

OAHU WORKFORCE DEVELOPMENT BOARD UPDATE REPORT (February – August 2020)

TO THE WORKFORCE DEVELOPMENT COUNCIL MEETING

Thursday, August 13, 2020

Please summarize the overall impact that the COVID pandemic has had on the overall operations of the WDB and American Job Center.

In mid-March, at the beginning of the COVID-19 pandemic, the comprehensive American Job Center Hawaii at Dillingham (AJCH) stayed open to assist the community. The City staff, employees of the WorkHawaii Division of the Department of Community Services, were deemed essential workers and reported to work at the AJCH. They were there to serve our WIOA Title I clients and the clients of our co-located partners, when their staff were not able to physically be at the center. The One Stop Operator and WIOA Program Managers quickly started rotating staff in shifts and limiting the number of clients allowed to enter the AJCH at one time. Every other computer in the Resource Center was taken off-line in order to maintain social distancing and allow for staff to disinfect all surfaces between each use. Almost overnight, the majority of calls and visits to the center became Unemployment Insurance related. OWDB is thankful for our partners at the State's Unemployment Insurance (UI) Division acting so quickly to waive the job search requirement usually needed to receive UI benefits. This waiver greatly reduced the number of people coming to the AJCH in person, despite the Governor's Stay at Home Order, to use the computers in the Resource Center because all State Libraries were closed. Access to computers and reliable high-speed internet were greatly needed by our AJCH clients.

On March 27, 2020, with the recommendation and support of DLIR Director Scott Murakami and the WDC, the AJCH closed to the public. Center staff, including our partner agencies, quickly moved to serving our clients via email, phone and through online video conferencing services. Staff who did not have the necessary technology to work remotely were loaned laptops. It quickly became apparent that the COVID-19 pandemic had created a new target population with barriers to employment: The Digitally Disadvantaged – this target population is characterized by recently laid off workers with no digital identities. We have seen a large increase in older, unemployed workers (many who are being laid off for a second or third time) with a new barrier to employment: digital inequality. Many of these older workers laid off from hospitality, housekeeping, restaurant, and landscaping jobs, not only have less technological skills, most do not have email addresses, Facebook profiles or any way to receive messages online, search for jobs online, or apply for jobs online. Many do not have access to computers or reliable high-speed internet, some may have access to smart phones, but because they are often English Language Learners, they are unable to complete the forms even if they can access them. In addition, people in this target population do not have the ability to participate in virtual job interviews or online job fairs and they will be at a huge disadvantage, even in the post COVID-19 era, as things that have moved online during

the pandemic will most likely stay there. OWDB wants to ensure that the AJCH is ready and equipped to assist this new target population. AJCH partner meetings will be used to take inventory of all organizations' strengths and capacities to assist with reaching and assisting more of our target populations during and post COVID-19, especially those who are digitally disadvantaged on top of other pre-existing barriers to employment making it even harder for them to find employment.

Please explain how services are being delivered at the American Job Center. What is the staffing level, hours of operation, accommodations made for COVID?

OWDB is very pleased to report that as of July 1, 2020 the AJCH has reopened to the public. Adhering to all City, State and Federal COVID-19 safety guidelines, clients may visit the center but are advised to make appointments with the AJCH staff beforehand. Any service that can't be provided virtually online, via email, or over the phone can be accessed in-person at the AJCH. All AJCH staff wear masks and, when meeting with clients, they also wear full face shields over their masks for additional protection.

Please see the attached photos of the safety accommodations made at the American Job Center Hawaii at Dillingham including the Youth Services Center on the second floor. Plexiglas barriers have been installed, signs and floor decals remind everyone of the 6' of social distance required, and hand sanitizers are located throughout the first and second floor offices and also by the elevators on every floor. Moveable Plexiglas barriers on wheels are also available to use when staff assists people on the computers in the resource center or while doing intake and assessment. Everyone is required to wear masks at all times in the center.

The AJCH has employees who are native speakers of several languages including Tagalog, Ilocano, Chuukese, and Korean available to assist clients who are English Language Learners. They have been providing outreach at all food drives on the island, passing out AJCH Help Cards to all cars waiting in line for food. These cards have also been dropped off with various partners for them to include in the food bags or with outreach that they are doing. AJCH employees on the newly created T.E.A.M WorkHawaii. are also providing outreach at known places where people experiencing homelessness congregate and are partnering with organizations serving formerly justice involved clients, especially those preparing to re-enter society.

