

**OAHU WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
TO THE STATE WORKFORCE DEVELOPMENT COUNCIL BOARD MEETING
Thursday, November 18, 2021**

Please share strategies and plans to increase traffic flow into the American Job Center and online delivery of services.

OWDB and the AJCH recognized the need for both in-person and virtual trainings to meet the diverse needs of community members and clients on Oahu.

In October, the American Job Center Hawaii began offering in-person job readiness training in the AJCH Resource Center. This is a partnership with WorkHawaii's Job Readiness Preparation Programs (JRPP) Section which has provided job readiness training for the State's Department of Human Services for nearly 30 years. The JRPP staff are also cross-training AJCH staff to conduct the in-person training.

In 2020, spurred by the pandemic, the JRPP section created a YouTube channel and started producing virtual job readiness training lessons. An AJCH YouTube channel was also created and will add additional virtual job resource training offerings in the near future.

OWDB's Data Management and Technology Committee has been working with the software company Emsi to create a virtual skills matching app accessible on smart phones that AJCH clients can use to identify potential career pathways, highlight any skills gaps and receive customized training recommendations from the Oahu Eligible Training Provider list. This app, called Oahu Skills, will be launched in early 2022.

The Oahu WDB received federal funds through the State Workforce for the COVID-19 disaster recovery and COVID-19 employment recovery grants. Please explain plans to increase performance and meet participant enrollment targets for each grant.

OWDB, through its service provider, WorkHawaii planned to implement these disaster grants in partnership with HiEmployment. Although this is outside of their scope of service, WorkHawaii has committed to expanding outreach and recruitment of eligible clients for both programs through leveraged relationships with the co-located partners at the AJCH. TEAM WorkHawaii is providing outreach into the community, referring eligible clients back to the AJCH and all case managers are informed of available positions to keep in mind when they are meeting with their clients. The Business Engagement Team is also reaching out to the current approved worksites to request referrals and are using the On the Job Training (OJT) partner list to add additional worksites. When appropriate, the AJCH will also ask for referrals through the RESEA program.

What is the status of the Request for Proposals (RFP) to contract the One-Stop Operator? Please include timeline.

Due to the pandemic, the competitive procurement for the second three-year contract of a One Stop Operator (OSO) for the American job Center Hawaii on Oahu was delayed. The original contract was granted a no-cost extension through December 2020, then when CARES Act funding took priority over all other contracts with the City's Purchasing Division, two additional contract extensions were necessary. Purchasing has put the competitive procurement of the OSO back on their calendar and scheduled the RFP process to start early next year with the contract executed by July 1, 2022.

Has the Oahu WDB conducted monitoring of its Eligible Training Providers (ETP) and Service Providers? Please include monitoring schedule.

OWDB monitors completion of training by its clients and investigates any grievances. Additionally, prior to payment of a training providers' invoice, their certificate of compliance is printed from the Hawaii Compliance Express database. OWDB also thoroughly checks its training providers at the time of their application. Due to COVID 19 restrictions, on site visits are not being performed, but the address and location where training is conducted is verified and companies with any grievances or that have not been in business in the State of Hawaii for at least one year are not recommended to the State for approval.

OWDB conducts third party program and fiscal monitoring of its service provider annually. In 2020, prior to the pandemic, the monitoring was conducted on site at the American Job Center Hawaii in February. This year it was conducted virtually, and data validation was also performed. OWDB's Budget Analyst, in coordination with its Performance Measures and Accountability Committee, conducts quarterly desktop monitoring.

The tentative 2022 schedule of monitoring is:

Annual Program and Fiscal Monitoring	February/March
Data Validation	February/March
Quarterly Desktop Monitoring	January, April, July, October

OWDB strives to use its monitoring as an early warning system, guiding the service provider to better performance outcomes for its clients, adherence to 2 CFR 200 and ensuring accuracy of data provided to USDOL. The Board respectfully requests the monitoring schedule of the Workforce Development Division to better align State and County monitoring so as not to overwhelm the Service Provider. When State monitoring is conducted at the end of a program year, it does not allow OWDB and its Service Provider the opportunity to make necessary changes to policy, procedures and/or processes to improve the delivery of WIOA services and ensure WIOA grants funds are properly managed. Furthermore, a monitoring review conducted at program year end also overlaps with the City's closing of their accounting records at fiscal year end and of OWDB's and its Service Provider's fiscal/program closeouts of the WIOA two year grant period.

