



## **\*PROPOSED BOARD ACTION ON KAUAI AMERICAN JOB CENTER CERTIFICATION**

*Status: As of November 19, 2025*

### **Background**

The Workforce Innovation and Opportunity Act (WIOA) requires the certification of an American Job Center (AJC) at least once every three years to ensure the delivery of high-quality services. The certification process evaluates the AJC across a set of federal and state-defined criteria, including customer service, integration of services, responsiveness to employer needs, and continuous improvement. The local workforce development board usually undertakes the role of certifier, but because Kauai local area does not have a local board, the Workforce Development Council (as the State Board) was tasked with this assignment.

### **Action Taken**

**April 10, 2025:** the WDC staff conducted the on-site visit.

**April 16, 2025:** the WDC staff filed its report. A copy is attached.

The recommendations were as follows:

### ***Certification Status: Provisionally Certified – With Conditions***

The Kauai AJC satisfies baseline certification criteria but would benefit from targeted improvements in several key areas. As part of the next phase, the center is encouraged to develop a Corrective Action Plan (CAP) within 60 days that outlines steps to:

- Evaluate staffing needs and explore options to fund an outreach/community engagement position using WIOA resources.
- Enhance engagement with the Kauai Department of Economic Development and other key partners
- Strengthen processes for capturing and utilizing customer feedback.
- Expand employees' professional development opportunities based on identified service gaps.
- Re-establish routine coordination meetings among core partners.

- Develop and implement written policies specific to this AJC to ensure compliance with the Americans with Disabilities Act (ADA). While the State has overarching policies in place, the EEOC has indicated that each AJC must establish its own localized written ADA policy. According to the designated EEOC Officer, monitoring visits will soon be conducted to assess compliance at the local area level.

**June 24, 2025:** the full Board voted to conditionally certify Kauai AJC pending receipt of the Corrective Action Plan.

**September 30, 2025:** Response letter was received with the Corrective Action Plan.

**October 22, 2025:** Communication was sent and based on the initial review by WDC staff on the Corrective Action Plan, we noted the following:

1. AJC needs to submit a **detailed timeline** of each planned action so that we can effectively monitor progress and milestones.
2. Please note that since the certification was previously signed off by the full Board at its June 24, 2025 board meeting, this new document will need to be placed on the Executive Committee agenda at its October 29, 2025 meeting and subsequently on the full Board meeting agenda on November 19, 2025.
3. Action plan with timelines will need to be submitted by November 7, 2025, so the **updated** document can be included in the November 19 Board packet.
4. While the Corrective Action Plan is still in the process of being fully implemented and documented, we recommend extending the provisional certification to **January 30, 2026, which will allow additional time to demonstrate progress and conduct a thorough assessment.**

**October 29, 2025:** This item was presented to the Executive Committee. Proposed Action: Extend the provisional certification until January 30, 2025. Executive Committee voted in favor of motion.

**November 7, 2025:** Updated Corrective Action Plan was submitted to WDC with timelines. Please see attachment.

**November 19, 2025:** The Full Board will vote to ratify the Executive Committee's recommendation on the provisional certification of the Kauai American Job Center.

**\*REQUIRES BOARD ACTION**