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GOVERNOR

JOSH GREEN  
LIEUTENANT GOVERNOR



LESLIE WILKINS  
CHAIRPERSON

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STATE OF HAWAII  
WORKFORCE DEVELOPMENT COUNCIL  
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**PERFORMANCE MEASURES & ACCOUNTABILITY COMMITTEE MEETING**

**Tuesday, January 7, 2020**

**10:00 a.m. – 11:00 p.m.**

Princess Ruth Keelikolani Building  
830 Punchbowl Street, WDC Conference 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, Chair, Performance Measures & Accountability Committee, CEO & President, Hawaii Employment Services  
Brian Lee, Vice Chair, Performance Measures & Accountability Committee, and Director, Hawaii Laborers & Employers Cooperation and Education Trust Fund  
David DeLuz, Chair, Hawaii County Workforce Development Board (via telephone)  
Christen Lee, Equal Employment Opportunity Officer, State Department of Labor and Industrial Relations  
Dina Yoshimi, University of Hawaii – Hawaii Language Roadmap Initiative  
George Massengale, Kapiolani Community College

**Staff**

Allicyn Tasaka, Executive Director, Workforce Development Council  
Jeanne Ohta, Workforce Development Council  
Jayson Muraki, Workforce Development Council  
Ed Uechi, Workforce Development Council

**I. Call to Order.....Chair Sean Knox**

The meeting was called to order at 10:01 a.m. by Committee Chair Sean Knox. A quorum of (6) members were present.

**II. Approval of Minutes**

A motion to approve the October 9, 2019 minutes was made by Brian Lee. Christen Lee seconded the motion. The motion to approve the minutes was approved unanimously.

### **III. Review Local Workforce Development Board Expenditures and Participants**

- A. Identify areas of improvement and challenges
- B. Discussion to address challenges

A copy of the statewide Program Year (PY) 2018 Annual Report was distributed to the committee for review. Pages 2-6 of the Annual Report provides the annual performance measures results for the State. Allicyn Tasaka explained to the committee that for the WIOA Adult group, there were improvements made to the 4<sup>th</sup> Quarter Employment Rate after Exit and the Credential Rate. For the WIOA Youth group, there are areas of improvements to be made across all the performance measures categories. Across all WIOA Title I Programs, measurable skill gain increases are needed. Discussion shifted on how to increase measurable skill gains across the State. Staff training to ensure measurable skill gains are being added to participant files was one of the suggestions. In addition, Tasaka explained to the committee that the counties of Maui and Kauai are undergoing administration changes due to the recent elections, so the Workforce Development Council (WDC) is assisting with helping the new administrations become oriented with the WIOA. Furthermore, the County of Maui has a new service provider for their WIOA Title I Adult and Dislocated Worker programs.

Next, a copy of the statewide PY 2018 Performance Measures results for Employers were distributed to the committee for review. Jeanne Ohta explained the employer performance measures to the committee. Ohta clarified to the committee that the State had the option of selecting two of the three available employer performance measures to be evaluated by: employer penetration rate, repeat business customer rate and employer retention rate. The WDC voted and agreed upon selecting the Repeat Business Rate, businesses who repeatedly utilized any American Job Center service within the last three years and Employer Retention Rate, WIOA participants retained with the same employer in the 2<sup>nd</sup> and 4<sup>th</sup> quarters after program exit.

### **IV. Follow Up Items**

- A. Questions for February Workforce Development Board Quarterly Reports
- B. Projects relating to:
  - (i.) Library of open source documents as resource
  - (ii.) Training for eligible training providers
  - (iii.) Develop policy on service providers unable to meet performance goals
  - (iv.) Draft Request for Proposals (RFP) for comprehensive evaluation of qualified service providers
  - (v.) Committee updates to Director of Department of Labor and Industrial Relations

Relating to the WDC budget, the committee reviewed its current requested action items.

The request made by committee member Suzanne Skjold for a resource library of open source documents was for the purpose of creating a clearinghouse for Request For Proposal (RFP) information. By creating an information clearinghouse, the entry of service for providers would

be made easier. This proposed clearinghouse would also include past RFPs for reference. George Massengale commented that the County procurement websites readily provide all this information to individuals. Jeanne Ohta added that the WDC is currently working on developing webpages for each local area to post their agendas, minutes, reports etc. The committee decided further follow-up was required with Skjold to understand her full request.

The committee's next action item discussion focused on training for Eligible Training Providers (ETP) on how to submit their ETP reports for PY19. The ETP module in HireNet Hawaii will not be available to providers until July 1, 2020 so provider training is required in the interim to complete the statewide PY19 reports. Tasaka communicated to the committee that an RFP will be required for this item so a timeline will need to be developed.

The committee shifted the discussion to its next action item on developing policy for service providers unable to meet their performance measures goals. The committee wanted to develop a fair policy to hold providers accountable for their performance.

The committee decided that added research was required before issuing the policy. Committee members agreed to research other State's policies and best practices regarding this issue and discuss at the next committee meeting.

Committee discussion shifted to the issue of limited number of service providers in the State. As a result, the committee is looking to put out an RFP for a vendor to survey and identify all potential qualified service providers in the State. By identifying all potential qualified service providers in the State, the local areas will have a complete list of service providers to choose from as well as the WDC gaining a better perspective in this area. In addition, the WDC can also see what potential service providers needs are. The timeline discussed to issue this RFP is for April or May 2020.

The committee discussed its last action item concerning committee updates for the Director of Department of Labor and Industrial Relations. Committee members agreed to meet with the Director twice a year to update the Director on committee developments.

**V. 2020 Schedule Next Meeting**

A. Meetings on Neighbor Islands and Oahu Workforce Development Boards and tours of the American Job Centers

Next committee meetings scheduled: March 3, May 19, August 18 & November 17, 2020.

**VI. Adjournment .....Chair Sean Knox**

Committee Chair Sean Knox adjourned the meeting at 11:15 a.m.