Please explain what efforts are underway and/or planned to increase dual enrollment of WIOA Title 1 programs with other eligible programs.

The WIOA programs have started the process to ensure that all clients who access the Resource Center are enrolled with Wagner Peyser upon their first visit. The Adult and DW Programs provide the information on their enrolled clients to Wagner Peyser after completion of the eligibility verification and enrollment process.

Wagner Peyser is currently in the process of bringing on new staff members and plans to begin training and dual enrollment with our AJCH after these new staff members are trained. This will include the dual enrollment of DVOPS clients as well.

The WIOA Adult and Youth Programs will dual enroll all eligible older youth to ensure that they have access to additional training and resources upon completion of the WIOA Youth Program. This enrollment will occur at the same time that the clients are enrolled in the WIOA Youth Program. TEAM WorkHawaii and our Housing Assistance Programs dual enroll clients that are members of our vulnerable populations, i.e. persons experiencing homelessness and re-entry populations.

Employers are seeking qualified workers to sustain their businesses. What strategies, plans and activities has/will the WDB and AJC undertake to increase employer outreach and engagement?

The Business Engagement Team at the AJCH in coordination with the Employer Engagement Committee of the OWDB will:

1. Meet and communicate with organizations and associations such as:
 - a. Hawaii Chamber of Commerce
 - b. Small Business Administration
 - c. Hawaii Restaurant Association
 - d. ILWU
2. Educate businesses about WIOA programs and grants such as:
 - a. On the Job Training
 - b. Paid Internships
 - c. Dislocated Worker Disaster Grant
3. Outreach to employers and AJCH established partners to invite them as guest speakers or assist with workshops with their HR departments as part of the process for applicants.
 - a. The AJCH staff will be able to engage on a more personal basis with businesses and introduce them directly to potential applicants. This allows the AJCH and businesses to become more familiar with our services and staff;
 - b. The WIOA staff at the AJCH teach a series of Work Readiness Workshops on a weekly basis on topics such as Resume Writing, Interviewing Tips, and Job Search Techniques;
 - c. The employers will have the opportunity to promote their business and their vacant positions to the participants directly at the workshops in a more informal setting allowing them to get to know applicants better;
 - d. The AJCH staff will act as a concierge for the businesses to ensure that their needs are recognized and met.

The Governor's vision for the State includes supporting a diversified economy with a focus on digital access and equity. The pandemic highlighted the digital divide in Hawaii. Please explain efforts, activities and plans to increase digital literacy and career services.

OWDB recognizes that the digital divide has created a new target population of WIOA services. The Board included "Digitally Disadvantaged" in its PY21 Annual Plan and Budget. The Employer Engagement Committee (EEC) together with the AJCH's Rapid response and Business Engagement Team have taken this on as a project. Mr. Kaala Souza will present to the EEC at their meeting next week.

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

Please see attached success stories.

Adult Program



Client Name: John O.

John O. came to the American Job Center in August 2021 as a referral from the Touch A Heart eligible training provider to participate in the food service training program. He was previously incarcerated and released in November 2020 to Sand Island Treatment Center. John is currently in pre-trial status for sentencing and participating in the Touch a Heart program, which endorses the possibility of him receiving a reduced sentence where he gains life and culinary skills and develops meaningful and positive relationships within the program. At the end of September 2021, John completed the foodservice training, and Touch a Heart has extended him an offer for a paid apprentice in their program.

He is also a veteran and receiving services through the Disabled Veteran Outreach Program to obtain is DD-214.

