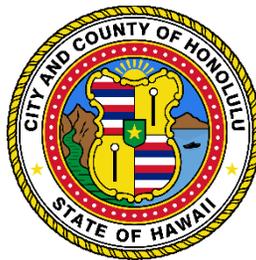


Workforce Innovation & Opportunity Act 2014 Local Plan for City & County of Honolulu

February 1, 2019 – June 30, 2020

Submitted by
Oahu Workforce Development Board



Department of Budget & Fiscal Services
City & County of Honolulu
715 South King Street, Room 211
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Date Revised: October 15, 2018

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Overview

Under the Workforce Innovation and Opportunity Act (WIOA) States and Local Workforce Development Boards (WDBs) must prepare and submit a Local Plan. Plans are then modified to provide updates and include progress made from the original plan submission.

The Oahu Workforce Development Board (OWDB) submitted its original local plan which mirrored the State of Hawaii's Unified State Plan for the period February 1, 2017 to June 30, 2020. This is the OWDB's modified local plan for the period February 1, 2019 – June 30, 2020, that is being submitted in accordance with the State's WIOA Bulletin 22-18, WIOA Guidance for Modified Local Plans. The modified plan was shared with partners and stakeholders of Oahu's workforce development system to gain their input prior to submission of the modification to the State.

This plan modification herein includes: the changes in economic conditions; industry trends; skill needs of employers; and the educational needs of the workforce in Oahu. Additionally, this plan illustrates the progress made in the delivery of services through the America Job Center Hawaii (AJCH) beginning with the co-location of mandatory core partner agencies and the movement towards an integration of services within the AJCH. A significant amount of work has been done in this area since the time the original local area plan was submitted. The AJCH has developed a strong partnership whose focus is to provide the highest quality of service to the community.

Also included in this modification is the OWDB's selection of a One Stop Operator (OSO) whose responsibilities are to ensure that the AJCH provides seamless and integrated services through collaborative efforts of the core partners and other partners/service providers who work onsite at the AJCH or through customer referral. The OSO also focuses on continuous improvement in service delivery and customer satisfaction. Service to individuals with barriers to employment through focused outreach efforts is also highlighted.

In addition, and in accordance with WIOA, Memorandums of Understanding (MOUs) have been signed with all core partners and other partners who are a part of Oahu's workforce development system. Furthermore, efforts are now underway to develop and execute an Infrastructure Funding Agreement so that costs of the AJCH are shared by benefiting partners.

Signature Page

The City and County of Honolulu and the Oahu Workforce Development Board submit this 2019-2020 plan to implement the Workforce Innovation and Opportunity Act of 2014.

We will operate in accordance with the plan and applicable federal and state laws, rules, and regulations.

Workforce Development Board Chair

Chief Elected Official



Jason C. Chang
Executive Vice President & Chief Operating Officer
The Queens Health System

Kirk Caldwell
Mayor
City & County of Honolulu

OCT 2 2018

OCT 18 2018

Date

Date

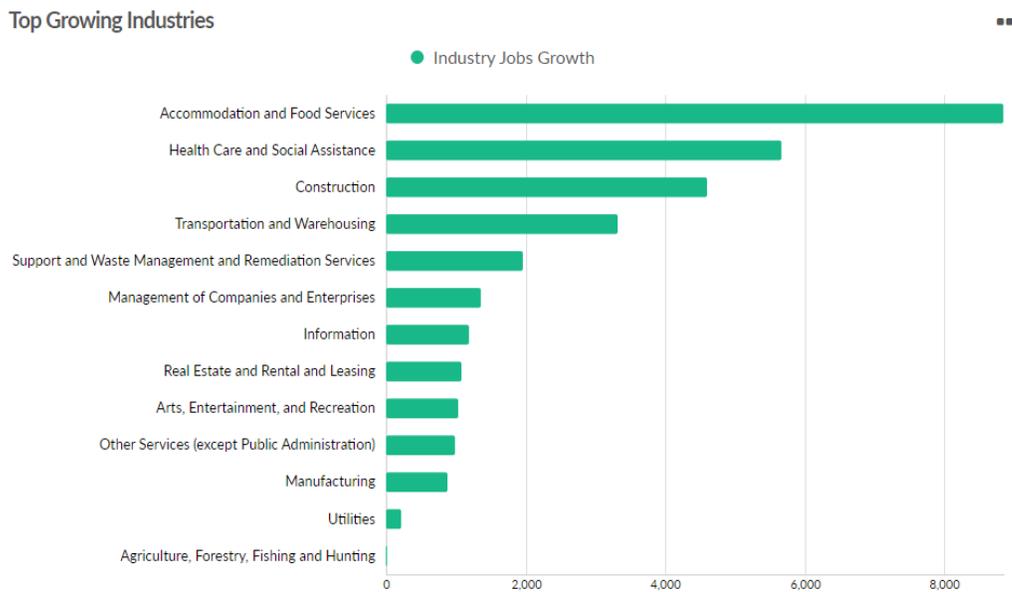
Section 1: Workforce and Economic Analysis

A description of the strategic planning elements consisting of:

1.1 An analysis of the economic conditions including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. [WIOA Sec. 108(b)(1)(A)]

Economic Analysis

Change in Jobs by Industry, 2012-2017¹



| Industry | 2012 Jobs | 2017 Jobs | 2012 - 2017 Change | 2012 - 2017 % Change |
|---|-----------|-----------|--------------------|----------------------|
| Accommodation and Food Services | 58,021 | 66,865 | 8,844 | +15% |
| Health Care and Social Assistance | 51,422 | 57,079 | 5,657 | +11% |
| Construction | 26,208 | 30,806 | 4,598 | +18% |
| Transportation and Warehousing | 19,428 | 22,750 | 3,322 | +17% |
| Support and Waste Management and Remediation Services | 36,598 | 38,563 | 1,965 | +5% |
| Management of Companies and Enterprises | 6,771 | 8,134 | 1,363 | +20% |
| Information | 7,473 | 8,664 | 1,191 | +16% |
| Real Estate and Rental and Leasing | 9,712 | 10,789 | 1,077 | +11% |
| Arts, Entertainment, and Recreation | 8,124 | 9,155 | 1,031 | +13% |
| Other Services (Except Public Administration) | 24,426 | 25,420 | 994 | +4% |
| Manufacturing | 11,541 | 12,414 | 873 | +8% |
| Utilities | 2,342 | 2,551 | 209 | +9% |
| Agriculture, Forestry, Fishing, and Hunting | 2,837 | 2,850 | 13 | +0% |

¹ Emsi 2018.3

Projected Average Annual Job Growth by Industry, 2018-2022²

| Description | 2018 Jobs | 2022 Jobs | 2018 - 2022 Change | 2018 - 2022 % Change |
|--|-----------|-----------|--------------------|----------------------|
| Food Preparation and Serving Related Occupations | 58,646 | 60,997 | 2,351 | 4% |
| Personal Care and Service Occupations | 27,635 | 29,781 | 2,146 | 8% |
| Construction and Extraction Occupations | 31,724 | 33,717 | 1,993 | 6% |
| Healthcare Practitioners and Technical Occupations | 30,609 | 32,370 | 1,761 | 6% |
| Management Occupations | 46,260 | 48,004 | 1,744 | 4% |
| Sales and Related Occupations | 78,071 | 79,597 | 1,526 | 2% |
| Healthcare Support Occupations | 18,556 | 20,021 | 1,465 | 8% |
| Transportation and Material Moving Occupations | 40,160 | 41,572 | 1,412 | 4% |
| Business and Financial Operations Occupations | 37,971 | 39,093 | 1,122 | 3% |
| Arts, Design, Entertainment, Sports, and Media Occupations | 23,003 | 23,972 | 969 | 4% |
| Building and Grounds Cleaning and Maintenance Occupations | 28,658 | 29,351 | 693 | 2% |
| Military-only occupations | 23,902 | 24,491 | 589 | 2% |
| Installation, Maintenance, and Repair Occupations | 27,655 | 28,231 | 576 | 2% |
| Community and Social Service Occupations | 9,450 | 9,716 | 266 | 3% |
| Computer and Mathematical Occupations | 12,231 | 12,469 | 238 | 2% |

The occupations with the most job openings on the Island of Oahu from January 2018 to June 2018³

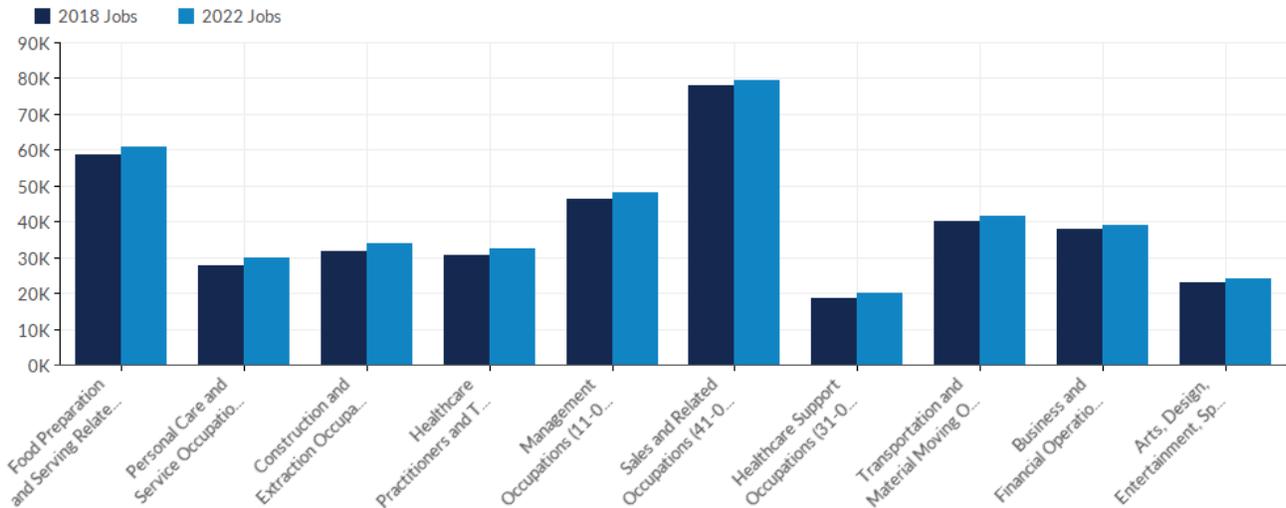
| Occupation | Total/Unique (Jan 2018 - Jun 2018) | Median Posting Duration |
|--|------------------------------------|-------------------------|
| Computer and Mathematical Occupations | 22,597 / 6,242 | 28 days |
| Sales and Related Occupations | 29,272 / 6,095 | 30 days |
| Office and Administrative Support Occupations | 30,785 / 5,641 | 30 days |
| Management Occupations | 19,053 / 5,615 | 29 days |
| Healthcare Practitioners and Technical Occupations | 29,654 / 5,345 | 28 days |
| Business and Financial Operations Occupations | 12,979 / 3,449 | 29 days |
| Transportation and Material Moving Occupations | 9,985 / 2,158 | 22 days |
| Food Preparation and Serving Related Occupations | 10,753 / 1,948 | 36 days |
| Education, Training, and Library Occupations | 7,104 / 1,813 | 28 days |

² Emsi 2018.3

³ Emsi 2018.3

Occupations with most projected job openings, City and County of Honolulu, 2018-2022⁴

From 2018 to 2022, the large majority of Oahu’s jobs will be derived from service occupations. This sector includes a broad spectrum of workers and employs between one-quarter to one-third of the Oahu’s workforce.



| Occupation | 2018 Jobs | 2022 Jobs | Change in Jobs (2018 - 2022) | % Change | 2017 Median Hourly Earnings |
|--|-----------|-----------|------------------------------|----------|-----------------------------|
| Food Preparation and Serving Related Occupations | 58,650 | 61,000 | 2,350 | 4% | \$11.86 |
| Personal Care and Service Occupations | 27,635 | 29,781 | 2,146 | 8% | \$13.02 |
| Construction and Extraction Occupations | 31,724 | 33,716 | 1,992 | 6% | \$29.06 |
| Healthcare Practitioners and Technical Occupations | 30,609 | 32,370 | 1,761 | 6% | \$42.08 |
| Management Occupations | 46,261 | 48,006 | 1,745 | 4% | \$35.52 |
| Sales and Related Occupations | 78,071 | 79,597 | 1,526 | 2% | \$16.08 |
| Healthcare Support Occupations | 18,556 | 20,022 | 1,466 | 8% | \$15.99 |
| Transportation and Material Moving Occupations | 40,160 | 41,572 | 1,412 | 4% | \$16.69 |
| Business and Financial Operations Occupations | 37,971 | 39,092 | 1,121 | 3% | \$30.94 |
| Arts, Design, Entertainment, Sports, and Media Occupations | 23,002 | 23,971 | 969 | 4% | \$16.22 |

⁴ Emsi 2018.3

1.2 An analysis of the knowledge and skills required to meet the employment needs of the employers in the local area (county), including employment requirements for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B)]

Tools to Assess Employer Skill Needs

The Oahu Workforce Development Board (OWDB) uses the below tool to assess employer skill needs in FY17 and annually throughout the four-year period of the Local Plan. This tool will be used to determine skill needs required to meet the employment needs on Oahu and ensure these skill needs are being addressed in education, training, and support services programs provided through the local workforce development system.

- Economic Modeling (Emsi) “Developer” software, which brings together 90 different data sources including Quarterly Census of Employment and Wages (QCEW), Quarterly Workforce Indicators (QWI), Bureau of Labor Statistics (BLS), Bureau of Economic Analysis (BEA), as well as OnTheMap (OTM).⁵

Skill Gaps

A preliminary analysis of the skills of job seekers matched against the workforce needs of employers identified the following gaps:

- Basic academic skills: reading, writing and math
- English language proficiency
- Career awareness and work experience
- Work/employee readiness, to include soft skills: time management, problem-solving, critical thinking, working with others, communication skills, adaptability/flexibility, self-esteem/confidence, attitude/motivation, work ethic
- Cultural understanding/awareness: both employers and employees
- Technology skills
- Customer service skills

The skill gaps above are common across local employers in all industries. Employers are willing to hire individuals and train them with the knowledge that these gaps exist.

Individuals with Disabilities, Including Youth with Disabilities

The reauthorization of the Rehabilitation Act under WIOA places a greater emphasis on the provision of transition services to youth and individuals with disabilities, especially their need for pre-employment transition services (PETS).⁶ Youth and individuals with disabilities on Oahu will be offered PETS as follows:

1. Job exploration counseling;
2. Work-based learning experiences;
3. Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
4. Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and,
5. Instruction in self-advocacy, which may include peer mentoring

⁵ Emsi, “U.S. Data Sources”

⁶ U.S. Department of Education, Office of Special Education and Rehabilitation Services, “WIOA Final Rules and Additional Material.”

1.3 An analysis of the local workforce in the county, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the county, including individuals with barriers to employment. [WIOA Sec. 108(b)(1)(C)]

Civilian Labor Force (not seasonally adjusted) of City and County of Honolulu and other counties in Hawaii, 2017⁷



| | Population (2017) | Labor Force (2017) | Jobs (2017) | Cost of Living | GRP | Imports | Exports |
|-----------------|-------------------|--------------------|-------------|----------------|---------|---------|----------|
| Region | 1,440,382 | 682,640 | 780,373 | 139.0 | \$86.5B | \$83.9B | \$124.3B |
| Hawaii County | 200,739 | 89,945 | 82,789 | 128.3 | \$7.7B | \$8.9B | \$9.4B |
| Honolulu County | 999,411 | 471,688 | 571,860 | 139.0 | \$66.6B | \$66.4B | \$105.4B |
| Kauai County | 72,897 | 35,494 | 36,552 | 132.1 | \$3.6B | \$4.4B | \$4.3B |
| Maui County | 167,248 | 85,513 | 87,794 | 131.7 | \$8.5B | \$10.4B | \$9.4B |

City and County of Honolulu’s Job Industry Distribution in 2017⁸

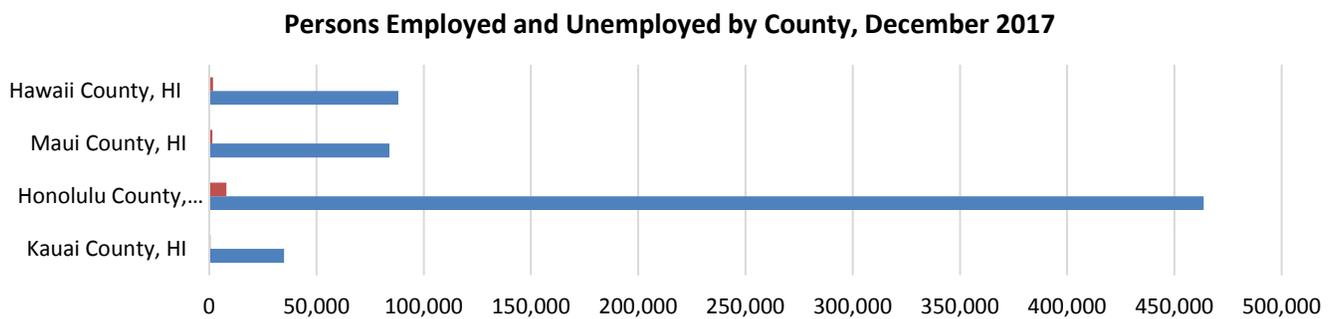
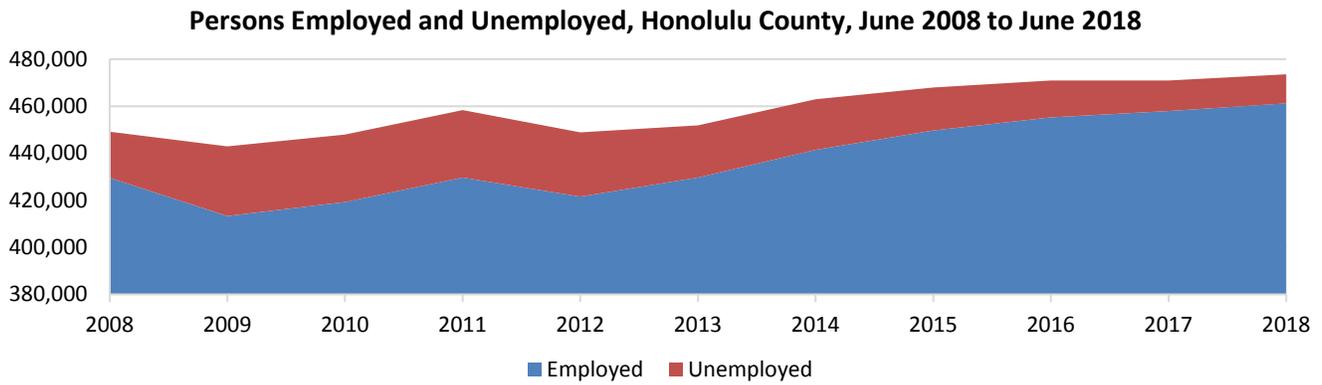
| Industry Cluster | 2017 Jobs | % of Total Employment | % of Typical County Employment |
|---|-----------|-----------------------|--------------------------------|
| Local, Non-Export Based Industries* | 357,666 | 62.5% | 55.0% |
| Government | 48,491 | 8.5% | 3.2% |
| Distributive Services | 43,865 | 7.7% | 8.3% |
| Knowledge-Intensive Business Services | 22,091 | 3.9% | 5.9% |
| Finance, Insurance & Real Estate | 21,865 | 3.8% | 5.0% |
| Healthcare | 20,387 | 3.6% | 5.0% |
| Higher Education | 19,561 | 3.4% | 3.3% |
| Media, Entertainment & Recreation | 14,119 | 2.5% | 3.1% |
| Capital-Intensive Manufacturing | 11,294 | 2.0% | 5.3% |
| Corporate Management & Administration | 8,331 | 1.5% | 1.7% |
| Agriculture & Natural Resource Extraction | 3,070 | 0.5% | 1.6% |
| Engineering-Intensive Manufacturing | 1,121 | 0.2% | 2.5% |
| Total | 571,860 | 100.0% | 100.0% |

*Also categorized as “Non-Function Employment.”

⁷ Emsi 2018.3

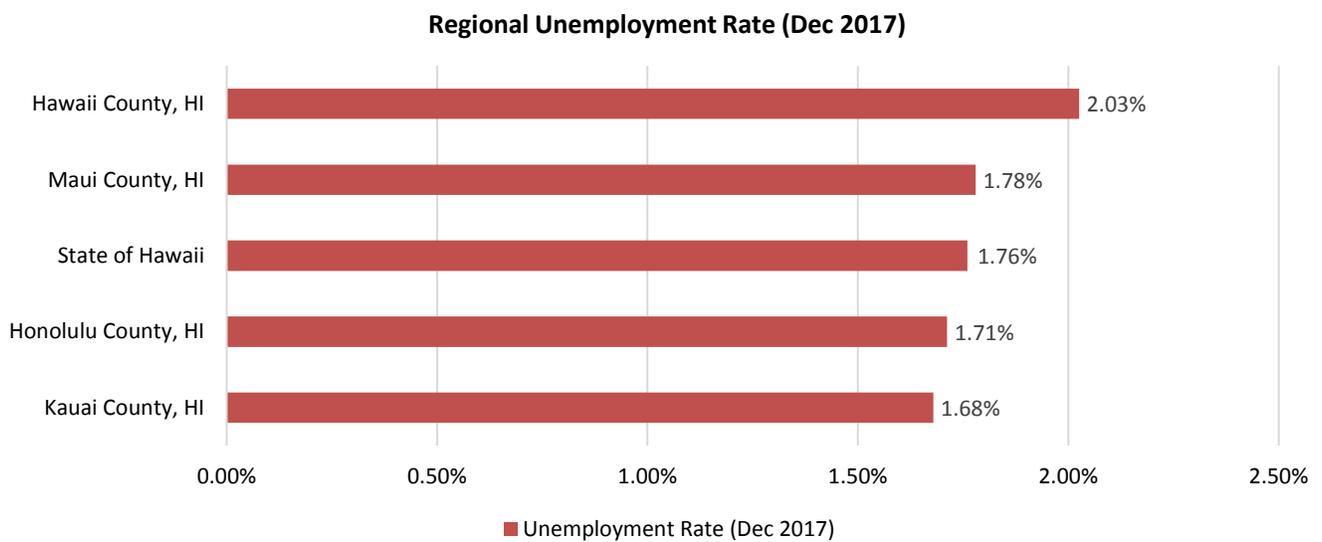
⁸ Emsi 2018.3

Number of Persons Employed and Unemployed by County, 2008-2018⁹



| | Kauai County, HI | Honolulu, County, HI | Maui County, HI | Hawaii County, HI |
|------------|------------------|----------------------|-----------------|-------------------|
| Unemployed | 596 | 8,075 | 1,522 | 1,822 |
| Employed | 34,898 | 463,613 | 83,991 | 88,123 |

City and County of Honolulu had a jobless rate of 1.7% in 2017¹⁰



⁹ Emsi 2018.3

¹⁰ Emsi 2018.3

Employment Status of Target Populations

Native Hawaiians & Other Pacific Islanders (Alone, Not in Combination with other groups)

**Employment Status of Native Hawaiians & Other Pacific Islanders Alone
State & City and County of Honolulu, 2016¹¹**

| | State of Hawaii | City & County of Honolulu |
|--------------------------|-----------------|---------------------------|
| 16+ years | 108,537 | 70,688 |
| Civilian labor force (%) | 62.8% | 63.2% |
| Employed (%) | 57.7% | 57.7% |
| Unemployed (%) | 5.1% | 5.3% |
| Unemployment Rate (%) | 8.1% | 8.8% |

Older Individuals

Of the 587,528 people 45 years and older in the State of Hawaii, 53.7 percent are in the civilian labor force. According to census data for 2014, 96.7 percent of them were employed and 3.3 percent were unemployed. On Oahu, 54.1 percent of the 394,656 older people were participating in the civilian labor force. About 96.9 percent worked, while 3.1 percent were out of work.

Civilian Labor Force Status 45+ Years, State and City and County of Honolulu, 2016¹²

| | State of Hawaii | City & County of Honolulu |
|-----------------------------------|------------------|---------------------------|
| Total population 16+ years | 1,143,931 | 800,437 |
| 45 to 64 years: | 362,213 | 241,358 |
| In labor force: | 140,402 | 96,134 |
| Unemployed | 4,620 | 2,579 |
| Not in labor force | 39,142 | 23,741 |
| 65 years and over: | 243,541 | 164,651 |
| In labor force: | 54,148 | 36,591 |
| Unemployed | 519 | 314 |
| Not in labor force | 180,035 | 123,217 |

Individuals with Disabilities

Employment Status by Disability Status, State and City and County of Honolulu, 2012-2016¹³

| | State of Hawaii | City & County of Honolulu |
|--------------------|-----------------|---------------------------|
| Total | 831,538 | 573,358 |
| In the labor force | 651,086 | 452,508 |
| Employed | 615,187 | 429,330 |
| With a disability | 26,774 | 18,619 |
| No disability | 588,413 | 410,711 |
| Unemployed | 35,899 | 23,178 |
| With a disability | 3,875 | 2,625 |

¹¹ U.S. Census Bureau, 2016 American Community Survey 1-Year Estimate

¹² U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

¹³ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

City & County of Honolulu WIOA Local Plan

| | | |
|--------------------|---------|---------|
| No disability | 32,024 | 20,553 |
| Not in labor force | 180,452 | 120,850 |
| With a disability | 35,859 | 23,170 |
| No disability | 144,593 | 97,680 |

Low-Income Individuals

Individuals in Poverty

Individuals Below Poverty Level, State and City and County of Honolulu, 2012-2016¹⁴

| Employment Status | State of Hawaii | | City & County of Honolulu | |
|--------------------------------|-----------------|-------|---------------------------|-------|
| | # | % | # | % |
| Civilian labor force 16+ years | 42,079 | 6.0% | 25,903 | ----- |
| Employed | 32,583 | 4.9% | 20,350 | 4.4% |
| Unemployed | 9,496 | 24.7% | 5,553 | 22.5% |

Homeless Individuals

Homeless Clients and Households Served, State and City and County of Honolulu, FY 2016¹⁵

| | State of Hawaii | City & County of Honolulu |
|-----------------------------|-----------------|---------------------------|
| No. of Adult Clients, Total | 11,137 | 7,149 |
| No. of Households, Total | 10,012 | 6,343 |

Ethnicity of Homeless Clients, State and City and County of Honolulu, FY 2016¹⁶

| | State of Hawaii | City & County of Honolulu |
|-----------------------------|-----------------|---------------------------|
| Hawaiian/Part-Hawaiian | 3,962 | 2,714 |
| Caucasian | 3,856 | 1,927 |
| Marshallese and Micronesian | 1,608 | 1,232 |
| Other Pacific Islander | 695 | 586 |
| Filipino | 657 | 436 |
| Other Asian | 590 | 449 |
| Black | 685 | 462 |
| Native American | 238 | 113 |
| Unknown | 1,724 | 1,211 |

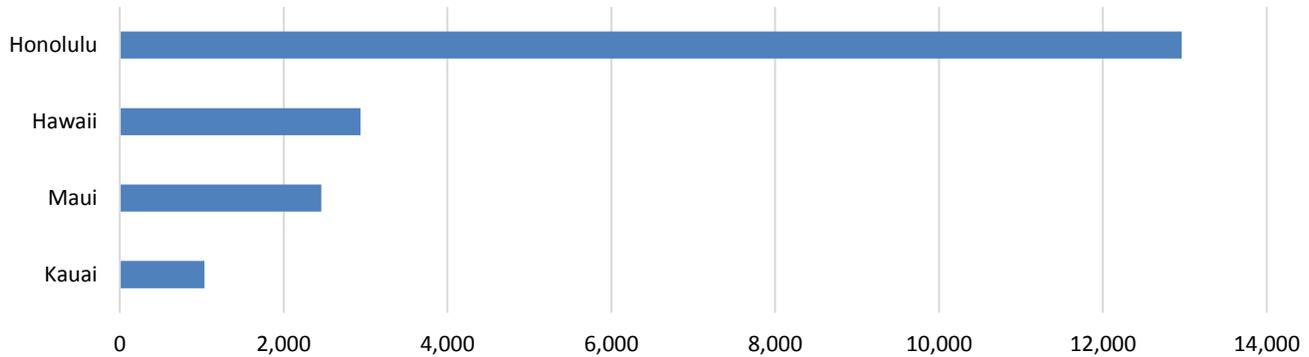
¹⁴ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

¹⁵ State of Hawaii Department of Human Services, Homeless Service Utilization Report: Hawaii 2016

¹⁶ State of Hawaii Department of Human Services, Homeless Service Utilization Report: Hawaii 2016

Long-Term Unemployed

Unemployment Insurance Claimants of 15 Weeks Duration, January to April 2018¹⁷



Foreign-born Population

Based on the five year estimates (2012-2016) 17.9 percent of the state’s population was foreign-born. Oahu had a higher proportion (19.4 percent) of foreign born.

Place of Birth for the Foreign-Born Population, State and City and County of Honolulu, 2012-2016¹⁸

| | State of Hawaii | | City & County of Honolulu | |
|-------------------------|------------------|--------|---------------------------|--------|
| | # | % | # | % |
| Total Population | 1,360,301 | ----- | 953,207 | ----- |
| Foreign Born | 253,551 | 100.0% | 190,161 | 100.0% |
| Europe | 11,167 | 4.4% | 6,806 | 3.6% |
| Asia | 200,083 | 78.9% | 155,956 | 82.0% |
| Africa | 1,693 | 0.7% | 1,239 | 0.7% |
| Oceania | 24,877 | 9.8% | 17,860 | 9.4% |
| Americas | 15,731 | 6.3% | 8,300 | 4.3% |

Veterans

Veterans constitute approximately 10.1 percent of the civilian population over 18 years old between 2012 and 2016.

Veterans Status, State and City and County of Honolulu, 2012-2016¹⁹

| | State of Hawaii | | City & County of Honolulu | |
|--------------------------------------|------------------|-------|---------------------------|-------|
| | # | % | # | % |
| Civilian Population 18+ Years | 1,066,715 | ----- | 735,716 | ----- |
| Civilian veterans | 108,022 | 10.1% | 79,534 | 10.8% |

¹⁷ State of Hawaii Research and Statistics Office, Unemployment Weekly Claims Data, January to April 2018

¹⁸ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

¹⁹ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

City & County of Honolulu WIOA Local Plan

Unemployment Insurance

The OWDB accessed the following information on Unemployment Insurance (UI) claimants for 2018, which includes a breakdown for the City.

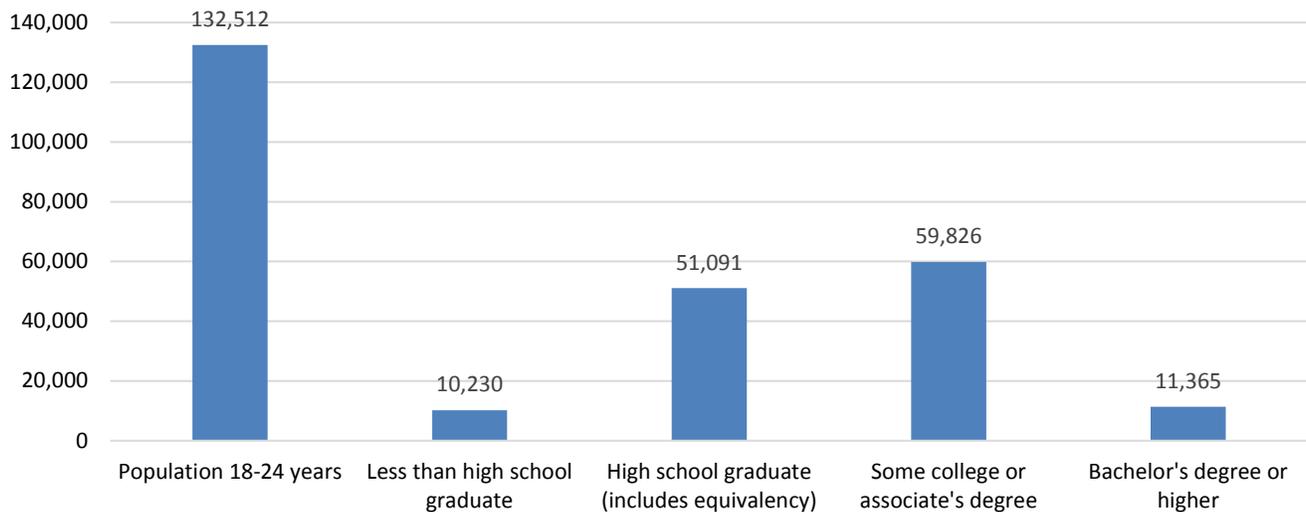
This includes a breakdown by gender, age, industry, occupation, duration and ethnicity. The analysis indicates that a majority of UI claimants (4,038) in the City and County of Honolulu are short term (1-4 weeks) (1,766), are male (2,745), are in the construction industry (1,381) and are Native Hawaiians (956).

