

**OAHU WORKFORCE DEVELOPMENT BOARD UPDATE REPORT (November 2020 – February 2021) TO THE WORKFORCE DEVELOPMENT COUNCIL MEETINGS
February 5, 2021 and February 11, 2021**

Please share an overview of the exciting things happening at the Oahu American Job Center with (1) move to Dole Cannery Iwilei and (2) HUD Envision Center.

1. After 20 years at the Dillingham Shopping Plaza, the AJCH will relocate to its new home at the Dole Cannery on February 16th. Service at the AJCH will not be interrupted. The move will begin at 4:31pm on Friday, Feb. 12th, utilizing the 3 day holiday weekend to complete the move. OWDB would like to thank all of our co-located AJCH Partners for their support of the move, especially WDD for scheduling their removal/installation of their telcom/internet after hours to ensure no disruption to our clients.

While this move may come as a surprise to some, everyone involved including OWDB, supports it and sees it as a blessing in disguise. Before the current lease ended (12/31/2020) we had been negotiating in good faith with Kamehameha Schools to extend the least for 2 – 3 years. Right before signing the lease extension, KS sent a form asking us to verify that no federal money would be used to pay any portion of the rent. The majority of the rent is paid with federal funds and has been since day 1. Since KS is now the landlord as well as the land owner, they said there was no way around this, they can NOT accept any federal funds. Our One Stop Operator used her connections with other property managers and secured the 7th floor of the Dole Cannery Office Building. The new location will allow all of our AJCH services (currently located in 3 different suites on 2 separate floors) to be housed together on the same floor. A true one-stop! The new location is much more professional and will be very appealing to the employers and business we want to serve. Dillingham Shopping Plaza has been falling into disrepair. One elevator has been out of service for over 6 months and the pandemic has just added to the issues and safety concerns. All involved, especially the employees who are on site daily, are happy about the move to the much nicer location.

I would like to personally thank Allicyn Tasaka for arranging a time for me to meet with our federal project officer. This virtual meeting allowed me to explain the move to USDOL and answer all the questions they had.

2. Through our partnership with Ramona Mullahey at HUD and the hard work and dedication of our One Stop Operator and Service Provider, the AJCH has earned a very prestigious title: HUD EnVision Center. The AJCH has proved that it is committed to empowering households to self-sufficiency and providing our community with a centralized hub to access support in these 4 areas which HUD has identified as the pillars to success: Economic Empowerment, Educational Advancement, Health and Wellness, Character and Leadership. So far, we are the only Job Center in the nation to have earned this designation. Being an EnVision Center will provide opportunities to create new federal and local partnerships to improve the quality of life for the people of Oahu.

HUD's official press release is attached.

Please explain how the American Job Center at Dillingham has been operating and assisting job seekers and employers under challenges presented by the COVID-19 pandemic from 2020 to present. What is the anticipated operations, services and partners at the Dole Cannery location.

Due to the Governor's waiver of requirements for job searches and registration on HireNet to receive UI benefits, the AJCH has not seen an increase of clients commensurate with the rise in unemployment that we had anticipated due to the pandemic. The outreach provided at food drives and through T.E.A.M WorkHawaii has also not increased enrollment in the Adult and Dislocated Worker Programs. Potential clients who are receiving UI benefits do not seem to be actively looking for employment and we are seeing a number of people who falsely believe that enrolling in a training or certification program while on UI will jeopardize their benefits.

All WIOA adult staff members are working at the AJCH full time. The co-located partners are also back onsite to provide in-person services full time or at least twice a week. DVR is continuing to provide their services virtually. The Center is open from 7:45am to 4:30pm Monday through Friday. All services are being offered virtually or by phone. AJCH staff, including co-located partners are seeing clients in person by appointment only. These appointments are available for clients who need individualized services such as enrollment into training programs and/or job placement. Our Youth Program expanded its classroom size to continue in person learning while adhering to CDC guidelines. This has proven to be very successful as the Title I Youth Program continues to see significant increases in enrollment.

We are very pleased to report that all co-located partners at Dillingham will continue to be co-located at Dole Cannery: (1) Wagner Peyser, (2) Jobs for Veterans State Grant, (3) Unemployment Insurance, (4) Waipahu CSA, (5) McKinley CSA, and (5) State Division of Vocational Rehabilitation. Hours of operation will remain the same.