“Mark Twain said that the two most important days of your life are the day you're born and the day you figure out why. Because of Touch A Heart and Kalihi Union Church, I know what I was meant to do with my life — I was meant to serve and help others. I wasn't the best person throughout my life. I did bad things. I won't let my past define me, but I won't shut the door on it. It's made me who I am today. The person who is standing before you today is a good person, and I know that because I figured out that I love myself, I want what's best for myself, and I'll do anything to get it. Robin and Colin, I've never met more amazing people in my life. I can only hope to one day be like that myself. Chef Mark, this guy is super cool and I think of him as a brother. I came here expecting to be taught things, but from what everybody tells me, it's us who teach. The struggles that we've been through can help to motivate people. We spent a lot of time at KUC. It's pretty much the only place we're allowed to go, and we love it here. I consider this my home. On Sunday, we're going to get baptized. I don't know what the future has in store for me, but I know one thing for sure — I'm going to help and give everything I can give because it's the right thing to do.” — John O.



Client Name: Melvin Taban

Melvin Taban came to AJCH on January 27, 2021. He had recently been furloughed, then permanently laid off from his job as a Driver with the Flying Food Group, a company that provided catering for airlines, due to the Covid-19 pandemic. Melvin was fortunate to receive Unemployment Insurance benefits to help his family get by during the pandemic, but he knew that he wanted to get his CDL license to make him more employable and have better job security. Melvin found out about our WIOA Program and called our office to get more information. For Melvin, this opportunity couldn't have come sooner. He qualified for WIOA funding through the American Job Center Hawaii's Dislocated Worker program and enrolled in the Complete Commercial Motor Vehicle (CMV) Training course at Leeward Community College-Office of Continuing Education Workforce Development to get his Commercial Driver License Type-A. However, the next class wouldn't start until March 9, 2021. The CMV class was not a walk in the park for Melvin, so he had to buckle down and study hard to fulfill his goal of becoming a Heavy Truck Driver. The training took a little longer as well because the lone instructor broke his foot. The training was scheduled to finish on April 14, 2021, but ended on May 20, 2021. After failing the road test his first time, with the help of the instructor Mike Scully, Melvin was able to pass the road test on the second go-around on June 14, 2021. After job searching for a little over a month, Melvin was able to find employment with Sysco Hawaii as a CDL A Driver and earn \$23 per hour. Congratulations to Melvin on his hard work and determination.

Youth Program



Mason Fagaragan (YouthBuild)

Written By: Brian Tulikihifo, Case Manager

This participant has been with the program for a long time and has taken full advantage of its offerings. This participant came into the Work Hawaii Youth Program (WHYP) with no High School diploma. In the beginning, the participant was able to work hard and achieved a C Base diploma, which was available in the program at the time. While working on his C Base diploma, the participant continued to take full advantage of the Office Administration Training (OAT) training. He was also a member of the 1st WHYP Leadership Council Cohort in 2019. Participant also took advantage of the Food Service training offered at Windward Community College and received his Serve Safe certificate. Then we received the devastating news that the state will no longer acknowledge the C BASE diploma and will not be recognized moving forward going into 2020. We had a few good talks and counseled the participant to consider the HiSet Diploma or the GED diploma. Participant agreed to move forward, and he worked towards getting the HiSet diploma. So the journey continued. The participant was able to complete this training and was also halfway with completing his HiSet Diploma. Then it was time to do Work Experience (WEX). He signed up with P&E WorkHawaii and is using the skills and lessons he learned in OAT. The participant enjoyed learning from WEX and taking full advantage of what they had to offer. The participant was also involved with the BIG move from our old office located at Dillingham to our new home at Dole Cannery. And then COVID came around. COVID delayed our plans to complete the HiSet diploma and the maximum hours in WEX. The participant was able to stay the course and worked hard at home to be ready to test when the time was available. At this time, the participant was also still working at his job out of school. The participant was able to juggle all of these tasks and complete them all this past quarter. The participant completed the maximum hours of WEX and passed his last math test for his HiSet diploma. The participant is currently looking for other opportunities in the fields that he trained. It is such a pleasure and honor to work with this participant. The future is bright. If the participant continues with the same hunger and drive, he will be successful and doing BIG things soon.