What actions have been and/or being planned to overcome the challenges/barriers as a result of COVID?

Employment Consultants are using this time to encourage dislocated workers (DW) from other hard hit industries like Hospitality to be retrained in Healthcare, which is a huge in-demand industry for Hawaii right now. Many of the DWs we are seeing in the Hospitality industry have been laid off 2 and even 3 times previously due to downturns in the economy. Being retrained and employed in Healthcare can provide them with a more

stable career pathway. The AJCH is offering current Healthcare workers who have had their hours reduced, due to social distancing and decreased client visits, the opportunity to up-skill their training and certifications to advance on their career pathway in Healthcare. OWDB is also exploring new training options in CDC recognized cleaning and disinfecting certifications. The AJCH is currently handling a lot of specialized training requests and pilot programs. They are also conducting personalized online job fairs for business clients and participating in all partners' virtual job fairs. Please see the attached PowerPoint presentation from the AJCH One Stop Operator and WIOA Title I Adult and Dislocated Worker Program Manager for more details on these projects.

Please share accomplishments/success stories from your organization.

Please see the attached success stories from our WIOA Youth, Adult and Dislocated Worker Programs. A larger version of the WIOA Adult/DW and Partner Success Stories is included below in case the slide is too small to read.

Success Story #1

"Yasmine Langes, a 22-year-old U.S. Navy veteran, recently transitioned out of active service and visited the AJCH for services. While visiting the AJCH on March 24, 2020, Yasmine was identified as a Veteran with "age-priority of service" through AJCH screening and intake processes. Her main intention during this visit was to register for Unemployment, but during this visit, she was also informed of additional partner programs through the JVSG program, a resource offered to veterans who meet the requirements of priority of service.

Once registered with Unemployment, Yasmine was referred to DVOP Ted Avila who assisted her with registration and services for employment and training. During the initial assessment, DVOP Avila learned that Yasmine was a Hospital Corpsman and sought positions as a Medical Assistant. Yasmine wanted to help others and was especially interested in helping veterans in the community. She expressed interest in additional services to help her obtain the necessary certification to become a Medical Assistant.

COVID-19 compelled new restrictions on the local area and led to layoffs across the workforce. AJCH partners were able to work together to uncover an opening at Punawai Rest Stop, for which Yasmine expressed interest. With the assistance of DVOP Avila, Yasmine completed her resume and submitted the documentation necessary to apply for the job. She was interviewed three days after being referred and received a job offer three weeks after applying for the position. Yasmine was pleased with the process and expressed her gratitude for the support she received at the AJCH.

Our collaborative efforts at the AJCH across WIOA partner programs impact the community in a profound and reassuring way by leading jobseekers back into employment or providing opportunities for training."

Success Story #2

"'Growth is painful. Change is painful. But nothing is as painful as staying stuck somewhere you don't belong.' (M. J. Bobak)

Case Manager Darlene met client Shawnee May upon Shawnee's completion of a requirement to receive housing through the Rent to Work Program. Shawnee divulged to Darlene that she had been feeling overwhelmed and stressed about her long "to-do list." Darlene built a relationship with Shawnee

over the course of two months and learned about some of Shawnee's struggles as a single parent experiencing homelessness. Over time, Shawnee expressed that she feels a sense of pressure and duty to be "everything for her family."

Through a partnership with the AJCH, Shawnee is now dual-enrolled in the WIOA Adult program, which is providing her with tuition and support services to complete vocational training. She will be joining the first 10-week cohort of Certified Nursing Assistant students at Leeward Community College starting on August 8, 2020.

Shawnee recognizes her CNA training and certification will increase her income, allow her to gain work experience and confidence, and help her remove the remaining barriers on her road to self-sufficiency."

AMERICAN JOB CENTER O'AHU

Report to the
Oahu Workforce Development Board
August 13, 2020

EMPLOYERS AND JOB SEERKS SERVE JULY 1, 2019 TO JUNE 30, 2020

6,725 customers served at the center: new 2,325 returning 4,400. Numbers served are lower than last year due to COVID-19 and office closure in March 2020.

1,038 employers received information and services to address their workforce development needs.

60 employers received information on rapid response program activities related to Worker Adjustment and Retraining Notification (WARN).

