

**OAHU WORKFORCE DEVELOPMENT BOARD UPDATE REPORT  
(August – November 2020) TO THE WORKFORCE DEVELOPMENT COUNCIL MEETING  
Thursday, November 12, 2020**

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

Since mid-March, the COVID 19 pandemic has impacted all aspects of operations at the Board and service provider levels. Specifically at the AJCH, it has impacted how and when services are provided and limited the number of people that can be served on a daily basis. Many customized events, training and job fairs that were held on a regular basis in the large conference room at the AJCH have been suspended.

For the Board, the pandemic caused all in-person meetings to be suspended. In October the Board was able to hold its first full board meeting virtually via ZOOM. Board staff is rotating between in office days and teleworking to maintain social distancing.

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

Under the new tiered reopening guidelines, 100% of the AJCH WIOA staff has returned to the center. All co-located partners, except for DVR, are also back in person and onsite at least weekly. The Center is open from 7:45am to 4:30pm Monday through Friday. The Resource Center is available for job searches and employment related activities by appointment only. Half of the computer stations were taken offline to maintain social distancing and all stations are sanitized in between uses. The AJCH Employment Counselors and co-located partners are seeing clients in-person by appointment only and also providing services online and over the phone. In-person appointments allow the staff to provide individualized assessments to identify the appropriate type of employment or training services needed for each client. It is much more challenging for the staff to assess people over the phone.

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

At the Board level, funds were budgeted to hire a web designer to create a standalone, interactive website for the AJCH. The site will contain important information about services available at the center, answer frequently asked questions, assist people with registering for HireNet, and also house the policies and procedures of the Board and Service Provider. The AJCH will continue to assist people who have trouble using technology in person. It will remain flexible and focus on maintaining its strong partnerships with our training providers to best serve our current clients and reach out to new people who need extra assistance due to lack of access to computers, high speed internet, disabilities or being English language learners. The One Stop Operator is thinking outside the box to ensure that all partners meet their performance measures, even though staff and resources are stretched very thin. Partners who utilized the large conference room like IHS and the Community Adult Schools are eager to return to the center, when allowed, to continue providing training.

Please provide updates on the status of the following:

**1. New Local Plan**

The WIOA Local Plan for the City and County of Honolulu Program Years 2020 – 2023 was approved by the Board and signed by Mayor Kirk Caldwell. It was submitted to the WDC on November 10<sup>th</sup>.

## 2. WDB membership and list vacancies and recruitment

OWDB had one member complete their term of service on June 30, 2020. This member, representing business, rotated off of the Board and OWDB has been reaching out to potential candidates who can fill the open seat.

## 3. Projects and activities of board committees

- RFP for the second 3-year contract for the One Stop Operator
- designing and starting quarterly desktop monitoring of the service provider, as recommended by the WDC
- Expanding the Eligible Training Provider List for Oahu and working with the WDC on the newly required data collection from the providers

Please share accomplishments of the WDB and American Job Center.

### Youth Services Center at the AJCH – WIOA Title I Youth

The Youth Services Center (YSC) is working in partnership with the Chamber of Commerce Hawaii to deliver Career Exploration Tours via ZOOM virtual platform for its participants. Due to COVID 19, the YSC youth participants are unable to visit businesses and organizations for in-person tours. The tours are important experiences to expose participants to various career pathways. By utilizing a virtual platform like ZOOM, the YSC is able to connect youth with businesses at their sites in real time to offer a comparable experience. The employers take the participants on a video tour of the site, and along the way explain the different aspects of the operation, interview employees, and answer questions the youth participants have prepared.

The Chamber of Commerce staff (working hand in hand with YSC staff) pre-screens potential business sites, prepares tours/interviews, and arranges pre-tour meetings. Chamber staff also “host” the actual tours by providing the introduction and conclusion of the tours as well as providing video filming support. Post tour meetings also take place with the business and program staff.

Four tours have been conducted to date. The videos are housed on the Chamber’s website.

- Jul:** Local Joe                      [www.localjoehi.com](http://www.localjoehi.com)                      Coffee house/Café - Retail
- Aug:** Re-Use Hawaii                      [www.reusehawaii.org](http://www.reusehawaii.org)                      De-construction/recycling – Construction
- Sept:** Elemental Exclerator                      <https://elementalexclerator.com/>                      Non-Profit Renewable Energy start ups
- Oct:** Oka’s Auto Body                      <https://www.okasautobody.com/>                      Automotive repair –Trades/Office

The videos are housed on the Chamber’s website as well as on the YSC’s Facebook page:

Local Joe: <https://fb.watch/1H14SURuHB/>

Oka’s Auto Body: <https://fb.watch/1H1gUQ9peT/>

### WIOA Title I – Adult and Dislocated Worker

On October 28<sup>th</sup> the AJCH held its first in first in-person hiring event for Zippy’s Restaurants. This was the first customized hiring event held at the AJCH since the start of the pandemic. It was a 4 hour event from 10 a.m. to 2 p.m.; 21 job seekers attended and Zippy’s was very happy with the turnout. Zippy’s shared that they have spent a lot of money on hiring events in the past with very low turnout. Zippy’s liked the pre-registration feature that the AJCH set up and the ability for job seekers to apply for jobs onsite during the event. The AJCH had computers available so the job seekers could utilize Zippy’s online application. Zippy’s has indicated that it would like to do another event soon, following social distance guidelines