Educational Attainment

Educational Attainment, State and City and County of Honolulu, Individuals Below Poverty Level, 2012-2016²⁰

| Educational Attainment | State of Hawaii | | City & County of Honolulu | |
|----------------------------------|-----------------|------------|---------------------------|------------|
| | Population | Percentage | Population | Percentage |
| Population 25+ years | 88,384 | 9.2% | 53,050 | ----- |
| Less than high school graduate | 15,524 | 18.9% | 10,680 | 18.3% |
| High school graduate or equiv. | 31,981 | 12.1% | 18,575 | 10.8% |
| Some college, associate's degree | 26,284 | 8.5% | 14,911 | 7.1% |
| Bachelor's degree or higher | 14,595 | 4.8% | 8,884 | 4.0% |

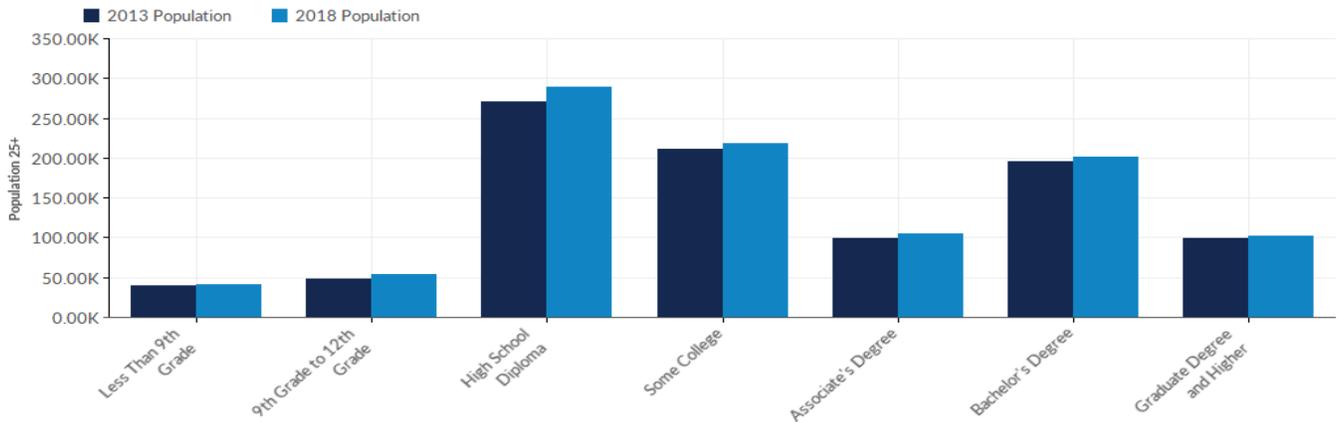
Educational Attainment, State of Hawaii, 18-24 years old²¹



²⁰ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

²¹ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

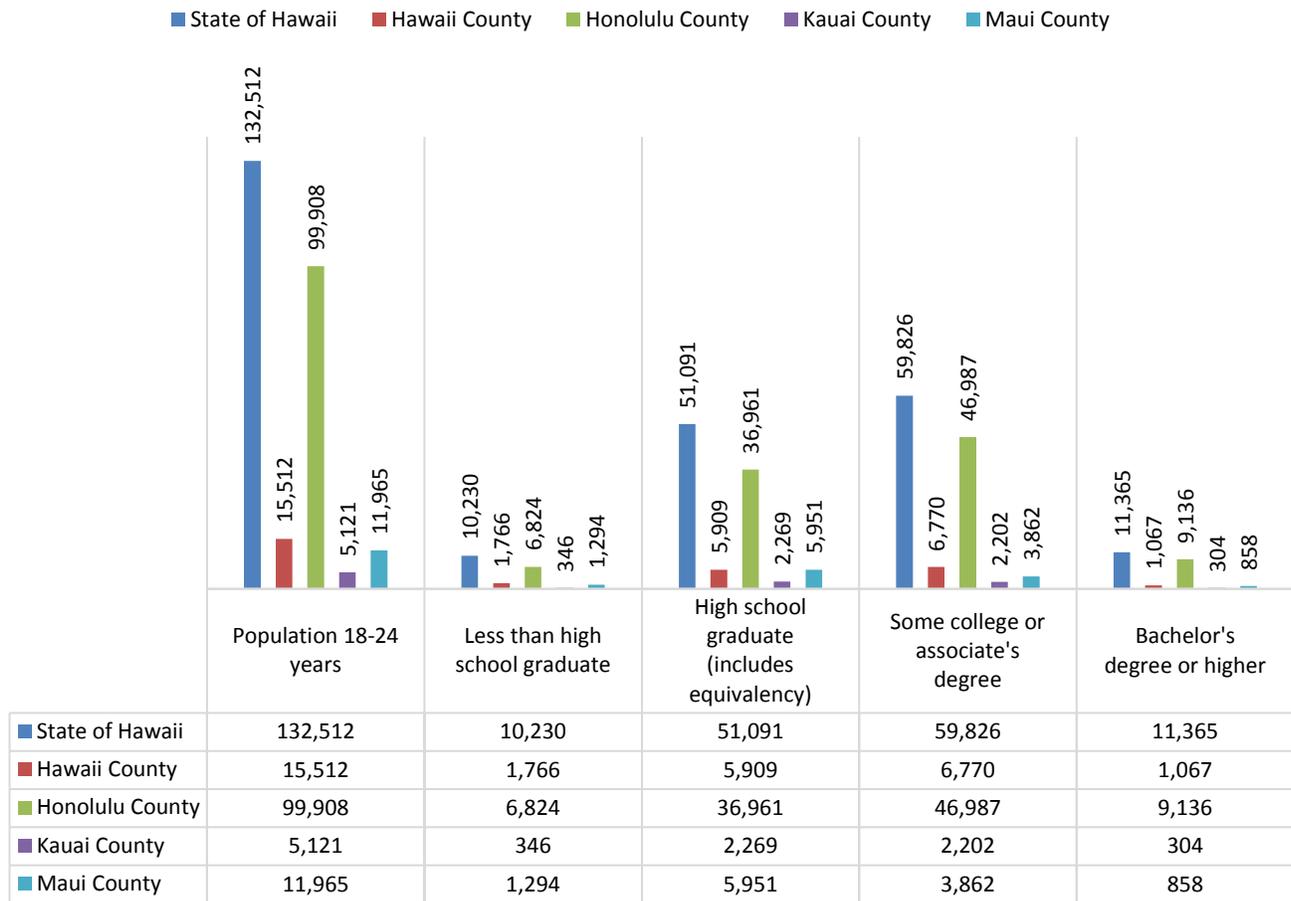
Educational Attainment, State of Hawaii, 25+ years old²²



| Education Level | 2013 Population | 2018 Population | 2013 % of Population | 2013 National % Population |
|----------------------------|-----------------|------------------|----------------------|----------------------------|
| Less Than 9th Grade | 39,370 | 41,201 | 4% | 6% |
| 9th Grade to 12th Grade | 48,631 | 53,352 | 5% | 8% |
| High School Diploma | 270,973 | 289,244 | 28% | 28% |
| Some College | 211,493 | 218,802 | 22% | 21% |
| Associate's Degree | 99,011 | 104,776 | 10% | 8% |
| Bachelor's Degree | 195,376 | 201,239 | 20% | 18% |
| Graduate Degree and Higher | 98,568 | 101,538 | 10% | 11% |
| Total | 963,422 | 1,010,152 | 100% | 100% |

²² U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

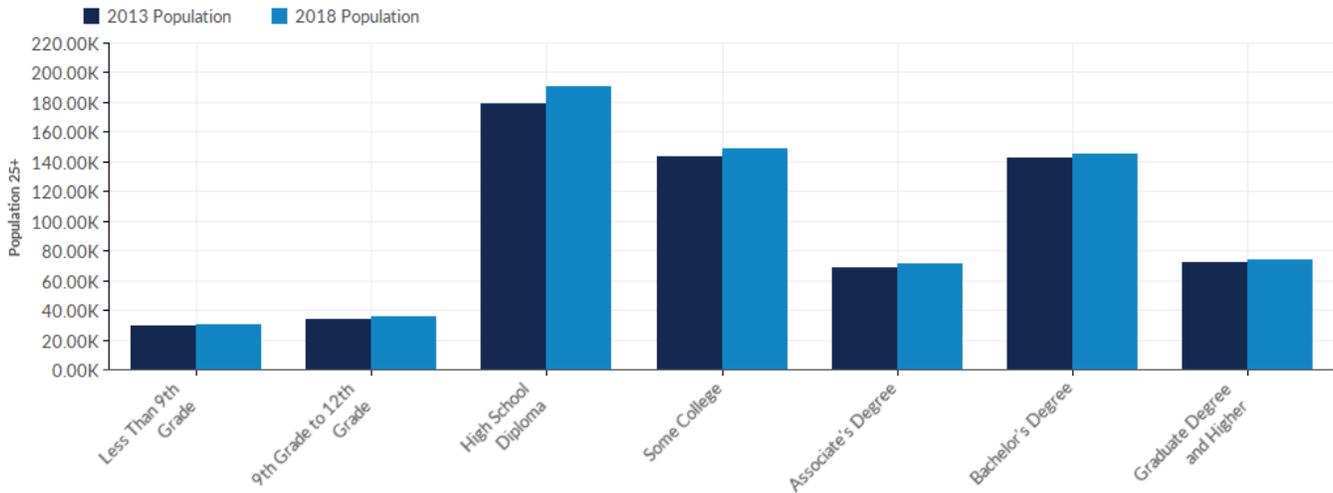
Educational Attainment, Counties, 18-24 years old²³



Educational attainment among the counties varied among the working age population aged 25 years and older. Oahu had the greatest share of those with Bachelor’s or higher degrees.

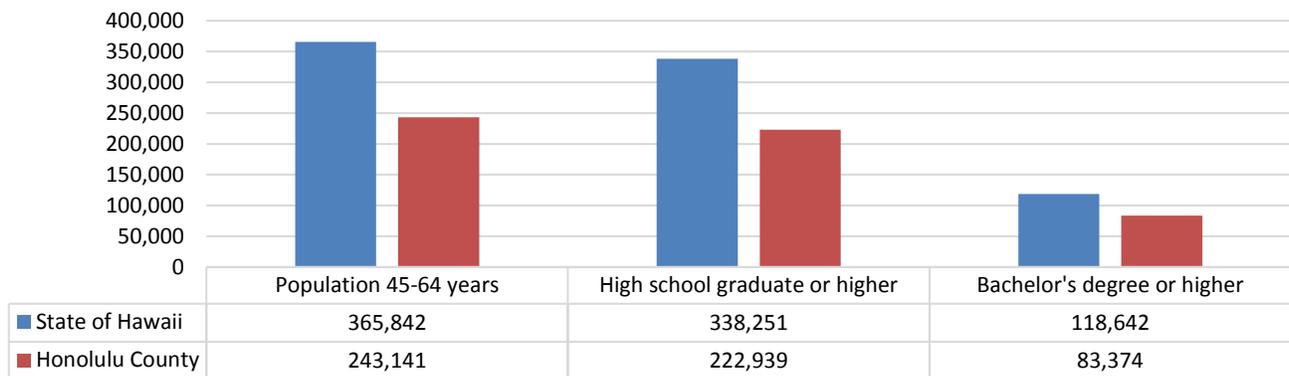
²³ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Educational Attainment, Counties, 25+ years old²⁴



| Education Level | 2013 Population | 2018 Population | 2013 % of Population | 2013 State % Population |
|----------------------------|-----------------|-----------------|----------------------|-------------------------|
| Less Than 9th Grade | 29,422 | 30,264 | 4% | 4% |
| 9th Grade to 12th Grade | 33,553 | 35,463 | 5% | 5% |
| High School Diploma | 179,082 | 190,334 | 27% | 28% |
| Some College | 143,291 | 148,308 | 21% | 22% |
| Associate's Degree | 68,748 | 71,292 | 10% | 10% |
| Bachelor's Degree | 142,515 | 145,336 | 21% | 20% |
| Graduate Degree and Higher | 72,462 | 73,699 | 11% | 10% |
| Total | 669,072 | 694,696 | 100% | 100% |

Educational Attainment of the Population 45+ Years, State and City and County of Honolulu, 2016²⁵



²⁴ Emsi 2018.3

²⁵ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Educational Attainment of the Population 65+ Years, State and City and County of Honolulu, 2016²⁶

| | State of Hawaii | City & County of Honolulu |
|---------------------------------------|------------------|---------------------------|
| Total Population 18+ Years Old | 1,111,207 | 778,201 |
| 65 years and over | 228,061 | 156,728 |
| Less than 9th grade | 22,473 | 17,046 |
| 9th to 12th grade, no diploma | 13,554 | 8,807 |
| High school graduate or equiv. | 70,908 | 50,257 |
| Some college, no degree | 41,294 | 26,679 |
| Associate's degree | 16,364 | 10,900 |
| Bachelor's degree | 36,645 | 24,739 |
| Graduate or prof. degree | 26,823 | 18,300 |

Foreign Born Population

In terms of educational attainment, more than half of the foreign born population on Oahu were enrolled in college or graduate school and about one quarter held bachelor’s, graduate or professional degrees.

Veterans

In terms of education, about five percent had less than a high school degree, 24.3 percent had only a high school diploma, 38.2 percent of the veterans had at least attended college, and 33.6 percent graduated from college. Compared to the statewide population, a higher percentage of veterans have received some postsecondary education.²⁷

1.4 An analysis and description of adult and dislocated worker workforce development activities, including type and availability of education, training and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, in order to address the needs identified in 1.2. [WIOA Sec. 108(b)(1)(D) & 108 (b)(7)]

| Adult & Dislocated Worker Programs | | |
|--|---|---|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> ● Skills assessment for academic levels, work history, career interests and goals, and barriers to employment ● Labor market information ● Job search and placement assistance ● Job retention follow up ● Career counseling and pathway planning ● Occupational skills training ● On-the-Job training ● Registered apprenticeships ● Support services ● Business services: Provide employers with qualified labor pool through assistance with | <ul style="list-style-type: none"> ● Ability to partner and stretch funds by leveraging resources ● Solid long-term partnerships with core and most required partners ● Aware of local business needs ● Aware of targeting training resources for high –demand occupations ● Access to extensive | <ul style="list-style-type: none"> ● Technology systems not yet established for integrating services efficiently with partners e.g. common intake, eligibility determination, referral, assessment, case management etc. |

²⁶ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

²⁷ U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

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| <p>recruitment fairs and financial incentives on training new and incumbent workers.</p> | <p>network of training providers</p> <ul style="list-style-type: none"> Established long term relationships with businesses who are repeat customers | |
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Capacity to Provide Services

- Limited resources for training, especially under the Dislocated Worker program
- Knowledgeable staff to provide services to both customers: job seekers and businesses
- Comprehensive center should have more staff resources to provide services once co- location is achieved with Employment Service and other required partner programs.
- Continuous improvements in the one-stop delivery system through clearer policy guidance will enhance integration of services, targeting of resources for priority populations, and effective collaborations among cross-trained staff.
- The capacity to provide services to people with disabilities has been increased with the resources from the Disability Employment Initiative (DEI) grant with a Disability Resource Coordinator (DRC) for American Job Centers to acquire and apply the knowledge about disability etiquette, people-friendly language, disability awareness, and workplace accommodations. The grant also develops Integrated Resource Teams with other partner agencies to coordinate and leverage resources for eligible participants.
- The capacity to provide new opportunities for participants to enroll in registered apprenticeships has been expanded by grants that support development of new program models in Information Technology, Health Care, Culinary Arts and other industries. The apprenticeship model is attractive to low income participants as they can earn while they learn. These apprenticeship programs are aligned with sector strategies identified at the Oahu Sector Summit to be supported by the joint efforts from economic development, education and workforce to improve overall economic prosperity and security for our community.
- The capacity to provide services to homeless individuals and families is enhanced by resources from the US Department of Housing and Urban Development’s (HUD) Community Development Block Grant and Tenant-Based Rental Assistance to provide work readiness training, work experience and rental subsidies to stabilize employment and housing situations and prevent these individuals and families from experiencing homelessness.
- Agreements with the Department of Human Services, Benefits, Employment and Support Services Division (BESSD) which administers the Temporary Assistance for Needy Families Program (TANF) and the Supplemental Nutrition Assistance Program (SNAP) to provide job readiness, life skills training and job clubs under the Ho’ala program.
- Agreements with Title IV Division of Vocational Rehabilitation provide job readiness, life skills training, case management, and job development and placement services to people with disabilities, including those with visual impairment.

Adult Education

| Activities | Strengths | Weaknesses |
|--|---|---|
| <ul style="list-style-type: none"> Adult basic education and literacy Family literacy English language acquisition High-school equivalency preparation Career Preparation and Job Training Citizenship Transition Services Employability & Life Skills Correctional Education | <ul style="list-style-type: none"> Flexibility Individualized learning Small Class Size Integrated education and job training Accommodation of varying learning styles College and career readiness | <ul style="list-style-type: none"> Retention and persistence Decrease in enrollment Funding limitations, particularly for state leadership and critical support services |

Capacity to Provide Services

- Limited resources to provide current education and career preparation services, particularly support services such

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| <p>as transitions</p> <ul style="list-style-type: none"> • Will work on stronger and expanded relationships with local partners, particularly with employers and postsecondary institutions • Have become part of a statewide career pathways system that will enhance services and drive college and career readiness • Insufficient funds to provide necessary professional development for teacher quality |
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Employment Services

| Activities | Strengths | Weaknesses |
|--|--|---|
| <ul style="list-style-type: none"> • Assessment of experience, skills, and interests • Career guidance • Labor market information • Job search workshops • Referral to training & other services • Referral of job seekers to job openings, include matching job requirements with job seeker experience, skills and other attributes • Helping employers with special recruitment needs • Assisting employers analyze hard- to-fill job orders • Supporting and managing Hawaii's Program Management Information System (PMIS), the state-sponsored Job Board • Federal bonding for at-risk employers • Facilitating Federal Tax Credit for hiring offenders, persons with disabilities, other target groups • Counseling and job referrals for veterans with significant barriers • Promoting hiring of veterans • Helping employers and employees deal with layoffs | <ul style="list-style-type: none"> • Long history of strong interagency partnerships • Relationships with business and industry • Responsiveness to business hiring needs • Use of technology such as self-service features in the PMIS • Affiliate Center that provide public access to computers, internet, job search materials and job information • Access to other funding sources to assist job seekers and business • Flexibility in serving business and job seekers | <ul style="list-style-type: none"> • Funding levels constrain business outreach and individualized services to customers |

Capacity to Provide Services

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| <ul style="list-style-type: none"> • Capacity is enlarged because of braided resources with partners such as Adult Education, Vocational Rehabilitation (VR), TANF, Community Colleges (CC) • Unemployment Insurance staff is co-located at the Comprehensive AJCH • Inadequate funding to support direct staff assistance to public during all office hours • Insufficient funds for professional development |
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Vocational Rehabilitation Services

| Activities | Strengths | Weaknesses |
|---|---|---|
| <ul style="list-style-type: none"> • Disability awareness • Compliance with Americans with Disabilities Act (ADA) of 1990 and other employment related laws • Vocational Rehabilitation Services and availability of other related resources | <ul style="list-style-type: none"> • Training and technical assistance are provided timely and customized to meet the needs of the employers | <ul style="list-style-type: none"> • Insufficient staffing to do outreach to all of the employers. |

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| <ul style="list-style-type: none"> Recruitment and hiring of persons with disabilities Provide support for current employees with disabilities | | |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> Sufficient staffing to meet the needs of employers who call VR for training and technical assistance. Limited staffing to do outreach to "other" employers. | | |

| Career Technical Education | | |
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| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> Serves youth and adults Provides integrated education and vocational training Fosters competency-based learning Each student moves through a Program of Study Focus on employability skills Students get work experience Earn industry-recognized credentials | <ul style="list-style-type: none"> Integrated education (k-12 and postsecondary) Utilizes career pathways, career counseling and individual career plans Multiple entry and exit options through the community college - industry- recognized credential, certificate, degree or transfer to baccalaureate degree program Industry involvement in career pathway development and system vetted with employers Clear sequence of coursework (non-duplicative, progressive, articulated) Curricula and instructional strategies instill work readiness Curricula competency-based rigorous and contextualized | <ul style="list-style-type: none"> Once a state career pathway system is adopted, may require adjustments to transition clients from other partners. Incoming clients may require remediation Limited staffing and funding Client access to the system may be a challenge because of cost and time |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> Existing structures have capacity to provide services. Financial and other support for clients to access the services are a challenge. | | |

| Community Services | | |
|--|---|---|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> Customized program to address effects of poverty Community needs assessment Child health services Substance abuse services Career planning | <ul style="list-style-type: none"> Assists individuals in need into housing and sustainable employment | <ul style="list-style-type: none"> More outreach and promotion to reach most in need |

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| <ul style="list-style-type: none"> • Worker training programs • Housing assistance • Employment search and placement assistance | | |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> • Sufficient staffing and resources to meet needs of individuals in poverty. | | |

| Targeted Services to Indian & Native American Populations | | |
|---|---|-------------------|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Training, career, and follow-up services for adults who need to enter, re-enter, retain, or upgrade their unsubsidized employment leading to self-sufficiency. • Supplemental youth services for ages 14-24 throughout the school year, during summer vacation, and/or during breaks during the school year; menu of services includes occupational skills training which must include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors of occupations or occupations in the local area; work experiences that have academic and occupational educational component; etc. | <ul style="list-style-type: none"> • Experience in operating statewide employment and training programs for Native Hawaiians, American Indians, and Alaska Natives since 1978 under CETA (Comprehensive Employment and Training Act); JTPA (Job Training Partnership Act); WIA (Workforce Investment Act); and presently under WIOA. | |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> • Statewide program with offices and staff on the islands of Hawaii, Kauai (also serving Niihau), Maui, Molokai (also serving Lanai), and Oahu. | | |

| Targeted Services to Veterans | | |
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| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Facilitates employment, training and placement services furnished to eligible veterans and spouses by the American Job Centers • An outreach strategy that effectively links clients to jobs with achievable placement potential • Employer seminars to promote the hiring of veterans • Job search workshops conducted in conjunction with employers • Engages veteran job search groups to facilitate access to employers • Educates partner staff on veteran program initiatives and changes | <ul style="list-style-type: none"> • All Local Veterans' Employment Representatives (LVER) staff finished professional development training required by US Department of Labor (DOL) • LVER are some of the most experienced staff in the agency • LVER keep partner and American Job Center staff vigilant on program standards with services and changes. | <ul style="list-style-type: none"> • Existing unfulfilled potential in collaborating with employers to create robust job search workshops and job search groups • DOL has yet to establish uniform LVER performance standards for states |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> • Given present funding levels and DOL priorities for LVER services, current LVER resources are generally in proportion and sufficient to serve needs of eligible veterans, spouses and the business community. | | |

| Targeted Services to Disabled Veterans | | |
|--|--|--|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> Provides intensive employment services to a prioritized group of eligible veterans and spouses as directed by the Secretary of DOL Facilitates placements with intensive service to 90% of all clients served Conducts relationship building, outreach and recruitment activities with other service providers in the area, to enroll priority clients Conducts targeted outreach to promote intensive employment services for priority clients Provides dynamic labor market information on occupational wage trends, growth projections, etc., resulting in informed vocational decisions Assists clients with targeted cover letter and resume development | <ul style="list-style-type: none"> Hawaii Disabled Veterans' Outreach Program (DVOP) staff are on pace to achieve the DOL standard of 90% of clients served will receive intensive services | <ul style="list-style-type: none"> Working earnestly to master their craft to mitigate all shortcomings |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> The state will request additional DOL funds to fill all four full-time DVOP positions and ensure adequate coverage and resources are available to give all veteran clients priority of service. | | |

| Targeted Services to Seniors | | |
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| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> Provides economically disadvantaged older persons, fifty- five years or older, an opportunity for employment Fosters useful part-time opportunities in community service activities Seniors earn income while developing employable skills Yearly physical examinations General and specialized training Opportunity for unsubsidized employment | <ul style="list-style-type: none"> Individualized plan for employment Meaningful activities outside the home environment, including the continuation of mental, physical and socialization activities Referral to other supportive services Workers' compensation coverage Eligible for unemployment benefits Earn social security credits | <ul style="list-style-type: none"> Limited number of slots available for program participation Participants lack education and experience to apply for high paying jobs |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> Limited number of slots for program participants based on funding from USDOL Limited staffing to do employer outreach for unsubsidized employment placement Work with local partners to maximize resources for older workers, Senior Community Service Employment Program (SCSEP) grantees have established agreements with other service providers such as American Job Centers, the private sector, educational organizations and adult literacy agencies | | |

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| Temporary Assistance for Needy Families Services | | |
|--|---|---|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Work Program for families that receive TANF benefits • Case Management • Assessments and Employment / Barrier Reduction Plan Development • Job Placement Services (subsidized and unsubsidized) • Job Search Assistance • Job Readiness Training • Work Experience • Education assistance • Advocacy and supportive services for parents w/ DV-status, temp disabled (VR), substance abuse • Extended services through purchase of service contracts with community based organizations to provide services that meet TANF Purposes 1 and 2 • Business Services: Job Development (Employer Engagement) | <ul style="list-style-type: none"> • Statewide work program • Partnership w/ other state & county agencies to provide specific services • Procure broad range of services under TANF Purposes 1 & 2 • Individualized case management services • Support service payments, i.e. transportation, work-related experience, education, child care, limited rent assistance through work program • Transitional supportive services for employed families who exit TANF • Assist families w/no TANF months but temporarily disabled, DV-status or recovering from substance abuse | <ul style="list-style-type: none"> • Unable to assist families w/out children • Must be TANF recipient to participate in work program and TANF-eligible to receive procured CBO services (TANF Purposes 1 & 2) • Temp disabled, DV-status and recovering substance abuse parents are considered work eligible individuals (i.e. meet work activity requirements) • Core educational activity limited to 12 months in lifetime • Other educational activities are non-core • Limited job search activities, 120 or 180 hours in 12-mos period • Requirement to meet Work Participation • Rates |
| Capacity to Provide Services | | |
| <ul style="list-style-type: none"> • Design the work program to meet TANF families' needs, in accordance with federal regulations. • Continue to develop partnerships with other workforce development agencies (public and private) • Continue to develop partnerships with UH/CC • Better inform work program participants and case managers of available education and training opportunities and resources • Connect work program participants, case managers, educational institutions and employers • Able to service TANF recipient families statewide but limited/no resources to service second parents of two-parent TANF families • Limited to 60 TANF months in lifetime • Incurred direct and indirect expenditures must be within TANF federal regulations (i.e. benefits and services meet the 4 purposes, TANF recipients, youth and TANF-eligible individuals and families) | | |

| Services for Trade Adjustment Assistance | | |
|--|---|---|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Reemployment and case management services • Training • Job search allowance • Relocation allowance • Additional unemployment insurance in the form of Trade Readjustment Allowances (TRA) • Health Coverage Tax Credit (HCTC) | <ul style="list-style-type: none"> • Provides in-depth training and support for trade-affected workers for job training and/or job search • Offers older workers (50+ years old) a choice | <ul style="list-style-type: none"> • Services available to limited population who are adversely affected by foreign trade as certified by USDOL • Petitioning process takes time, requires data about |

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| <ul style="list-style-type: none"> • A wage subsidy for re-employed workers aged 50 or older | <p>of training or income support if working part-time</p> | <p>employer’s business and reasons for layoffs</p> |
| <p>Capacity to Provide Services</p> <ul style="list-style-type: none"> • Extensive support for TAA participants • Allows requests for more funds, as needed for eligible participants | | |

| Services for Trade Adjustment Assistance | | |
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| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Assist unemployment insurance claimants in returning to work quickly • Provide group sessions on labor market information, job search requirements • Provide individualized services on career counseling, assessment of career goals • Assist with job search, referral and placement | <ul style="list-style-type: none"> • Staff providing services are knowledgeable about labor market and job search resources • Activities are coordinated with other Wagner-Peyser services • Coordination with Unemployment Insurance Division has an established system for referrals and reports | <ul style="list-style-type: none"> • Not sufficient funding for staff time to conduct follow up • A small number of claimants are not motivated to receive services |
| <p>Capacity to Provide Services</p> <ul style="list-style-type: none"> • Limited resources and time to provide in depth counseling or follow up • The capacity to provide for ongoing services are subject to USDOL guidelines, annual funding based on USDOL priorities. | | |

1.5 An analysis and description of youth workforce activities, including activities for youth with disabilities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services. [WIOA Sec. 108(b)(1)(d) and 108(b)(9)]

| Youth Services | | |
|---|--|---|
| Activities | Strengths | Weaknesses |
| <ul style="list-style-type: none"> • Tutoring, study skills instruction • Alternative secondary school services or dropout recovery services • Paid and unpaid work experiences which may include summer or year round employment; pre-apprenticeship; internship and job shadowing; on- the-job training • Integrated (contextualized) education and training • Occupational skills training • Leadership development • Supportive services • Adult mentoring • Follow up services for at least 12 months • Comprehensive guidance and counseling which may include drug and alcohol abuse counseling and referral | <ul style="list-style-type: none"> • Comprehensive case management as a best practice—using a single caring adult as a mentor and navigator to help youth connect with community resources • Integration of services from various programs to provide co-enrollment opportunities and blended funding • Use of social media to keep youth engaged • Encourage youth to design program activities and utilize their input to improve services • Established partnerships | <ul style="list-style-type: none"> • More pre-apprenticeship programs need to be established in addition to that developed with Building Industry Association. • Adult mentoring activities need to be expanded to recruit more mentors from industry, education and non-profit sectors. • Entrepreneurial training needs to be strengthened to attract more youth participation. • Support services do not include the resources to assist youth to obtain |

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| <ul style="list-style-type: none"> • Financial literacy education • Entrepreneurial skills training • Labor market information • Preparation for and transition to postsecondary education and training • Job Corps Program | <p>with organizations to offer community service projects that are meaningful to youth leadership development efforts</p> <ul style="list-style-type: none"> • Services have integrated cultural enrichment components that are motivational and relevant to youth development • Flexibility in delivering instruction face to face and using web based curriculum | <p>driver's license.</p> |
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Capacity to Provide Services

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| <ul style="list-style-type: none"> • The City's Youth Services Center implements a variety of youth programs using a joint case management approach and a tracking database to maximize opportunities for co- enrollment and leverage of funding resources. E.g. YouthBuild participants are co- enrolled in WIOA Youth program to access services that are most effective in addressing the youth's education, leadership development and employment training needs. • Staff are experienced in serving youth with barriers to employment. • Services to juvenile offender and ex-offenders are enhanced by the following activities: The Youth Services Center administers the only diversion program on Oahu--Juvenile Justice Center-- for first time minor offenders. The Ho'opono Mamo program uses an innovative approach --"civic citation" rather than "arrest" to divert from and prevent further involvement in the justice system. Cultural enrichment components and therapeutic counseling are integrated into the program. • The Youth Services Center also administers the Proud to Be a Jerk Campaign and the Alcohol and Drug Abuse Division (ADAD) Community-Based System of Prevention Project, both of which are community mobilizing efforts to prevent the risky behaviors of alcohol and substance abuse among young people. Wraparound services are also provided to youth and their families using innovative intervention approaches. • For youth with disabilities, the Youth Services Center implements the Summer Youth Employment for Title IV, Division of Vocational Rehabilitation, to provide summer employment opportunities with support from public and private employers as worksites. • WIOA Youth program is co-located with the Adult and Dislocated Worker programs at the comprehensive one-stop center to provide flexibility in serving young adults 18 and older with multiple options. • Hawaii Job Corps has the capacity to serve 211 students on Oahu. |
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The Summer Youth Employment Program (SYEP) at the comprehensive American Job Center Hawaii at Dillingham (AJCH) aims to provide hands-on work experience for youth with disabilities to learn the transferrable hard and soft skills needed to obtain and retain long-term employment. SYEP is utilized to meet the Pre-Employment Transition Services (Pre-ETS) required through WIOA. SYEP services up to 100 youth participants with disabilities, ages 16-24, throughout the island of Oahu. They are placed with various employers in the public sector (City and Federal), non-profit organizations and private businesses. These youth participants are given entry-level positions and must perform the duties required for the position they are filling. They receive mentoring, case-management, and counseling throughout their tenure from the SYEP Case Manager assigned to them and their site supervisor. They are also mandated to attend a week-long pre-employment training prior to the start of SYEP. The training covers important topics including communication, enthusiasm and attitude, how to work in teams, professionalism and work ethic, problem solving, emotional intelligence, and self-advocacy.

SYEP staff work directly with businesses to raise awareness about workplace etiquette when working with employees who have disabilities. In doing so, SYEP staff help employers to recognize and avoid common assumptions about people with disabilities, a major barrier that prevents businesses from hiring people with disabilities. The AJCH believes that this form of continued business outreach conducted by the SYEP staff will encourage employers to extend job offers to SYEP participants after program completion.

1.6 Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9)]

The AJCH has shown a tremendous commitment to workforce activities for youth. The following trends have proven to be successful models and best practices:

- Programs that prepare youth for work experiences through training and guidance in soft skills.
- Programs that train youth in technical skills, or hard skills, needed for specific career pathways or work settings.
- Staff devoting time to developing and maintaining supportive relationships with youth.
- Programs that communicate what is expected of employers, youth, and families BEFORE the start of work-based activities.
- Programs that carefully match youth to work experience opportunities based on individual interests and skills.
- Programs that provide on-going support to youth and employers throughout the work experience.

American Job Center Hawaii Youth Program opened a Facebook account on November 29, 2016, and has drawn 225 “friends” who are current or alumni participants. The account is set-up for announcements, job openings, recruitment and for communicating with participants through private messaging. Case Managers have been able to successfully follow-up with their participants and receive paystubs and other follow-up documents through the private messages feature. Text messaging has also shown an increase in communication with the participants and receiving documents and paystubs.

The difference between text messaging and Facebook is participants would not be able to receive text messages without cell phone services, whereas, they are able to access the internet and Facebook with a connection to Wi-Fi, accessible in most public places.

YouthBuild Honolulu is designed to address the many needs of young people in an environment where young people are respected for their intelligence and different cultural backgrounds and values; and encouraged to focus and plan a successful future. All occupational skills training partners are also committed to treating and viewing the participants in the same manner. Consequently, the most important element of the YouthBuild program design is youth leadership development. Opportunities for young people to develop their leadership skills are integrated into the education, occupation training and community service learning projects. The best illustration of how the community benefits from the leadership skills developed by the youth is their ability to assist with the building of affordable homes for low income families. Since its initial implementation in August 2000, YouthBuild has assisted in building 50+ affordable homes in Waianae and Ewa Villages. By building homes, many youth develop a commitment to continue to serve their community beyond the program. One excellent example of this is 2011 YouthBuild Honolulu graduate, Cedric Gates who in November 2016 was elected to the House of Representatives (District 44 – Waianae). At 24 years old, Gates is Hawaii’s youngest state legislator. He credits YouthBuild Honolulu for instilling in him the confidence to serve his community in his present capacity.

In 2008, the City joined the YouthBuild USA Affiliated Network to learn best practices and further improve its YB Program. The AJCH continues to implement the YB service delivery model because it provides the best array of services for young people to develop into future leaders.

Section 2: Strategic Vision

Section 2 responses should be made in collaboration with the members of the local workforce development board and other community stakeholders.

2.1 Provide the local board’s strategic vision and goals for preparing an educated and skilled workforce in the local area, (including youth and individuals with barriers to employment). [WIOA Sec. 108(b)(1)(E)]

The OWDB’s vision for workforce services on Oahu is:

“All job-seekers will have the skills needed for sustainable employment and self-sufficiency now and in the future, and all employers who sustain, grow and diversify our local economy will have competitively-skilled employees.”

To reach this vision, the City will work to achieve the following goals:

1. To provide coordinated, aligned services.
2. To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including veterans, unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians, which are currently of critical concern in the State.
3. To develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into high need industries and growth industries that will diversify the economy.
4. To strengthen a high employment rate by supporting sustainable employment and self-sufficiency.
5. To fully engage employers in the workforce development system to address the talent shortage.