125 employers participated in 5 hiring events sponsored and held at the American Job Center Hawaii. A total of 790 attendees, of those, 305 were job offered or hired by employers at these events.

109 candidates applying for Southwest Airlines positions were pre-screened by AJCH staff to ensure they met minimum qualifications. On January 13th & 14th, at the “AJCH Southwest Airlines” hiring event, airline managers conducting informational briefings and interviews for these candidates.

ALOHA ENHANCEMENTS

Reception & Assessment Area



ALOHA ENHANCEMENTS

Resource Center



FIRST LINE OF PROTECTION FOR THOSE WE SERVE

- Robert “Bobby” Carlos was hired to provide security assistance in the front area of the AJCH.
- Like other City locations that serve the public, we have our share of incidents that are best handled by a security professional.

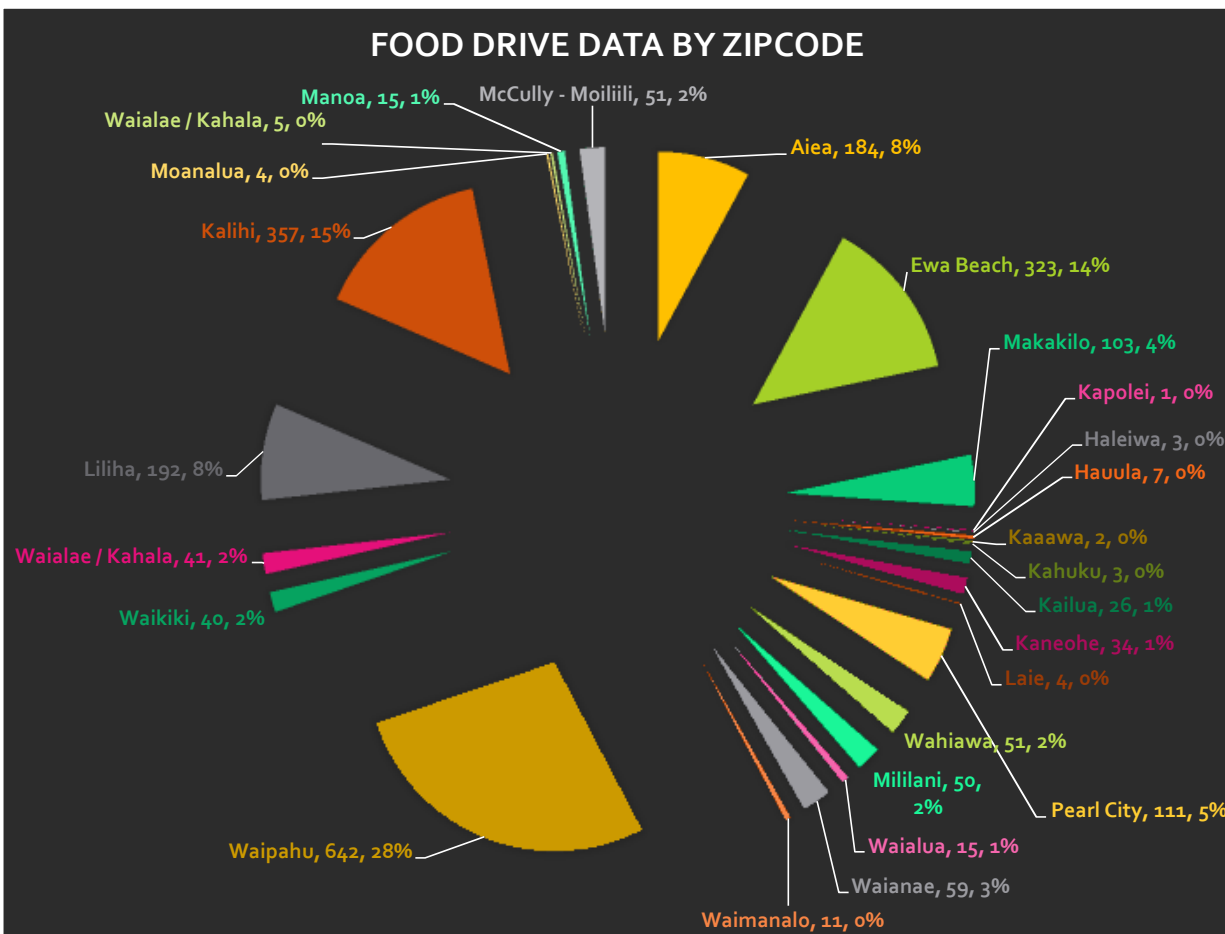


OUTREACH AND RECRUITMENT AT HAWAII FOOD DRIVE (LED BY T.E.A.M. WORKHAWAII)



