

**OAHU WORKFORCE DEVELOPMENT BOARD UPDATE REPORT TO  
THE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING  
Thursday, May 21, 2021**

**The Oahu American Job Center recently moved to a new location. Please share an overview of how the new site is operating, the services being offered, responses by clients and employers, and new challenges the location may present. Please provide address and hours of service.**

The American Job Center Hawaii on Oahu (AJCH) has been fully operational at its new location on the 7<sup>th</sup> floor of the Dole Cannery Office Building for 3 months. All programs are located together in the same suite making it a true one stop center. The co-located partners supported the move and everyone seems much happier with their newer, more professional surroundings. They are very happy having windows and sunlight, reporting that the space is much more inviting and welcoming than the windowless suites at the Dillingham Shopping Plaza. The overall feel is much more of a professional office vs. a retail space/warehouse. Clients have commented that the new location is easier to access by bus than Dillingham was and our youth clients are inviting their friends to see the new “cool” center. Free 2 hour parking is located between Costco and the entrance to the Dole Cannery Food Court and the AJCH also validates parking in the Dole Cannery parking structure for clients who need to stay longer than 2 hours at the center.

From the Adult/Dislocated Worker Program Manager: “The new location of the AJCH is such a wonderful change and look for city government services. The staff really enjoy the new space and views that we are afforded every day while serving the community. We have experienced an increase in utilization by the public since opening up to walk-ins in March. One of the challenges is that our office is not quite as visible as it was at the Dillingham location but clients and businesses do love the new setting once they step in the front door. Additionally, being collocated with our partners on one floor has allowed access for State and other divisions’ staff to interact with each other more conveniently. We have witnessed increased camaraderie across all programs at the new location and look forward to developing better and more effective relationships with staffing and clients in our new “home”.

Please see the attached report from the Youth Services Center (YSC) detailing all of the WorkHawaii Youth Program activities at the new location.

The AJCH is open to the public from 7:45am to 4:30pm Monday – Friday at their new location:  
American Job Center Hawaii  
Dole Office Building  
680 Iwilei Road, Suite 700  
Honolulu, HI 96817

The current challenge OWDB and the AJCH is trying to work through is the decreased visibility of the AJCH. Moving from the first floor of Dillingham with a 6 foot lighted sign above the entrance to the 7<sup>th</sup> floor of an office building with no signage on the first floor or near the elevators has caused some clients to get lost when trying to find the job center. Castle and Cooke

will not allow the City to list “American Job Center Hawaii” on any building directories located in the office building or in Dole Cannery. They said that the official name of the lessee has to be used which is “City and County Honolulu Department of Community Services WorkHawaii”. Castle and Cooke’s one concession was a marble plaque by the door of the AJCH that lists the American Job Center Hawaii, the WorkHawaii Youth Program, Rent to Work, and Housing Assistance for the Elderly, but the client will not see that until they walk down the hallway on the 7<sup>th</sup> floor towards the front door of the AJCH.

**Please explain if there have been improvements in the coordination and delivery of rapid response services and business outreach.**

There have been noted improvements in the coordination and delivery of rapid response services and business outreach at the AJCH:

1. Effective July 1, 2021, the part-time Business Engagement/Rapid Response (BE/RR) Coordinator will become a full-time staff member dedicated entirely to business engagement and rapid response at the AJCH.
2. Since April 1, 2021, a new AJCH Office Supervisor started working closely with the then part-time BE/RR Coordinator. This collaboration has had a major impact on how the AJCH delivers services. A very good working relationship has been established. Both employees have backgrounds in guest service and customer relations so they know the importance of customer service, relationship building, and how to deliver services in an impactful way.

The AJCH provided a coordinated Rapid Response to the employees affected by the closure of Love’s Bakery. They partnered with the ILWU to hold stand up sessions. The ILWU offered the event space in their union hall and the AJCH provided the laptops and technical assistance to assist the dislocated workers in creating their Unemployment Insurance (UI) user profiles, HireNet Registrations, and first week UI filings. The AJCH staff was able to engage over 110 Love’s Bakery employees one on one during these sessions. This allowed them to explain and inform the membership of the services provided at the AJCH and had over 60 members sign up for appointments with our employment counselors. (see attached AD/DW report for more details on the love’s Bakery Rapid Response.)