Please share new ideas, programs, procedures you have implemented that is working well (best practices) at the American Job Center and at the WDB.

Adult/Dislocated Worker Program:

The strong partnership, collaboration and coordination of services between the American Job Center Hawaii and TEAM WorkHawaii has been beneficial in assisting our most vulnerable populations on Oahu. TEAM WH provides outreach offering services that prevent homelessness and prolonged unemployment. Their holistic approach to intake and assessment considers each client and meets them where they are at with coordinated employment services through the AJCH and potential dual enrollment with WIOA Adult or Dislocated Worker programs.

The AJCH has successfully implemented new training requests and services assigning one Employment Consultant (EC) to handle enrollments by cohorts. This has been especially helpful with our healthcare trainings i.e. Certified Nurse's Assistant CNA, and Pharmacy Tech, where multiple referrals are received. This process helps facilitate a smoother transition of clients from enrollment into the program and eventually into employment.

Youth Services Center:

Our WIOA Title I Youth, YouthBuild, and Disability Employment Initiative (DEI) Programs have blended learning options for students to participate virtually via ZOOM or in-class observing appropriate COVID safety protocols (temp check, PPE, social distancing, etc.)

ENROLLMENTS

- Open Enrollments
- Group Info Sessions every Thursday and Friday
- One-on-one intake eligibility appointments
- Foundation Skills Training (FST) Mental Toughness. All application go through a two week FST in order for them to move forward with enrolling into the program. It shows each applicants determines to work towards their educational and career goals. Minimum of two sessions offered each month.

EDUCATION:

- Essential Education-Online self-paced diploma program.
- Tutoring is available on a need bases

INTEGRATED EDUCATION AND OCCUPATIONAL TRAININGS:

Current Trainings being offered:

- Customer Service Integrated Education Training in partnership with Kapolei Community College - Started Jan 12-March 4, 2021
- Office Administration and Technology Training in partnership with Leeward Community College - Started Feb 2, 2021-April 15, 2021

- Customer Service w/ COVID sanitation training in partnership with Leeward Community College - Pilot training took place Nov 9 – Dec 18 paid by WIOA funds. LCC put together a program that took into consideration our students with disabilities. 7 DEI participants successfully completed the training. Going forward, we are looking to upgrade the training to include nationally recognized credential.
- Medical Billing Training in partnership with Leeward Community College Projected to start in April 2021
- Construction Training in partnership with the Building Industry Association Projected to start in June 2021

WORK EXPERIENCE:

- WIOA Work Experience Hourly Pay (\$13/hr) Program
- DEI Work Experience Tier Program- Just implemented. Looking to start with programs at Re-Use Hawaii and Lanakila Pacific.
- The program will explore developing Work Experience Worksite with business located in the Dole Cannery

OTHER SERVICE ACTIVITIES:

- Weekly Friday online activities: Work Based Learning, Career Exploration, , Post-Secondary and Transitional, Entrepreneurship Skills Training, Financial Literacy, Leadership Development, Cultural Enrichment. Teambuilding, & Community Service.
 - Post-Secondary and Transitional in partnership with Honolulu Community College
 - Virtual Career Exploration Tours in partnership with the Chamber of Commerce Hawaii. Website: <https://www.cochawaii.org/virtual-tours/>
 - Using opportunity in connecting with local businesses to offer opportunity to become WEX partners
 - Pending start date for Entrepreneurship training in partnership with Lemonade Alley
 - Therapeutic Group Activities in Partnership with Family Tree Project
 - YouthBuild partnership and collaboration with other national YB programs. Students will attend activities via ZOOM. Initial activity will be February 26th with YBs from Mass, Ohio, Nevada, Florida. They will plan and budget dream vacation to Hawaii by talking with our participants in breakout rooms. Our participants will share their knowledge of the culture and interesting things to see/do in Hawaii. Together they will plan, budget and schedule a 5 day- 4 night stay.

The abovementioned Virtual Career Exploration has proven very successful. OWDB would like to expand this program to all counties who want to participate. WDD has also indicated that the DEI program is viewing this as a best practice for serving youth with disabilities during the pandemic.

What is the plan of action to improve the coordination and delivery of rapid response services and business outreach under WIOA?