- T.E.A.M. (Teach, Encourage, Advocate and Motivate) WorkHawaii is a new program which works very closely with the AJCH to provide outreach services for the newly unemployed, early-released detainees, and those experiencing homelessness. TEAM WorkHawaii coordinated participation at the City-sponsored Food Distributions at the Aloha Stadium during May and June. AJCH tip cards are still being delivered to organizations continuing to hold food drives and are being included in the donation bags.
- The outreach efforts provided over 2,293 individuals with information regarding employment services, training, housing assistance and support services available through the AJCH and other WorkHawaii programs.
- Surveys that were conducted by TEAM WorkHawaii produced numbers that reflected how COVID-19 has impacted the community

OUTREACH AND RECRUITMENT AT HAWAII FOOD DRIVE DATA BY ZIPCODE



- 889- Unemployed; 344-Permanently Laid Off; 981-Furloughed and 336 confirmed Reduced Hours on their job sites.
- HIRENET enrollment increased by 34 individuals through outreach services by the TEAM at various locations on Oahu. TEAM has engaged with 11 agencies in the community and at their sites.
- TEAM WorkHawaii has provided outreach services to over 800 individuals in the Waianae/Nanakuli area.
- TEAM WorkHawaii is working with those newly released from incarceration and enrolled 15 new participants in the last month for employment and housing services.

ON-GOING PARTNERSHIPS AND COLLABORATION

- Customized training with Leeward Community College (LCC) to assist WIOA eligible individuals with tuition assistance for Certified Nurse Aide (CNA) training.
- In a partnership with the Healthcare Association of Hawaii, 8 WIOA participants began CNA training at LLC on August 8, 2020.
- Currently working with Zippy's HR on a virtual job fair in August 2020.



LEEWARD COMMUNITY COLLEGE
WORKFORCE DEVELOPMENT

TUITION FUNDING FOR CNA TRAINING

Build a long-lasting career in healthcare

Due to COVID-19, hospitals, clinics, and nursing homes, are in desperate need of skilled Nurse Aides. If you are furloughed or recently unemployed, you may be eligible to receive full tuition funding for our Certified Nurse Aide fall cohort. We've modified our program to include online instruction and in-person training, and we have prepared our facility using the latest health and safety guidelines at www.ocewd.org/covidprep for your peace of mind.

CLASS BEGINS AUGUST 8, 2020 (10 WEEKS)

HAH
Healthcare Association of Hawaii

American Job Center
HAWAII

YOUR TUITION IS COVERED

Through OCEWD's partnership with the Healthcare Association of Hawaii (HAH), Oahu Workforce Development Board, and American Job Center, you may be eligible to receive full tuition funding. In addition, as a part of the program enrollment process, you will have an opportunity to meet with an employer from HAH's 160-member network giving you the best chance of landing a job when your training is complete.

START HERE

To apply, contact the American Job Center Hawaii (AJCH):
808-768-5701 or ajch@honolulu.gov

LEEWARD COMMUNITY COLLEGE
OCEWD
WORKFORCE DEVELOPMENT
OCEWD.ORG

Leeward Community College is committed to being an Equal Opportunity/Affirmative Action (EEOAA) institution and to Non-Discrimination. Visit <http://www.leeward.hawaii.edu/policies-non-discrimination-policy> for full policy on Non-Discrimination/Affirmative Action.

AJCH PARTNER SUCCESS STORIES

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MAHALO!



Submitted by:

Your Faithful and Fearless One-Stop Operator

and the

WIOA Title I Adult and Dislocated Worker Program Manager

The following three pictures are of Youth Program participants completing tasks and assignments for *Customer Service in Hawaii* training provided by Kapiolani Community College. Note that participants and instructors are wearing masks and maintaining social distance requirements. The classes were temporarily moved to the large conference room in order to increase classroom space.