Currently the BE/RR Coordinator is working with Kokua Market to assist them with holding a job fair. The AJCH will provide outreach assistance by using the HireNet registration data base, creating a web-based pre-registration sign in and other strategies to attract potential applicants.

**Please share advantages and how the Oahu AJC has benefitted from being awarded the designation as a HUD Envision Center.**

Becoming a HUD Envision Center has allowed the Oahu AJCH to begin pursuing partnerships with other agencies to fulfill the needs of clients utilizing the AJCH. Some examples of these partnerships are listed below:

- Partnering with the Social Security Administration (SSA) to establish a direct, individual contact to assist AJCH clients with documents and benefits through SSA. We were also

selected, in part due to our status as a HUD Envision Center, to become one of two sites to host their Video Conferencing Pilot Program.

- Pending partnership with Kapiolani Community College (KCC) to address health needs of our AJCH clients via a Community Health Worker.
- Pending partnership with Americorp through their Americorp Vista Program to fill gaps in AJCH programming needs.

**Is Oahu WDB anticipating returning unused PY19 WIOA Title 1 funds to WDC? If yes, what is the estimated amount in adult, dislocated worker and youth programs?**

OWDB has been closely monitoring the monthly expense reports from the WIOA Title I Service Provider (WorkHawaii). The Adult, Dislocated Worker and Youth programs are projected to fully expend their PY19 funds by June 30, 2020.

**Please provide a brief overview of the board's committees and activities undertaken in 2021 to date.**

The Sector Strategies and Career Pathways Committee met on January 15, 2021. Keala Peters from the Chamber of Commerce Hawaii provided an broad overview of Oahu's sector partnership efforts in banking, manufacturing, technology, and hospitality, and shared updates on recent work being done in the healthcare and engineering sectors. The committee also received information about FlexJobs access for AJCH clients via the DBEDT Workforce Development Initiative, an alliance between DBEDT and the WDC.

The Data Management and Technology Committee met on February 18, 2021. This meeting was an extension of an earlier fact-finding discussion held on December 9, 2020 regarding the possibility of OWDB purchase of Emsi Skills products for use at the AJCH. Emsi was invited to the meeting to demonstrate and answer questions regarding two products, ReWork and SkillScape. The committee agreed to recommend purchase of ReWork and SkillScape to the Executive Committee.

The Employer Engagement Committee also met on February 18, 2021. Updates on business engagement were provided regarding outreach to employers at the Dole Cannery Office Building and connections made to NAVFAC Hawaii. A brainstorming session was held regarding future topics for the committee to address.

The Performance Measures and Accountability Committee met on March 22, 2021 to negotiate performance measures for Program Year (PY) 2021 and to review PY18 and PY19 expenditures and participant numbers.

The Executive Committee met on April 1, 2021. Rodney Lee, Chairperson of the Data Management and Technology Committee, recommended purchase of ReWork and SkillScape at this meeting. Updates were provided regarding the Performance Measures and Accountability Committee held on March 22, 2021 and discussion was held regarding the need for a Permitted Interaction Group.

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

## **WorkHawaii Youth Program (WHYP)**

### **WIOA Youth, YouthBuild (YB), & Disability Employment Initiative (DEI)**

WorkHawaii Youth Program focuses on preparing young people, 16-24 years old for careers through employment and educational opportunities.