**2.2 Describe how the local board’s vision and goals align with and/or supports the vision of the Hawaii Unified State Plan:
“All employers have competitively-skilled employees, and all residents have sustainable employment and self-sufficiency.”**

The OWDB members and stakeholders identified a vision that is slightly altered from the vision in the State’s WIOA Unified State Plan. The group changed “residents” to “jobseekers” in order to more specifically articulate the population that is within the purview of workforce services; and will support employers who “sustain, grow and diversify the economy” with a skilled workforce as the group felt this more adequately aligned with the intention of WIOA of aligning workforce and economic development.

In addition, the OWDB members and stakeholders determined that the goals in the State’s WIOA Unified State Plan should be the same, with a slight modification to goal #4, for the City workforce services. Therefore, because they are nearly identical, the City’s goals align directly with the State’s in the Unified State Plan. However, the strategies that will be implemented to achieve these goals will be specific to Oahu.

**2.3 Describe how the local board’s vision and goals contribute to each of the Unified State Plan goals:
a) To provide coordinated, aligned services.**

- b) To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians, which are currently of critical concern to the state.
- c) To develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into growth industries.
- d) To fully engage employers in the workforce development system to address the talent shortage.

The Hawaii Unified State Plan includes a number of strategies under each goal. It is up to the discretion of the local board to determine what strategies best fit their local needs. (pgs. 77-79)

1. To provide coordinated, aligned services.
 - The City will implement and monitor for purposes of continuous improvement a seamless, coordinated service delivery model that will be supported through Memoranda of Understanding (MOU). The MOUs will describe partner roles and responsibilities to achieve coordination of services.
 - Core partners and other partners/service providers will utilize the State's common intake/referral process (once developed) which will support coordination of services, help to avoid duplication of services, reduce paperwork, and streamline administrative operations.
 - The OWDB will take advantage of any staff training the State provides on the centralized data system (once implemented), which the OWDB understands will populate from a common intake/referral process and aggregate data pertinent to common performance measures.
 - The OWDB will require core partners and other partners/service providers to report successes, challenges and outcomes in order to determine any necessary strategies for continuous improvement of coordinated services.
 - The OWDB will develop and implement a "no wrong door" policy in order to direct jobseekers into the services they need no matter where they access the system.
2. To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including unemployed workers, veterans, youth with disabilities, homeless individuals and Native Hawaiians which are currently of concern in the State, the OWDB will:
 - Work with core partners other partners/services providers to develop and implement policies and procedures that will ensure vulnerable populations with barriers to employment (those identified in the State's Unified State Plan) receive priority of services.
 - Engage employers and the broader community to improve the labor market and employment outcomes for vulnerable populations.
 - Implement the State's strategy (once developed) to better serve homeless individuals and Native Hawaiians.
 - Work with core partners and other partners/service providers to define each agency's roles and responsibilities in providing effective, high-quality, intensive, wrap-around services to vulnerable populations.
 - Work with core partners and other service providers to coordinate resources in order to provide adequate professional development to workforce staff so that the highest-quality and most effective, evidence-based services are provided to vulnerable populations so these populations achieve success.
 - Utilize strategies identified through the State's Rural Outreach Services Initiative to improve access to workforce development services to jobseekers who live in rural and underserved areas in the

City.

3. To develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into high need and growth industries, the OWDB will:
 - Use state and local labor market information that describes skill needs and growth industries to drive workforce services.
 - Establish sector initiatives that facilitate ongoing dialogue between service providers, employers and other key stakeholders to increase understanding of growth industry needs, foster learning between related businesses and coordinate use of information and resources to formulate and implement effective workforce solutions that meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers.
 - Align policies and funding streams across education, workforce, and economic development services to focus local resources on the training that moves workers into industries with high-quality jobs that lead to better financial outcomes and longer job tenures for workers.
 - Take an active role in the development of the "common pathways" for both individuals who desire to pursue secondary education AND for individuals who do not desire to pursue secondary education but desire to learn employment skills through work experience and/or on-the-job training.
 - Coordinate a "common" work assessment process between core partners.
 - Continue with the current iCAN bridging program at the Community Schools for Adults as a stepping stone to proceed into a career pathway leading to a work-readiness certificate and/or degree and economic success. Work closely with UH/CC to create possible dual enrollment and pre-apprenticeship classes for adult learners.
 - Align sector strategies and career pathways efforts with local economic development goals.
 - Support alternative, non-formal education pathways to employment.

4. To strengthen a high employment rate by supporting sustainable employment and self-sufficiency, the OWDB will:
 - Support small enterprises (that comprise over half of Oahu's employers) by supporting policies that make it easier to hire or train additional staff, particularly from those populations with barriers to employment who struggle in the labor market.
 - Promote skills development through strategic leadership and long-term direction to fortify investments in training, enhance job readiness, industry specific and soft skills acquisition and institutionalize alternate learning methods in ways that help vulnerable populations.
 - Encourage flexible work, e.g. job-sharing or part-time, for individuals with special needs that preclude full-time employment.
 - Coordinate core partner efforts to ensure that all participants are "registered" into the PMIS and have access to the job seeker resources.
 - Negotiate roles and responsibilities for each core partner agency and other key services providers involved with the job seeker. The roles and responsibilities will include, but not limited to:
 - (1) assessment for identifying a career pathway; (2) obtaining the skills for a job; (3) preparing for interviewing and getting the job; (4) maintaining the job; (5) and/or advancing in the job.
 - Work with employers and economic development leaders to support job opportunities that provide a living wage, advancement and mobility in order for jobseekers to achieve self-sufficiency.
 - Develop strategies that support start-ups, entrepreneur opportunities, new and existing employers and innovation throughout the City.

5. To fully engage employers in the workforce development system to address the talent shortage the OWDB will:
- Support the State's effort to improve employer use of the PMIS by promoting the benefits of using it locally; overcoming employer reluctance by ensuring they receive adequate training; and by forwarding suggested system improvements to the State so that the PMIS will be as "user-friendly" as possible.
 - Work to expand employer involvement throughout the workforce development system.
 - Develop strategies that focus on short-and long-term goals aligned with industry and community needs, created with industry and community input, and sustained through industry and community oversight and participation.

2.3 Describe how the local board’s goals relate to the achievement of federal performance accountability measures to support local economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]

| Goals | Performance Measures |
|---|--|
| To provide coordinated, aligned services. | <p>Supports getting jobseekers into sustainable employment as efficiently and effectively as possible, with the skills and credentials they need.</p> <p>This goal specifically aligns to the following performance measures:</p> <ul style="list-style-type: none"> • Employment • Skills Gains • Credential Attainment • Serving Employers |
| To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including veterans, unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians, which are currently of critical concern in the State. | <p>Supports getting jobseekers with barriers to employment into sustainable employment, with the skills and credentials they need.</p> <p>This goal specifically aligns to the following performance measures:</p> <ul style="list-style-type: none"> • Employment • Skills Gains • Credential Attainment |
| To develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into high need industries and growth industries that will diversify the economy. | <p>Supports providing jobseekers with the skills and credentials they need by moving them through pathways that support sustainable employment into high-demand, high-growth jobs.</p> <p>This goal specifically aligns to the following performance measures:</p> <ul style="list-style-type: none"> • Employment • Skills Gains • Credential Attainment • Serving Employers |
| To strengthen a high employment rate by supporting sustainable employment and self- sufficiency. | <p>Supports providing jobseekers with the skills and credentials they need and moving them into sustainable employment with a living wage.</p> |

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| | |
|--|--|
| | <p>This goal specifically aligns to the following performance measures:</p> <ul style="list-style-type: none"> • Employment • Median Earnings • Serving Employment |
| <p>To fully engage employers in the workforce development system to address the talent shortage.</p> | <p>Supports providing employers with employees who have the skills and credentials they need for successful employment (i.e., a skilled workforce).</p> <p>This goal specifically aligns to the following performance measures:</p> <ul style="list-style-type: none"> • Employment • Skills Gains • Credential Attainment • Serving Employers |

Priority of Service to veterans and eligible spouses is implemented from the point of entry, whether online access or on-site, when they visit the AJCH. When covered persons, defined in section 2(a) of the Jobs for Veteran’s Act (JVA) of 2008 as a veteran or eligible spouse, come in to the center for career services, posters are displayed from the entrance to the reception area to alert them of their priority status. At the Dillingham comprehensive AJC, for example, a priority of service table is located at the front door to draw attention to covered persons.

Front desk staff shall ask any customer who comes into the center if he/she is a veteran or an eligible spouse. A customer who says that he/she is veteran or an eligible spouse shall fill-out the Questionnaire to Determine Eligibility for Veteran’s Priority of Service and the Questionnaire to Determine SBR/Veterans Eligibility to refer to DVOPs (See Attachment 2.4 Veteran Eligibility to Refer to DVOPs and 2.4 Questionnaire to Determine Veterans Priority of Service).

Once identified as a covered person, he or she shall have priority to services offered at the center. Whether the covered person came in for self-service or basic career services, a covered person shall be given priority first, such as the use of computers in the resource center. A covered person shall be given priority first, compared to a non-covered person, to interview with a counselor to determine their career needs. There shall be five slots reserved for covered person during briefings, workshops, seminars and assessments offered by the center.

Veterans and eligible spouses shall receive priority of service among all eligible individuals for training services in the WIOA Adult program. However, he/she must meet the eligibility criteria and WIOA priority groups such as low income, recipient of public assistance or those who are basic skills deficient. Covered person who meet these descriptions shall be given first priority access to training funds.

However, veterans and eligible spouses who are not low income, and not recipients of public assistance and not basic skills deficient shall receive third priority based on WIOA Bulletin No. 14- 16 by the State of Hawaii-Workforce Development Council. Non-covered persons who are low- income, receiving public assistance and are basic skills deficient shall receive second priority.

Training funds will be made available to them by priority and they are informed that they do not have to exhaust training benefits from other veteran programs to avail WIOA training funds.”

Section 3: Local Area Partnerships & Investment Strategies

Many of the responses below, such as targeted sector strategies, should be based on strategic discussions with the local board, partners, and stakeholders.

3.1 Taking into account the analysis in Section 1, describe the local board's strategy to work with the organizations that carry out core programs to align resources in the local area, in support of the vision and goals described in Question 2.1. [WIOA Sec. 108(b)(1)(F)]

Memoranda of Understanding (MOUs) have been executed with all WIOA partners (Partner). The purpose of the MOU is to establish a viable framework in which OWDB and Partners will be able to provide one-stop services for employers, their employees, those seeking employment, and other interested parties on Oahu.

The purpose of the American Job Center is two-fold: (1) to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for both job seeker and employers; and 2) to ensure that workforce development activities are provided by one-stop partners and are accessible at not less than one physical center (referred to as a one-stop), thus giving access to continuum of workforce activities.

The American Job Center Hawaii (AJCH) will enact the basic guiding principles for Oahu's One Stop delivery system that services be:

- Integrated - offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access;
- Comprehensive - offering a large array of useful information with wide and easy access to needed services;
- Customer Focused - providing the means for customers to judge the quality of services and make informed choices; and
- Performance Based - or based on clear outcomes to be achieved; mutually negotiated outcomes and methods for measurements; and the means toward measuring and attaining customer satisfaction.

The vision/mission of the AJCH is that all job-seekers will have the skills needed for sustainable employment and self-sufficiency now and in the future, and all employers who sustain, grow, and diversify our local economy will have competitively-skilled employees.

To reach this vision the City will work to achieve the following goals:

- Provide coordinated, aligned services
- Prioritize services to vulnerable populations with barriers to employment as described under WIOA, including veterans, unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians, which are currently of critical concern in the State
- Develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into high need industries and growth industries that will diversify the economy;
- Strengthen a high employment rate by supporting sustainable employment and self-sufficiency
- Fully engage employers in the workforce development system to address the talent shortage.

Now that the MOUs have been executed, the work to develop an Infrastructure Funding Agreement (IFA) has begun. Discussions are underway to determine the most appropriate methodologies for determining shared costs that benefit all partners. The WDC has offered the assistance of a neutral third party to facilitate the negotiations of the IFAs between the OWDB and all partners.

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In addition, the AJCH has co-located the core partners from WIOA Title I, Wagner- Peysner, Unemployment Insurance, and Department of Education Adult Education Literacy and additional WIOA partners into its AJCH location in Dillingham. Co-location is the first step towards coordinated, integrated and seamless service delivery. The AJCH partnership will continue to meet on a regular basis to ensure that this new delivery system is implemented and successful. It is important to ensure that all of those involved in service to the community play a role in the development of a fully integrated and seamless delivery system. Service integration is no small undertaking, however it is needed to ensure a greater quality of service, elimination of duplication of effort and service (in some cases) and provide greater satisfaction to the client.

To this end the One Stop Operator (OSO), at a minimum will:

- Manage daily operations;
- Manage and coordinate Partner responsibilities;
- Coordinate daily work schedules and work flow based upon operational needs;
- Assist the OWDB in establishing and maintaining the AJC network structure including but not limited to:
 - Ensuring the State requirements for center certification are met and maintained
 - Ensuring that career services outlined in WIOA sec. 134 (c)(2) are available and accessible
 - Ensuring that OWDB policies are implemented and adhered to
 - Adhering to the provisions outlined in the contract with the OWDB and the Local Area Plan
 - Ensuring staff are properly trained by their formal leadership organization and provided technical assistance, as needed
 - Integrate systems and coordinate services for the center and its Partners, placing priority on customer service
 - Oversee and coordinate partner, program, and AJC network performance
 - Providing and/or contributing to reports of center activities, as requested by the OWDB
 - Identifying and facilitating the timely resolution of complaints, problems, and other issues
 - Collaborating with the OWDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management system
 - Ensuring open communication with Partners in order to facilitate efficient and effective center operations
 - Evaluating customer satisfaction data and propose service strategy changes to the OWDB based on findings
 - Manage fiscal responsibilities and records for the center.

In July 2018, the OSO began to convene bi-monthly meetings with the leadership team (e.g. administrators, branch chiefs, principals and vice-principals) began with the present co-located partners to review and discuss agency-wide policies each partner’s staff are mandated to adhere to (e.g. Prevention of Sexual Harassment) to ascertain the similarities and differences in performance expectations.

Other efforts include the following:

Establish joint practices – Establish and maintain joint health and safety practices among partners by integrating partners into the evacuation plans for each office and into the “Safety Committee”. Other joint practices being

developed: (1) staff development focused on enhancing skills to improve work with job seekers, employers and self-care practice and (2) partners integrated into the three functional teams: (1) Aloha, (2) Assessment and (3) Business Engagement.

Establish Revitalization Spaces for staff and businesses – Self-care and avoiding burnt out are critical as the staff aim to provide “top notch” customer services daily. These spaces will be located next to the large conference room downstairs. A “Revitalization” committee will be established.

Additional efforts are being made for the State Division of Vocational Rehabilitation (DVR) and the Community Colleges (CC) to co-locate at the AJCH on a rotational basis or at least once a week. Physical logistics with the present partners will be a priority focusing on DVR and the CCs.

Standard Operating Procedures for integration of services will be established and maintained as the partners continue to move forward with the integration of services.

The OWDB through its OSO is developing and implementing strategies to coordinate services with core programs: Title I – Adult, Youth and Dislocated Worker program, Title II – Adult Education and Family Literacy program, Title III – Employment Services, and Title IV – Division of Vocational Rehabilitation. The OSO will coordinate services through the AJCH providing comprehensive, non-duplicative integrated education and training, career preparation and placement, and critical support services to jobseekers, particularly vulnerable populations with barriers to employment, in order to ensure they acquire the knowledge, skills and credentials they need to secure sustainable employment and self-sufficiency. The OWDB will negotiate a cost-sharing formula in FY18 with each core and mandatory partner that will support a coordinated service delivery strategy to ensure effective and efficient services to jobseekers and employers. This will be contained in the Infrastructure Funding Agreement (IFA) which will be signed by each partner.

The OSO will implement a Coordinated Service Delivery Model strategy. This strategy will include the following elements:

- Signed partnership agreements between the Board, core programs and the American Job Centers with articulated roles and responsibilities
- A common intake and assessment process
- Targeted outreach to vulnerable populations, including individuals with disabilities
- A robust referral network to ensure comprehensive wrap-around services and no one falls through the cracks
- Meaningful employer engagement
- Sector strategies and career pathways efforts that support in-demand industries
- Integrated education and training
- Comprehensive support services
- Education, career and life planning
- Transition services into employment

3.2 Identify the programs/partners that are included in the local workforce development system. Include, at a minimum, organizations that provide services for Adult Education and Literacy, Wagner-Peyser, Vocational Rehabilitation, Temporary Assistance for Needy Families, Supplemental Nutritional

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Assistance Program, and programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006. [WIOA Sec. 108(b)(2)]

The OWDB will include the following programs/partners in the City’s workforce development system:

| Program | Partner |
|--|--|
| Adult Education and Literacy | McKinley and Waipahu Community Schools for Adults Hawaii Department of Education |
| Wagner-Peyser | Department of Labor and Industrial Relations Oahu Branch Jobs for Veterans |
| Vocational Rehabilitation | Department of Human Services – Division of Vocational Rehabilitation |
| Temporary Assistance for Needy Families | Department of Human Services – Benefit Employment and Support Services Division |
| Supplemental Nutritional Assistance Program | Department of Human Services – Benefit Employment and Support Services Division |
| Carl D. Perkins Career and Technical Education Act of 2006 | University of Hawaii System of Community Colleges: <ul style="list-style-type: none"> • Kapiolani Community College • Leeward Community College • Windward Community College • Honolulu Community College University of Hawaii Manoa University of Hawaii West Oahu |
| Innovative Offender Re-entry Program | WorkNet Inc. – Second Chance Grant – Department of Public Safety |
| Native Hawaiian Non-Profit Organization | Alu Like |
| Title 1-C | Hawaii Job Corps |
| Senior Community Service Employment Program | Honolulu Community Action Program |
| Respite Companion Services Program | Department of Human Services |
| Unemployment Insurance Services | Unemployment Insurance Services |

The OWDB will explore new partnerships with the following agencies:

- High Technology Development Corporation
- Supplemental Nutrition Assistance Program
- Office of the State Director for Career and Technical Education
- Shidler College of Business
- Hawaii Literacy Goodwill Hawaii
- Kamehameha Schools Bishop Estate Chamber of Commerce of Hawaii
- Hawaii Strategic Development Corporation Restaurant Association
- Office of Hawaiian Affairs
- Oahu Economic Development Board
- Center on Disability Studies, University of Hawaii Manoa University of Hawaii West Oahu
- Juvenile Justice Center Family Service Agency
- Hawaii Alliance of Community Based Economic Development Department of Hawaiian Home Lands
- Department of Business, Economic Development and Tourism Department of Public Safety
- The CIO Council of Hawaii
- Hawaii Bankers Association Hawaii Business Roundtable
- Hawaii Agricultural Foundation

3.3 Describe efforts to work with partners identified in 3.2 to support alignment of service provision to contribute to the achievement of the Unified State Plan’s goals and strategies. [WIOA Sec. 108(b)(2)]

The OWDB and OSO will work diligently with partners to ensure each partner’s roles and responsibilities as articulated in their signed MOUs are being fulfilled. This annual review of MOUs will help establish and re-establish roles and responsibilities among the partners, negotiate action plans, and review progress. The review may mean that something within the MOU needs to be revised, or it may mean that it is still sufficient and all that is needed is re-signing to continue the partnership. Annual review of MOUs helps to keep them relevant and accurate as staff changes over time. This will not only define roles so that each partner understands their role within the local workforce system, but will work to avoid duplication of services. The Workforce Development Division (WDD) representative, as a core partner, will ensure appropriate inclusion of workforce programs.

Effective and efficient services will be coordinated through a robust referral network established by the partners and administered through the AJCH delivery system. All partners will target services to vulnerable populations with barriers to employment identified in this Plan. These services will include:

- Common intake and assessment among partners
- Outreach to targeted populations with barriers to employment
- Education, career and life planning
- Career awareness and exploration
- Movement of jobseekers along career pathways using sector strategies promoting in-demand industries
- Comprehensive support services to promote retention and persistence
- Transition into postsecondary education and employment
- Meaningful employer engagement, particularly in growth industries

3.4 Describe the local board’s plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act and services provided in the local area through the one-stop delivery system to improve services and avoid duplication of services. [WIOA Sec. 108(b)(12)]

The OSO will work with core programs at the AJCH and other local service providers to develop an online referral network where services offered among participating partners are clearly articulated. The focus will be on building a strong AJCH Network that will coordinate services and ensure that those services address the needs of employers and job seekers, especially those from priority populations. Using this referral network along with a common intake and assessment process will ensure jobseekers and employers are served effectively, get the services they need, do not fall through the cracks, and eliminate duplication of services. These services will include outreach and access to vulnerable populations with barriers to employment, career preparation and placement, integrated education and training, and comprehensive support services.

The OWDB through its OSO will work with core partners and other key service providers to establish criteria for coordinating services with the Wagner-Peyser program. Effective coordination of services will be monitored by the Board through its annual evaluation of the One Stop Operator to ensure continuous improvement.

The OWDB has defined the roles and responsibilities of each partner agency in order to maximize coordination of services. These roles and responsibilities are articulated in the MOUs signed with partner agencies. In addition, the City’s Coordinated Service Delivery Model will help to ensure efficient coordination of services, avoid duplication of services, and help to establish partner roles and responsibilities.

3.5 Describe how the local board will coordinate the workforce investment activities with providing Adult Education and Literacy activities (under Title II) and describe how the local board will carry out a review of local applications submitted under Title II Adult Education and Literacy, consistent with the local plan and the State's provided criteria. [WIOA Sec. 108(b)(13)]

The OWDB through its AJCH will partner with local Adult Education & Family Literacy Act (AEFLA) programs to provide adult education services to jobseekers when appropriate. AELFA provides an important opportunity to improve the quality of life for individuals with low skills. Literacy and numeracy are fundamental skills necessary for workforce success, as well as for personal and social well-being.

Services provided under AEFLA will lead to further education, training opportunities, and work, and will be based on best practices. The diversity of individuals who possess low skills requires a broad approach to skills development.

As one of the core programs under WIOA, the AEFLA program will play an integral role in Oahu's workforce development system by providing access to educational services for adult learners through the American Job Center delivery system. AEFLA will increase opportunity in the educational and workforce development of adults as workers, parents, and citizens. While playing a critical role in adult attainment of a secondary school diploma, the program will also assist in the transition to postsecondary education and training through the use of career pathways.

The AEFLA program will provide the following critical services and activities to support adult learners with the goal of improving access to education and training opportunities, as well as to employment:

- Assist adults to become literate and obtain the knowledge and skills for employment and economic self-sufficiency;
- Support the educational and skill achievement of parents and family members to participate in the educational development of their children and improve economic opportunities for families;
- Assist immigrants and English learners in improving their English and math proficiency and understanding of the rights and responsibilities of citizenship; and
- Assist incarcerated individuals in strengthening their knowledge and skills to promote successful re-entry into society.

The Board participated in the review of AEFLA applications consistent with WIOA requirements as outlined in the Hawaii Unified State Plan as deemed appropriate by the Hawaii Department of Education (HIDOE).

On the planning and policy level: WorkHawaii (WH) Assistant administrator serves on Adult Education Advisory Council. Staff participated in state planning process, establishing goals under WIOA to use AEFLA funds to expand the implementation of workforce preparation activities and integrated education and training. On the operational level: AJCH partner programs will collaborate on common intake, assessment of academic and employability skills, and referrals among AJCH Network programs that best meet the needs of the participant. Title I, Title II and Carl Perkins programs may braid funding for integrated education and training programs such as iCAN in which Waipahu Community School for Adults (CSA) may conduct academic instruction in the context of a specific occupation or occupation cluster, as well as the National Work Readiness Certificate curriculum, while the AJCH may provide work-based learning opportunities for participants to experience first-hand the workplace environment in the occupation cluster of their interest and obtain training on the job or apply classroom learning to the job. The AJCH will work closely with the CSA Transition Coordinators to identify students whose career plan is to pursue post-secondary education and if they are eligible, they can receive an Individual Training Account (ITA) to enroll with the CCs or other Eligible Training Providers.

These iCAN classes can take place at the AJCH or at the CSA facilities. The AJCH may also assist students to enter apprenticeship, other career training or employment. McKinley CSA will collaborate with one-stop partners by providing basic academic instruction for participants who perform below the 6th grade level to improve their competencies so that they can advance to the Competency- Based Community School Diploma program to eventually obtain a high school equivalency diploma to further their careers.

3.6 Describe how the local board will coordinate workforce investment activities carried out in the local area with economic development activities carried out in the State, and promote entrepreneurial skills training and microenterprise services. [WIOA Sec. 108(b)(5)]

The OWDB identified activities that will be implemented to support economic development. The Sector Strategies and Career Pathways Committee will further articulate an action plan to carry out each of these activities. The OWDB hopes to carry out the economic activities in coordination with workforce activities through the implementation of the statewide career pathways model (described in the State’s Unified State Plan), including entrepreneurial and microenterprise services.

The OWDB will carry out the following activities to support economic development:

- Providing a skilled workforce;
- Supporting small and medium-sized enterprises, including entrepreneurship;
- Encouraging the formation of new enterprises, including entrepreneurship;
- Supporting the soft infrastructure of economic development (educational and workforce development, institutional support systems, and regulatory issues);
- Supporting the growth of particular clusters of businesses, particularly in-demand and high-need industries, and cultural and place-based business;
- Targeting particular parts of Oahu for regeneration or growth (area-based initiatives);
- Supporting informal and newly emerging businesses; and
- Targeting and assisting vulnerable populations with barriers to employment into the workforce.
- Developing and securing partnerships with existing agencies/councils whose focus is on economic development.

Presently, the Chamber of Commerce of Hawaii is conducting food manufacturing, healthcare, design engineering, and information technology sector partnerships on Oahu. The sectors were chosen at the Sector Summit held in December 2016. Representatives from all four counties met and decided on their sector partnerships. The OWDB has been involved in the process from the start and will continue to work closely with the Chamber to participate in their industry led sector events. The OWDB will align services around sector needs that emerge from these efforts.

3.7 Describe how the local board will coordinate education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10)]

The OWDB partners with the following education agencies to support integrated education and training at the secondary and postsecondary levels in order to ensure jobseekers have the necessary knowledge, skills and credentials to secure meaningful employment in high-demand industries and self-sufficiency.

- Hawaii Department of Education

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- Adult Education and Family Literacy Program: McKinley and Waipahu Community Schools for Adults
- Career and Technical Education

- University of Hawaii System of Community Colleges:
 - Kapiolani Community College
 - Leeward Community College
 - Windward Community College
 - Honolulu Community College

The OWDB through its Sector Strategies and Career Pathways Committee, will develop strategies and an action plan to coordinate services with secondary and postsecondary education agencies.

The OWDB will implement the State’s comprehensive Hawaii Career Pathway System as described in the State’s Unified State Plan. This model supports pathways and sector strategies in high demand industries. Through ongoing collaboration, we will ensure a well-integrated career pathways system with minimal duplication of services.

Postsecondary education providers play a key role of providing occupational skills training, job-related instruction for apprenticeships, skill upgrading for incumbent workers, or customized training to meet a business or a group of businesses’ specific needs. Participants select training programs from providers that are on the Eligible Training Provider List after conducting labor market research. Our Service Provider partners with training providers such as the CCs or private providers to develop new training programs that meet industry needs: e.g. a Patient Service Representative program was developed with input from healthcare employers; discussions have been ongoing about training for new jobs in rail operations and maintenance; new curricula have been developed for Software Developer and Web Developer for the Information Technology (IT) Apprenticeship program. With the launch of Sector Partnerships beginning in 2017, there will be even closer collaboration between economic development, workforce and education partners to support the agenda driven by private industry.

Career and technical education programs of study, including those that lead to industry recognized credentials, are a critical component of career pathway systems, along with pathways serving lower- skilled adults, high school students, disconnected or “opportunity” youth, veterans, incumbent workers, individuals with a disability, public assistance recipients, new immigrants, English language learners, and other targeted populations.

- Hawaii's Career Pathway System supports pathways and sector strategies in high-demand industries and will:
 - Align with skills needed by industries;
 - Prepare individuals to succeed in a range of education options;
 - Include counseling to support an individual in achieving education and career goals;
 - Include, as appropriate, concurrent education and training opportunities for specific occupations;
 - Organize education, training, and support services to meet individual needs and accelerate educational and career advancement;
 - Enable individuals to attain a high school diploma or equivalent, and at least one postsecondary credential; and
 - Help individuals enter or advance within an occupation.
- Hawaii's system will provide participants with multiple entry points to accommodate academic readiness and multiple exit points. The intent for career pathways is to lead to industry-recognized credentials with occupational advancement opportunities.

- As part of Hawaii's Career Pathway System model, we will continue working in partnership with education, workforce development and economic development stakeholders to utilize this sector strategy approach as a vehicle for strengthening the economy and aligning education programs to meet the ever changing needs of the business and industry sectors.

3.8 Describe how the local board will coordinate workforce investment activities with the provision of transportation, including public transportation and other appropriate supportive services in the local area. [WIOA Sec. 108(b)(11)]

WIOA Youth and YouthBuild programs provide bus passes to participants with demonstrated need to support their activities for training and employment purposes.

Other support services offered to job seekers through the AJCH based on eligibility include:

- Housing
- Public Assistance
- Substance Abuse Treatment
- Mental Health Counseling
- Financial and Family Planning
- Veteran eligible services
- Youth and other age appropriate services
- Work Incentive Benefits Planning
- Child care
- Volunteer Income Tax Assistance

Transportation to support to workforce development participants includes bus passes provided through WIOA Title I Youth and YouthBuild programs based on demonstrated need to support employment activities. Bus passes, Handi-Van coupons, and mileage allowance are provided by DVR for VR eligible clients. In addition, the Benefit, Employment and Support Services Division of DHS provides child care for eligible clients.

The other support services listed above are those that are currently offered upon eligibility, which are only pursued for participants as a result of self-disclosure.

3.9 Based on the analysis described in Section 1.1-1.3, identify the populations that the local area plans to focus its efforts and resources on, also known as targeted populations.

The City workforce system will tailor its services to be culturally and age appropriate, and will target and provide priority of services to the following populations:

- Veterans
- Homeless individuals
- Native Hawaiians
- Individuals with disabilities
- Unemployed adults and youth
- Underemployed adults and youth
- Dislocated workers
- Ex-offenders within a two-year reentry status
- Individuals with limited English proficiency

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- Low-skilled adults, including those who lack a high school credential
- Individual who receive public assistance

For homeless individuals or families, outreach is conducted at emergency and transitional shelters, community health centers, social service agencies and occasional outreach on the streets, beaches or parks. The City's Department of Community Services is a member of Partners in Care, the Continuum of Care funded under Housing and Urban Development (HUD), and administers Housing First and other programs serving people who are homeless. Outreach for Native Hawaiians is conducted through the network with Native Hawaiian organizations such as Queen Liliuokalani Children Trust, Office of Hawaiian Affairs, Kamehameha Schools, and ALU LIKE, and with community based organizations on the Windward and Leeward areas of the island where there is a concentration of Native Hawaiians. Youth with disabilities are outreached at high schools and college campuses, and individuals with disabilities at any age are outreached through partnerships with DVR, Ho'opono Mamo, State Rehab Council, Developmental Disability Council, University of Hawaii Center on Disability Studies, community based organizations serving people with disabilities such as Abilities Unlimited, Center on Independent Living, other Ticket To Work vendors, and efforts undertaken under the Disability Employment Initiative (DEI) grant.

3.10 Based on the analysis described in Section 1, identify one to three industries where a sector partnership(s) is currently being convened in the local area or there will be an attempt to convene a sector partnership and the timeframe.

The Chamber of Commerce of Hawaii, in partnership with the University of Hawaii System, the Strada Education Network, and the OWDB, established and convened the following Industry Sector Partnerships on Oahu: Banking, Technology (CIO Council), Food Manufacturing, Healthcare, Construction/Design Engineering, Hospitality & Tourism.

The Board's role in this effort is to develop and align workforce and economic priorities that will be reflected in the implementation of the career pathways model. After sector priorities are determined by LMI and economic development priorities, sector partnerships are established based on the determined sector priorities to drive the career pathway efforts to be implemented throughout the workforce development system.

Each sector partnership includes industry leaders as well as education, workforce development, economic development, and community organizations, and is intended to identify a set of key priority issues for each respective industry. Having identified these key priority issues, career pathways services are now being developed among workforce partners to support movement of jobseekers into employment in these industries.

Currently, the technology industry maintains a strong sector partnership led by the Chamber of Commerce Hawaii which is working specifically with the CIO roundtable. Soon, the High Technology Development Corporation (HTDC) will be working with workforce development organizations such as the AJCH and with trainers to develop relevant training programs for the technology sector. In the meantime, HTDC is presently working with the State Department of Labor and Industrial Relations (DLIR) to directly assist in the development of a technology apprenticeship program.

Oahu launched two industry-led, education and public sector-supported partnerships to encourage collaboration between businesses and economic and workforce development partners to enhance industry competitiveness and prepare workers with the skills they need. These partnerships initially involved the finance and banking industry led by the Hawaii Bankers Association, with the second being the IT/cybersecurity industry led by the CIO Council of Hawaii, in partnership with the Chamber of Commerce Hawaii. As a result of these collaborative discussions, two new certificate programs for the finance and banking and IT/cybersecurity sectors are currently being developed by the CCs.

Understanding the needs and concerns of businesses allows public partners to collaboratively determine and create training that provides necessary skills for industries to expand and compete. Sector partnerships serve a critical purpose in facilitating communication between industry and public partners, and thus improving the understanding of business needs for the short and long term.

What separates Sector Partnerships from other development efforts are the ways in which they invite multiple industry players to one table. Previously, the process of addressing issues individually, rather than collectively, has made it difficult for community partners to pinpoint industry-wide concerns and gain access to all programs needed to help businesses expand.

Thus, through the development of an integrated set of measurable outcomes, key strategies, and commitments to deliver results that grow Oahu's industries, industry sector partnerships will continue to drive meaningful in-depth discussion with employers and regional partners to generate priority-setting for both education and workforce.

3.11 Based on the analysis described in Section 1, describe the local investment strategy toward targeted sectors strategies identified in 3.10 and targeted populations identified in 3.9.