The following three photos are of Youth Program participants working on their high school diplomas in the Youth Services Center (YSC). Note that participants and instructors are wearing masks and maintaining social distance requirements. Tables were added and turned to all face one way. On August 1, 2020 the YSC expanded to an additional suite on the second floor to add extra classroom space to serve our youth clients and maintain.





Shane Patricio – The Path Forward

By: Jazon Hidalgo, Case Manager

Shane Patricio started the WorkHawaii Youth Program on December 28, 2018, a few months after he turned 16 years old. Upon arrival, he expressed regret about his past choices and motivation to change. He also shared that while his family has had its ups and downs, his grandparents cared for him throughout his life. He remains very close to them and will go out of his way to help them and ensure they are taken care of.

Prior to joining the WHYP, Shane was still enrolled at Farrington High School. However, he didn't do well, which is one of his regrets. He therefore viewed the opportunity to enroll in WHYP as a fresh start for him with his education as well as a way to move forward with his life.

As a participant in the WHYP program, Shane developed confidence in himself and his abilities. He was soon selected for the Student Council, where he was able to build leadership experience. There, he helped coordinate events and other activities. Not long after, he earned his CBase diploma and participated in the graduation ceremony celebrating the accomplishment. While earning his diploma, he concurrently worked toward and earned a Certificate of Professional Development for Office Administration and Technology from Leeward Community College. Shane continued to excel in moving toward the future he saw for himself.

As the next phase of his time in the WHYP, Shane chose to enroll in Occupational Training with Building Industries Associate (BIA) to work toward a Pre-Apprenticeship Certificate Training. He completed this program on August 15, 2019. While in training, he obtained a part-time job at Farm to Fork Catering because he decided to move out to be on his own and recognized that he needed the income to support himself. Despite these added responsibilities, Shane's commitment to the WHYP program did not change; he was still able to fulfill his requirement of Work Experience (WEX) at Self-Help Housing in Waianae.

When his WEX requirement ended on November 24th, 2019, Shane devoted the rest of his time toward his job at Farm to Fork Catering. He worked a lot of hours and, in spite of his young age, was granted veteran responsibilities, occasionally serving as the lead chef for the kitchen. From time to time, the owners also let him coordinate the schedules of the crew. Unfortunately the impact of COVID-19 affected his job immensely. He hasn't been able to work at Farm to Fork Catering since February 2020.

While he was employed at the catering company, Shane attempted to get into the construction trades and expressed that he eventually wants to become an electrician. Due to his age, he wasn't able to move forward with construction opportunities. Recently, however, Shane was able to secure new employment working for Color Dynamics Inc. as a result of the credentials and certifications he earned through BIA. He is excited and grateful about the opportunities he has been given and accepted along the way. He recognizes that his future is bright and is excited and motivated to continue on his path forward.



SUCCESS STORY

Elijah S.

By Brian Tulikihifo

Elijah was born with some health issues and has been through a lot of family tragedies. Just to name a few, his mother passed away at a young age and he lost a sister, as well. Despite these trials and tribulations, Elijah maintained the will to make something out of his life. While in the Special Education program at Waipahu High School, Elijah was able to learn as much as he could from school, which led him to receiving a Certificate of Completion.

I connected with this young man in his last year of school. We were able to sign Elijah up with our Work Experience (WEX) program. Through Waipahu High School, Elijah had the opportunity to work with Hawaiian Building Maintenance (HBM) at Pearl City Highlands Shopping Center. HBM helped Elijah start this new chapter into the world of work and explore first-hand what he can expect after he is finished with school.

Elijah was determined to demonstrate his work ethic and his motivation to learn and grow.

I had the opportunity to sit down and talk story with Elijah's boss. The boss had nothing but positive things to say. Elijah was known as a hard worker with a positive attitude. HBM liked Elijah so much that once the program ended, the company hired him full-time with benefits. Elijah appreciates the opportunity that was given to him and expressed that he never before thought about his plans after school and even the WEX program. He remains thankful for the WorkHawaii Youth Program (WHYP) for seeing promise in his potential for growth.

In January, Elijah was a guest speaker at the Hawaii Association for Career & Technical Education Convention. There, he shared with audience members his educational background and his training and work opportunities with WHYP. Elijah believed that it was his turn to give back to the community. Today, Elijah is in the one year follow-up phase of the WHYP program and continues to do well at HBM. We consider his a success story worth sharing.