#### **1. ENROLLMENT**

- WIOA as of March 31, 2020 Total Enrollments: 134 (54 in Follow-up)
  - 19 – In School (I/S) from Farrington & Waipahu High School
  - 23 – Out of School (O/S) with Diploma
  - YouthBuild: 91
    - 1. YB17: 50 (29 in Follow-up)
    - 2. YB19: 41 (2 in Follow-up)
  - DEI: 44
- January-March 2021 Exits – 10

#### **2. HIGHLIGHTS / SIGNIFICANT ACHIEVEMENTS**

- Diploma Service – The Essential Ed website is utilized to allow participants to gain a Workforce Development Diploma, HiSET, and/or GED diploma through a partnership with McKinley & Waipahu Community School for Adults.
  - Total Enrolled: 53
    - MCSA Total Enrolled: 38
    - WCSA Total Enrolled: 15
- **Integrated Education/Occupational Training Service**
  - Customer Service Training in partnership with Kapiolani Community College
    - Session Jan. 12-March 11 Total Enrolled: 10 + 1 Make-up (YB: 11/DEI: 2)
      - Total Completed: 8 (YB: 8/DEI: 1)
  - Office Administration & Technology Training in partnership with Leeward Community College
    - Session Feb. 2-April 15 Total Enrolled: 9 + 2 Make-up (YB: 11/DEI: 2)
      - Total Completed: TBD
  - Medical Billing Training in partnership with Leeward Community College
    - Session April 2021
  - Construction Training in partnership with Building Industry Association
    - Session June 2021
- **Work Experience Service**
  - WIOA WEX – 16 Participants
    - DCS WorkHawaii Planning & Evaluation Section/AJCH: 14 (2 DEI)

- Lanakila Pacific: 1 (DEI)
    - Hawaii Physical Therapy: 1
  - DEI WEX – 2 Participants
    - DCS WorkHawaii Planning & Evaluation Section: 1
    - DCS WorkHawaii Rent-to-Work Section: 1
- Other Program Activities (Fridays) Partnerships:
  - Therapeutic Group Activities in partnership Family Tree Hawaii
  - Post-Secondary Transitional Activities in partnership with Honolulu Community College
  - Entrepreneurial Training in partnership with Lemonade Alley
  - Virtual Career Exploration Tour in partnership with the Chamber of Commerce Hawaii

### 3. PARTICIPANT SUCCESS STORIES:

#### **Andrew (Andi) Sabanal**

Written By: Kiyana Higa, Case Manager

In his own words, Andi's past "has been one full of lessons, mistakes, failures, pain, and success." But if you ever have the pleasure of meeting Andi, you know he doesn't let any of that keep him down making his success that much sweeter. School was not easy for Andi and he always felt like he was missing the ball and trying to play catch up. The final blow was when he missed half of his freshmen year to deal with a medical condition and then eventually dropping out his sophomore year, making it hard for him to bounce back academically and emotionally.

Realizing he needed to get his GED to move on with his life, Andi found the WorkHawaii Youth Program in May of 2019 where he jumped right in. In his first two months in the program, Andi completed his CPR/First Aid certification, participated in community service projects, attended weekly trainings, and studied and prepped for his HiSET diploma exams on Essential Ed. He also received his certificate in Office Administration and Technology (OAT) from Leeward Community College in September. His positive attitude is infectious and he makes friends with everyone, something that was recognized by his peers when he was voted to be a part of the WHYP Leadership Council. When COVID hit, Andi was diligent in actively participating online in his Essential Ed classes and trainings held on Zoom.

In November, Andi started WEX training with Hawaii Physical Therapy where he was able to utilize his skills from his OAT training and got hands on experience in a medical office working with doctors, therapists, insurance companies, and customers of all backgrounds. Andi completed his HiSET diploma in March of this year, achieving the goal he set out for himself when he connected with WHYP. He will be helping to plan graduation as a part of the Leadership Council where he will also proudly walk and graduate. Andi currently is continuing to work at his part time job he started at the end of 2019 at Ulta Beauty in Kapolei where he is a Beauty Advisor. He is also planning to enroll in higher education with one of the community colleges in the UH system to start his journey to go into counseling.



## **Rhowmar Perote (DEI)**

Written By: Jazon Hidalgo, Case Manager

Rhowmar Perote started in the Youth Disability Employment Initiative program on November 1/31/2019 as a high school graduate from James Campbell High School. He was seeking help figuring out the next step in his life and finding a better path to move forward. He has had to deal with challenges growing up and being in special education, but hasn't let that stop his desire to learn and grow as an individual. He enrolled in the DEI program to improve his work skills and obtain his first official job.