The OWDB will establish and convene sector partnerships in the priority areas articulated in the Local Plan. The Board role in this effort will be to develop and align workforce and economic priorities that will then be emphasized in the implementation of the career pathways model. For example, sector priorities are determined by LMI and economic development priorities, sector partnerships are then established based on the determined sector priorities, the sector partnerships then drive the career pathway efforts that will be implemented throughout the workforce development system.

Each sector partnership will include industry leaders along with education, workforce development, and economic development and community organizations. Each sector partnership will have a set of key priority issues identified by the target industry. Once key priority issues are identified, career pathways services will be developed among workforce partners to support movement of jobseekers into employment in these industries. Populations identified in 3.9 of this Plan will receive priority of services for sector strategy efforts in order to move these individuals into sustainable employment and self-sufficiency. Outreach efforts of the entire workforce system will target these populations.

- The work of the State's Workforce Development Council (WDC) committees is interdependent and a necessary part of the overall Career Pathways System. The career pathways system will integrate with the sector strategy approach and we will continue to actively engage with all of the committees, but in particular, the Employer Engagement committee and Career Pathways & Sector Strategies committee whose goal is to establish training and educational strategies to develop and improve the skills and knowledge of employees and job seekers based on employer requirements.

- WDC Committee Structure:



Sector Committee

Function: Focuses on a specific sector (example: IT/cyber security) and uses the sector strategy approach whereby employers sit at the table to drive the discussion regarding industry needs.

Sector Support Committee

Function: Involve the WIOA Career Pathway System committee members to help implement appropriate strategies and tactics identified in the WIOA State Unified Plan.

The OWDB will include UI among core partner agencies when establishing coordination of services as described earlier in the Local Plan. This will include RESEA, which assists unemployment insurance claimants in returning to work quickly, provides group sessions on labor market information and job search requirements, provides individualized services on career counseling and assessment of career goals, and assists with job search, referral and placement. Also, included in an earlier section of the Local Plan is a strategy that will link UI claimants through the workforce development system in an effort to transition them into related employment.

Core partners, including DVR, will work to ensure meaningful work opportunities for jobseekers. Core partners will engage effectively with employers by building a bridge between employers and jobseekers. The career pathways system will create a whole range of things employers can do to support the workforce development system and get jobseekers ready for work, with the ultimate goal being employment. Involving in-demand industries in sector partnerships will help employers figure out what it is they can do to move jobseekers along a ladder of developing the skills and networks they need to be successful employees. The Board’s employer engagement model will embed a core set of professional and life skills that will forge strong partnerships between core partners and employers, and incorporate high-touch mentoring support, wraparound services, and work-based experiential learning, such as on-the- job, customized and incumbent worker training.

- 3.12 Identify and describe the strategies and services that will be used to:**
- a) Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies;**
 - b) Support a local workforce development system described in 3.2 that meets the needs of businesses;**

- c) **Better coordinate workforce development programs with economic development partners and programs; and,**
- d) **Strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

This may include the implementation of incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, or utilization of effective business intermediaries and other business services and strategies that support the local board’s strategy in 3.1. [WIOA Sec. 108(b)(4)(A&B)]

The OWDB recognizes that in order to ensure meaningful work opportunities for jobseekers, organizations must engage effectively with employers by building a bridge between employers and jobseekers. A purpose of the career pathways system is to create a range of activities employers can provide to support the workforce development system and get jobseekers ready for work, with the ultimate goal being hiring. Involving demand industries in sector partnerships will help employers figure out what it is they can do to move jobseekers along a ladder of developing the skills and networks they need to be successful employees. The Board’s employer engagement model will embed a core set of professional and life skills that will forge strong partnerships and incorporate high-touch mentoring support, wraparound services, and work-based experiential learning, such as on-the-job, customized and incumbent worker training.

Strategies to Support Employer Engagement

- Developing a Shared Language - Learning the language of employers is a key strategy. We have to understand how employers are talking, what their needs are, and how workforce development can be an effective partner.
- Using Business Principles to Drive Partnerships - Businesses are indeed interested in partnering with workforce development systems that understand market-driven principles and respond to clear needs. Workforce development in Oahu County will not just be about helping unemployed jobseekers find jobs, but will also be designed to help employees keep their jobs, receive training to enhance their employment, and move into better positions within or across companies.
- Influencing Employer Culture - Employer engagement can change the way employers see jobseekers and thus expand opportunity to many more.

It is important for Oahu to link workforce development and economic development efforts, which is why the City and County of Honolulu’s Office of Economic Development will be a key partner in our local workforce development system, as well as other departments impacting the workforce system. The City’s economic policies focus on long-term economic growth, and its workforce development policies build and supply a labor force to meet the demand generated by that economic growth. This is a key purpose of the sector strategies – to link supply with demand.

The Wagner-Peyser funded staff perform the work test function for Unemployment Insurance (UI) claimants. Although filing for UI claims is all done online, there is a segment of our population that is challenged by filing their claims online. One-stop staff assist them with their filing, and at the Dillingham comprehensive center, there are dedicated computer terminals for this purpose. The Title I funded staff provide additional information on services available under the Dislocated Worker grant, conduct briefing sessions on training services and provide career planning and ITAs for those interested in re-training. Outreach is conducted with businesses to promote the hiring of dislocated workers on On-the-Job Training under Title I or direct placement. Claimants and businesses may participate in the State funded Volunteer Internship Program (VIP), a short term voluntary program that allows both the claimant and employer to work with each other to explore the possibility of a permanent hire. UI is a key

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partner in all rapid response efforts because individuals facing layoff are most anxious to know about their UI benefits.

AJCH staff belong to business associations such as chambers of commerce and Society of Human Resource Management chapters. They network with employers through speaking engagements and group presentations to industry associations and also one on one visits to individual employers. They build long term relationships with employers to sustain their engagement and listen to their business needs during the various phases of the business cycle. For example, if the business is growing, one-stop staff will offer recruitment assistance, candidate referrals and job fairs. If a business is in a down cycle, one-stop staff will offer outplacement services. Businesses are educated on the menu of services available from the various partner programs such as on-the-job training, apprenticeship, tax credit, incumbent worker training etc. Assistance is also provided to businesses to navigate community resources and social services to help them with retention of employees.

The Board will include UI among core partner agencies when establishing coordination of services as described earlier in the Local Plan. This will include RESEA, which assists unemployment insurance claimants in returning to work quickly, provides group sessions on labor market information and job search requirements, provides individualized services on career counseling and assessment of career goals, and assists with job search, referral and placement. Also, included in an earlier section of the Local Plan is a strategy that will link UI claimants through the workforce development system in an effort to transition them into related employment.

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| <p>3.13 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding or county general funds to support the local workforce development system? Briefly describe the funding</p> |
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and how it will impact the local system. If the local board does not currently have oversight of additional funding, does it have future plans to pursue them?

The OWDB does not have oversight of non-WIOA funds. Future pursuits of non WIOA funding will be strategic in nature and aligned with the OWDB's vision and goals as included in Section 2 of this plan. Upon the OWDB's decision to move forward in this endeavor, additional Administrative staff will need to be hired.

Section 4: Program Design & Evaluation

Many of the responses below, such as career pathways and individual training accounts, should be based on strategic discussions with the local board, partners and stakeholders.

4.1 Describe how the local board, working with the entities carrying out core programs, will coordinate activities and resources to provide high quality; customer-centered services and expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. [WIOA Sec. 108(b)(3)]

| Individuals with Barriers to Employment | |
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| Native Hawaiian | <ul style="list-style-type: none"> The AJCH along with core programs in partnership with Alu Like will target workforce services to Native Hawaiians through our Coordinated Service Delivery Model. The AJCH along with core programs in partnership with the Department of Public Safety will target workforce services to ex- offenders within a two-year reentry status through our Coordinated Service Delivery Model. McKinley Community School for Adults (MCSA) will provide adult education services to this population through career pathways into employment. |
| Ex-Offenders | <ul style="list-style-type: none"> The AJCH along with core programs in partnership with the Department of Public Safety will target workforce services to ex- offenders within a two-year reentry status through our Coordinated Service Delivery Model. McKinley Community School for Adults (MCSA) will provide adult education services to this population through career pathways into employment. |
| Youth | <ul style="list-style-type: none"> The AJCH along with core programs will target workforce services to out-of- school youth through our Coordinated Service Delivery Model. |
| Individuals with Disabilities | <ul style="list-style-type: none"> The AJCH along with core programs will target workforce services to individuals with disabilities through our Coordinated Service Delivery Model. |
| Veterans | <ul style="list-style-type: none"> The AJCH along with core programs in partnership with the Department of Veterans Affairs will target workforce services to veterans through our Coordinated Service Delivery Model. |
| Homeless | <ul style="list-style-type: none"> The AJCH along with core programs in partnership with the City's Department of Community Services, Community Assistance Division (Section 8) will target workforce services to homeless individuals through our Coordinated Service Delivery Model. |
| Low-Skilled Adults | <ul style="list-style-type: none"> The AJCH along with core programs will target workforce services to low- skilled adults through our Coordinated Service Delivery Model. At MCSA, transition coordinators reach vulnerable populations by assuming responsibility for planning, organizing, monitoring and providing support for the transition program and centers that are located on Oahu, Kauai, Maui, Lanai, Molokai and the Big Island (Corrections). The coordinators also facilitate and provide opportunities for students to enter employment, post-secondary training as well as re- |

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| | <p>entry programs for inmates released into the community. Other related duties include planning, program implementation with partners.</p> <ul style="list-style-type: none"> • Transition coordinators provide outreach and relationship building to engage students in need. They work on building referral pathways through informal and referral pathways by identifying and partnering with other agencies and organization. • They also provide students with an Individual Plan (IP) that is focused on appropriate career pathways. • Support services for students to ease transition from community school to work or post-secondary education provide regular contact necessary to encourage and help students remain engaged and focused on their end goal. • Satellite sites and venues within the community that accommodate a variety of basic education, adult secondary, workplace literacy classes and ELA & IELCE programs that are integrated with Civics within the English Language Acquisition curriculum. • Community schools advertise program offerings and services through the Star Advertiser, school website, Facebook, Twitter, school app, and flyers. • Provide distance learning and use of technology to meet needs of student population through online learning options. Extends reach of programs through public access computers, smart phones, and other mobile devices. • Online instruction allow for extended reach of programs and provides a convenience that allows students to more effectively manage their education and other responsibilities. • A blended or hybrid approach to teaching that includes both face to face and online learning strategies is offered at MCSA. • Networking and partnership with Department of Labor and Vocational Rehabilitation to identify student needs, finding and reaching clients, building capacity and ensuring continuity. |
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a. Describe the local area’s outreach strategies to increase enrollment of individuals with barriers to employment. Address each of the categories listed in 4.1.

- A. **Homeless Individuals** – Outreach is conducted at emergency and transitional shelters, community health centers, social service agencies and occasional outreach on the streets, beaches and/or parks. The City’s Department of Community Services (DCS) is a member of Partners in Care, the Continuum of Care funded under HUD, and administers Housing First and other programs serving people who are homeless. The AJCH along with the core partner programs in partnership with DCS will target workforce services to individuals experiencing homelessness through its Coordinated Service Delivery Model.
- B. **High School Drop-outs and Other Out-of-School Youth** – Outreach to this population is done through the Community Schools for Adults on Oahu located at McKinley, Farrington, Moanaula, Kaimuki, Waipahu, Kapolei, Waianae, Wahiawa, and Windward Campuses as well as through our community partners Liliuokalani Trust and the Kamehameha Schools who are committed to ensuring the wellbeing of Native Hawaiian children and their families. Representatives from the Farrington and Waipahu Community School for Adults are also co-located at the Comprehensive AJCH at Dillingham.
- C. **Former Offenders in the Juvenile or Adult Justice System** – The AJCH along with core programs in partnership with the State of Hawaii’s Department of Public Safety will target workforce services to ex-offenders within a two-year reentry status through our Coordinated Service Delivery Model. McKinley Community School for Adults will provide adult education services to this population through career pathways into employment.
- D. **English Language Learners** – Outreach to English Language Learners (ELL) is conducted through our

partnership with the Community Schools for Adults on Oahu and the University of Hawaii's Community Colleges. The AJCH is working to create new partnerships with agencies in the community who work with immigrant and refugee populations on Oahu, such as The Pacific Gateway Center, who can refer ELL clients to the AJCH.

- E. **Individuals Receiving Public Assistance** – The AJCH has partnerships with the Unemployment Division of the State's Department of Labor and Industrial Relations; TANF; SNAP; and the Division of Vocational Rehabilitation of the State's Department of Human Services; as well as the Section 8 Housing and Ho'ala Programs in the City's Department of Community Services. The staff from all of these programs work together to cross refer clients to the AJCH.

- F. **Individuals with Disabilities** – Outreach to Youth with disabilities is conducted at high schools and college campuses. Individuals with disabilities at any age are referred through partnerships with DVR, Ho'opono Services for the Blinds, The State Rehab Council, The Developmental Disabilities Council, University of Hawaii's Center on Disability Studies, community based organizations serving people with disabilities such as Abilities Unlimited, Center on Independent Living, other Ticket to Work vendors, and efforts undertaken by the Disability Employment Initiative grant and Disabilities:IN. The AJCH along with core programs will target workforce services to individuals with disabilities through our Coordinated Service Model.

- G. **Individuals who have aged out of Foster Care** – Individuals who are aging out of Foster Care are referred to the AJCH through its network of partner agencies in the community:
 - Hale Kipa
 - Family Programs Hawaii
 - Epic Ohana/HI HOPES
 - Kids Hurt Too Hawaii/Hawaii Foster Youth Coalition
 - Catholic Charities: Nā 'Ohana Pulāma (NOP) program
 - Partners in Development Foundation-Department of Human Services
 - Child & Family Services

- H. **Pregnant or Parenting Teenagers, and Other Low-Income Single Parents** – Through its partnership with the State's Department of Human Services (DHS), the AJCH disseminates information on services to the six First To Work (FTW) unit supervisors, case managers, and the State's Workforce Development Division's (WDD) job developers housed at the FTW units that serve low-income single parents participating in the TANF Program. Also, the AJCH disseminates information to Goodwill Hawaii's manager and case managers that serve low-income single parents participating in SNAP. In addition, the AJCH has begun working on building partnerships with the DHS Processing Centers that handle applications for TANF, SNAP, and other DHS services.

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| <p>b. Describe the local area's outreach strategies to increase enrollment in Title Youth and Adult Programs.</p> |
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For the Title I Adult Program, the AJCH will continue to strengthen and expand its outreach and recruitment activities to increase enrollment and counter the effects of Oahu's low unemployment rate by attending community events, job fairs, presentation to high schools targeting graduating seniors who are seeking employment and not interested in pursuing higher education.

The Title I Youth Program will continue to provide services through a holistic approach, meeting the young people where they are and delivering services through a trauma-informed lens. As part of this approach, plans are

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underway to change the way training is provided. A plan has been developed to provide training in a cohort setting rather than on an individualized basis. It has been determined that a greater level of success exists when there is peer support amongst those who attend the training who in all likelihood have common life experiences that can bring motivation and encouragement to the group. It is planned that outreach efforts for the first cohort will begin in Spring 2019, with the training beginning in June 2019.

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| 4.2 Describe how the local board will facilitate the development of career pathways, consistent with the Career Pathways Definition. [WIOA Sec. 108(b)(3)] |
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The OWDB will support and utilize the State’s Career Pathways System:

Introduction

Hawaii will collaborate with education (K-12), postsecondary, adult education, employers, and other core partner stakeholders to establish career pathway systems that make it easier for students, adult learners, job seekers, etc. to attain the skills and credentials needed for jobs. The workforce, human service, and educational systems must be in alignment through cross-agency planning, shared common performance measures that inform data-driven decision making, and develop strategies for sector partnerships and career pathway systems and programs at the local level.

Hawaii will use a Career Pathway Delivery Model which connects progressive levels of education, training, support services, and credentials for specific occupations in a way that streamlines the progress and success of individuals with varying levels of abilities and needs. This approach helps individuals earn marketable credentials, engage in further education and employment, and actively engages employers to help meet their workforce needs and strengthen our state’s economies. This model will benefit a wide variety of participants including high school, postsecondary, and adult learners – both traditional and nontraditional.

Career and technical education (CTE) programs of study, including those that lead to industry recognized credentials, are a critical component of career pathway systems, along with pathways serving lower- skilled adults, high school students, disconnected or “opportunity” youth, veterans, incumbent workers, individuals with a disability, public assistance recipients, new immigrants, English language learners, and other targeted populations.

Education Component of Hawaii’s Career Pathway System

The education component of Hawaii’s Career Pathway System spans the state’s secondary and postsecondary career and technical education systems and begins with a framework made up of nine pathways. All occupations fit into one of these nine pathways:

- 1) Agriculture, Food Innovation, and Natural Resources
- 2) Arts, Creative Media, and Communications,
- 3) Business
- 4) Culinary, Hospitality and Tourism
- 5) Education,
- 6) Health Sciences and Services
- 7) Industrial and Engineering Technology
- 8) Information Technology, and
- 9) Law, Government, and Public Safety.

The occupations within the pathways are the subject of Hawaii’s Programs of Study (POS). POS have been developed through collaboration among the Hawaii Department of Education (HIDOE), the CCs and business and industry. Each

POS incorporates secondary and postsecondary elements required to meet academic and CTE content areas that result in an industry-recognized credential, certificate, or an associate or baccalaureate degree. The POS are a non-duplicative sequence of courses taught by appropriately trained instructors that encompasses rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in current or emerging professions.

Secondary Level

The HIDOE continues to implement its strategic plan to graduate all students “College, Career, and Community Ready.” They work with employers, advisory committees, workforce and economic development partners to ensure educational policies, curricular content, instructional approaches, etc. are in alignment with federal guidelines and initiatives. The HIDOE requires that individual high school CTE improvement plans address the State’s economic development initiatives, comprehensive counseling and guidance, integration of State academic standards and with industry standards, and transitions and partnerships with postsecondary and business and industry.

The POS have been aligned to the HIDOE graduation requirements, and students who receive a HIDOE diploma may enter the UHCCs and/or the UH 4-year campuses and continue in their POS to the level of certificate and/or degree. The POS also include opportunities for secondary students to earn dual, concurrent, and articulated postsecondary credits prior to graduation, thereby reducing their time after high school to the completion of a postsecondary certificate or degree.

Postsecondary Level

The UHCC’s provide high-skills, career-focused curriculum accessible to all students which directly supports Hawaii’s economic development plans and addresses the mission and Strategic Plan goals of the UHCCs. Ultimately the POS leads to a recognized postsecondary degree, certificate, and/or a credential. The postsecondary components of the POS are developed by college faculty in accordance with national accrediting organizations and in consultation with local business and industry, and aligned to national standards where appropriate. They are reviewed by college-level administration, and when required, are approved by the University of Hawaii’s Board of Regents.

The POS are driven by the economic needs of our State. The UHCCs are required to use data to identify gaps and student needs when developing campus plans. The campuses consult and collaborate with the Workforce Development Council, the State Department of Labor and Industrial Relations, labor boards, and business and government leaders to determine the CTE needs of the State and each community that the colleges serve. With this input, programs are developed or revised/updated to meet those needs.

Through the community-based program advisory committees there are continuous, on-going discussions of the colleges’ program curricula and the number and quality of graduates produced by the programs. The UHCCs have also developed and implemented a program review model that ensures quality of curriculum, instruction, and student learning and ensures the consistency of data elements and data definitions across the system. They also work with Advisory Boards including employers, workforce agencies, educational institutions, human services agencies, and community-based organizations related to career pathways. The collective input of all stakeholder agencies play an important role in the development of statewide strategies for building career pathways that align the education and workforce systems with the in-demand needs of employers. This partnership will also leverage resources in order to expand upon the services available to all learners, including braided funding.

As a key partner in the Hawaii Career Pathway System, McKinley Community School for Adults (MCSA) provides access to and opportunities for education, training and support services for individuals with greatest barriers to

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employment. As the educational component of the “system” McKinley has aligned itself with workforce, vocational rehabilitation, apprenticeship programs, business, and the post- secondary institutions to deliver services to our clientele. This alignment with Hawaii’s core partner’s education, employers, and the public workforce system makes for an efficient and effective use of resources. Also included are CTE programs under the Carl Perkins Career and Technical Education Act and programs under TANF.

MCSA’s program offerings include Adult Basic Education, Adult Secondary Education, English Language Acquisition, and Workplace Readiness. These programs prepare students through curriculum offerings by aligning skills needed by industries; preparing individuals to succeed in a range of educational options; concurrent education training opportunities that include the CCs and apprenticeship training programs for specific occupations; and enable individuals to attain a high school equivalency credential, and at least one postsecondary credential.

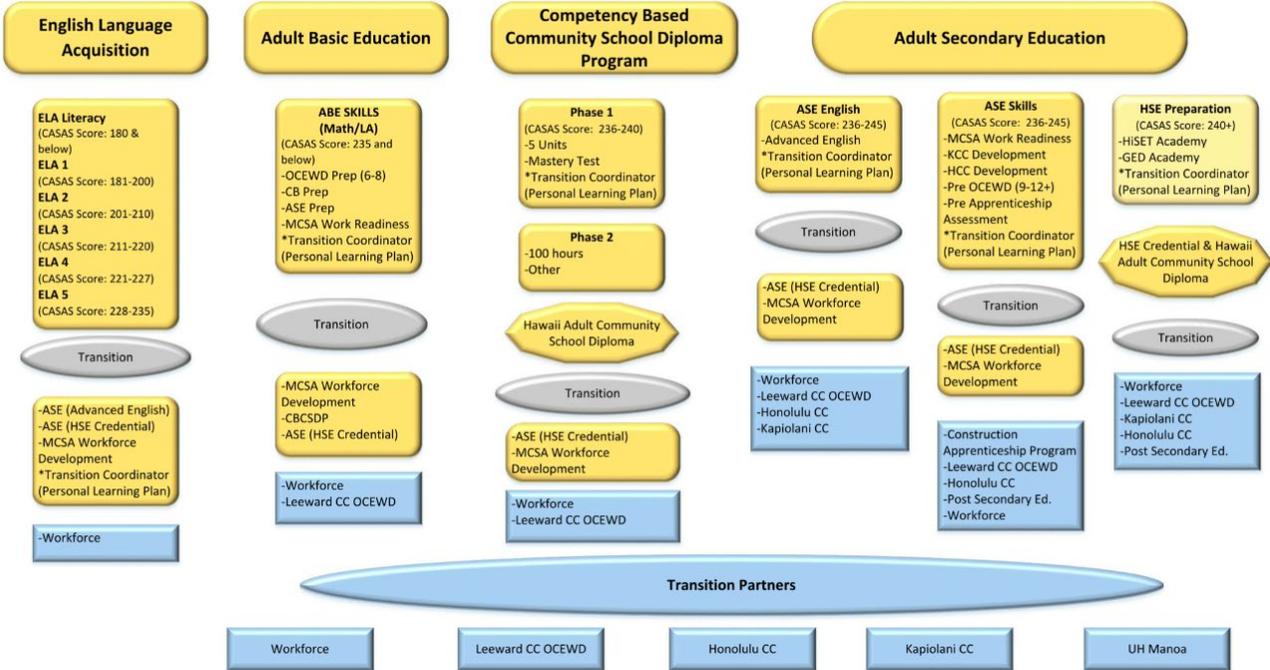
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| <p>4.3 Describe how the county board will utilize co-enrollment, as appropriate, in core programs and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) to maximize efficiencies and use of resources. [WIOA Sec. 108(b)(3)]</p> |
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Grants provide tuition support, agencies provide case management to assist individuals to explore career pathways, apply for programs, etc. Agencies connect with local employers to learn of job openings and workforce training needs.

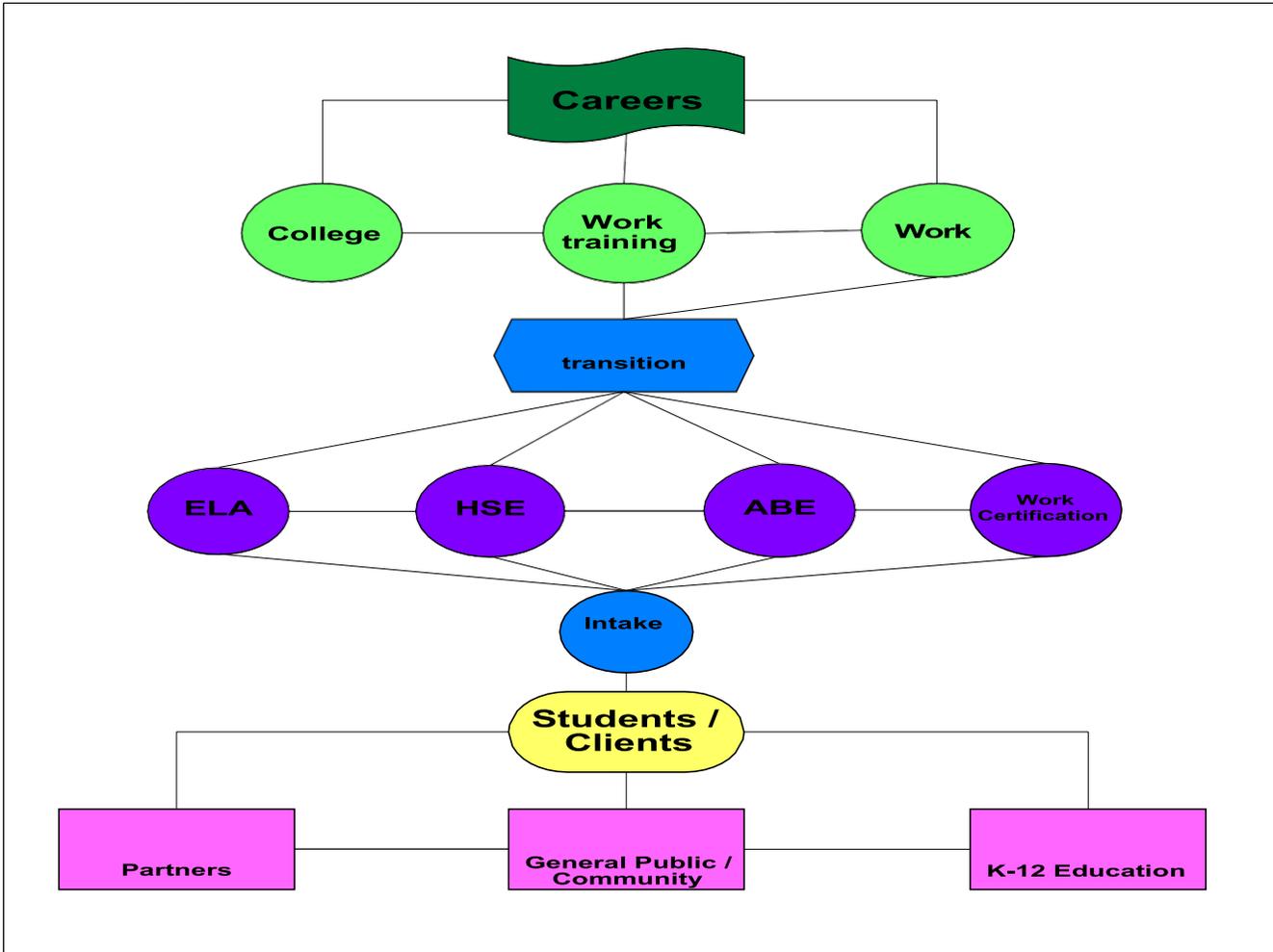
MCSA’s Career Pathway model exhibits the extensive partnerships with the CCs, University of Hawaii, apprenticeship programs, and workforce. This pathway provides a quick and clear visual of the programs offered by McKinley. It is also an indication of the existence of an extensive partnership between the community schools, CCs, and university for students to access a postsecondary education and credentials. In addition, each campus has tailored career pathways for their individual campuses that reflect the specific need of their school community.

MCSA Transition Coordinators work collaboratively with the AJCH, apprenticeship programs, and colleges and provide students with the initial access and entry to post-secondary education tailored to their individual needs.

MCSA McKinley Campus Student Pathway



Waipahu Community School for Adults College & Career Pathway Model



Co-enrollment is part of the career pathways model that is described by the state and will be implemented locally. This will allow for participants of the workforce development system to receive education, job training and support services simultaneously. Specifically, it will allow participants to be enrolled in adult education concurrently with postsecondary program. In addition, Integrated Education and Training (IET) models, which will be a requirement of AEFLA, will further allow for co-enrollment strategies. It is a requirement that IET models include the attainment of an industry-recognized credential, and illustrate to the participant the notion of stackable certificates (i.e., how they advance along a career path as they obtain credentials).

The Board will continue to work with core partners as described earlier in the Local Plan to improve coordination of services, expand access to services, and facilitate the implementation of career pathways. As the Board and core partners convene to review progress, necessary improvements to the system will be articulated in the partner MOUs, which will be reviewed annually.

4.4 Describe county board actions to become and/or remain a high-performing board, consistent with the factors developed by the Workforce Development Council. These factors have not been determined but will include effectiveness and continuous improvement criteria for local boards to assess one-stop centers, guidance on one-stop center infrastructure funds, and roles and contributions of one-stop partners [WIOA Sec. 108(b)(18)]

Further guidance for this will be provided by the state and no response is needed at this time.

4.5 Describe one-stop delivery system in the local area, consistent with the One-Stop Center Definitions including:

The OWDB recognizes that the AJCH Network is pivotal to the success of WIOA. On Oahu, the AJC Network operates via one comprehensive American Job Center in Dillingham (AJCH) which provides a wide-ranging assortment of services to assist individuals in meeting their employment and training needs, while also assisting local employers in search of qualified workers. Jobseekers and employers are welcome to use the Resource Center computers to access HireNet and other labor market tools. Staff assistance is provided for job seekers who need additional help. Job fairs and specialized recruitment fairs are also held at the AJCH.

As of August 1, 2018, 12 staff from the State’s Workforce Development Division are physically located at the AJCH on a full-time basis. Of these 12 staff, six staff represent Wagner-Peyser, six represent the Jobs for Veterans’ State Grant (five Disabled Veterans’ Outreach Program Specialists, and one Local Veterans’ Employment Representative), and one staff represents Unemployment Insurance (UI). In addition, four staff from the DOE’s McKinley and Waipahu Community Schools for Adults are also located at the AJCH full-time.

As of November 1, 2017, the Division of Vocational Rehabilitation (DVR) continues to operate under an Order of Selection (OOS), which is implemented when a State VR Agency does not have sufficient resources to serve all of the individuals eligible for their services, and a waiting list must be established. The OOS ensures that DVR prioritizes its resources to serve individuals with significant disabilities and consequently the greatest barriers to employment.

Due to DVR’s ongoing OOS, the sole DVR staff member located at the AJCH full-time for the past 15 years returned to the State office. As a result, OWDB is currently negotiating with DVR to have at least one staff present at the AJCH on a part-time basis in the future. The AJCH has observed an increase in clients with disabilities visiting the center because they can no longer receive services directly from DVR.

In the meantime, the AJCH has adapted to the absence of DVR staff while continuing to serve individuals with disabilities. The AJCH currently has two full-time Disability Employment Initiative (DEI) staff members, one for Adult and one for Youth, who focus on improving education, training and employment opportunities, and outcomes for youth and adults with disabilities. The DEI staff work to meet the needs of clients who are presently unable to receive services directly from DVR and thus rely on the AJCH for assistance. Both DEI staff members continue to cross-train the other partners located at the AJCH about best practices in serving clients with disabilities.

Through a partnership with the Institute for Human Service’s Hele2Work program, the AJCH continues to provide work readiness training to persons experiencing homelessness, clients of the AJCH, and the general public. In addition to conducting the training itself, the AJCH provides the training venue and conference rooms to the attendees and the Hele2Work program staff, as well as lunch for all participants. Hele2Work, through its partnerships with non-profit and private agencies, gives participants the opportunity to participate in on-site interviews with employers who are prepared to hire on-the-spot. Although this public-private partnership is fairly new, the AJCH has informed the OWDB that the Hele2Work program has resulted in successful training completions and job placements, and that all agencies involved remain pleased with the program’s outcomes.

a. How the county board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers. [WIOA Sec. 108(b)(6)(A)]

The City and County of Honolulu has the largest ETPL in the State of Hawaii, which is utilized frequently as an educational and training resource for job seekers at the AJCH. The OWDB continues to work closely with WDC to

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develop and expand the local area ETPL and has adopted the updated application process defined in WIOA Bulletin No. 10-16 Change 1.

The ETPL must accurately reflect training programs that meet the needs of in-demand industries and occupations for the local area. The OWDB recognizes that in order to appropriately expand the ETPL for consumer choice and training variety, ETP applicants need accurate labor market data to defend their programs' relevance under the purview of WIOA.

Given WIOA's emphasis that job seekers must be provided with access to short-term credentials for quick employability, OWDB aims to enhance the AJCH's abilities to streamline clients' use of and access to the ETPL for upskilling and career changes.

The AJCH will provide:

- Career services to adults or dislocated workers e.g. labor exchange services; workforce and labor market employment statistics information; provision of eligible training provider performance information; information and referral to support services etc. in formats understandable to customers.
- Individualized career services e.g. comprehensive skill assessments; development of individual employment plan; career planning; internship/work experience; integrated education and training programs and follow-up services.
- Training services when adults and dislocated workers are determined to be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.

Priority of use of adult funds will be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Partnership arrangements vary depending on the structure of the local One-Stop system and MOU's. The basic types of arrangements at full-service One-Stop Centers include:

- Simple Co-Location with Coordinated Delivery of Systems: Under this type of arrangement, several partner agencies share space and coordinate services, but each maintains their own separate identity and controls their own resources.
- Full Integration: All partner programs are coordinated under one management structure and accounting system. There is joint delivery of program services, and resources are combined.

The AJCH has intake and registration systems designed so that individuals can easily access the best combination of partner services, in a way which is seamless and user-friendly, and meets their individual needs. An individual will experience intake and orientation so that, in addition to being made aware of the universally accessible core services which all individuals can utilize, the AJCH will be able to quickly determine the full array of additional services from various partners that the customer may be eligible for; the AJCH then works in collaboration with the customer to determine which partner's services will best meet his or her individual needs. From the customer's perspective it will be a true one-stop experience. There will not be the need to apply for every partner's services separately, or the customer to engage in extensive negotiation and advocacy to receive the services of each partner.

