

Performance Measures and Accountability Committee Report
WDC Board Meeting: November 12, 2020

The committee met on September 23, 2020.

The results of the Statewide Customer Satisfaction Survey conducted by Ward Research was presented by Edward Uechi, Employment Analyst.

The committee reviewed the local Workforce Development Board's expenditures and participant rates for the Adult, Dislocated Worker and Youth programs for the period of July 1, 2019 to June 30, 2020 and found improvements in the numbers of participants in all categories. The exception was the Youth program on Kauai which remains zero participants. Staff has been conducting technical assistance to Kauai which has been hampered by lack of eligible and qualified service providers and upon contracting a vendor, there has been varying capacity with losses of 2 or more staff to provide services. It was reported that 2 new staff have been hired with the youth provider and WDC will conduct HireNet training on October 15. For the same period, it was reported that 40,253 people accessed the HireNet Hawaii system for services and employment information.

The committee assessed the current need for projects that were approved by the full board given this period of COVID-19 pandemic.

- Training for Eligible Training Providers was approved by the full board in the amount of \$15,000 to facilitate the required submission of data for participants registered in training programs. However, since there will be a new module for training providers to use in Hirenet, the proposed project is to provide policies and procedures and conduct training for providers that incorporates the new module in HireNet Hawaii. WDC staff reported that there hasn't been training for providers in the last 4 years.
- A statewide evaluation or survey of training providers was also previously approved by the full board for \$75,000. The committee would like this project to move forward and issue a Request for Proposal and to have project completed and funds expended by June 30, 2021.
- The committee also discussed the lack of service providers in the State. The project would fund a vendor to survey and identify all potential qualified service providers in the State. This survey would enable local areas to have a list to choose from and also provide WDC with a better perspective on the availability of service providers and on what service providers need. The committee would like this project to move forward and issue a Request for Proposal and to have project completed and funds of \$75,000 be expended by June 30, 2021.

Before the COVID-19 pandemic, the committee had planned to visit the local boards and American Job Centers on the Neighbor Islands. Given the current situation, it was decided to hold videoconference meetings in place of travel, until further notice.