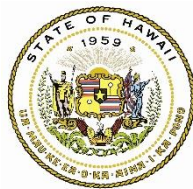


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PERFORMANCE MEASURES & ACCOUNTABILITY COMMITTEE MEETING
June 25, 2019

10:00 a.m. – 11:00 a.m.
Princess Ruth Keelikolani Building, 830 Punchbowl Street,
Workforce Development Council Room 417
Honolulu, Hawaii 96813

MINUTES

Member Attendees

Sean Knox, Performance Measures & Accountability Committee Chair, and CEO and President, Hawaii Employment Services
Brian Lee, Performance Measures & Accountability Committee Vice Chair, and Director, Hawaii Laborers & Employers Cooperation and Education Trust Fund
Suzanne Skjold, Executive Director, Hawaii Literacy
Dina Yoshimi, Director, Hawaii Language Roadmap Initiative
Christen Lee, Equal Employment Opportunity Officer, State Department of Labor and Industrial Relations

Staff

Wayne Liou, Employment Analyst, Workforce Development Council (WDC)
Jeanne Ohta, Special Projects Specialist, WDC
Jayson Muraki, Workforce Information & Data Coordinator, WDC

I. Call to OrderChair Sean Knox

The meeting was called to order at 10:02 a.m. by Committee Chair Sean Knox. A quorum of five (5) members was present.

II. Approval of Minutes

A motion to approve the April 16, 2019 meeting minutes was made by Suzanne Skjold. Brian Lee seconded the motion. The motion to approve the minutes was approved unanimously.

Chair Knox announced that Wayne Liou would be transferring to a new job. Jeanne Ohta will be the Workforce Development Council (WDC) staff after Wayne's departure, with Jayson Muraki as the back-up staff.

III. Fiscal and Participant Reports of Counties

The Committee reviewed the Fiscal and Participant Reports. Ohta noted that PY17 funds expire at the end of the month. Dina Yoshimi asked about blank lines and whether they implied a zero. Ohta confirmed, noting that Kauai did not have a Youth Program service provider for much of PY17, which is why there were no expenditures.

Chair Knox asked why Hawaii County's PY17 Adult and Dislocated Worker Programs had such low expenditures. Ohta explained that the funds for the programs were obligated to the original contract with Hawaii Community College; however, the contract was voided when the County did not receive documents necessary for the contract to move forward. After the contract was voided, the funds became available to the County. The Adult and Dislocated Worker Programs for Hawaii County are now being operated by the Office of Housing and Community Development.

Suzanne Skjold asked where the Request for Proposals (RFPs) were posted. Ohta explained that the RFPs are prepared by the counties, so they post it and share the request with partners. Skjold was concerned that even with a full-time staff member looking for these RFPs, Hawaii Literacy did not see the RFP. Ohta advised letting WDC know, so when WDC is aware, it can alert interested parties and for Hawaii Literacy to request that Hawaii County Workforce Development Board places them on their RFP distribution list.

IV. Performance Measures Report

The Committee reviewed the ETA 9090 WIOA Quarterly Summary Reports. Liou briefly explained the purpose and layout of the reports, and that failing to achieve the negotiated goals results in sanctions. Skjold asked what these numbers should be compared to, and Liou pointed to the negotiated performance measure targets between the US Department of Labor (DOL), WDC, and local areas; Liou noted that these negotiated amounts should be included in future meeting packets.

Ohta mentioned that some of the measures are new, with local areas developing a process for collecting and inputting the data, and thus will not be critically looked at by the DOL until a later time. Two years are looked at in order to determine whether there are sanctions. Christen Lee asked what sanctions are; Ohta responded that sanctions are usually withholding of funds. Skjold asked about how average earnings calculations worked, with Liou explaining that the number Skjold was looking at the aggregate number and the cell next to it is the average that members should be looking at.

Dina Yoshimi asked for confirmation about the definition of Dislocated Worker. Chair Knox asked about outcomes for National Emergency Disaster Grant participants on Kauai and Hawaii counties. Yoshimi asked about the effect of \$0 earners, with Ohta noting that the "Entered Employment" rows providing insight into how many people are not earning a significant amount and "Retention Rates" to emphasize the follow up services offered at the American Job Centers. Yoshimi asked why the "Entered Employment" numbers do not equal the number of workers used in the "Average Earnings" cells. Ohta explained how the wages come from a wage matching method using Unemployment Insurance data, which can take some time to compile. Chair Knox asked if the numbers incorporate part-time and full-time into the calculation. Ohta confirmed.