The OWDB will ensure continuous improvement of the AJCH through annual monitoring and holding the Center accountable to meeting negotiated performance targets which correlate to meeting the needs of employers and jobseekers.

b. Describe how the local board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology, and through other means. [WIOA Sec. 108(b)(6)(B)]

At the comprehensive AJCH, Title I funded staff from the Adult, Dislocated Worker and Youth programs are co-located full time with the State’s Title III Wagner-Peyser staff, UI staff and Veteran staff. Staff from the State’s Division of Vocational Rehab (DVR) will co-locate on a part time basis. Basic career services, individualized career services, and training services are provided under Adult and Dislocated Worker programs. Youth program elements are provided in the Youth Services Center on the second floor. Limited services provided at locations such as the Waianae Neighborhood Community Center or a partner program’s office such as a CC campus or electronic access points will be evaluated.

HireNet Hawaii is an online statewide database that is available for self service for job seekers and employers. The one-stop staff conduct outreach through partnerships with schools, churches, parks and recreation centers, community service centers, community health centers, public libraries or other organizations that have facilities in rural areas.

The Board will utilize strategies identified through the State’s Rural Outreach Services Initiative to improve access to workforce development services for jobseekers in underserved, remote and rural areas, particularly through the use of technology.

Adhering to WIOA § 463.315 (see below), the Honolulu WorkLinks site at 830 Punchbowl Street, room 112 was closed and the staff relocated to the AJCH as of July 15, 2018.

§ 463.315 Can a stand-alone Wagner-Peyser Act Employment Service office be designated as an affiliated one-stop site?

- a) Separate stand-alone Wagner-Peyser Act Employment Service offices are not permitted under WIOA, as also described in 20 CFR 652.202.
- b) If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

c. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (ADA) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C)]

Vocational Rehabilitation Services (VR) will be made available through the AJCH and individual VR counselors will be available upon request. WorkHawaii has also been contracted in the past by DVR and Ho’opono Mamo to provide job readiness and life skills training, employment services, summer pre-employment transition services to their participants. Please see section 4.5 for additional information.

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Several options are available for people with disabilities to receive workforce development services on Oahu. These options include:

- Directly accessing core, and non-disability intensive and training services: Like anyone else, people with disabilities will have the right to come into the AJCH and access core services that are available. Additionally, they could be determined eligible for intensive or training services not targeted specifically for people with disabilities. Individuals with disabilities will be given full consideration for such non-disability services.
- Accessing VR services: If eligible, an individual will access and receive services from the state Vocational Rehabilitation (VR) agency via the AJCH; however, not all individuals with disabilities are eligible for VR services, and there is no requirement that eligible individuals must use VR services. If an individual chooses not to use VR services, they will still be entitled to use the full range of other American Job Center services which they are eligible for.
- Accessing other disability services: via the AJCH, an individual may be able to access special programs for people with disabilities, such as intensive services delivered by the AJCH, or referral to a disability agency (such as an approved community rehabilitation provider) for intensive or training services.
- Using the AJCH in collaboration with a community agency: If an individual is already being served by a community rehabilitation provider or other community agency, the agency staff will assist the individual to use the core services of the AJCH as part of their overall efforts to help the individual obtain employment. This option is available for any individual served by any community agency.

The AJCH along with facilities and services provided at core program agencies and other formal partners must be ADA compliant per the ADA Checklist for Existing Facilities located at www.adachecklist.org.

The OWDB and the OSO work closely with Mona Higa, the City's ADA Program Manager in the Equal Employment Opportunity (EEO) Office, to ensure ADA compliance of the AJCH with WIOA, Section 188 and applicable provisions of the ADA of 1990.

d. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (ADA) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C)]

American Job Center Network MOUs between the Mayor of the City and County of Honolulu (Chief Local Elected Official), the OWDB (the Local Workforce Development Board), and these partners have been executed:

- WIOA Title I Adult Program – WorkHawaii Division of the City's Department of Community Services
- AEFLA Program – DOE Community Schools for Adults
- CTE/Perkins Programs – UH Community College System
- Community Services Block Grant ETA – Hawaii Community Action Program (HCAP)
- WIOA Title I Dislocated Worker - WorkHawaii Division of the City's Department of Community Services
- Housing and Urban Development Program – City's Department of Community Services
- Indian & Native American Program – Alu Like, Inc.
- Jobs for Veterans State Grant (JVSG) – DLIR Workforce Development Division
- Job Corps – Hawaii Job Corps
- National Farmworkers Jobs Program/Migrant & Seasonal Farmworker – Maui Economic Opportunity, Inc
- Senior Community Services Employment Program – HCAP

- Respite Companion Services – DHS
- State VR Program (DVR) – DHS Division of Vocational Rehabilitation
- Unemployment Compensation Programs – DLIR Unemployment Insurance Division
- Wagner Peyser Act (WP) – DLIR Workforce Development Division
- WIOA Title I Youth Program – WorkHawaii Division of the City’s Department of Community Services
- YouthBuild Program – WorkHawaii Division of the City’s Department of Community Services

One additional MOU, separate from the American Job Center Network Partner MOUs, between the OWDB and the Department of Human Services’ TANF Program is currently being routed for signatures. In addition to satisfying the WIOA requirements, this unique partnership will allow the AJCH to provide services to the second adult parent and any older/out of school youth of TANF participants that DHS is not able to serve.

e. Describe how one-stop centers are implementing and transitioning to an integrated technology-enabled intake and case management information system for core programs and programs carried out by one-stop partners [WIOA Sec. 108(b)(21)]

The State plans to develop a common intake and assessment process for the workforce development system as described in the Unified State Plan. Once this process is developed, the Board will require this process be used by core partners and the American Job Centers in an effort to coordinate services and manage/share data among providers.

The Board requires participation in this common intake and assessment system (when developed) in the MOUs signed by the core and required partners and the AJCH.

f. What is the local area’s policy on language access for participants with limited or no English proficiency?

The OWDB is committed to compliance with applicable Title VI and Language Access requirements and taking reasonable steps to provide Limited English Proficient individuals served or encountered with meaningful language access to WIOA Title I programs or activities. The OWDB also ensures that recipients that provide any aid, benefit, service, or training under WIOA Title I-assisted programs or activities through contractual, licensing, or other arrangements will similarly comply with this policy. The OWDB is aware of and adheres to the requirements included in Section 188 of WIOA and 29 CFR Part 38.

g. What is the local area’s affirmative outreach strategies for underserved populations?

The outreach strategies to underserved populations will mirror those included in Section 4.1 and 4.1a of this plan as many in the underserved populations possess similar barriers to employment as the individuals listed in those sections.

4.6 Describe the process and criteria for issuing individual training accounts. [WIOA Sec. 108(b)(19)]

With limited exceptions, training services under WIOA in the City will be provided through Individual Training Accounts (ITAs). If a person is determined eligible for training services, the individual receives an ITA, which he or she then uses to obtain training services from any approved provider of training services. The specifics of how ITAs operate vary, but could include vouchers, draw-down accounts, etc.

The OWDB updated its ITA Policy effective January 1, 2018. Eligible clients may use up to \$4000 within two years before returning to apply for another \$4000. See Attachment 4.6 Individual Training Account (ITA) Policy.

4.7 If training contracts are used, how will the use of such contracts be coordinated with individual training accounts; and how will the local board ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. [WIOA Sec. 108(b)(19)]

The OSO requires the AJCH to coordinate all resources to provide the individual with all possible funding and opportunities to make sure that their career goals and training have been met. AJCH participants will be encouraged to research and use the Eligible Training Provider List (ETPL) (located on the State’s Workforce Development Council’s website) to assist them in making their career/training choice. If an individual’s training needs exceed the OWDB ITA cap, assistance will be provided to seek other resources and/or other service providers to assist them further with their training needs. If other agencies services fit the individual's training plan better than what is provided through the American Job Centers, then assistance will be provided to connect the individual to that provider to better assist them with their training needs.

In addition, to help guide individuals in choosing a training provider, the OSO will ensure the AJCH make information and data available on each provider's performance to ensure customer choice.

4.8 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 134(c)(3)(G)(iii)]

The OWDB through its Sector Strategies and Career Pathways Committee will work with the AJCH, core partner agencies and other key service providers to establish sector partnerships in demand industries. In-demand industries will be identified through state and local Labor Market Information. The OWDB will develop an action plan to establish these sector partnerships. Utilizing the statewide career pathways model the State develops (as described in the Unified State Plan), career pathways, which will include integrated education, job training and support services, will be established on Oahu that align to these sector partnerships in demand industries. The action plan the Board develops will include rigorous employer engagement and will include a strategy for employers in in-demand industries to become part of the local ETPL (if they are not already). The Board will include strategies in this action plan that encourage training providers, particularly those in in-demand industries, who would like to be included within the ETPL to establish an account with the State. The State will review these submissions and verify information by following the ETPL statewide policy and local procedures established on July 3, 2018. Once the registration is approved, training providers will be able to include specific training programs to be listed on the ETPL.

In addition, the Board will identify strategies as part of this action plan that will encourage/incentivize jobseekers to choose career pathways that will move them into in-demand, sustainable-wage occupations, including those willing to relocate.

a. Has the local area issued an Eligible Training Provider Policy? Provide the link to the policy.

OWDB follows the State of Hawaii Workforce Development Council’s Eligible Training Provider Policy Change 1 WIOA Bulletin No 10-16 dated July 3, 2018. See Attachment 4.8, “Eligible Training Provider (ETP) Policy.”

4.9 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 134(c)(3)(G)(iii)]

The OWDB provides rapid response activities through the AJCH, in partnership with core programs and other partner agencies when necessary, pursuant to the State’s Rapid Response Activity Policies and Procedures for Oahu

and Hawaii County Workforce Development Boards and Oahu and Hawaii County American Job Center(s) Hawaii issued on August 10, 2018. See Attachment 4.9, “Rapid Response Policy.”

Rapid Response is a stateside strategy designed to respond to business layoffs and closures by coordinating services and providing immediate aid to affected business and their workers. When Rapid Response is necessary on Oahu, local workforce staff will work with State staff as a team to assist employers and employee representatives to maximize public and private resources in order to minimize disruptions associated with job loss. The AJCH’s Rapid Response Team will provide customized services on-site at an affected business, accommodate work schedules, and assist employers and employees through employment transition. Rapid Response will be carried out by state and local workforce development agencies in partnership with the AJCH where many services are offered, from resume and interview workshops, career counseling, and job search to re-skilling and job training.

The City will provide immediate assistance to employers, employee organizations, and unions before a major layoff occurs. The following services will be offered:

- Job placement services registration
- Explanation of unemployment benefits
- Help with job loss stress
- Job related counseling and access to occupational skills training
- Resume writing
- Assistance completing job applications
- Career exploration and assessment
- Preparing for job interviews

The City will offer free tuition and books for those in short-term training in a new occupation. In addition, basic skills and English language education programs will be offered to those who need it, as well as subsidized on-the-job training where an employer can be reimbursed for extraordinary training costs.

Based on the needs of the individual, the City’s Rapid Response Team will also assist in locating other services and resources for the affected employees, such as:

- Business & economic development
- Legal aid
- Health insurance
- Mental health
- Financial assistance
- Food stamp assistance
- On Site Services

Organized Job Fairs & Workshops

Before the layoff, employers may invite other employers to hire their employees. The AJCH will provide workshops and events that bring together helpful resources to meet the needs of workers and to explain what may arise from losing a job.

Continuing Help

When a layoff occurs, the City workforce development system will continue to assist affected workers. Some workers may continue with employment counseling, job skill retraining, or job placement assistance.

Section 5: Compliance

5.1 Attach as Attachment A, the document signed by the Chief Local Elected Official (Mayor) designating the local workforce development board as the local (county) WIOA administrative entity.

5.2 Describe the competitive process and criteria (such as targeted services, leverage of funds, etc.) to be used to award sub-grants and contracts for WIOA Title I Adult, Dislocated Worker, and Youth services; provide the names of contracted organizations, and the duration of each contract. [WIOA Sec. 108(b)(16)]

The OWDB issues a Request for Proposals (RFP) when sub-grants and contracts are to be offered. The Board’s Finance Committee is responsible for managing that RFP process and bringing decision recommendations forward to the OWDB for all decisions related to disbursement of funds. Key funding consideration will be consistent with WIOA requirements: past effectiveness, targeting vulnerable populations, use of sector strategies and career pathways and meeting negotiated performance targets.

The OWDB Board is bound by the procurement rules of the State of Hawaii and the City. Purchases of services follow these laws, rules and guidance. The City, as the grant recipient, has opted to exercise its option to directly provide youth services through its Youth Services Center (YSC) and its WIOA Adult and Dislocated Worker services through its AJCH.

Currently, the YSC implements five youth programs that are joined together through one case management system that allows all participants to be dual enrolled into two or more programs to ensure their needs are addressed through an array of services and activities. The Center’s unique service delivery strategy has resulted in the achievement of all program goals and outcomes, national awards and recognitions and additional funding. The Center Director will oversee the administration and implementation of the WIOA youth services and activities through the Youth Services Center.

Since 2009, the YSC’s Youth Build Honolulu program participants have been dual enrolled into the WIA and WIOA youth programs. The dual enrollment ensures the Youth Build participants have the case management support and training resources that allow them to receive career exploration, advance occupation training and post-secondary and employment placement after the completion of their Youth Build training. The Board will continue to support this dual enrollment strategy and provide other support to ensure Youth Build program services and activities are implemented.

The OWDB released a Request for Proposal on April 28, 2017 seeking proposals from qualified organizations with the expertise and capacity to manage day-to-day operations of the AJCH Network on the island of Oahu as the One-Stop Operator (OSO). Organizations were to have proven experience and capacity in serving youth, veterans, and dislocated workers, as well as, experience in serving people with significant barriers to employment. The WorkHawaii Division of the City’s Department of Community Services was selected as the OSO for the period July 1, 2017 through June 30, 2020. A contract is in place and the OWDB has evaluated the OSO’s first year of performance as stated in 5.10a below.

5.3 Provide an organization chart as Attachment B that depicts a clear separation of duties between the board and service provision.

5.4 Provide a roster of the local board as Attachment C, including the name, title, organization, of each board member; and the category that each member represents. [WIOA Bulletin No.04-15]

- a. Provide the list of WDB committees, the chairs of each committee, and committee members, Attachment K
- b. Describe the priorities, responsibilities and scope of work for each committee, also on Attachment K.

5.5 Provide an organization chart as Attachment B that depicts a clear separation of duties between the board and service provision.

The OWDB uses the same process for board nomination and appointment as the WDC described here in WIOA Bulletin No. 04-15 and Attachments 1 and 2 (Membership Requirements and Nomination Form).

The OWDB consists of no less than 19 and no more than 30 members. A majority of the board members (51%) represent private sector organizations. 20% represent labor or workforce development organizations. Also represented are core program agencies, the Vice President of the University of Hawaii Community College System e. Members representing the private sector, labor, and workforce organizations are appointed by the Mayor.

The OWDB meets quarterly and at such other times as deemed necessary as the chairperson determines or as provided by the rules of the board. The Mayor may designate in writing another person to attend meetings on their behalf. The Chair of the Board is appointed by the Board in accordance with HRS Chapter 202 and is selected from private sector members. The Chair serves as the spokesperson for the Board.

5.6 Provide the completed Local Workforce Development Board Membership Certification Request included in WIOA Bulletin No. 04-15 (SN 04), as Attachment D.

In April of 2017, the OWDB submitted its board member certification request to the WDC. In June, the WDC gave the OWDB a one-year waiver to replace two members whose nominations did not meet WIOA criteria. See Attachment D. One of these board members changed employment and resigned from the OWDB, the other completed his term and rotated off of the board on June 30, 2018.

The OWDB has been actively working to recruit new members. In addition to these two vacancies, the OWDB Board Chair retired, a business member was transferred to another state by her employer, and several members were appointed to the State’s WDC, causing a total of 6 vacancies: four business members, one mandatory partner, and one labor organization member. Of these, five seats are still vacant with two business nominees and one labor organization member currently being considered by the Mayor for appointment to the board. Outreach has been ongoing to solicit nominations and build a pool of qualified candidates for current and future vacancies. Letters were sent to various business associations and ethnic chambers who have responded by asking their membership for interested individuals.

5.7 Provide the name, organization, and contact information of the designated equal opportunity officer for WIOA within the local area.

Denise L. Tsukayama, Equal Opportunity Administrator/ADA Coordinator
City & County of Honolulu, Kapalama Hale
925 Dillingham Blvd., Suite 180, Honolulu, Hawaii 96817
Ph: (808) 768-8505
For Voice to TTY Relay Service, dial: 711 then ask for TTY: (808) 768-8505
Email: dtsukayama@honolulu.gov

5.8 Identify the entity responsible for the disbursement of grant funds. [WIOA Sec. 108(b)(15)]

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The funds are disbursed through the City Department of Budget and Fiscal Services (BFS).

5.9 Indicate the negotiated local levels of performance for the federal measures. [WIOA Sec. 108(b)(17)]

| Oahu Performance Measures | PY2018 | PY2019 |
|---|---------|---------|
| Adults | | |
| Employment Rate (%) – 2nd Quarter after Exit | 68.6 | 69.6 |
| Employment Rate (%) – 4th Quarter after Exit | 63.9 | 64.9 |
| Median Earnings | \$5,250 | \$5,350 |
| Credential Attainment | 51 | 52 |
| Dislocated Workers | | |
| Employment Rate (%) – 2nd Quarter after Exit | 74 | 75 |
| Employment Rate (%) – 4th Quarter after Exit | 70.4 | 71.4 |
| Median Earnings | \$7,000 | \$7,300 |
| Credential Attainment | 66.5 | 67 |
| Youth | | |
| Education / Employment (%) – 2nd Quarter after Exit | 59 | 60 |
| Education / Employment (%) – 4th Quarter after Exit | 55.9 | 56.4 |
| Credential Attainment | 61.1 | 62.1 |

5.10 Describe indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers and the one-stop delivery system, in the local area. [WIOA Sec. 108(b)(17)]

a. How will the board address underperformance by one-stop operators and service providers?

The OWDB Performance Measures and Accountability Committee will continue to conduct annual performance evaluations of the One Stop Operator. The evaluation of the OSO’s first year was completed on June 12, 2018. This evaluation included a review of areas of effectiveness, programmatic and physical accessibility, continuous improvement and integration of available services. The OWDB staff will also conduct an annual fiscal and program monitoring review during PY 18-19 of its Service Provider in accordance with OWDB Policy NO. 1-18 which will include a performance review. Any deficiencies noted in either the performance evaluation or monitoring review will be documented and shared with the One Stop Operator and Service Provider respectively. The OWDB will ensure that all underperformance will be addressed in an expeditious manner.

5.11 Provide a description of the replicated cooperative agreements, as defined by WIOA 107(d)(11), in place between the local board and the Department of Human Services’ Division of Vocational Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec. 108(b)(14)]

See sample MOU provided as attachment in 4.5.

5.12 Describe the process for getting input into the development of the local plan in compliance with WIOA section 108(d) and providing public comment opportunity prior to submission. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. If any comments received that represent disagreement with the plan were received, please include those comments as Attachment E. [WIOA Sec. 108(b)(20)]

The OWDB hired a consultant to facilitate the process of developing the WIOA Local Plan pursuant to the State’s guidelines. Board members and stakeholders were engaged throughout the process. It involved email communication, webinars to review and provide comment to drafts of the Plan, and one face-to-face working session to discuss elements of the Plan that needed to be developed under the new requirements of WIOA, such as: coordination of services, sector strategies and career pathways, common intake and assessment, and employer engagement.

All board members and stakeholders were encouraged throughout the process to contribute to the development of the Local Plan. The public comment period was from December 9 through 23, 2016. The draft of the Plan was posted on the Board’s website and disseminated broadly to constituencies across the county. Comments were received through a secure website, were considered for inclusion into the Plan and kept on file for audit purposes.

a. Describe the process as in 5.12 for this local plan modification.

The OWDB hired a consultant to modify the Local Plan based on instructions from the State’s Workforce Development Council dated June 29, 2018, incorporating responses received from partner input to those areas that required updates as applicable. The modification was then disseminated to the AJCH partnership and other stakeholders during a 14-day public comment period. We received a letter with comments on the Local Plan update. Consideration of the comments will not be included in the Plan update, as the comments will need to be addressed by the State Workforce Council. The OWDB Chair will forward the letter to the State Workforce Development Council under separate cover.

5.13

a. Attach the following to the Local Board Plan:

- (1) The Local Board’s Bylaws as Attachment F**
- (2) The Local Board’s Conflict of Interest Policy as Attachment G**

b. State any concerns the local board has with ensuring the compliance components listed below are in place prior to October 31, 2016.

Copies of documents are not required at this time but may be requested during monitoring.

- **Administration of funds**
- **Agreement between all counties and other local governments, if applicable, establishing the consortium of local elected officials**
- **Agreement between the Local Elected Officials and the Workforce Development Board**
- **Code of Conduct**
- **Approved Budget**
- **Memorandum of Understanding and/or Resource Sharing Agreements, as applicable**

Required policies on the following topics

- **Financial Management including cost allocation plan**
- **internal controls,**
- **cash management,**
- **receipts of goods,**

- cost reimbursement,
- inventory and equipment,
- program income,
- travel reimbursement,
- audit requirements and resolution,
- annual report
- property management,
- debt collection,
- procurement,
- allowable costs

Program Management including equal opportunity for customers, supportive services, needs related payments, file management, eligibility, self-sufficiency criteria, individual training accounts, layoff assistance, priority of services, grievance for eligible training providers list, transitional jobs, stipends, training verification/refunds

Risk Management including records retention and public access, public records requests, monitoring, grievance, incident, disaster recovery plan

Board Policies including board appointment, board resolutions

By December 15, 2018, the OWDB Executive Director will be reviewing all board policies to update and ensure alignment with the State’s Unified Plan as well as compliance with WIOA.

5.14 Describe how the Local Board complies with the requirements of Hawaii’s Sunshine Law on open meetings and meeting records (HRS §92) and WIOA Sec. 107(e):

a. Who is notified of meetings and how are they notified?

All members of the Oahu Workforce Development Board are notified of meetings via email. The email addresses of guests and members of the public, who have indicated that they would like to be notified of future board meetings, are also included in the email notifications.

b. Where are meeting notices (agenda) posted?

As of July 1, 2018, OWDB posts all meeting agendas and minutes directly to the City and County of Honolulu’s Integrated Document Management System, “DocuShare,” within six (6) calendar days prior to a meeting. Additionally, an emailed copy of all meeting agendas is provided, also within the six (6) calendar day time frame, to the City Clerk’s Office. However, the City Clerk’s Office no longer informs agencies if they fail to meet the meeting notice posting requirement.

c. Where are the meeting minutes posted? How does the public access meeting minutes?

As of January 1, 2016, approved minutes of board meetings are posted on the Oahu Workforce Development Board’s website www.oahuwdb.org. The public may access Board approved minutes for meetings held before 2016 by submitting a request to the board.

d. Attach as Attachment H the local board agenda and minutes for the last two fiscal years (2014 & 2015).

Board Agendas and Minutes NOTE: Board Meeting Minutes do not exist for the following meetings: July 31, 2013, September 29, 2014, and February 6, 2015. Minutes do not exist for these meetings because quorum was not reached; speakers were permitted to provide presentations for information only and no action was taken at these meetings.

- | |
|---|
| <p>e. Attach as Attachment H the local board agenda and minutes for the last two fiscal years (2014 & 2015).</p> |
|---|

Information regarding the designation and certification of one-stop operators will be made available to the public on the Oahu Workforce Development Board's website: www.oahuwdb.org. Information about the award of grants or contracts to eligible providers of youth workforce investment is not applicable (see section 5.2).

Provide the following documents:

- 1) The Agenda and Minutes of WDB meetings for PY16 and PY17, Attachment L
- 2) The list of policies issued in PY16 and PY17, Attachment M; include the web link for each policy.

ATTACHMENT A

Mayor Designation Letter

Section 5.1

**OFFICE OF THE MAYOR
CITY AND COUNTY OF HONOLULU**

530 SOUTH KING STREET, ROOM 300 • HONOLULU, HAWAII 96813
PHONE: (808) 768-4141 • FAX: (808) 768-4242 • INTERNET: www.honolulu.gov



KIRK CALDWELL
MAYOR

ROY K. AMEMIYA, JR.
MANAGING DIRECTOR

GEORGETTE T. DEEMER
DEPUTY MANAGING DIRECTOR

April 13 , 2017

Ms. Allicyn H. Tasaka
Executive Director
State of Hawaii
Workforce Development Council
830 Punchbowl Street, Suite 417
Honolulu, Hawaii 96813

DLIR WDC
2017 APR 28 A 8:44

Dear Ms. Tasaka:

I have designated the Oahu Workforce Development Board (OWDB) as the administrative entity to implement the Workforce Innovation and Opportunity Act (WIOA) for the City and County of Honolulu.

Should you have questions, please contact Alison Lum, Executive Director for OWDB, at 768-5889 or alum5@honolulu.gov. We look forward to partnering with you toward the successful implementation of WIOA.

Sincerely,

A handwritten signature in black ink, appearing to read "Kirk Caldwell", is written over a horizontal line.

Kirk Caldwell
Mayor

ATTACHMENT B

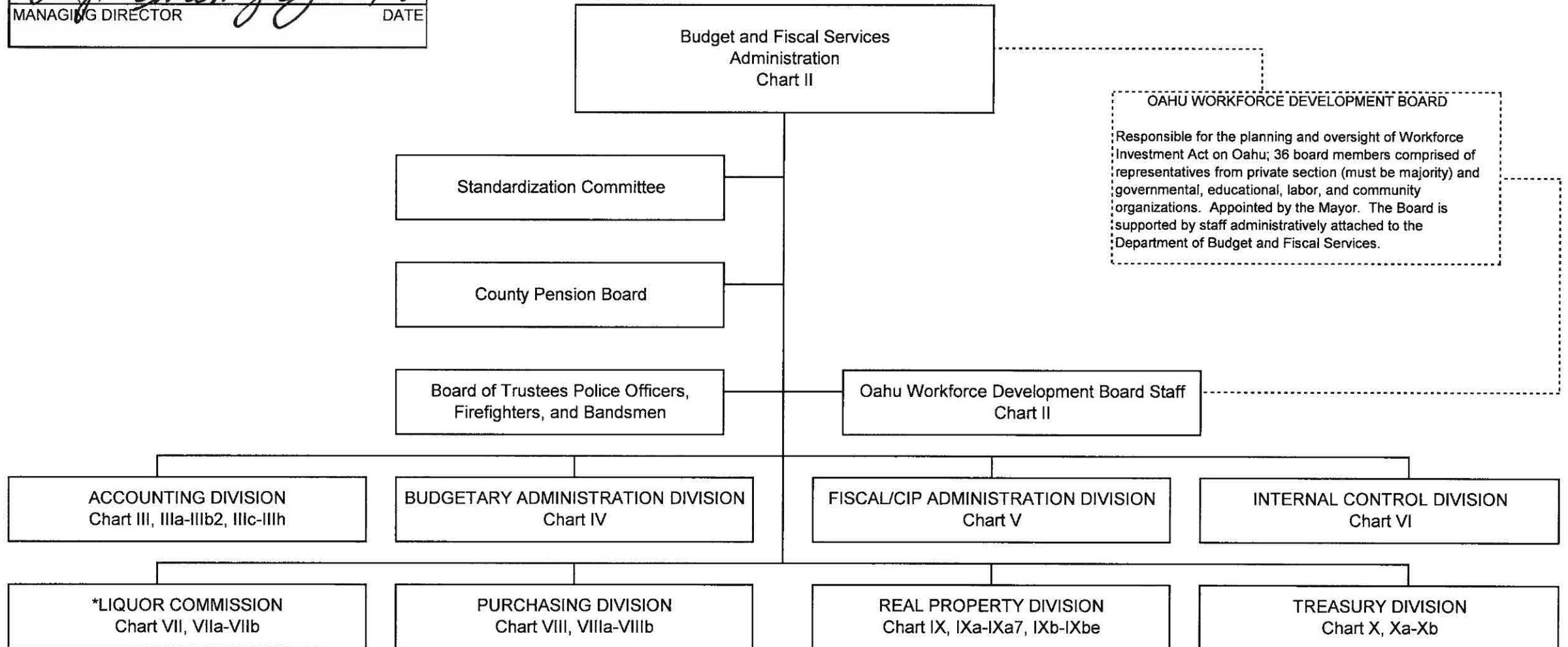
OWDB Organization Chart

Section 5.3

Submitted By: *Walter W. ...* 6/28/2018
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By: *Ray ...* 6/29/18
 MANAGING DIRECTOR DATE

PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION

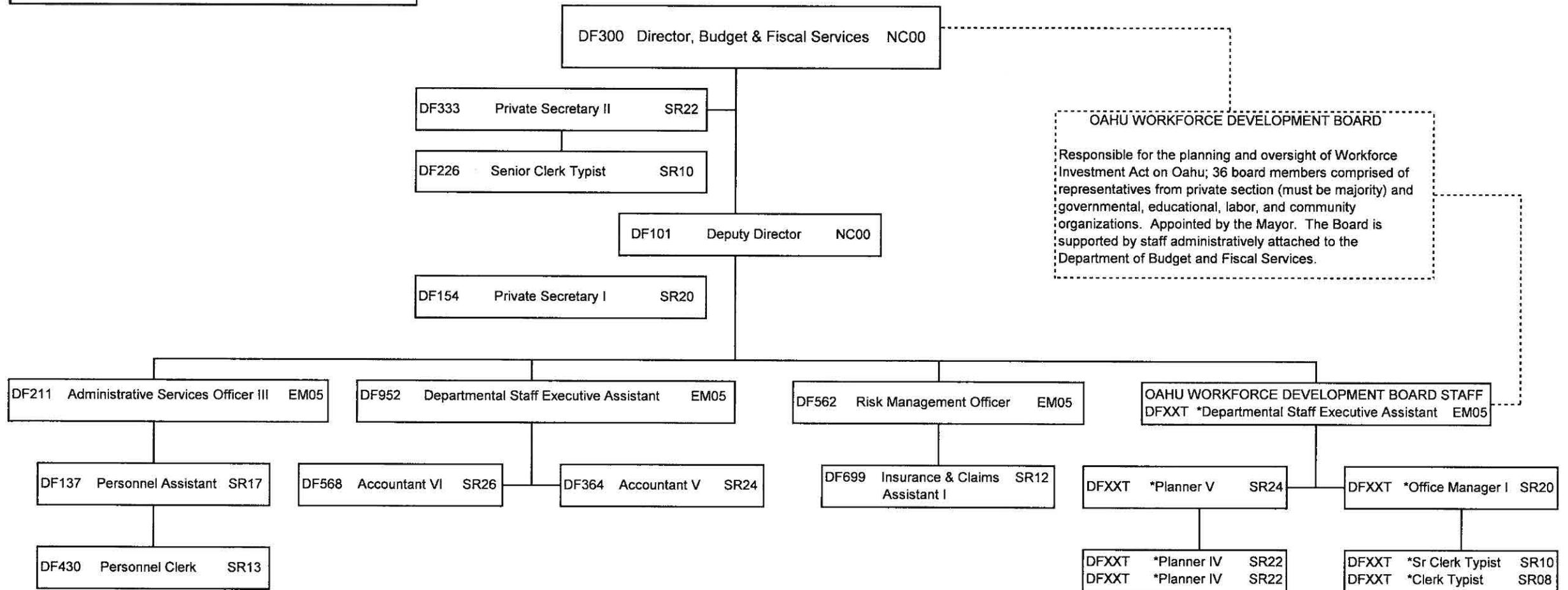


*Liquor Commission administratively assigned to BFS as cited in Memorandum of Law 84-43, dated December 10, 1984.

Submitted By: *Walter Wong* 6/28/18
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By: *Raymond Gomez* 6/29/18
 MANAGING DIRECTOR DATE

PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION



OAHU WORKFORCE DEVELOPMENT BOARD

Responsible for the planning and oversight of Workforce Investment Act on Oahu; 36 board members comprised of representatives from private section (must be majority) and governmental, educational, labor, and community organizations. Appointed by the Mayor. The Board is supported by staff administratively attached to the Department of Budget and Fiscal Services.

*NOTE: Positions are approved and budgeted but have not been created.

ATTACHMENT C

OWDB Membership

Section 5.4

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

MEMBERS AS OF SEPTEMBER 2018

Jason Chang, Chair

The Queen's Health System

Tim Wong, Vice Chair

Hawaiian Electric Company

Maureen Bates

State of Hawaii Department of Vocational
Rehabilitation

Alvin Tsukayama

Wagner-Peyser, State of Hawaii Workforce
Development Division, DLIR

Russel Cheng

DevLeague

Manuel Valbuena, Ex-Officio

City and County of Honolulu

James Hardway

HARIETT

Janice Wakatsuki

Aqua-Aston Hospitality

Meli James

Hawaii Venture Capital Association

Emmet White

Arcadia Retirement Residence

Brent Kakesako

HACBED

Lorna Woo

Painters Union 1791

Pat Anbe (Waiting to Be Appointed)

State of Hawaii DOE, Adult Community Schools

Business Vacancy

Connie Mitchell

The Institute for Human Services

Business Vacancy

John Morton

University of Hawaii

Business Vacancy

Business Vacancy

Union Vacancy

ATTACHMENT D

OWDB Membership Certification Request

Section 5.5

DAVID Y. IGE
GOVERNOR
SHAN S. TSUTSUI
LIEUTENANT GOVERNOR



LESLIE WILKINS
CHAIRPERSON
ALLICYN C.H. TASAKA
EXECUTIVE DIRECTOR

STATE OF HAWAII
WORKFORCE DEVELOPMENT COUNCIL
830 Punchbowl Street, Suite 417, Honolulu, Hawaii 96813
Phone: (808) 586-8630 Web: <http://labor.hawaii.gov/wdc/>

June 16, 2017

Ms. Alison Lum
Executive Director
Oahu Workforce Development Board
715 South King Street, Room 211
Honolulu, Hawaii 96813

Re: 2017 Nominations to the Oahu Workforce Development Board

Dear Ms. Lum:

The nominations of Pono Chong and Gregg Fraser to the Oahu Workforce Development Board (OWDB) cannot be nominated by their respective employers of the Chamber of Commerce and Hawaii Restaurant Association. This guidance was provided to the Workforce Development Council (WDC) staff by Ingrid Schonfield, Hawaii's Federal Project Officer.

Mr. Chong and Mr. Fraser are experts in their areas and would add value to the OWDB. Therefore, in the spirit of cooperation and flexibility, the WDC is allowing the nominations of Mr. Chong and Mr. Fraser for a period of one year to allow time to either seek appropriate nominating organizations or to find replacements that are eligible as representatives of business as cited in WIOA Chapter 107(b)(2)(A). The one year waiver period expires June 30, 2018.

