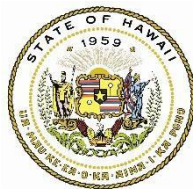


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GOVERNOR

JOSH GREEN  
LIEUTENANT GOVERNOR



ALAN HAYASHI  
CHAIRPERSON

ALLICYN C.H. TASAKA  
EXECUTIVE DIRECTOR

**STATE OF HAWAII  
WORKFORCE DEVELOPMENT COUNCIL**

**Workforce Development Division  
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**Workforce Development Council's  
Performance Measures and Accountability  
Committee Joint Meeting with the Maui  
County Workforce Development Board  
Wednesday, November 3, 2021  
9:30 A.M. – 10:30 A.M.  
Online via Zoom**

*Due to the COVID-19 pandemic, protecting the health and welfare of the community is a priority. The meeting was held remotely, with Board members and staff participating via an online meeting venue.*

**MINUTES**

**ATTENDEES:**

Brian Lee, Committee Chair, WDC Vice Chair, Hawaii Laborers-Employers Cooperation & Education Trust Fund  
Sean Knox, Committee Vice Chair, WDC Assistant Vice Chair, Hawaii Employment Services  
Leslie Wilkins, Chair, Maui County Workforce Development Board  
Linda Puppolo, Maui County Workforce Development Board  
Chase Nomura, Maui County Workforce Development Board  
Cristina Schenk, Vice Chair Maui Workforce Development Board  
Kurt Ginoza, DOE - Adult Education  
Debbie Cabebe, Maui Economic Opportunity  
Deanna Garcia, Akimeka LLC  
Kyoko Kimura, Aqua-Aston Hotel  
Michael Rembis, Maui Health System  
Nathaniel Oswald, Farm Bureau, Oswald Nursery Management  
Tambara Garrick, Hawaii Farm Project  
Grant Wilson, Division of Vocational Rehabilitation Maui Branch, Dept. of Human Services  
Kevin Kimizuka, Maui County Workforce Development Division

Cyrus Kodani, ILWU Local 142 Union  
 Chentelle Rowland, Goodwill Industries  
 Iva-Starr Cain, Division of Vocational Rehabilitation, Dept. of Human Services  
 Maureen Bates, Division of Vocational Rehabilitation, Dept. of Human Services  
 Emily Lau, Goodwill Industries  
 Cassi Yamashita, Maui Economic Opportunity  
 Marshall Norman, Hawaii Job Corps, Maui Satellite Center  
 Maureen Harvey, Maui County Workforce Development Board  
 Karen Arakawa, Maui County Workforce Development Board – American Job Center  
 Doris Dvonch, Deputy Attorney General

**STAFF:**

Allicyn Tasaka, Workforce Development Division (WDD)  
 Harrison Kuranishi, WDD  
 Carol Kanayama, WDD  
 Bonhee Chung, WDD  
 Jeri Arucan, WDD

- I. Call to Order.....*Committee Chair Brian Lee***  
 The meeting was called to order at 9:33 a.m. by Committee Chair Brian Lee following Chair Leslie Wilkins calling the meeting of the Maui County Workforce Development Board (WDB) to order.

Chair Lee introduced members of the committee to the Maui County Workforce Development Board members after formal welcome remarks by Maui County WDB Chair Wilkins.

**II. Brief Overview of Committee’s Focus and Projects**

Chair Lee shared that the Workforce Development Council is a 41-member advisory board to the Governor. The Performance Measures and Accountability Committee is one (1) of eight (8) active WDC committees. Other committees include Data Management and Technology, Employer Engagement, Finance, Military and Veterans Affairs, Sector Strategies and Career Pathways, Youth Services. The Executive Committee is comprised of the Chairs of each committee. This committee meets quarterly and sometimes to have special meetings like this, we meet more frequently, then report to the full board. The board members are engaged and participate as volunteers.

From a high-level overview, the Committee ensures that the federal funds we receive for employment and training programs are evidence-based and data-driven. And that we are being accountable to participants by monitoring the core performance measures for WIOA adults, dislocated workers, youth, and employers, which are designed to improve analysis of outcomes and promote continuous improvement of the services at the American Job Centers. Every meeting we review the statewide performance goals and look at how each of the county’s are doing in relation to the targets agreed upon for the program year. We look at areas that are doing well and where improvements are needed.