After a year of social distancing and virtual meetings, our rapid response team realizes the importance of being able to communicate and connect with both employers and job seekers in a meaningful way. We are looking to create 1 FTE position to handle all Rapid Response/Business Engagement coordination. Moving into the new space at Dole Cannery presents an opportunity to renew, refresh and reengage existing relationships and seek out new ones by introducing employers to a “new and improved” business engagement team and professional AJCH environment. Capitalizing on what the team has learned by presenting AJCH services virtually through Zoom, WebEx, and Microsoft Teams, it will utilize technology to improve service delivery, enhance communication with employers and job seekers and stay connected with the community.

What is the process for ensuring that program funds are not returned to WDC at the end of the 2-year performance period?

OWDB's Budget Analyst receives expenditure reports every month from all Title I programs, Rapid Response and the OSO. Using this data he creates a spreadsheet to analyze quarterly spending and total spending for all programs. He highlights each line item in red that is underspent, blue for overspent, and green for spent within range.

Every quarter, the Budget Analyst assigns a grade for each Title I program, RR and the OSO. The program managers are notified and the analyst updates them on how their program is doing, making them aware of which line items they need to pay close attention to.

The Budget Analyst, then makes a summary report notifying the Executive Director if the spending is within range, underspent, or overspent based on the quarterly average. The Executive Director reaches out to the OSO, Program Managers and Fiscal Teams to create plans to avoid returning any program funds to WDC at the end of the 2-year performance period.

What are the top 3-5 areas of focus and projects that the board has prioritized for 2021. Please include timelines and how the projects will be funded.

OWDB's Data Management and Technology Committee will be recommending new Emsi software applications to help Employment Counselors at the AJCH provide better assistance to our clients virtually. These apps will be accessible on smart phones and mobile devices to make it easier for our clients who do not have broadband internet, wi-fi or computers, to receive services from the AJCH. When approved by the board, this project will be allocated to the programs based on benefit and use. Timeline: April 2021

In an effort to recruit more clients for the Adult Program, OWDB's Executive Director has met with the Education Coordinators for Public Safety. Formerly justice involved and incarcerated people re-entering society are a target population for WIOA as stated in the WDC and OWDB Plans. As detailed plans are put together to address the needs of the different inmate populations, this project will be assigned to the Sector Strategies and Career Pathways Committee. Also under this committee is the FlexJobs project with DBEDT. Timeline: February 2021 – June 2021

The Performance Measures and Accountability Committee is reviewing the annual third party monitoring of the Service Provider and working with OWDB staff to start quarterly desktop monitoring. Timeline: ongoing

The Employer Engagement Committee will be planning outreach to all business around the new location of the AJCH in Dole Cannery. Timeline: March 2021 start

The Executive Committee will be overseeing the competitive procurement of the One Stop Operator for OWDB's second 3-year contract. Timeline: March 2021, contract in place by June 30, 2021

Please provide a brief overview of the board's committees and activities undertaken in 2020 to present.

Please see answer above.

Please share accomplishments and success stories of the WDB and American Job Center.

Please see attached success stories.



HUD NEWS

U.S. Department of Housing and Urban Development – Ben Carson, Secretary
Office of Public Affairs, Washington, DC 20410

HUD No. 20-05

Ed Cabrera

415-706-4446

<https://www.hud.gov/press>

FOR RELEASE

Tuesday

December 29, 2020

HUD REGIONAL ADMINISTRATOR ANNOUNCES DESIGNATION OF AMERICAN JOB CENTER IN HONOLULU AS A HUD ENVISION CENTER

Hub Brings Holistic Workforce Support to Help Low-Income Residents Be More Self-Sufficient

HONOLULU – To help low-income residents increase their income and gain self-sufficiency, U.S. Department of Housing and Urban Development (HUD) Regional Administrator Christopher Patterson announced the designation of American Job Center Hawaii - O'ahu as a HUD-approved EnVision Center, joining a growing number of communities across the region, taking this vital step to collocate support services for the benefit of its residents.



The announcement was made on Tuesday, December 29th in an online interview hosted by the HUD Honolulu Field Office with AJC Program Administrator, Leina'ala Nakamura and featuring Administrator Patterson.

HUD's [EnVision Center demonstration](#) offers assisted families support to help them achieve self-sufficiency and, thereby, making limited federal resources available to others awaiting assistance. It is premised on the fact that financial support alone is insufficient to solve poverty. Intentional and collective efforts across various organizations are needed to realize a more holistic path to foster lasting self-sufficiency.