If you have questions, please contact me at (808) 586-9169.

Sincerely,

Allicyn Tasaka
Executive Director

C: Jim Tollefson, Chair, Oahu Workforce Development Board

OAHU WORKFORCE DEVELOPMENT BOARD
Local Workforce Development Area

**LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB)
MEMBERSHIP CERTIFICATION REQUEST**

2011 APR 28 A 8:44
DLIR WDC

By signing this form, the LWDB Chair and Chief Local Elected Official (CLEO) request certification of its Local Board.

Current LWDB Membership

In the chart below, list the individuals currently appointed to the LWDB, their titles, and their respective membership category (e.g., business, local education entity, labor organization, community-based organization, etc.).

| Name | Title | Membership Category |
|------------------------------------|--|---|
| James Tollefson, Chair | President/Owner VinoAdventure, Pres. Emeritus Chamber of Commerce Hawaii | 107(b)(2)(A) Business |
| Jason Chang, Vice Chair | Chief Operating Officer and Executive Vice President, The Queen's Health Systems | 107(b)(2)(A) Business |
| Russel Cheng | Co-founder, DevLeague | 107(b)(2)(A) Business |
| Pono Chong | VP, Chamber of Commerce Hawaii | 107(b)(2)(A) Business |
| Carolyn Edward | General Manager, Bloomingdale's | 107(b)(2)(A) Business |
| Gregg Fraser | Executive Director, Hawaii Restaurant Association | 107(b)(2)(A) Business |
| Meli James | President, Hawaii Venture Capital Association | 107(b)(2)(A) Business |
| Janice Wakatsuki | Senior Vice President of Human Resources, Aqua-Aston Hospitality | 107(b)(2)(A) Business |
| Emmet White | President/CEO, Arcadia Family of Companies | 107(b)(2)(A) Business |
| Tim Wong | President, Renewable Services Inc. | 107(b)(2)(A) Business |
| James Hardway | Executive Director, Hotel and Restaurant Industry Employment and Training Trust | 107(b)(2)(B), Registered Apprenticeship |
| Brian Lee | Director of Research & Communications, International Brotherhood of Electrical Workers, Local Union 1186 | 107(b)(2)(B), Union |
| Lorna Woo | Director of Government Affairs, International Union of Painters and Allied Trades, Local Union 1791 | 107(b)(2)(B), Union |
| Connie Mitchell | Executive Director, Institute for Human Services | 107(b)(2)(B), CBO |
| Deborah Miyao | Director, Adult Basic Education, Department of Education | 107(b)(2)(C) Education |
| John Morton | Vice President of Community Colleges, University of Hawaii System | 107(b)(2)(C) Education |
| Brent Kakesako | Executive Director, Hawaii Alliance for Community Based Economic Development | 107(b)(2)(D), Econ. Dev. Org |
| Albert Perez | Division Chief, Vocational Rehabilitation | 107(b)(2)(D) Voc. Rehab. |
| Alvin Tsukayama | Acting Oahu Branch Manager, Workforce Development Division | 107(b)(2)(D) Wagner Peyser |
| Mayor's Designee* | Deputy Director, Department of Community Services | 107(b)(2)(D) CLEO appointment |

*This member is appointed as an "ex officio, non-voting member" representing the Mayor of the City and County of Honolulu and does not count toward quorum.

Nomination Process

Identify associations or trade organizations from whom nominations were sought for business representatives and labor organization representatives.

Business Organizations: See attached.

Labor Organizations: See attached.

**Local Workforce Development Board
Chair**



Signature

James Tollefson

Name

Oahu Workforce Development Board Chair

Title

Date

Chief Local Elected Official



Signature

Kirk Caldwell

Name

Mayor, City and County of Honolulu

Title

Date

Approved by WDC

Signature

Name

Not Approved by WDC

Date

Title

Comments:

ATTACHMENT E

Local Plan Comments

Section 5.12

ATTACHMENT F

OWDB By-Laws

Section 5.13

OAHU
WORKFORCE DEVELOPMENT BOARD

BY-LAWS

Effective: April 27, 2016

**OAHU WORKFORCE DEVELOPMENT BOARD
BY-LAWS**

ARTICLE I – DEFINITION

Definitions **Sec. 1** The term "Local Board" means the Oahu Workforce Development Board (OWDB).

ARTICLE II - PURPOSE

Goals
Objectives
Duties **Sec. 1** The OWDB shall conduct its affairs in conformity with the goals, objectives, duties, and intent as set forth in the Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law 113-128 of the 113th Congress, and subsequent amendments if any.

Sec. 2 The primary duties of the OWDB shall be to strengthen the local workforce development system through innovation in and alignment and improvement of employment, training, and education programs in an effort to create a collective response to economic and labor market challenges. In compliance with WIOA, the private sector shall lead WIOA local workforce development efforts to support the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

**ARTICLE III – MEMBERSHIP, CHAIRPERSON AND
VICE-CHAIRPERSON DUTIES, COMMITTEES, EXECUTIVE DIRECTOR**

Board
Membership **Sec. 1** As mandated in WIOA (Title I, Subtitle A, Chapter 2, Sec. 107(b)(2): COMPOSITION.—Such criteria shall require that, at a minimum—

(A) a majority of the members of each local board shall be representatives of business in the local area, who—

- (i) are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority;

- (ii) represent businesses, including small businesses, or organizations representing businesses described in this clause, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area; and
- (iii) are appointed from among individuals nominated by local business organizations and business trade associations;

(B) not less than 20 percent of the members of each local board shall be representatives of the workforce within the local area, who—

- (i) shall include representatives of labor organizations (for a local area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees;
- (ii) shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists;
- (iii) may include representatives of community based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
- (iv) may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth;

(C) each local board shall include representatives of entities administering education and training activities in the local area, who—

- (i) shall include a representative of eligible providers administering adult education and literacy activities under title II;
- (ii) shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
- (iii) may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment;

(D) each local board shall include representatives of governmental and economic and community development entities serving the local area, who—

- (i) shall include a representative of economic and community development entities;
- (ii) shall include an appropriate representative from the State employment service office under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the local area;
- (iii) shall include an appropriate representative of the programs carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), other than section 112 or part C of that title (29 U.S.C. 732, 741), serving the local area;
- (iv) may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance; and
- (v) may include representatives of philanthropic organizations serving the local area; and

(E) each local board may include such other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate.

Sec. 2

A. Should any member be unable to complete his or her term, the Mayor shall appoint a person to complete the remainder of the unexpired term.

B. In the event a member changes his or her job position,

Oahu WDB By-Laws

and no longer represents his or her appointed category of membership they are required to resign from the board so that another person may be found to fill the vacant category of membership and the board can maintain its federally required membership composition.

- | | | |
|------------------|---------------|--|
| Chairperson | <u>Sec. 3</u> | <p>A. The Local Board shall elect the Chairperson of the Local Board from among the business representatives on the Board as outlined in Article III, Section 1(A). To be eligible for nomination as Chairperson, no business member may have owned or have been employed by an entity that has received WIOA funds within 12 months prior to such nomination, nor may an immediate family of such business member have owned or been employed by such an entity during that period.</p> <p>B. The Chairperson shall serve as the spokesperson for the Board.</p> <p>C. The Chairperson shall preside over meetings and conduct the business of the Board.</p> <p>D. The Chairperson shall perform such other duties as are requested by the Board.</p> <p>E. In the event of a vacancy in the office of Chairperson, the Vice-Chairperson shall succeed immediately to the office of Chairperson for the remainder of the Chairperson's unexpired term.</p> |
| Vice-Chairperson | <u>Sec. 4</u> | <p>A. The Vice-Chairperson of the Local Board shall be elected from among the business representatives on the Local Board as outlined in Article III Section 1(A) subject to the same eligibility restrictions as the Chairperson. The Vice-Chairperson shall preside over meetings and conduct the business of the Local Board in the absence of the Chairperson.</p> <p>B. In the event of a vacancy in the office of the Vice-Chairperson, the office shall be filled by an election by the majority of members for the remainder of the Vice-Chairperson's unexpired term.</p> |
| Committees | <u>Sec. 5</u> | <p>A. The Executive Committee may create special committees including ad hoc and liaison committees as it deems advisable.</p> |

- B. The committees created in accordance with Article III, Section 6 shall be designated and organized by the Chairperson of the Local Board who shall appoint from the membership a Chairperson for each Local Board committee.

Executive Committee Sec. 6 The Executive Committee shall be composed of the Local Board Chairperson, Vice-Chairperson, and the chairpersons of the Local Board's standing committees as designated by the Chair.

- Terms of Office Sec. 7
- A. The Chairperson and Vice-Chairperson shall be elected by the Local Board and shall serve for a term of two (2) years or until their successors are elected.
 - B. Unless waived by the Local Board, the Chairperson and the Vice-Chairperson shall not serve more than two (2) consecutive terms (four consecutive years) in the same office.
 - C. The Chairperson of any special/ad hoc/liaison Local Board committee shall be appointed by the Chairperson of the Local Board and shall serve for a limit of two (2) consecutive years or until the purpose of the special/ad hoc/liaison committee has been accomplished, whichever occurs first.

- Executive Director Sec. 8
- A. The Executive Director serves as the chief executive of the Local Board to outside entities.
 - B. The Executive Director is responsible for developing and implementing action plans to achieve goals set by OWDB.

ARTICLE IV – MEETING, QUORUM, AND CONFLICT OF INTEREST

- Board Meetings Sec. 1
- A. The Local Board shall meet at least quarterly.
 - B. The Chairperson shall call special meetings of the Local Board whenever meetings are considered necessary, or whenever requested in writing by at least 25% of the voting Local Board members.
 - C. The Chairperson, or his or her designee, is responsible

Oahu WDB By-Laws

for sending a notice via email or fax or telephone or mail of each meeting to each Local Board member, giving adequate time for preparation for the meeting.

- | | | |
|------------------------------|---------------|---|
| Attendance at Meetings | <u>Sec. 2</u> | Local Board members are expected to attend a majority of meetings of the Local Board and if not able to do so are recommended to tender their resignation. |
| Executive Committee Meetings | <u>Sec. 3</u> | <p>A. The Chairperson may call meetings of the Executive Committee as necessary.</p> <p>B. The Chairperson, or his/her designee, is responsible for sending a notice via email or fax or telephone or mail of each meeting to Executive Committee members, giving adequate time for preparation for the meeting.</p> <p>C. Except for actions required by the Act or its implementing regulations to be taken by the Board, the Executive Committee shall have the power to transact business between regular Board meetings. All transactions of the Executive Committee shall be reported in full as the next scheduled meeting of the Board.</p> |
| Quorum | <u>Sec. 4</u> | A quorum shall consist of a majority of the voting members of the Local Board. |
| Conflict of Interest | <u>Sec. 5</u> | A conflict of interest occurs when a Local Board member has a personal interest that may affect how the official carries out his or her city duties. The test is whether a reasonable person would question the official's impartiality. A conflict of interest may occur even if the official is not actually influenced by the personal interest. Each Local Board member shall consult with the City Ethics Commission about any conflict of interest or potential conflict of interest before participating in discussion and decision-making of potential conflict of interest matters. |

ARTICLE V – EXPENSES AND COMPENSATION

- | | | |
|----------|---------------|---|
| Expenses | <u>Sec. 1</u> | Any authorized expenses incurred by Local Board members and staff shall be compensated according to guidelines set by current Federal, State, and County statutes and regulations |
|----------|---------------|---|

ARTICLE VI - AMENDMENTS

Amendments **Sec 1.**

The by-laws of the Local Board may be amended at any regular or special meeting by a two-thirds vote of the quorum present at the meeting, provided at least ten (10) calendar day's written notice is given to each Local Board voting member. No by-law restricting the power of the Mayor to freely appoint or remove a member of the Board, or to otherwise exercise the authority granted to him by the Act, shall be effective unless consented to by the Mayor. Any such by-law shall remain in effect only so long as the Mayor continues to so consent.

ATTACHMENT G

OWDB Conflict-Of-Interest Policy

Section 5.13

DEPARTMENT OF BUDGET AND FISCAL SERVICES
CITY AND COUNTY OF HONOLULU
530 SOUTH KING STREET, ROOM 208 • HONOLULU, HAWAII 96813
PHONE: (808) 768-3900 • FAX: (808) 768-3179 • INTERNET: www.honolulu.gov

KIRK CALDWELL
MAYOR



NELSON H. KOYANAGI, JR.
DIRECTOR

MANUEL T. VALBUENA
DEPUTY DIRECTOR
731769

June 28, 2018

MEMORANDUM

TO: Roy K. Amemiya, Jr., Managing Director
Office of the Mayor

FROM: Nelson H. Koyanagi, Jr., Director
Department of Budget and Fiscal Services

SUBJECT: Proposed Reorganization of the Department of Budget and Fiscal Services and the Department of Community Services to transfer the Oahu Workforce Development Board to Budget and Fiscal Services Administration

Background:

The Departments of Budget and Fiscal Services (BFS) and Community Services (DCS) requests approval to reorganize by transferring the Oahu Workforce Development Board (OWDB) Administrative staff, seven (7) budgeted uncreated positions, from DCS to BFS Administration.

Justification:

This reorganization satisfies the requirements set forth in 20 CFR §678.625 by separating the OWDB as the funding grantor from DCS as the service operator. Currently, the work of OWDB is being performed by three (3) CS-C1 Personal Services Contracts. Additionally, there will be no expense to City funds, as the OWDB is funded entirely through WIOA funds.

Union concurrence letter dated May 4, 2018, is attached. The positions and associated FTE are reflected in the BFS Administration's FY19 Operating Budget.

Recommendation:

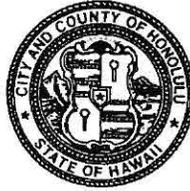
Approval to reorganize as proposed.

Attachment

cc: Department of Human Resources,
Classification and Pay Division

DEPARTMENT OF BUDGET AND FISCAL SERVICES
CITY AND COUNTY OF HONOLULU
530 SOUTH KING STREET, ROOM 208 • HONOLULU, HAWAII 96813
PHONE: (808) 768-3900 • FAX: (808) 768-3179 • INTERNET: www.honolulu.gov

KIRK CALDWELL
MAYOR



NELSON H. KOYANAGI, JR.
DIRECTOR

MANUEL T. VALBUENA
DEPUTY DIRECTOR

June 1, 2018

MEMORANDUM

TO: Roy K. Amemiya, Jr., Managing Director
Office of the Mayor

A handwritten signature in black ink, appearing to read "Nelson H. Koyanagi, Jr.", written over the name in the "FROM" field.

FROM: Nelson H. Koyanagi, Jr., Director
Department of Budget and Fiscal Services

Pamela A. Witty-Oakland, Director
Department of Community Services

A handwritten signature in blue ink, appearing to read "Pamela A. Witty-Oakland", written over the name in the "FROM" field.

SUBJECT: Proposed Reorganization of the Department of Budget and Fiscal Services and the Department of Community Services to transfer the Oahu Workforce Development Board to Budget and Fiscal Services Administration

The Departments of Budget and Fiscal Services (BFS) and Community Services (DCS) request approval to reorganize and transfer the Oahu Workforce Development Board (OWDB) from DCS to BFS Administration. The reorganization proposes to transfer seven (7) budgeted, uncreated positions from DCS (Chart I-B) to BFS Administration (Chart II).

The positions include the following:

- One (1) Departmental Staff Executive Assistant (EM05) – LWIBNUDIRT
- One (1) Clerk Typist (SR08) – YWIANU1T
- One (1) Senior Clerk Typist (SR10) – LWIBNU1T
- Two (2) Planner IV (SR22) – LWIB2T and YWIANU2T
- One (1) Planner V (SR24) – LWIBNU4T, and
- One (1) Office Manager I (SR20) – LWIBNU3T

Because these positions have not been created and are grant funded, currently three (3) personal service contract positions are used to staff the OWDB – an OWDB Officer (SR26), an OWDB Assistant (SR-20), and a Budget Analyst IV (SR22).

The seven (7) permanent positions are proposed to be transferred from DCS to BFS in the FY2019 budget.

Background:

The OWDB was established by the Federal Workforce Innovation and Opportunity Act (WIOA) and is currently administratively attached to DCS. OWDB currently receives WIOA funds from the U.S. Department of Labor (DOL) which is passed through the State of Hawaii Department of Labor and Industrial Relations (DLIR). WorkHawaii, a division of DCS, receives these funds through a competitive Request for Proposals (RFP) process and is responsible for operating four (4) Oahu WorkLink centers on Oahu that provide employer resources, services for job seekers, and youth services.

Since both entities, OWDB and WorkHawaii, are attached to DCS, a perceived conflict of interest exists due to the grantor-grantee relationship within the same agency. As a result of a monitoring from DLIR and DOL in 2016, DCS implemented an internal firewall policy whereby the OWDB Officer would report only to the DCS Deputy Director while WorkHawaii would report only to the DCS Director. This firewall policy was implemented pursuant to 20 Code of Federal Regulations (CFR) §678.625 requiring that firewalls be in place to ensure that the operator is not conducting oversight of itself as a service provider.

Under the firewall policy, the Deputy Director of DCS was appointed by the Mayor pursuant to 20 CFR §679.320(3)(4) which authorizes the Chief Local Elected Official to appoint appropriate individuals to the Local WDB, in this case the OWDB. Therefore the DCS Deputy Director was appointed to serve as an ex-officio, non-voting member and the Mayor's representative.

Reasons to Transfer Positions from DCS to BFS:

Initially the internal firewall policy was sufficient to satisfy the DOL and DLIR, however DOL has since strongly recommended a complete separation of the OWDB from DCS. Because the WIOA funds are guaranteed as a formula fund, non-compliance could result in loss of funds.

Pursuant to an MOA between the Mayor and the OWDB in December 2017, the Mayor has designated the Director of BFS as his representative to act on his behalf in all matters relating to WIOA, including but not limited to accepting and expending WIOA funds, execution of contracts, and oversight of programs, and the Deputy Director of BFS has been designated as the new representative on the State's Workforce Development Council. As such, BFS has been identified as the most appropriate agency for the OWDB to be organized under. By implementing this transfer of the OWDB from DCS to BFS, all of the DLIR and DOL's concerns about conflicts of interest will be addressed.

Roy Amemiya, Jr.
June 1, 2018
Page 3

Attached are the following documents:

- Current organizational charts for DCS and BFS.
- Proposed organizational charts for DCS and BFS to reflect the reorganization.
- Consultation letter from HGEA indicating there are no objections to the proposed transfer/reorganization.

Because the positions have not been created, there are no position descriptions attached.

Should you have any questions, please contact Laura Shimada, BFS Administrative Services Officer at 768-3908.

Attachments

cc: DCS, Personnel
Department of Human Resources, Classification and Pay
BFS, Budgetary Administration
BFS, Personnel

APPROVED:

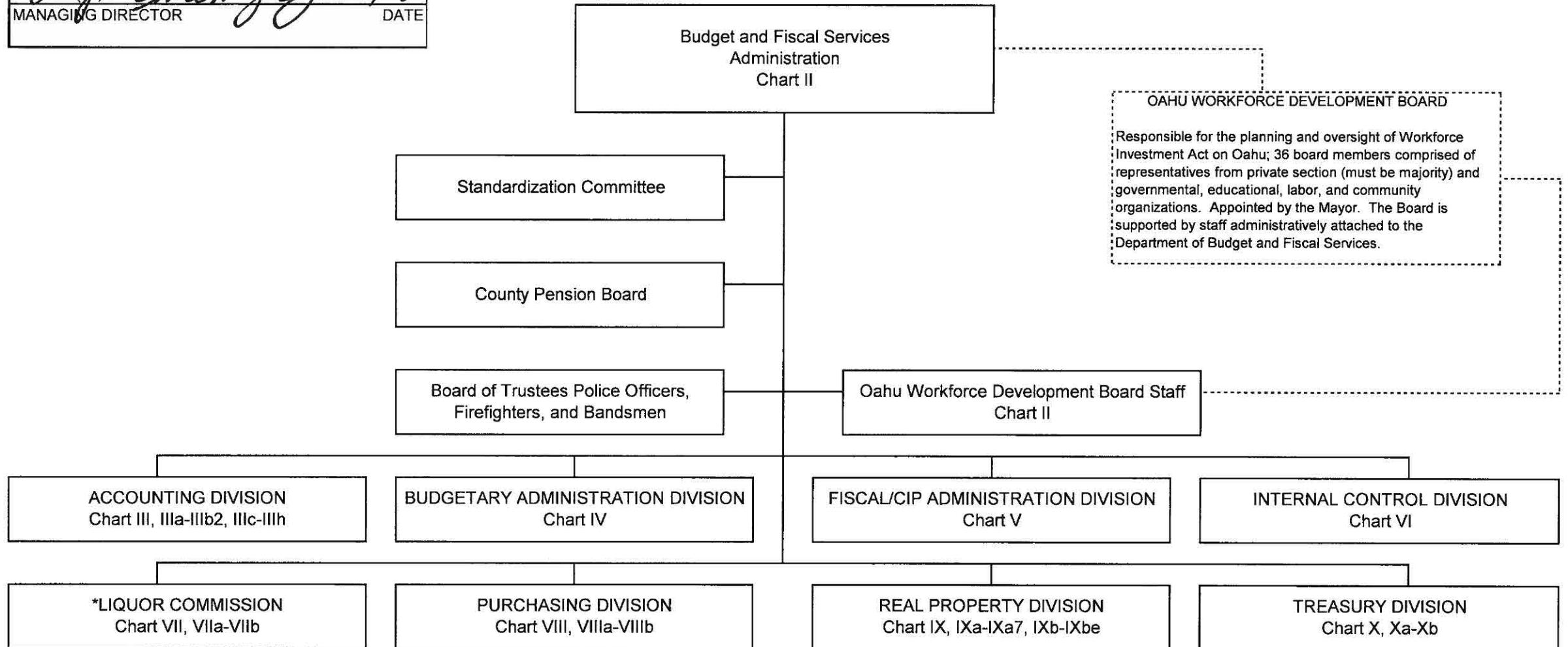


Roy K. Amemiya, Jr.
Managing Director

Submitted By:
Walter W. W. W. 6/28/2018
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By:
Ray J. Amernig 6/29/18
 MANAGING DIRECTOR DATE

PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION

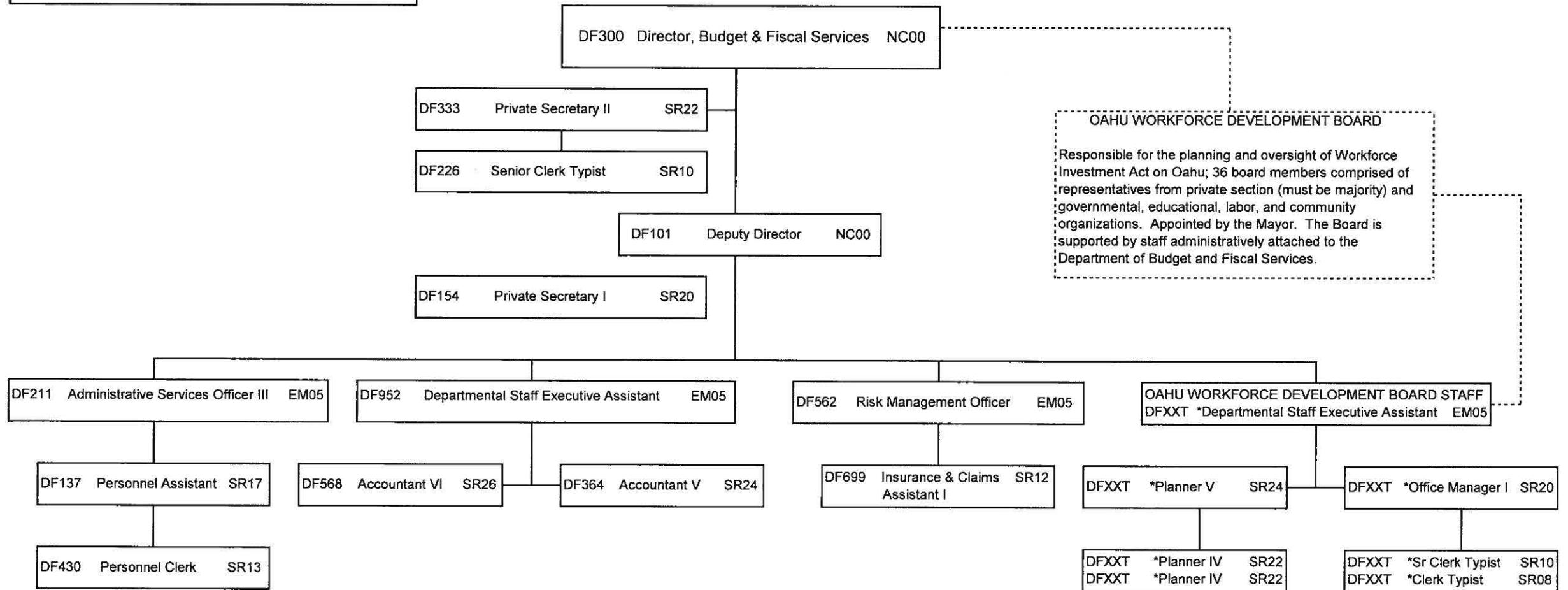


*Liquor Commission administratively assigned to BFS as cited in Memorandum of Law 84-43, dated December 10, 1984.

Submitted By: *Walter Wong* 6/28/18
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By: *Raymond Gomez* 6/29/18
 MANAGING DIRECTOR DATE

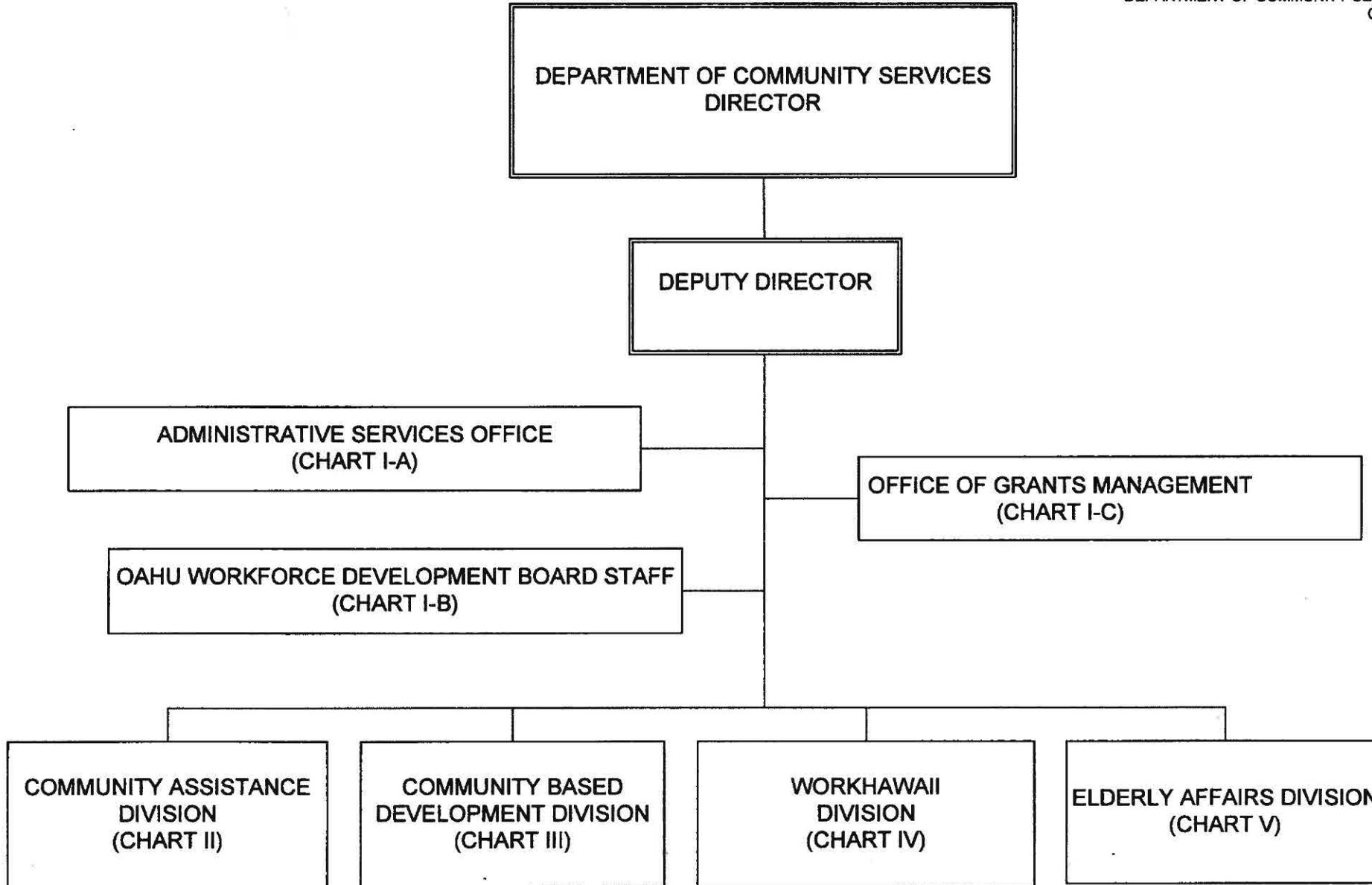
PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION



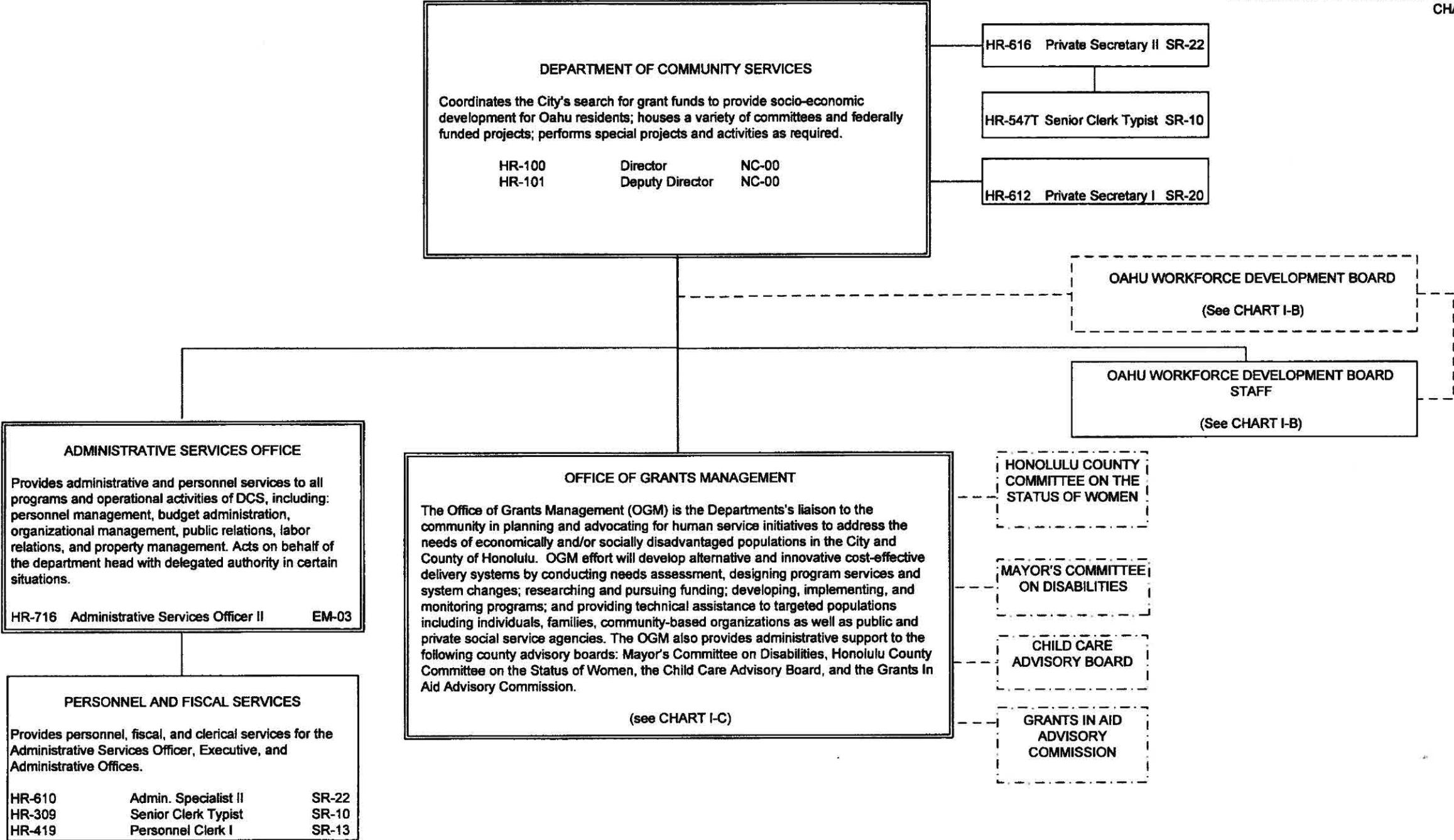
*NOTE: Positions are approved and budgeted but have not been created.

EXISTING

CITY AND COUNTY OF HONOLULU
DEPARTMENT OF COMMUNITY SERVICES
CHART I



EXISTING



DEPARTMENT OF COMMUNITY SERVICES

Coordinates the City's search for grant funds to provide socio-economic development for Oahu residents; houses a variety of committees and federally funded projects; performs special projects and activities as required.

| | | |
|--------|-----------------|-------|
| HR-100 | Director | NC-00 |
| HR-101 | Deputy Director | NC-00 |

HR-616 Private Secretary II SR-22

HR-547T Senior Clerk Typist SR-10

HR-612 Private Secretary I SR-20

OAHU WORKFORCE DEVELOPMENT BOARD
(See CHART I-B)

OAHU WORKFORCE DEVELOPMENT BOARD STAFF
(See CHART I-B)

ADMINISTRATIVE SERVICES OFFICE

Provides administrative and personnel services to all programs and operational activities of DCS, including: personnel management, budget administration, organizational management, public relations, labor relations, and property management. Acts on behalf of the department head with delegated authority in certain situations.