Rhowmar was enrolled in Office Administration Skills with Leeward Community College and was able to earn his Certificate on June 13, 2019. He transitioned into Work Experience with the YMCA of Honolulu in September 2019 to utilize the skills he learned in his training. Unfortunately COVID derailed his work experience and it was put on pause in early 2020. He was able to return to work experience in September 2020, this time with the City's Rent to Work Program where he worked until the beginning of December 2020.

Rhowmar wasted no time and gained paid employment toward the end of 2020 with Times Supermarket at the Kamehameha Shopping Center. He has been a steady, dedicated worker and at times has been given full time hours. It is his first official job and he is excited about the opportunity. He has stepped and helped his mother financially as well as taking on more responsibility in caring for his younger siblings. He continues to strive to succeed and does not let anything hold him back. He truly is an inspiration to everyone around him.



## Summary of Rapid Response with LOVE'S BAKERY

Total number of Love's employees: 231

Total on Oahu: 201

Rapid Response sessions were held between March 17 and April 9 where AJCH staff from the State and City assisted Love's employees with transitioning through the bakery closure. The RR Team conducted a 2-phase response. The first phase was assisting with setting up an Unemployment Insurance profile and HireNet Hawaii account, and the second phase was assisting the ILWU as they helped the employees through their initial first claim filing of unemployment insurance. The AJCH took the opportunity during the second phase to set up appointments for the Love's employees to meet with employment consultants at the AJCH to plan and assist them with their next steps to reemployment or training. Currently, we have confirmed appointments with 48 Love's employees to assist with providing our services and resources.



## SUCCESS STORIES

### WIOA ADULT

Yvette B. was a referral from our Rent-to-Work partner. She was a resident at the YWCA Fernhurst House. When she came to us in late January 2021, she was working part-time at a parking service company and was being shifted around to different positions. She started to feel unmotivated as she was offered less and less hours of work. She stated she was previously incarcerated and left school after 8<sup>th</sup> grade. Her income was not sufficient to qualify for a rent subsidy through the Rent-to-Work program. We assisted her with developing an employment plan. She applied for jobs with companies including Goodwill Industries. She interviewed with Goodwill on February 4<sup>th</sup> and was offered a full-time

position as a Production Worker. She began her employment with Goodwill on February 15<sup>th</sup> and she continues to be a dedicated employee. She is grateful to have secured full-time employment.

### **WIOA DISLOCATED WORKER**

Employment Consultant Esther L. met Lindell when he was brought in by T.E.A.M WorkHawaii staff member, Skyye, to assist with writing a resume and conducting a job search. For the past few years, Lindell had been incarcerated and needed assistance finding employment as quickly as possible so he can help his family.

Lindell applied for three jobs online and was very happy with our help.

A few days later he called to inform us that he got hired by Rock Fabricators Company. His first day was September 21, 2020 and he sounded very happy. He was calling to just express his sincere gratitude for our assistance in helping him find a job. His girlfriend and family are so proud of him. He loves his job and appreciates the people he works with.

We have called his workplace to do the monthly and quarterly follow ups and employment verifications and it's such a great feeling to hear the employer giving such high praises of his work ethics. It was funny to hear the secretary come right out to say, "No, you cannot have him back nor take him away cause we love him!" when I just mentioned his name. It is priceless to hear the gratitude from clients and employers

### **DWG-DISASTER GRANT**

Tiffany T. was an applicant we received through WorkNow Hawaii who is an approved worksite under the DWG. Tiffany was one of the many restaurant and bar workers affected by the COVID pandemic. She has been unemployed since March 2020 and had time to reevaluate her employment interests/options. She was searching for work and decided to gain experience in the non-profit field by connecting with WorkNow Hawaii. On April 5<sup>th</sup>, Tiffany began her training and employment.