B. Lee asked if there were anecdotes on differences between Hilo and Kona. Ohta pointed to the Hawaii County report for the quarterly full council meeting, noting that Kona's job fair had fewer people than Hilo's job fairs, with Kona inhabitants waking up later offered as an explanation. Chair Knox noted that there are more agricultural jobs in Hilo, versus service-oriented jobs in Kona. Yoshimi asked about the industrial park in Kona, but Chair Knox responded that there were few jobs and these jobs were primarily skilled jobs.

Chair Knox noted the lack of older youth participants on Maui in the quarterly summary report and how that was a particular target. Ohta replied that Maui's youth service provider had some turnover, with a new case manager. Chair Knox also noted the lack of participants in the National Emergency Grant row, but that was because there was no emergency grant. Ohta mentioned that future emergency grants should ask for more waivers; while the underground economy is a barrier, the main problem is that much of the damage is on private land and some of the people who lost jobs are unable to perform the restoration work on private land. The waivers are not necessarily difficult to obtain, the request just needs to be made during application.

Yoshimi asked how the quarterly summary reports ties into a narrative behind the numbers. Chair Knox and Liou explained how the questions for the county reports came about.

Chair Knox asked what should be focused on. For Maui, Ohta suggested outreach. Chair Knox asked what is the best way to ask questions for the quarterly WDB reports to the WDC? Ohta advised that the local board chair and executive director should be asking their service providers, and that WDC Executive Director Allicyn Tasaka should make that request.

Yoshimi expressed additional concern for "Literacy Gains" on Oahu. Ohta reminded the committee that measures are based on exit. Muraki also noted that some of these numbers are based on Workforce Investment Act data collection requirements, and the transition could lead to data being input incorrectly. Chair Knox requested that the LWDBs check to ensure that case managers at the one-stops are reporting measurable skills gain properly.

V. County Reports for Quarterly WDC Meeting

Reviewing the county reports, Ohta noted the RFP timeline for Hawaii County, and each county has its own RFP processes. Skjold was concerned that any issues with advertising the RFPs could severely limit the applicant pool. Chair Knox asked if there was anything WDC could do about the RFP process; Ohta responded that WIOA simply requires an RFP process, and each county has its own process. WDC might not have a role in ensuring that the counties are following their own process, and that it might be more effective for potential applicants to file a complaint.

Reviewing Maui County's report, Chair Knox noted reference to an outreach plan. It was hypothesized that the outreach plan was not leading to an increase in participants because outreach was primarily being done at a homeless resource center, and if the homeless individuals had missing eligibility documents, they could not participate in the program. Ohta pointed out how Oahu has a variety of resources to assist with finding eligibility documents, and that Maui should consider partnering with an agency that can assist with obtaining the appropriate documents. Chair Knox requested that MCWDB provide their targeted strategy for outreach for their Adult, Dislocated Worker and Youth Programs.

Liou offered that with program and financial monitoring being completed for the counties that some of those results could be shared with the committee, to offer further insight into

foundational issues that could affect the performance measures. Ohta and Liou agreed that these monitoring reports could be lengthy, with Ohta suggesting that repeat findings and concerns be the focus of the committee.

Yoshimi asked where the questions for the county reports come from. Liou explained that there's a set of questions that are regularly asked to all counties to provide updates to the WDC. Staff liaisons to each county then contribute specific questions to their county, as they are informed of specific issues that their county is facing. The county reports are submitted to the Executive Committee and WDC board.

The Committee commends OWDB staff for the results of their programs.

IV. Schedule the Performance and Accountability Committee's next Meeting

Committee meetings will ideally be scheduled for 1-2 weeks after the WDC board meeting.

Chair Knox scheduled the next meeting for September 17, 2019, at 10:00 a.m.

V. AdjournmentChair Sean Knox

Committee Chair Knox adjourned the meeting at 11:00 a.m.