HR-716 Administrative Services Officer II EM-03

PERSONNEL AND FISCAL SERVICES

Provides personnel, fiscal, and clerical services for the Administrative Services Officer, Executive, and Administrative Offices.

| | | |
|--------|----------------------|-------|
| HR-610 | Admin. Specialist II | SR-22 |
| HR-309 | Senior Clerk Typist | SR-10 |
| HR-419 | Personnel Clerk I | SR-13 |

OFFICE OF GRANTS MANAGEMENT

The Office of Grants Management (OGM) is the Departments's liaison to the community in planning and advocating for human service initiatives to address the needs of economically and/or socially disadvantaged populations in the City and County of Honolulu. OGM effort will develop alternative and innovative cost-effective delivery systems by conducting needs assessment, designing program services and system changes; researching and pursuing funding; developing, implementing, and monitoring programs; and providing technical assistance to targeted populations including individuals, families, community-based organizations as well as public and private social service agencies. The OGM also provides administrative support to the following county advisory boards: Mayor's Committee on Disabilities, Honolulu County Committee on the Status of Women, the Child Care Advisory Board, and the Grants In Aid Advisory Commission.

(see CHART I-C)

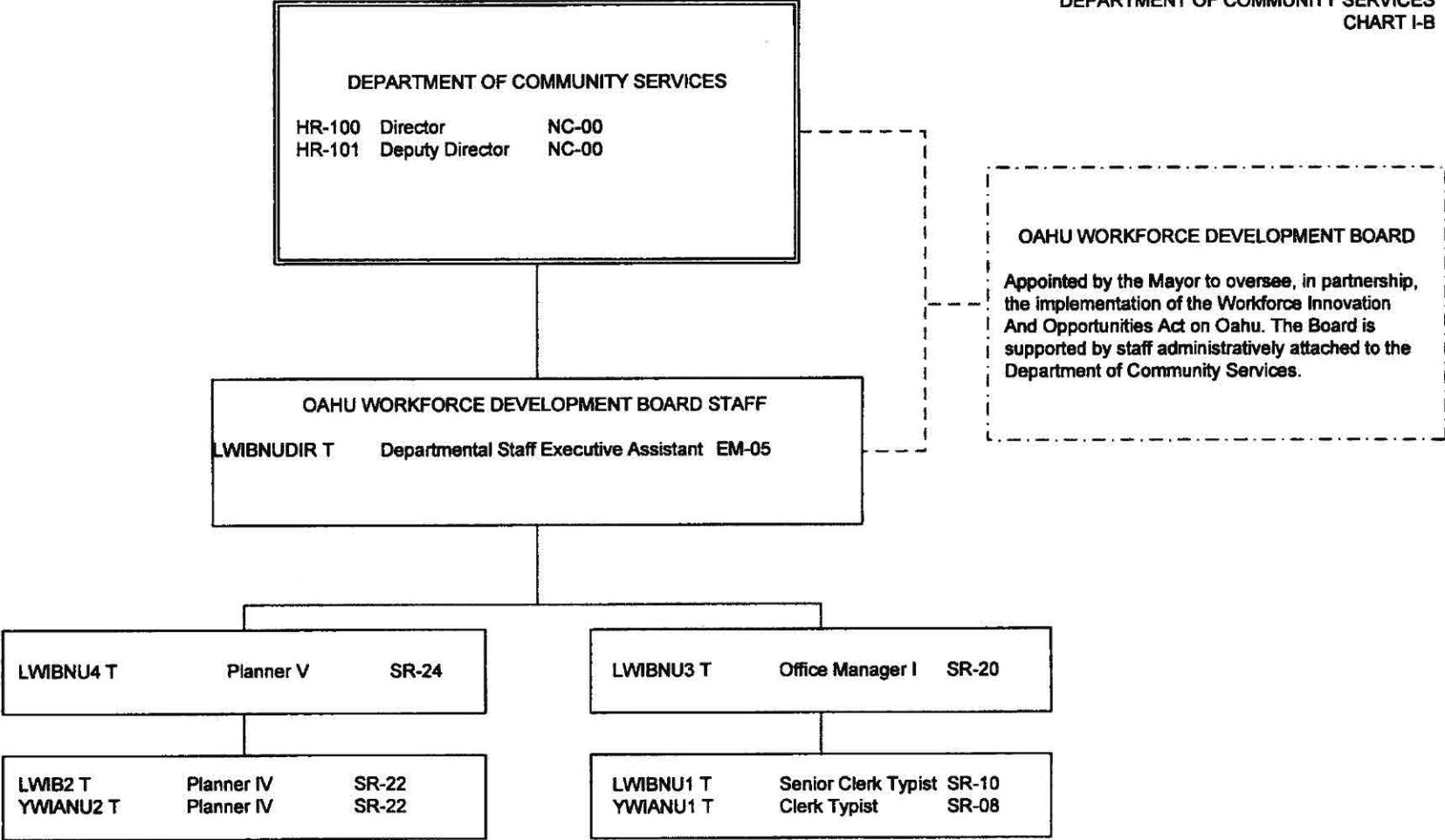
HONOLULU COUNTY COMMITTEE ON THE STATUS OF WOMEN

MAYOR'S COMMITTEE ON DISABILITIES

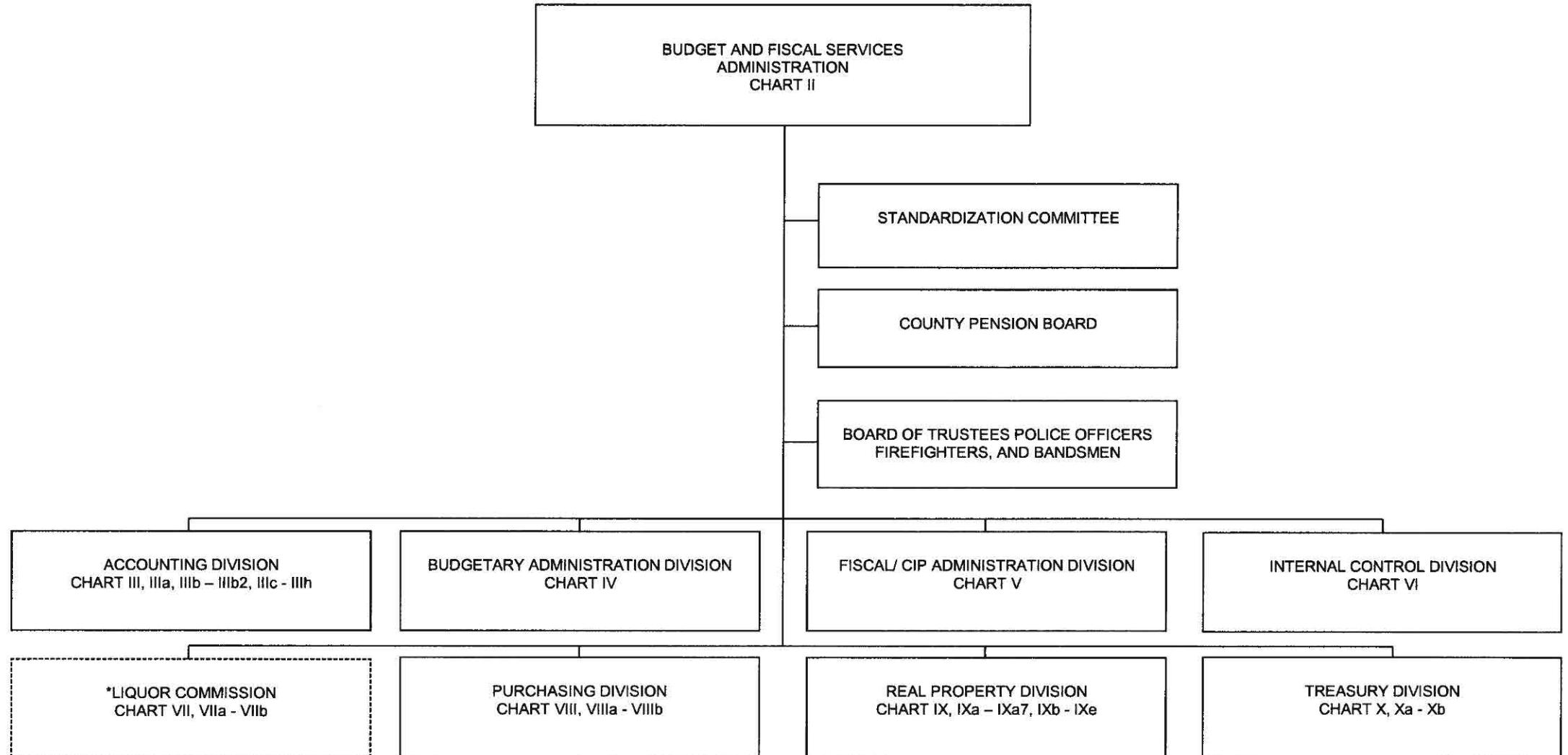
CHILD CARE ADVISORY BOARD

GRANTS IN AID ADVISORY COMMISSION

EXISTING



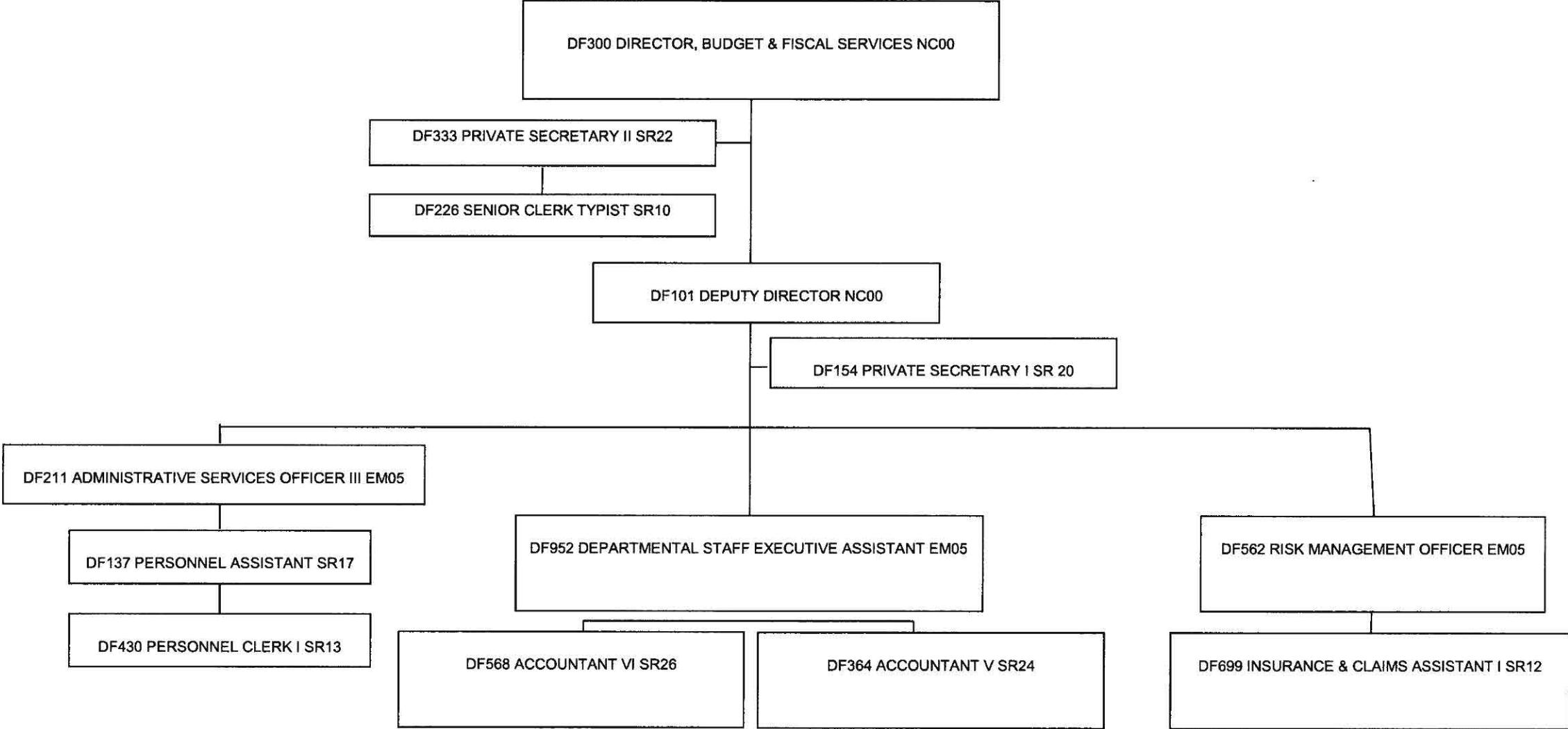
EXISTING



*Liquor Commission administratively assigned to BFS as cited in Memorandum of Law 84-43, dated December 10, 1984

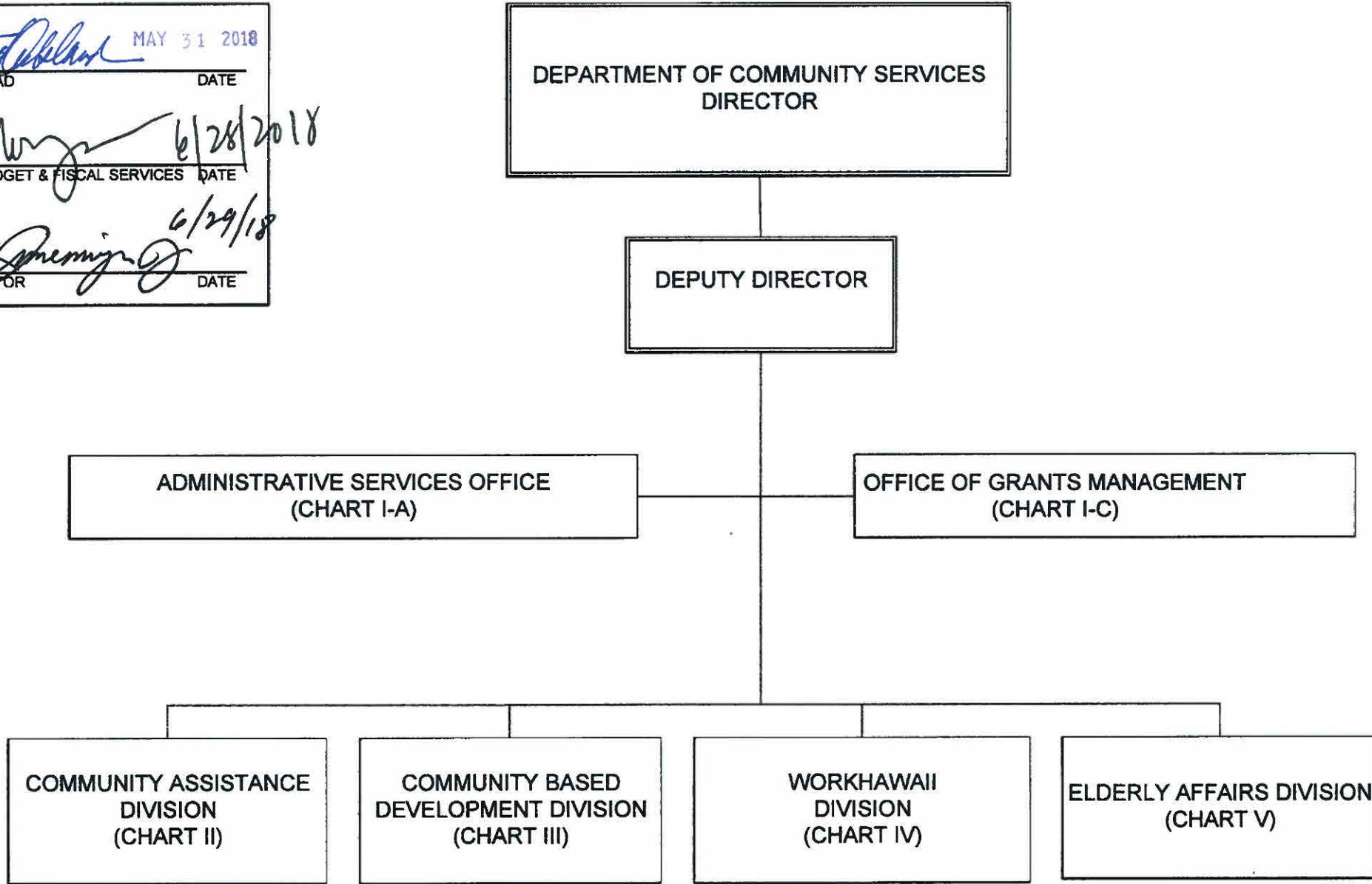
EXISTING

BUDGET AND FISCAL SERVICES ADMINISTRATION



PROPOSED

| | |
|--------------------------------------|-------------|
| SUBMITTED BY: <i>[Signature]</i> | MAY 31 2018 |
| DEPARTMENT HEAD | DATE |
| REVIEWED: <i>[Signature]</i> | 6/28/2018 |
| DIRECTOR OF BUDGET & FISCAL SERVICES | DATE |
| APPROVED: <i>[Signature]</i> | 6/29/18 |
| MANAGING DIRECTOR | DATE |



PROPOSED

SUBMITTED BY: *[Signature]* MAY 31 2018
 DEPARTMENT HEAD DATE

REVIEWED: *[Signature]* 6/28/2018
 DIRECTOR OF BUDGET & FISCAL SERVICES DATE

APPROVED: *[Signature]* 6/29/18
 MANAGING DIRECTOR DATE

DEPARTMENT OF COMMUNITY SERVICES

Coordinates the City's search for grant funds to provide socio-economic development for Oahu residents; houses a variety of committees and federally funded projects; performs special projects and activities as required.

| | | |
|--------|-----------------|-------|
| HR-100 | Director | NC-00 |
| HR-101 | Deputy Director | NC-00 |

- HR-616 Private Secretary II SR-22
- HR-547T Senior Clerk Typist SR-10
- HR-612 Private Secretary I SR-20

ADMINISTRATIVE SERVICES OFFICE

Provides administrative and personnel services to all programs and operational activities of DCS, including: personnel management, budget administration, organizational management, public relations, labor relations, and property management. Acts on behalf of the department head with delegated authority in certain situations.

HR-716 Administrative Services Officer II EM-03

PERSONNEL AND FISCAL SERVICES

Provides personnel, fiscal, and clerical services for the Administrative Services Officer, Executive, and Administrative Offices.

| | | |
|--------|----------------------|-------|
| HR-610 | Admin. Specialist II | SR-22 |
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OFFICE OF GRANTS MANAGEMENT

The Office of Grants Management (OGM) is the Department's liaison to the community in planning and advocating for human service initiatives to address the needs of economically and/or socially disadvantaged populations in the City and County of Honolulu. OGM effort will develop alternative and innovative cost-effective delivery systems by conducting needs assessment, designing program services and system changes; researching and pursuing funding; developing, implementing, and monitoring programs; and providing technical assistance to targeted populations including individuals, families, community-based organizations as well as public and private social service agencies. The OGM also provides administrative support to the following county advisory boards: Mayor's Committee on Disabilities, Honolulu County Committee on the Status of Women, the Child Care Advisory Board, and the Grants In Aid Advisory Commission.

(see CHART I-C)

- HONOLULU COUNTY COMMITTEE ON THE STATUS OF WOMEN
- MAYOR'S COMMITTEE ON DISABILITIES
- CHILD CARE ADVISORY BOARD
- GRANTS IN AID ADVISORY COMMISSION

PROPOSED

CITY AND COUNTY OF HONOLULU
DEPARTMENT OF COMMUNITY SERVICES
CHART I-B

| | |
|--------------------------------------|-------------|
| SUBMITTED BY: | |
| <i>[Signature]</i> | MAY 31 2018 |
| DEPARTMENT/HEAD | DATE |
| REVIEWED: | |
| <i>[Signature]</i> | 6/27/2018 |
| DIRECTOR OF BUDGET & FISCAL SERVICES | DATE |
| APPROVED: | |
| <i>[Signature]</i> | 8/1/18 |
| MANAGING DIRECTOR | DATE |

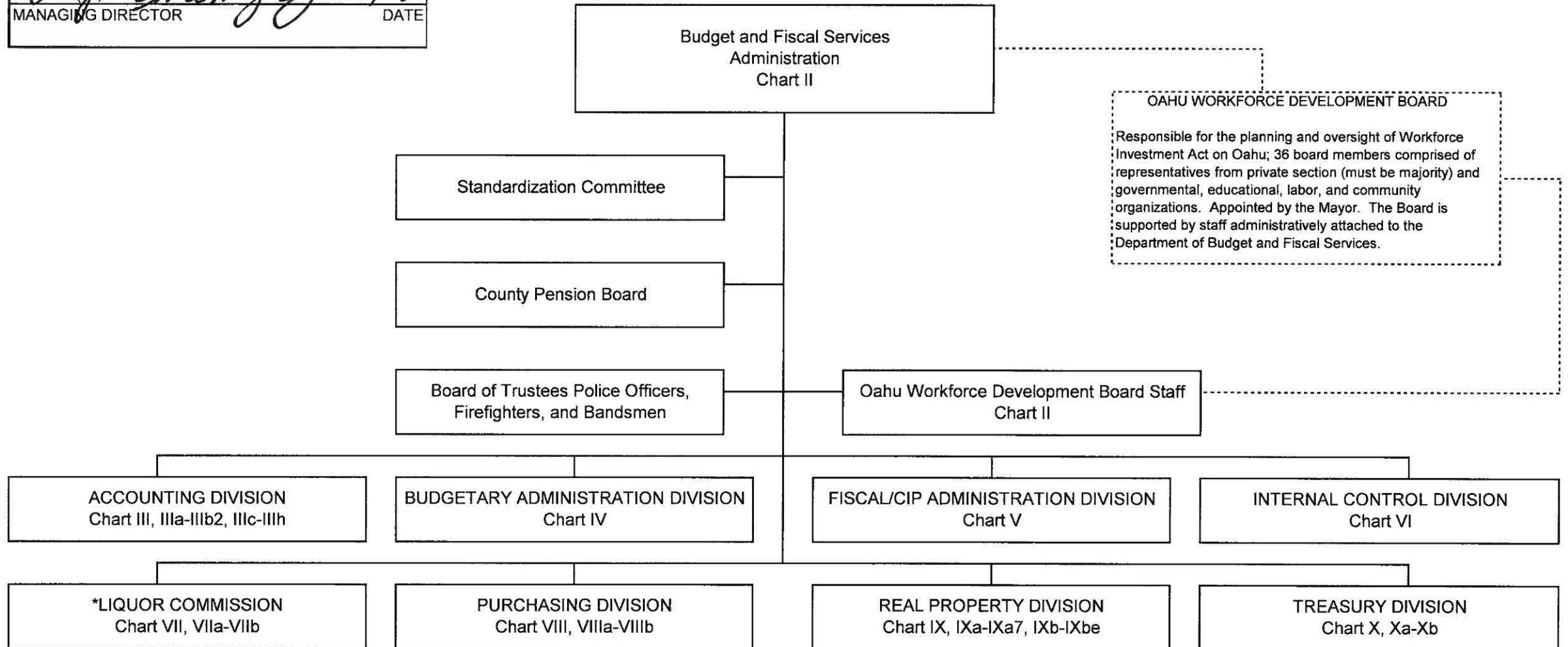
| | | | |
|----------------------------------|-----------------|-------|--|
| DEPARTMENT OF COMMUNITY SERVICES | | | |
| HR-100 | Director | NC-00 | |
| HR-101 | Deputy Director | NC-00 | |

Note: Chart I-B will be eliminated due to reorganization of OWDB.

Submitted By:
Walter W. W. W. 6/28/2018
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By:
Ray J. Amernig 6/29/18
 MANAGING DIRECTOR DATE

PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION

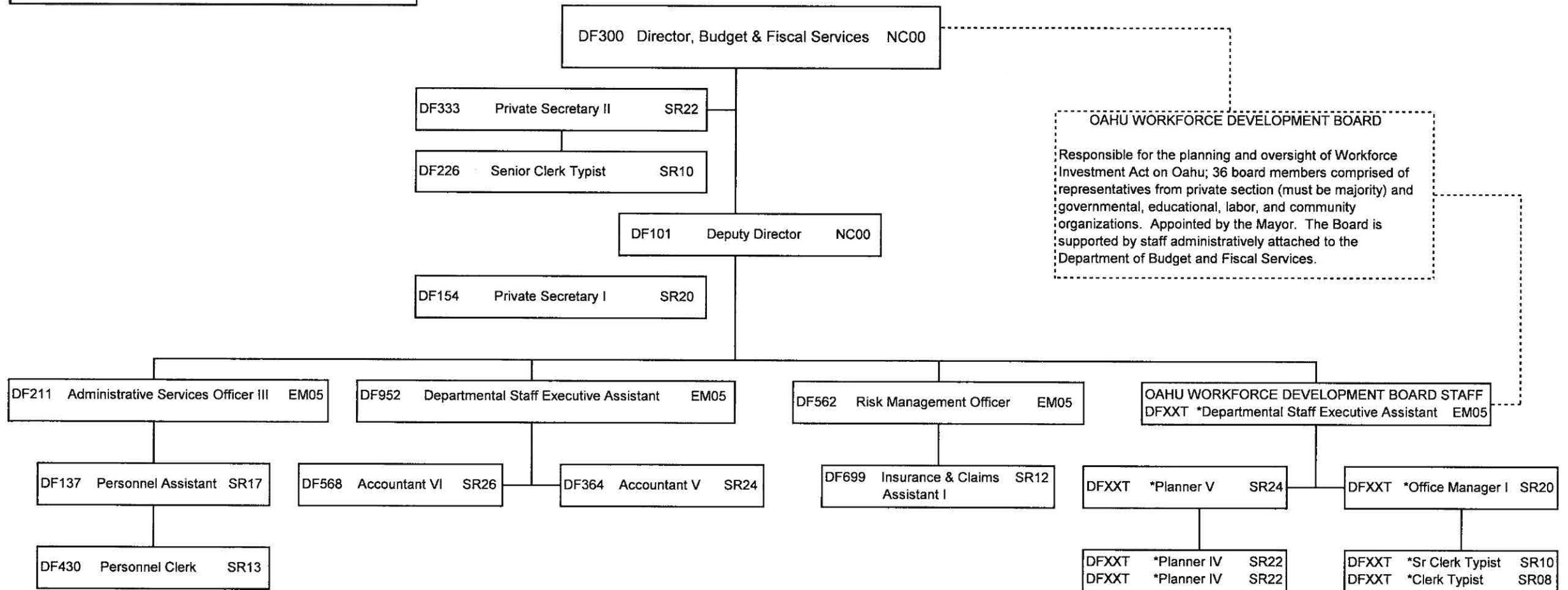


*Liquor Commission administratively assigned to BFS as cited in Memorandum of Law 84-43, dated December 10, 1984.

Submitted By: *Walter Wong* 6/28/18
 DIRECTOR, BUDGET AND FISCAL SERVICES DATE

Approved By: *Raymond Gomez* 6/29/18
 MANAGING DIRECTOR DATE

PROPOSED
 BUDGET AND FISCAL SERVICES ADMINISTRATION



*NOTE: Positions are approved and budgeted but have not been created.



888 Milliani Street, Suite 401
Honolulu, Hawaii 96813-2991

Telephone: 808.543.0000

www.hgea.org

May 24, 2018

Mr. Nelson H. Koyanagi, Jr., Director
Department of Budget and Fiscal Services
City and County of Honolulu
530 South King Street, Room 208
Honolulu, HI 96813

Dear Mr. Koyanagi:

RE: Proposal to Transfer the Oahu Workforce Development Board from the Department of Community Services (DCS) to the Department of Budget and Fiscal Services (BFS)

This is in response to your May 11, 2018 letter requesting consultation regarding the proposed transfer of the Oahu Workforce Development Board (OWDB) from the Department of Community Services (DCS) to the Department of Budget and Fiscal Services (BFS).

We have reviewed the information provided and also discussed this proposal with Ms. Laura Shimada, BFS Administrative Services Officer. Despite being transferred from one department to another, it is our understanding that the OWDB staff will not be required to move to a different work location. Based on this understanding that the OWDB staff will remain where they are currently located, we have no objections regarding this proposed transfer/reorganization.

Thank you for the opportunity to provide our input.

Please contact me at 543-0070 if there are any questions.

Sincerely,

Sanford Chun
Field Services Officer

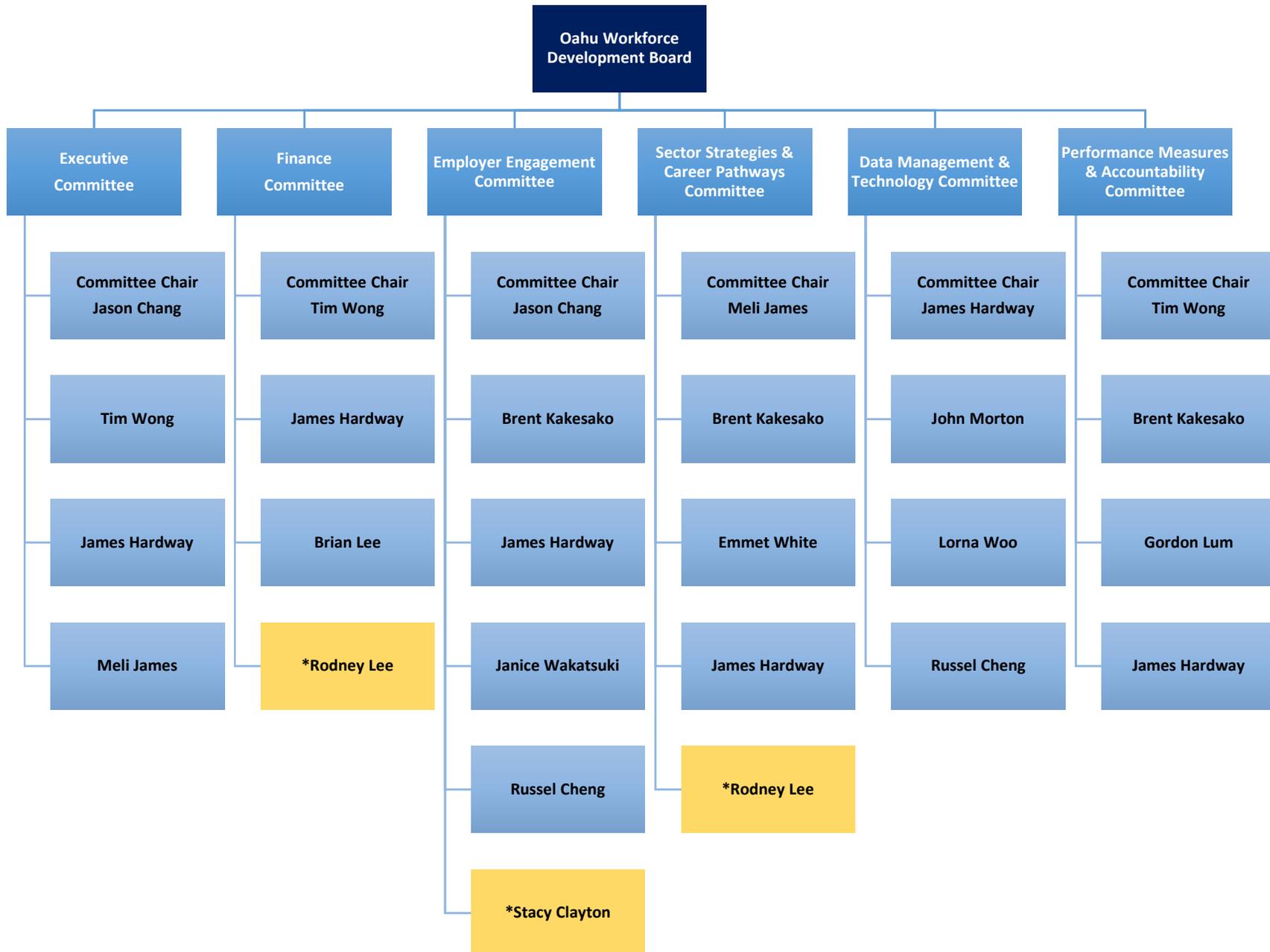
cc: Laura Shimada, BFS ASO

ATTACHMENT K

OWDB Committees & Responsibilities,
Committee Chairs & Committee Members

Section 5.4

Committee Organizational Chart



* Community Members

Oahu Workforce Development Board Proposed Committees

Executive Committee

The purpose of the Executive Committee is to oversee governance and coordinate the efforts of the Board. The Executive Committee provides leadership and guidance to the other Board committees and to the Board staff in carrying out the Board's workforce development activities. It serves as a decision-making body between board meetings on critical issues when the full Board is unable to meet.

Committee membership includes:

- OWDB Chairperson
- Chairperson of each established OWDB Committee

Finance Committee

The Finance Committee will assist in developing a budget for the activities of OWDB, consistent with the local plan and the duties of the Board. It will also monitor and recommend approval by the Board Chair any budget modifications. The procurement of the One Stop Operator will be managed by this committee and it will work closely with the Performance Measures and Accountability Committee.

Performance Measures and Accountability Committee

This committee will explore coordination of services among partners to assist with the monitoring of the local workforce system's performance measures and its continuous improvement under the new core measures established by WIOA for adult, dislocated worker, and youth funding. This committee will work closely with the Finance Committee to monitor the effectiveness and continuous improvement of the American Job Center(s) and its Operator. This committee will also coordinate the revisions and updates of the Local Plan.

Sector Strategies and Career Pathways

This committee will assist with the identification and support of efforts to develop and implement career pathways and sector strategies consistent with the Local Plan. This committee will also provide guidance for the Eligible Training Provider List (ETPL) also known as Kumu A'o.

Employer Engagement Committee

This committee will lead efforts to engage a diverse range of employers, promote business representation and develop effective linkages with employers to ensure that workforce investment activities meet the needs of those employers and support economic growth. This committee will also work to raise the awareness of the Board and the services it provides with employers.

Data Management and Technology Committee

This committee will develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and jobseekers.