The American Job Center Hawaii is a one-stop center offering free and customized services to both job seekers and employers. The Center provides a full array of employment and training related services for adults, seniors, youth, displaced

workers, people with disabilities, veterans and homeless w/ integrated Partners Programs co-located on site.

According to Administrator Leina'ala Nakamura: "The designation of the American Job Center Hawaii as a HUD EnVision Center will provide opportunities to create new federal and local partnerships and strengthen existing ones...and in concert, will improve the quality of life for the people of O'ahu."

"We won't measure success by the number of people who are served by the American Jobs Center in Honolulu," said Patterson. "Success will hinge on the number of persons who achieve greater self-sufficiency and the extent to which they no longer require program assistance and gain the financial wherewithal to rent, or even buy, their own homes."

EnVision Centers provide communities with a centralized hub to access support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership.

A Government Accountability Office (GAO) [report](#) found collocating government services could be a more effective way of helping low-income Americans. EnVision Centers aim to break down the silos in government that perpetuate inefficiencies.

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*HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all.
More information about HUD and its programs is available on the Internet
at www.hud.gov and <https://espanol.hud.gov>.*

You can also connect with HUD on [social media](#) and follow Secretary Carson on [Twitter](#) and [Facebook](#) or sign up for news alerts on [HUD's Email List](#).

WIOA Youth and YouthBuild

1. WIOA ENROLLMENT

- As of July 1, 2020 total enrollment: 121 (85 in follow up)
 - YouthBuild: 78
 - 1. 50-YB17
 - 2. 28-YB19
 - 43 – Dual-enrolled participants in DEI
 - 19 – I/S participants from Farrington & Waipahu High School

2. HIGHLIGHTS / SIGNIFICANT ACHIEVEMENTS

- Diploma Program – The Essential Ed website is utilized to allow participants to gain a Workforce Development Diploma and/or a HiSET diploma through a partnership with McKinley Community School for Adults.
 - July – December 2020 – 43 were enrolled
- Integrated Education/Occupational Training
 - Customer Service training in partnership with Kapiolani Community College – 14 were enrolled and 12 completed training
 - Customer Service with Sanitation training in partnership with Leeward Community College – 8 were enrolled and completed training
- Work Experience – 18 youth were placed at the following work training sites
 - Self-Help Housing, Helping Hands Hawaii, Hawaii Physical Therapy, Impact Hub, Lanakila Pacific, YMCA, Diversified Contract Services, Honolulu Autoworks, Waipahu High School (Times Supermarket, HBM and Taco Bell), Oahu Workforce Development Board and other City and County departments such as Section 8, Rent to Work, American Job Center Hawaii and the Department of Enterprise Services – Golf Course division
- Other Program Activities (Fridays) Partnerships:
 - Therapeutic Group Activities in partnership Family Tree Hawaii
 - Post-Secondary Transitional Activities in partnership with Honolulu Community College
 - 5 Virtual Career Exploration Tour in partnership with the Chamber of Commerce Hawaii
 - Local Joe's
 - Re-Use
 - Elemental Excelsator
 - Oka's Autobody shop
 - Impact Hub

3. Exits – 27 participants have been exited between July-December 2020

Chris Gaoiran

By: Mark Menard, Former Case Manager



Chris enrolled into the WorkHawaii Youth Program in October of 2019. He is a 2014 graduate of Waipahu High School and was referred to our program through the Disability Employment Initiative and our partnership with the Department of Vocational Rehabilitation.

Chris has always had an interest and knack for cooking. He says he really enjoys helping his family prepare dishes for parties and gatherings, and he has held part-time jobs at Shakey's Pizza Parlor, and participated in the Summer Youth Employment Program working at Teddy's Bigger Burger.

So it is no wonder that Chris was excited to learn about the opportunity our program was offering to attend an 8 week Food Service Occupational Training Course at Windward Community College. Being able to learn about the basics of food preparation, baking, knife skills, and receive a ServeSafe Food Handler Certification was something that would allow him to gain valuable experience and bolster his resume. For the next 10 weeks Chris diligently rode the bus from his home in Waipahu to the WCC campus, always arriving on time for his 9:00am class. His hard work not only with his training in the kitchen, but also with his text book and on-line studies, culminated with Chris being able to graduate the course in December of 2019.