Vice Chair Sean Knox explained that there are two (2) projects which are underway that the Maui Board staff and American Job Center have been involved. They are the statewide evaluation of eligible training providers and another statewide review of service providers in the American Job Centers. Statewide evaluations have been conducted the last couple of months to provide benchmarks of services provided at the American Job Centers for eligible training providers and also for the WIOA Title 1 adult, dislocated workers and youth program providers. WDC identified the need to increase the numbers of training providers to provide a robust training list for clients to choose from. Educational Data Systems, Inc. (EDSI) was contracted to conduct the evaluation. These eligible training providers are companies and educational institutions that provide approved training programs that lead to industry-recognized credentials, apprenticeships, cohort-based training and career pathways. Eligible clients can qualify to receive subsidized training opportunities. The final report will be submitted by the end of November.

Among the objectives of the review is to identify strengths, weaknesses, and gaps with the training provider's capacity to conduct training and comply with federal, state and local policies. At the time of the review from May through October, Maui had seven (7) providers offering 63 programs in the categories of IT, healthcare, construction/manufacturing or skilled trades, and hospitality/culinary. The providers were all through the UH Maui College and UH West Oahu. The preliminary report presented by EDSI did not breakdown results by counties. Providers self-evaluated their understanding of reporting requirements and process ranged equally from low to moderate to strong knowledge of requirements. Providers self-evaluated predominantly they were confident of their ability to meet reporting requirements, although there is resistance to non-WIOA data sharing, and challenges around communication of expectations for data content, timing and delivery. Training providers said they lacked knowledge what qualifies as "in-demand occupations and sectors" and that there was no process to alert providers of expiration and need for renewal to remain on the list.

SMS Research and Marketing is conducting the statewide evaluation of service providers who provide services for the WIOA Title 1 adult, dislocated workers and youth programs at the AJCs. The local areas expressed concerns of limited organizations able to offer WIOA services, especially with the youth program. Each county Workforce Development Board contracts organizations which provide direct services to programs at the AJCs. SMS Research developed a survey and checklist of criteria and met on-site with service providers on each island. A final evaluation and recommendations will be submitted by the end of November.

For Maui, UH Maui College currently is the youth program service provider. The strong ties to the community, especially non-profits and veterans, is a strength, along with good promotion of the program such as Akaku public TV, and that the fiscal and administrative reports are now being handled by another entity within the college. Gaps identified included that the youth program is being staffed by one person, there is no filing system, and interns should not be used to conduct check-ins or case management of participants as it is deemed a breach of data integrity. Goodwill is the provider for the adult and dislocated worker programs. Goodwill has strong relationships with employers, they are well aware of business needs, and have the ability to conduct statewide virtual job readiness training courses. Identified gaps include the utilization of an internal tracking system separate from HireNet Hawaii, and audit file forms are submitted

externally to Goodwill's quality assurance team on Oahu. And there is a lack of outreach to Molokai and Lanai.

Hawaii State Evaluation of Eligible Training Providers: Findings and Recommendations report by Educational Data Systems, Inc. link: <http://labor.hawaii.gov/wdc/files/2021/12/Final-Report-Part-1-of-2-Hawaii-Statewide-ETP-Evaluation-Findings-and-Recommendations-from-EDSI-12.20.2021.pdf>

Statewide Evaluation of WIOA Title 1 Service Providers at American Job Centers in Hawaii report by SMS Research link: <http://labor.hawaii.gov/wdc/files/2022/01/Final-SMS-Research-Report-for-Statewide-Evalu-of-Service-Providers-1.13.2022.pdf>

### **III. Overview of Statewide and Local Area Performance Measures Report**

Bonhee Chung from Workforce Development Division, presented on the Statewide and Local Area Performance Measures. It can be found at the link below:

<https://labor.hawaii.gov/wdc/files/2021/11/Performance-Report-2020.xlsx>

### **IV. Adjournment**

Committee Chair Lee adjourned the Performance Measures and Accountability committee portion of the meeting at 10:15 a.m.