With his occupational training completed, Chris decided to challenge himself in participating in a Work Experience that would have him placed as a kitchen helper at Lanakila Pacific. Here he would help the kitchen staff prepare meals for the Meals on Wheels Program and get a chance to practice the food service skills he had just added to his tool belt. Again, he commuted by bus daily from his home, but this time his day would start at 6:00am. Chris's hard work, enthusiasm and excellent attitude towards his job gained high praise from his supervisors and it was within 3 weeks of starting his work experience that they offered him a permanent position as kitchen staff.

My last check in with Chris was the 2nd week of April. Because of the important service Lanakila Meals on Wheels provides in delivering meals to the elderly, Chris is still working hours in the kitchen helping operations to prepare those meals. He continues to hold on to that great enthusiasm and attitude during these trying times because he says he knows that other's are depending on him to do so.

Video: <https://vimeo.com/488723691> Password: ajc2020

Disability Employment Initiative (DEI Youth Program)

❖ 41 active participants dual enrolled with the WorkHawaii Youth Program.

- Referral breakdown as follows:

- DVR:	17
- Waipahu HS:	15
- Self:	8
- DHS	1

➤ 32 individuals have completed an Occupational Training Program

• "THRIVE" Customer Service Training in partnership with LCC (Waipahu HS)	12
• Office Administration and Technology in partnership With LCC	11
• Customer Service Training w/ Sanitation Training partnership with LCC	5
• Construction in partnership With BIA	1
• Customer Service Training in partnership with KCC	1

- Patient Service Representative Training in Partnership with LCC 1
- Food Service in partnership With WCC 1

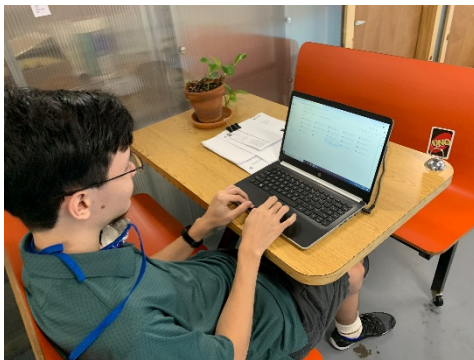
- 15 individuals have participated in work experience training.
4 are currently in Work Experience and
7 have completed and have been placed in full time employment.

- Work Experience Sites and individual placements are as follows:
 - Rent to Work: 4 1 Participant Employed at Alan Shintani Inc.
1 Participant Employed at Times Super Market
 - AJCH: 3 Currently working
 - Impact Hub: 1 Participant Employed at Work Now Hawaii
 - Hawaii Physical Therapy 1 Participant Employed at Popey's Millilani
 - YMCA Nu'uau: 1
 - YMCA Mililani: 1 Participant Employed at Pet Smart Millilani
 - Lanakila Pacific:
 - o Meals on Wheels 1
 - o Kitchen 2 1 Participant is currently working
1 Participant was hired full time in the Kitchen Department at Lanakila Pacific
 - Ted Makalena GC: 1 Participant was hired full time at the Grounds/Maintenance department at Lanakila Pacific

DEI Participant: Matthew Lum

Work Experience Site: HUB- Co-working Hawaii

Participant is now employed by Work Now Hawaii- a nonprofit organization established to help people living with disabilities achieve independence through gainful employment. Work Now Hawaii is a customer of HUB-Co-working Hawaii and participant made a positive impression on the owner which led to his employment opportunity.



- 15 Individuals from the Waipahu High school program have participated in Work Experience. In partnership with WHYP the Waipahu HS students were placed in various worksites including the following businesses:
- Hawaiian Building Maintenance-Pearl Highlands
 - Taco Bell Restaurants
 - La Comida Mexican Restaurant
 - Times Supermarkets

Juvenile Justice Center Program

The JJC provides counseling services for first-time minor law violators to assist them from further involvement with the juvenile justice system. From July 1, 2020 through December 2020, 17 youth received counseling services.

Program Outcomes:

7 youth passed the JJC counseling session.

4 youth disqualified, primarily due to insufficient contact information or youth and/or their parent/guardian(s) refused services.

0 youth disqualified due to re-offense prior to their JJC counseling session.

5 youth did not meet the requirements of the JJC counseling program due to the following:

3 youth failed to attend their counseling session.

2 youth attended but failed during their counseling session (i.e. did not accept responsibility for his/her action, displayed no remorse, negative attitude, etc.).

Follow-up Services for July 1, 2020- December 2020:

Eligible for follow up services were 68 participants of which 9 were 1st follow ups (other were 2nd & 3rd f/ups). 47 follow ups were successful/ 21 were unsuccessful due to parents not calling back, phone number disconnected, etc.

AGE& GENDER:

Out of 17 referrals cases 14 were males and 7 were females. 11 of the cases being between the ages of 16-17.

ETHNICITY/GENDER

Of the 17 referred youth, 5 (29%) identified as being Native Hawaiian.

PROGRAM CHALLENGES/ ACHIEVEMENTS DURING COVID 19

Since the start of Covid-19 pandemic the Juvenile Justice Center has seen a decrease in referrals and/or insufficient contact information to locate client. Juvenile Justice Center counselor has continue providing services to the community during pandemic and practicing social distance guidelines.

Mahalo and Aloha

Customer Served

October 1, 2020 to December 31, 2020

1,751 Customers served: **527- In person**

425 Appointments with Staff, **470** Customers assisted over the phone with Hirenet registration and job placement assistance and **327** for Unemployment Insurance assistance or information.

491 employers received information and services to address their workforce development needs.

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

Hiring event

Community Outreach and Collaboration

1st in-person hiring event “Back-to-Work Fair” for Zippy’s Restaurants on Oct. 28. 34 individuals registered, 20 attended and 12 were offered jobs pending site manager’s approval

2nd Zippy’s “Back-to-Work” hiring event on January 27, 2021 from 10 am to 2 pm.



Oct. 3rd, Resource Fair at Kamakana Alii



New Grant: Disaster Recovery Grant

AJCH & HIEMPLOYMENT OVERVIEW

- ▶ DW Disaster Recovery Grant was funded to aid in mitigating COVID-19 by providing employment opportunities to those experiencing job loss due to the pandemic. AJCH will provide supervision, guidance, and oversight to HiEmployment and ensure recipients and employers fall under the eligibility guidelines under the DW Disaster Recovery Grant.
- ▶ **Time of Performance** – January 6, 2021 to June 30, 2022
- ▶ **DW vacancies** – 60 full-time temporary positions - maximum of 2080 hours per worker/per year
- ▶ **Types of employment** - HiEmployment will offer employment opportunities related to mitigating COVID-19 in the areas of sanitation, laborer, food prep, case management, etc.
- ▶ **Participant verification** – AJCH will verify applicants meet the DW eligible requirements
- ▶ **Employer verification** - AJCH will verify businesses or non-profit agencies meet the DW eligible requirements
- ▶ **Reporting** - HiEmployment and AJCH will hold monthly meetings to review status updates of employers and participants
- ▶ **Services** – AJCH through our formula grant will offer and provide additional WIOA services to participants
 - ▶ For more info: please check HiEmployment website at <https://hi-employment.com/covid-19/>



Mr. Noy was referred to the AJCH by the Rent to Work program for job placement assistance. As RTW client, he is required to be employed while receiving rental assistance.

Mr. Noy never had a steady job since he arrived in Hawaii in 2008. He was not very communicative during the intake and Assessment process, but was able to finish the enrollment process. His EC assisted him with job leads including a referral to Goodwill Industries of Hawaii. Through his perseverance and commitment to find employment, he was hired as a Production Worker at Goodwill. He called his EC and expressed how much he appreciated the assistance. During the follow ups with the Goodwill manager, she commended Mr. Noy for being such a great worker, always on time, very helpful and has excellent attendance.



Douglas Deliz was laid off from STG JV as a welder. He was unemployed for 4 months and looking for a job with no luck when he found the AJCH.

He was referred to Covanta Honolulu Resource Recovery LLC for a Maintenance Mechanic position. Although he had no experience as a Maintenance Mechanic, they decided to give him a chance as a new hire of the AJCH On-The-Job training program. His hourly wage is \$33.37.

From the very beginning, his supervisors were very happy with his performance. They stated he is very professional and courteous, always willing to go out of his way to help others, never complains if he needs to work over time. They wish they could clone him. Douglas successfully completed the OJT program and is gainfully employed with Convanta.