ATTACHMENT L

OWDB Agendas & Minutes for PY16 & PY17

Section 5.4

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

June 16, 2016 • 9:00 am to 11:00 am (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street; Honolulu, Hawaii 96813

AGENDA

- I. Call to Order and Welcome
- II. Approval of Agenda
- III. Public comment on issues on agenda or, if not on agenda, for consideration for board's agenda at next meeting
- V. Welcome and Introductions
- VI. Presentation & Discussion:
 - Career Pathways and Sector Strategies
 - Guest Speaker: Ms. Bernadette Howard, State Director
State of Hawaii – Career and Technical Education Office
- VII. Executive Director's Report
- VIII. Permitted Interaction Groups (Board action may be taken):
 - A. Interim OWDB Local Plan Team – update, potential addition of Board members
 - B. Nanakuli Library Business Advisory Ad Hoc Team – update, potential addition of Board members
 - C. Manoa Library Innovation Maker Space Business Advisory Ad Hoc Team – update, potential addition of Board members
- X. Announcements
- XI. Adjournment

Any physically challenged person requiring special assistance, please contact us at 768-5889 and/or email owib@honolulu.gov for details at least 24 hours prior to meeting date

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

June 16, 2016 • 9:00 am to 11:00 am (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street
Honolulu, Hawaii 96813

MINUTES

Present: James Tollefson, Kalei Inn, John Yamamoto, Shawn Kana'iaupuni, Jason Chang, Carolyn Edward, Connie Mitchell, Marian Tsuji, Emmet White, Craig Watase, Brent Kakesako, Tim Wong, Vance Roley, Russel Cheng, Robbie Melton, Meli James, Danelia Newman, Joanne Kealoha, Gregg Fraser, Richard Vieira, Brian Lee, Lorna Woo, Norma McDonald,

Absent: Brian Keala Benz, Richard Kaipo Lum, Pono Chong, John Morton, Cade Watanabe, Albert Perez, Kathryn Matayoshi, Caroline Sluyter

Staff: Marilyn A. Matsunaga, Alison Lum

Guests: Lois Hamaguchi, John Vanatta, Cindy Matsuki, Duane Pang, Bernadette Howard

I. Call to Order and Welcome

Board Chair Jim Tollefson called the meeting to order at 9:05 am.

II. Approval of the Agenda

Agenda was unanimously approved.

III. Public comment on issues on agenda, or if not on agenda, for consideration for board's agenda at next meeting

None

IV. Welcome and Introductions

Board Chair Jim Tollefson asked Board Members, staff and guests to go around the room and introduce themselves.

V. Presentation and Discussion

Career Pathways and Sector Strategies
Guest Speaker: Ms. Bernadette Howard, State Director
State of Hawaii – Career and Technical Education Office

Ms. Howard gave a powerpoint presentation. It is attached.

VI. Executive Director's Report by Marilyn Matsunaga

Eligible Training Providers Program – The State froze this program since the Summer 2015 and OWDB has been unable to accept new applicants. The state just issued their new draft policy on their website. It is open for public comment for two weeks. Board members are encouraged to review and comment. We really hope the State unfreezes this soon. It is how job seekers access job training.

Firewall Policy – The Workforce Investment Act (WIA) is the old law that allowed the Board to designate a provider. The new WIOA (new law) mandates a competitive bidding process. The present organizational structures need to change to get away from conflict of interest and collusion issues. The State also had to create a policy for itself and the Attorney General's Office helped them write it. The state's policy would be a model to look at for the Board too. The Board has a Deputy Corporation Counsel to help it with these conflict of interest and collusion issues so long as Board members are acting within the functions of the Board, the Deputy Corporate Counsel will help you. City's Corporate Counsel's Office is here to serve the Board as well as its members as long as it falls within the functions of the Board – Deputy Corporation Counsel Duane Pang was introduced and agreed. For ethics issues, call the City's Ethics Commission.

HireNet – All the Local Boards arranged for Monster.com to present their employer/job-seeker website to the Boards and users. Some of you attended the Monster.com presentation. Thank you. All the local Boards are hoping the State will open up the RFP process to run HireNet because the current vendor, Geo Solutions, is on a year-to-year extension and users tell us it needs to be improved.

US DOL Region 6 – Just last week, the US DOL Region 6 officers were in Hawaii for site visits. John Bailey, is their new Assistant Regional Administrator, and he was here too. Also here were their Division Chief Denise Dombek and Ingrid Schonfield, the Federal Project Officer for Hawaii was also with them. They held two meetings with Local Boards. For the meeting with Honolulu, it included Board Chair Jim Tollefson, Board Vice Chair Jason Chang, myself, DCS Director Gary Nakata, and DCS Deputy Director Barbara Yamashita to talk about various WIOA transition issues and conflict of interest issues with the City and County of Honolulu. The meeting went over things like how OWDB is an attached agency of the Department of Community Services (DCS), and DCS is also the Board's vendor, and DCS is also the Mayor's Representative and looked at the DCS org chart.

Also, recently, the State Workforce Development Council Executive Director Allicyn Tasaka telephoned Board Chair Jim Tollefson and me recently to tell us that she told Mayor Caldwell that the City has to fix this (conflict-of-interest) or it may risk losing federal funds of about \$3 million.

Board Chair Tollefson indicated the Board should write a letter to the Mayor about this and Board members talked about when to meet to review a letter. The date of July 6, 2016 at 8:00 am was chosen by the Board members in attendance as the date to hold a meeting to go over the letter to the Mayor. The Board's Deputy Corporate Counsel, Duane Pang, will help the Board draft the letter.

VII. Permitted Interaction Groups (Board action may be taken):

- A. Interim OWDB Local Plan Team – update, potential addition of Board members Update by Board Member Shawn Kanaiaupuni – working on guiding values to set principles for the Plan to follow. Board Vice Chair Jason Chang made a motion to add Board Member Robbie Melton to this PIG. Board Member Joanne Kealoha seconded the motion. It was unanimously approved.

- B. Nanakuli Library Business Advisory Ad Hoc Team – updates, potential addition of Board members. The first meeting of this group with the State Librarian is this afternoon.
- C. Manoa Library Innovation Maker Space Business Advisory Ad Hoc Team – update, potential addition of Board members. The first meeting of this group with the State Librarian is also this afternoon.

VII. Announcements

None.

VIII. Adjournment

Meeting was adjourned at 10:34 am.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

July 6, 2016 • 8:00 am to 9:00 am (approximate)

The Queen's Conference Center • 1301 Punchbowl Street, Board Room • Honolulu, HI 96813

MINUTES

Present: James Tollefson, Kalei Inn, Shawn Kana'iaupuni, Jason Chang, Connie Mitchell, Marian Tsuji, Emmet White, Tim Wong, Vance Roley, Russel Cheng, Meli James, Danelia Newman, Joanne Kealoha, Caroline Sluyter, Richard Vieira, Brian Lee, Lorna Woo, John Yamamoto, Carolyn Edward, Pono Chong, Gregg Fraser, Craig Watase, John Morton, Norma MacDonald

Absent: Brian Keala Benz, Richard Kaipo Lum, Cade Watanabe, Robbie Melton, Brent Kakesako, Kathryn Matayoshi, Albert Perez

Staff: Marilyn A. Matsunaga, Alison Lum

Guests: Gary Nakata, Duane Pang, Barbara Yamashita

I. Call to Order and Introductions

Board Chair Jim Tollefson called the meeting to order at 8:10 am when quorum was achieved. He commented that not everyone was present at the last meeting and asked everyone to introduce themselves.

The board members, staff and guests present introduced themselves.

II. Approval of the Agenda

Unanimously approved.

Board Chair Jim Tollefson added that the agenda was also approved by the State Office of Information Practices which over sees the Sunshine Law.

III. Public comment on issues on agenda, or if not on agenda, for consideration for board's agenda at next meeting

Mr. Gary Nakata, Director of the Department of Community Services asked Board Chair Jim Tollefson if he could say a few words.

This is my first time here, thank you for the invitation and, apologies we are going to have to leave at 8:30 for another meeting. Chair, thank you for the opportunity to speak really quickly on this. For those of you straining your neck, I'll just stand over here. This is my first meeting with the Board so on behalf of the Mayor, welcome and we look forward to working with you to make life better for a number of people on the island of Oahu. We are in receipt of the agenda and we've reviewed the letter that was attached to it. We just want to let you know that we look forward to working with you and your representatives in coming up with a plan to deal with these issues. With the advice and working with Marilyn over the last year and a half

we have been working on these issues and are coming up with a plan. We do know that there has been a recent game changer with rules being published. By some accounts people have told me that there is a thousand pages or there is 1500 pages... great reading, light reading material before you go to bed. But through our analysis we also understand that there's some new developments in there that I think will make the conflict of interest issues a little smoother and a little bit more palatable to work on, but that is not for one side to say or the other side to say, I think it's an "us thing", it's a "we thing", and we look forward to working with your representatives. If I might suggest Chair, it might be a good opportunity for the representatives on both sides and the team to get together to discuss the game changers and the new rules even before we approach the Mayor and I think we can make a comprehensive and collective recommendation to the Mayor. And I think he would appreciate that very much.

I'm joined by Barbara Yamashita, our Deputy Director, who's the smart one of the half, I'm just the voice, the guy that stands up and says things, and, again, we look forward to this partnership working with all of you to make like better for our employee workforce out there. Like I said she is the smart one of the half, I'm the voice. Again, apologies, we are going to have to leave at 8:30, again we look forward to working with you all in the days and months and years ahead. Thank you Marilyn for all you have done and your diligence. Chair, thank you.

Aloha.

VI. Action Item:

Review and Approval of Letter to the Mayor from the Board regarding conflict-of-interest issues

Executive Director Marilyn Matsunaga read the historical background summary which is contained in the letter and the chronology.

Discussion:

Question from Board Member John Morton: I assume the City still interested in still being a contractor and operating or competing for these services?

DCS Director Gary Nakata: The answer is yes, I think we bring the expertise to do it and at least one of our staff is nationally recognized to provide these services.

Board Member John Morton: If it has to go through procurement, whose procurement? Is it the City's procurement? The City would be making a procurement decision about a contract with itself?

DCS Director Gary Nakata: Yes. Really, while we can say that City is contracting with itself, just to give you some background information, the City makes many contracts with/per service providers the City does also have a Purchasing Department that works under the auspices of the Budget and Fiscal Services Department, which is a department separate from the Department of Community Services and any other contracting agency and this division follows the procurement code very strictly. And so with respect to any kind of conflict of interest that may occur following the procurement code in a very stringent manner, generally it... prohibits and restricts any situation that could come up and arise with conflict of interest.

Board Member John Morton: I just want to be sure that with this change at the Federal level, which is driving this, that they would agree with you.

DCS Director Gary Nakata: Generally I would think the Federal Law would.

Executive Director Marilyn Matsunaga: They just came out with the official regs and we just started reading it.

Board Member John Morton: So it sounds like it is time for a meeting just to talk these things through.

DCS Director Gary Nakata: The City is the grant recipient. Even if there was Federal laws mandating it, generally I would imagine that for procurement code it adheres to the local circumstances.

Board's Deputy Corporate Counsel Duane Pang: The Federal regs provide guidelines as to how to deal with potential conflict of interest, they will be effective very soon... within the next 60 days... we will look at them and that's why the initiation of this letter and the meeting to get the parties together to draw the potential wall to avoid the conflict-of-interest. We will be following the same procurement process and the Board will be doing procurement with the assistance of the purchasing department. The money does pass through the entire City.

Board Member Brian Lee: How is the criteria for selection established? Is it low bid?

Board's Deputy Corporate Counsel Duane Pang: There are a number of processes and we are going to work with the purchasing department, they're the experts on that. The guidelines and requirements will be Request for Proposals, or what we call full bids, will be I think done and then DCS will review it and then issue the guidelines.

Board Member Brian Lee: Will this Board have the final say?

Board's Deputy Corporate Counsel Duane Pang: As I understand it, yes.

Board Chair Jim Tollefson: Yes

Board Member Brian Lee: Is there a hard deadline that is driven by the Federal Regulations?

Executive Director Marilyn Matsunaga: The drop dead date for everything to transition is June 30, 2017

Board Member Gregg Fraser: If WorkLinks doesn't receive the funding again will it go away? Is it the only funding for WorkLinks receives? Is this the only funding that keeps WorkLinks alive?

DCS Director Gary: I think that it's the bulk of funding, if would dramatically impact the division, but more so I think our concern is that it will dramatically impact the client services.

Board Chair Jim Tollefson: It's about \$3 million federal funds

Board Member Gregg Fraser: Do we have a list of other service providers who may be applying?

Executive Director Marilyn Matsunaga: There is one provider that has come forward and has told me directly that they will be bidding and that's Goodwill Hawaii. Lots could bid. Nationwide, we hear that a number of non-profits and even for-profits are bidding. We even heard that there is a company from the UK that has been submitting bids all over. The law allows all kinds of entities to bid - for-profits, nonprofits, all kinds of entities have been bidding, community colleges are allowed to bid, state government can bid, other educational entities may bid.

Board Chair Jim Tollefson: What's coming out of this too is something we've been thinking about since this all changed, the opportunities and challenges this Board is going to face is that we are going to make the decision so that why we want to make sure this is done properly because we all have the fiduciary responsibility to make this is done right. So this is a step in that direction.

Board Chair Jim Tollefson called for a motion to approve the letter and direct himself, as Board Chair, to send the letter to Mayor Caldwell. Motion to approve the letter was made by Brian Lee, seconded by Gregg Fraser. None were opposed, 1 abstained (Craig Watase).

VII. Announcements

Next Board Meeting August 16, 2016

VIII. Adjournment

Adjourned at 8:30 am.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

August 16, 2016 • 9:00 am to 11:00 am (approximate)

The Queen's Conference Center • 1301 Punchbowl Street, Board Room • Honolulu, HI 96813

MINUTES

Present: James Tollefson, Kalei Inn, Jason Chang, Connie Mitchell, Marian Tsuji, Emmet White, Tim Wong, Vance Roley, Russel Cheng, Meli James, Danelia Newman, Pono Chong, Joanne Kealoha, Caroline Sluyter, Richard Vieira, Brian Lee, Lorna Woo, John Morton, Gregg Fraser, Norma MacDonald, Robbie Melton, Brent Kakesako

Absent: Brian Keala Benz, Richard Kaipō Lum, Cade Watanabe, Kathryn Matayoshi, Albert Perez, John Yamamoto, Craig Watase, Carolyn Edward, Shawn Kanaiaupuni

Staff: Marilyn A. Matsunaga, Alison Lum

Guests: Gary Nakata, Duane Pang, Barbara Yamashita

I. Call to Order and Introductions

Chair Jim Tollefson called the meeting to order at 9:02 am when quorum was achieved.

The board members present introduced themselves.

II. Approval of the Agenda

Unanimously approved.

III. Approval of the Minutes for June 16, 2016 and July 6, 2016 meetings

Correction: V. Vance Roley was not present at the July 6th meeting.

Agendas for June 16th meeting and amended agenda for July 6th meeting were unanimously approved.

IV. Public comment on issues on agenda, or if not on agenda, for consideration for board's agenda at next meeting

None.

V. Presentation by Marilyn A. Matsunaga and Alison Lum

- Oahu Workforce Development Board: Connecting the Dots

Presentation attached.

John Morton shared the software interface UH uses to look at individual sectors and jobs within each sector. It can break down wages, education level requirements, recent hiring patterns, who hired and even how many were hired. He volunteered to demonstrate it at a future board meeting. Jim Tollefson said we will put it on an upcoming agenda. The software is EMSI.

Danelia Newman asked if conflict of interest was still an issue. Jim Tollefson reported that it still is an issue and a meeting is scheduled for tomorrow with the Managing Director to try to work out how the City is going to handle it. In regards to applying for contracts, Danelia, who is an Eligible Training Provider in addition to sitting on the board, will be recusing herself from any votes that may be a conflict.

VII. Announcements

Marilyn Matsunaga announced that after 8 years as the Executive Director of the Local Workforce Board with the City and County of Hawaii, this would be her last board meeting. She submitted her resignation and her last day with the City will be August 31, 2016.

VIII. Adjournment

Adjourned at 10:33 am.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

September 30, 2016 • 1:00 pm to 3:00 pm (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street, Honolulu, Hawaii 96813

AGENDA

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Approval of minutes from August 16, 2016 meeting
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
- VI. Workforce Innovation and Opportunity Act (WIOA) Local Plan Discussion
 - a. Action Item: approval of consultant, Jeffrey Fantine, to assist the Board with the Local Plan
- VII. Presentation: WIOA and Wagner-Peyser Performance Measures for Hawaii
 - a. Action Item: approval of Program Year 2016 and 2017 Performance Measures
- VIII. Announcements
- IX. Adjournment

Any physically challenged person requiring special assistance, please contact us at 768-5889 and/or email oahuWDB@honolulu.gov for details at least 24 hours prior to meeting date.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING
January 5, 2017 • 9:00 am to 11:00 am (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street, Honolulu, Hawaii 96813

AGENDA

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Approval of minutes from August 16, 2016 meeting
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
- VI. Presentation and Discussion: February 1, 2017 - June 30, 2020 Workforce Innovation and Opportunity Act (WIOA) Local Plan for the City and County of Honolulu - Jeffrey Fantine, PhD

WIOA states that the Local Workforce Development Boards are responsible for convening their workforce partners in a collaborative, transparent process to develop and implement a Local Plan that aligns with requirements of WIOA and the vision and goals of Hawaii's Unified State Plan. The Local Plan for the City and County of Honolulu explains how the Oahu Workforce Development Board will ensure that the workforce system is industry-relevant, respond to local economic needs and match employers with skilled workers.

a. Action Item: approval of Local Plan

- VII. Announcements
- VIII. Adjournment

Any physically challenged person requiring special assistance, please contact us at 768-5889 and/or email oahuWDB@honolulu.gov for details at least 24 hours prior to meeting date.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

January 5, 2017 • 9:00 am to 11:00 am (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street, Honolulu, Hawaii 96813

MINUTES

Attendees: Connie Mitchell, Brent Kakesako, Meli James, Caroline Sluyter, Alvin Tsukayama, Gregg Fraser, Richard Vieira, Emmet White, Marian Tsuji, Russel Cheng, John Vannatta, Tim Wong, Stacy Clayton, Craig Watase, Kalei Inn, Lorna Woo, Brian Lee, Robbie Melton, Jim Tollefson, Jason Chang, Pono Chong

Staff: Alison Lum, Lynn Takahara

Guests: Cindy Matsuki

I. Call to Order

Chair Jim Tollefson called the meeting to order at 9:07am. Introductions were made.

II. Approval of Agenda

Motion to approve the agenda was made by Robbie Melton, seconded by Jason Chang, unanimously approved

III. Approval of minutes from August 16, 2016 meeting

Motion to approve the minutes was made by Gregg Fraser, seconded by Jason Chang, unanimously approved

IV. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda

None

V. Presentation and Discussion

February 1, 2017 - June 30, 2020 Workforce Innovation and Opportunity Act (WIOA) Local Plan for the City and County of Honolulu - Jeff Fantine, PhD

Powerpoint of presentation attached.

WIOA states that the Local Workforce Development Boards are responsible for convening their workforce partners in a collaborative, transparent process to develop and implement a Local Plan that aligns with requirements of WIOA and the vision and goals in the Unified State Plan. The Local Plan for the City and County of Honolulu explains how OWDB will foster strategic alignment, improve service integration, ensure that the workforce system is industry-relevant, respond to local

economic needs and match employers with skilled workers. The plan also describes current and future strategies that lead to greater efficiencies through reduction of duplication and maximized use of financial and human resources that result in continuous improvement of Hawaii's workforce system and excellent customer service. The current version of the WIOA Local Plan for the City and County of Honolulu 2017 – 2020 can be found at www.OahuWDB.org

Craig Watase commented that the idea of making entrepreneurship one of the focuses and objectives of the Local Plan is not a good idea. It is difficult to be an entrepreneur in this state with all the requirements; and, given our clientele and limited resources, it is not a real goal or objective.

Jeff Fantine stated that entrepreneurship is part of the State Plan and gave examples of successful entrepreneurship through the workforce system in other States. And he clarified that it was a question that we had to address in the Local Plan.

Meli James, Russel Cheng, and Robbie Melton gave examples of successful local entrepreneurship in tech and expanded on how entrepreneurial skill sets are now being taught in school. Jeff Fantine also added that entrepreneurship creates jobs in rural, remote areas where there might not be any employment opportunities.

It was agreed that an entrepreneurial path is a valuable option to provide clients.

Alison Lum commented that the organizational chart illustrating the firewall within the Department of Community Services (DSC) between OWDB and WorkHawaii is included in the Local Plan. It included edits that were recommended by State's Workforce Development Council. DCS also created an internal Conflict of Interest Policy which will be included in the Local Plan. And the vacant Deputy Director position will be temporarily filled by Gail Kaito.

John Vannatta stated that he will provide Jeff Fantine the Waipahu Community School Model to be included in the Local Plan during the review period.

Brent Kakesako asked if the Board was okay with the process of how the Local Plan was created. Given the limited resources and short time frame (a month and a half), not everyone was able to participate. He shared that his communities might question him saying that they were not asked directly to provide input. They want to be able to work in their communities, engage in cultural practices and still be supported by the workforce system. Will there be a robust community process in the coming year to add to the plan?

Connie Mitchell shared that she understood Brent's concerns but feels the Local Plan is broad and doesn't preclude the things he mentioned. There is time to get that kind of input. She shares his concern that people might feel left out and invites more input in the future.

Gregg Fraser stated that the Local Plan is the "starting line" and there will be plenty of time for buy in and to hear the community voice. Approving the Local Plan today gives the Board the ability to get started.

Jim Tollefson stated that it is a broad plan. It is a road map that will change. The Board is asking for the ability to keep the process going. This plan is a living document and this is not the final version of the plan. It will be revisited and we need the support of the Board and resources through partners and the City and County of Honolulu to implement it.

a. Action Item: approval of Local Plan

Motion to approve the February 1, 2017 - June 30, 2020 Workforce Innovation and Opportunity Act (WIOA) Local Plan for the City and County of Honolulu was made by Gregg Fraser,

seconded by Robbie Melton, 17 members approved, 0 members opposed, 2 members abstained: Brent Kakesako and Craig Watase.

VI. Announcements

Jim Tollefson announced that as the current administration was coming to an end OWDB will need to be restructured to comply with WIOA. Local Workforce Boards in Hawaii are now required to be certified by the State's Workforce Development Council (WDC) of the Department of Labor and Industrial Relations. Non-mandatory members will need to be nominated by a labor union or trade association and the board size will be reduced to the minimum number of members: 19 which will help with quorum.

Also, OWDB members who were appointed to WDC are now in violation of the Sunshine Law and will need to step down. Jim asked that they please stay involved with OWDB by serving on a committee.

Jim announced that committees will be chaired by a Board member and can have members from the community who are not part of OWDB. The chair of each committee, along with the Chairperson of the Board, will serve as the Executive Committee of the Board.

Proposed committee structure base on WDC's committees:

- Finance Committee
- Sector Strategy and Career Pathways Committee
- Employer Engagement Committee
- Data Management and Technology
- Performance Measures and Accountability
- Executive Committee

Next quarterly meeting is tentatively scheduled for April.

Chair Jim Tollefson and Executive Director Alison Lum were invited to attend the US Department of Labor's Region 6 Strategic Convening at the Federal Reserve Bank in San Francisco Feb 27 and 28, 2017 and the National Association of Workforce Boards annual forum in Washington D.C. March 25 – 29, 2017.

Connie Mitchell posed a question asking the Board how they can tie in Workforce Housing. How will they have the discussion about affordable housing and the living wage issue? The cost of housing drives everything up.

VII. Adjournment

Motion to adjourn the meeting was made by Gregg Fraser, seconded by Jason Chang. Meeting was adjourned at 10:53am

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

April 25, 2017 • 9:00 am to 10:30 am (approximate)

Oahu WorkLinks American Job Center
Dillingham Plaza
1505 Dillingham Blvd. #110
Honolulu, Hawaii 96817

AGENDA

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Approval of minutes from January 5, 2017 meeting
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
- VI. Action Items:

Action Item: Approval of Board Committees to Align with the Workforce Innovation and Opportunity Act (WIOA)

1. Data Management & Technology Committee
2. Employer Engagement Committee
3. Finance Committee
4. Performance Measures & Accountability Committee
5. Sector Strategies & Career Pathways Committee

- VII. Presentations and discussion:

Summer Youth Employment

Ms. Kirsten Thornton, MSW
Program Coordinator
Department of Community Services WorkHawaii Division

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**WIOA Bulletin 03-17 Local Workforce Development Board Review of
Adult Education and Family Literacy Act (AEFLA)**

Ms. Deborah Miyao
Acting Adult Basic Education Director
State of Hawaii Department of Education
Office of Curriculum, Instruction & Student Support
Adult & Community Education

- VIII. Executive Director's Report
- IX. Discussion of Full Board Meeting schedule
- X. Announcements
- XI. Adjournment

Should you require special accommodations for a disability, please contact
OWDB Administration at (808) 768-5889 and/or email oahuwdb@honolulu.gov
at least 48 hours prior to the meeting.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

April 25, 2017 • 9:00 am to 10:30 am (approximate)

Oahu WorkLinks American Job Center
Dillingham Plaza
1505 Dillingham Blvd. #110
Honolulu, Hawaii 96817

MINUTES

Attendees: Brent Kakesako, Alvin Tsukayama, Gregg Fraser, Emmet White, Russel Cheng, Tim Wong, Lorna Woo, Brian Lee, Jim Tollefson, Jason Chang, Pono Chong, James Hardway, Janice Wakatsuki, Susan Fernandez, John Morton

Staff: Alison Lum

Guests: Cindy Matsuki, John Vannatta, Tanya Lee, Stacey Clayton, Lance Jyo, Lyn Uratani, Debbie Miyao, Christine Park, Linda Gomez, Dwayne Pang, Rolanse Crisafulli

- I. Call to Order
Chair Jim Tollefson called the meeting to order.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Tollefson motioned to adopt the agenda. Gregg Fraser motioned to approve. Seconded by James Hardway. Unanimously approved.
- IV. Approval of minutes from January 5, 2017 meeting
Chair Tollefson motioned to adopt the minutes from the January 5, 2017 meeting. Gregg Fraser motioned to approve. Seconded by Tim Wong. Unanimously approved.
- V. Approval of Board Committees to Align with the Workforce Innovation and Opportunity Act (WIOA)
Chair Tollefson introduces purpose, duties, and structure of below six committees. See descriptions attached.
 1. Executive Committee
 2. Data Management & Technology Committee
 3. Employer Engagement Committee
 4. Finance Committee
 5. Performance Measures & Accountability Committee
 6. Sector Strategies & Career Pathways Committee

Gregg Fraser is Chairperson of Finance Committee. Meli James is Chairperson of Performance Measures and Accountability Committee. Pono Chong is Chairperson of Sector Strategies and Career Pathways Committee. Jason Chang is Chairperson of Employer Engagement Committee. James Hardway is Chairperson of Data Management and Technology Committee.

Chair Tollefson motioned to approve committees as well as the chairs of respective committees. Gregg Fraser moved to approve. James Hardway seconded.

VI. Presentations and discussion:

Summer Youth Employment

Ms. Kirsten Thornton, MSW

Program Coordinator

Department of Community Services WorkHawaii Division

Kirsten provided an informational talk about the Summer Youth Employment Program (SYEP) run by the Youth Services Center at the Dillingham comprehensive American Job Center (AJC). This program is in partnership with State Department of Vocational Rehabilitation, and supports WIOA Title IV pre-employment transition services. SYEP serves youth between the ages of 16 and 24 with disabilities, and provides pre-employment training prior to a six to eight-week long summer job placement. The program can partner with multiple public, private, and non-profit agencies. There will be 100 youth in program this year, which is the program's second year. In its first year, there were 66 students in program; 15 of these students were offered jobs following their summer roles.

Chair Tollefson inquired about how many students have applied for placement. Kirsten stated there are 100 unmatched youth thus far. Gregg Fraser asked average age range of youth in program. Kirsten stated 16-24, but 17-22 is primary age. A question was asked about how students are assigned to employers. Kirsten stated that placement is based on students' goals and skill set, as well as employers' specific needs or requests. Gregg Fraser asked to clarify that the program pays for the student, not the employer, and for additional information about whether training includes soft skills and work ethic training. Kirsten states there is a weeklong training at five locations across the island; she affirms soft skills and work ethic. A question was asked for verification that students need their own transportation to worksite. Kirsten affirmed this. A question was asked when applications are due. Kirsten stated there will be an extension to accommodate individuals interested following her talk at the board meeting; she will work with them on a case-by-case basis. Chair Tollefson asked for additional examples of jobs that students have been assigned. Kirsten used examples of maintenance and landscaping, foodservice, customer service, education, public parks, and clerical. Gregg Fraser asked about exact dates of program. Kirsten stated June 5 to July 28; organizations are encouraged to hire post-summer. Emmet White asked about range of students' disabilities. Kirsten stated there is a wide variety including but not limited to, blind and visually impaired, autism spectrum, Down's syndrome, etc. She is most interested in what they are able to do for an employer, rather than what disability they have; case managers are available to provide further support. Janice Wakatsuki asked about work hour restrictions. Kirsten states that while students are typically matched to site requests for specific shifts or scheduling, normally students work during City hours.

Alison Lum stated the OWDB Administrative Office will be hosting one SYEP intern. She added that this program serves multiple WIOA target populations addressed in the Local Plan and it is in partnership with the Division of Vocational Rehab, a WIOA mandatory partner. Kirsten provided flyers and employer applications to attendees. Chair Tollefson thanked Kirsten for her great work.

WIOA Bulletin 03-17 Local Workforce Development Board Review of Adult Education and Family Literacy Act (AEFLA)

Ms. Deborah Miyao

Acting Adult Basic Education Director

State of Hawaii Department of Education

Office of Curriculum, Instruction & Student Support

Adult & Community Education

Debbie gave an overview of the adult education program in the State of Hawaii Department of Education, and described the program's target population as consisting of out-of-school youth and adults between the ages of 16 and 80, who are served by community school campuses across the state. Debbie stated that WIOA requires community schools to put out an RFP, and that the last RFP completed was in 2004 via WIA. The newest change for RFP is a section requiring work with WDCs on each island; recommendations given will allow WDC to determine youth providers. The role of local board is to select three members to sit on committee to make recommendations to the DOE.

Debbie provided handouts. She further explained that eligible providers will submit applications. Then, all applications (except for community schools) that come in will be sent to Alison for three board members for

review. She specified that two weeks is allotted for board members to review and make recommendations, then the Screening Committee for grant awards will meet and consider all recommendations put forth by local boards.

James Hardway, Gregg Fraser, John Morton, and Brian Lee sought added clarification regarding Debbie's request to the board. Debbie and John Vannatta responded to their inquiries.

Chair Tollefson sought to simplify the discussion, positing that board is to look at proposals and make recommendations to the eligible agency, which is the DOE. He clarified that recommendations made are with regard to the proposals' ability to correspond to the local plan; the eligible agency will consider the results of the local board and make the final decision. Debbie affirmed this. Chair Tollefson and Alison asked whether the review packets will be forwarded to the board once they have met the minimum 13 requirements. Debbie stated the board is to review all materials as they align to the local plan. Chair Tollefson and Alison expressed concern that the board is being asked to review all materials, even those not eligible for grant money, as it creates more work for the board. Chair Tollefson asked Debbie to further investigate the matter.

Alison explained that under WIOA, all Local Workforce Development Boards in Hawaii are mandated to volunteer three members to assist with the review process to start mid-June. Gregg Fraser volunteered to assist and seconded Chair Tollefson's request of Debbie to only forward eligible applications for review. James Hardway also volunteered to be on the review committee.

VII. Executive Director's Report

Alison expressed gratitude to newly-expanded Executive Committee, which replaced the approved permitted interaction group both of which allowed them to meet and make decisions between board meetings as needed. The board members are approved and the certification request is awaiting Mayor's signature; the Workforce Development Council (WDC) has verified that members have met requirements under WIOA via industry, mandatory partner, and community-based organization representation. Alison stated that the board approved the local plan, which the Mayor has signed. The Local Plan is conditionally-approved by the WDC and is undergoing revisions. Alison thanked Jeff Fantine, Meli James, and Chair Tollefson for their presence in review meetings, and all other board members' assistance and work on the Local Plan. The Plan is scheduled to be revisited every two years. Chair Tollefson expressed appreciation to Alison for her ongoing work to help the board meet these deadlines and learn the new WIOA.

Alison and Chair Tollefson discussed experiences at two previous conferences, during which they were able to meet members of boards across the nation as well as those representing the neighbor islands.

Alison lastly stated that the RFP is complete and with the Purchasing Department.

VIII. Discussion of Full Board Meeting schedule

Chair Tollefson asked the chairs of each committee to begin seeking members and outside representatives to volunteer on their respective committees. Alison affirmed that the next full board meeting will be in July or August. Chair Tollefson mentioned the possible need to increase the frequency of meetings.

IX. Announcements None.

X. Adjournment Chair Tollefson adjourned the meeting at 10:17 a.m.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital
FULL BOARD MEETING
July 25, 2017 • 9:00 am to 10:30 am (approximate)

The Queen's Medical Center
Queen's Conference Center – Board Room
1301 Punchbowl Street, Honolulu, Hawaii 96813

AGENDA

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Approval of minutes from April 25, 2017 meeting
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
- VI. Presentation and discussion:

Adult Education and Career Pathways

John Vannatta, Principal
Christine Park, iCan Program Coordinator
Waipahu Community School for Adults

- VII. New Business:
 1. Reduction in federal funds for PY17
- VIII. Old Business:
 1. Award of the One Stop Operator Contract
 2. Award of the Title II: Adult Education & Family Literacy Grant

Report's related to WIOA

1. One Stop Operator
 - AJC System on Oahu
 - Program Highlights
2. WIOA Core Partner Updates
 - Adult Education and Career Pathways

- Vocational Rehabilitation
- Wagner-Peyser Act

3. OWDB Committee Chair Updates

- Executive Committee
- Finance Committee
- Data Management & Technology Committee
- Employer Engagement Committee
- Performance Measures & Accountability Committee
- Sector Strategies & Career Pathways Committee

IX. Executive Director's Report

X. Announcements

1. Next Quarterly Meeting October 24, 2017

XI. Adjournment

Should you require special accommodations for a disability, please contact OWDB Administration at (808) 768-5889 and/or email ohuwdb@honolulu.gov at least 48 hours prior to the meeting.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

July 25, 2017 – 9:00am to 11:00am (approximate)

The Queen's Medical Center
The Board Room at Queen's Conference Center
1301 Punchbowl Street, Honolulu, Hawaii 96813

Attendees: Jason Chang, Russel Cheng, Pono Chong, Carolyn Edward, Susan Foard (for Albert Perez), James Hardway, Meli James, Brent Kakesako, Brian Lee, John Morton, Jim Tollefson, Alvin Tsukayama, Janice Wakatsuki, Emmet White, Lorna Woo

Staff: Alison Lum, Lyn Uratani

Guests: Cindy Matsuki, Joanne McCully, Allan Sagayaga, Lei Nakamura, Erick Pascua, Rolanse Crisafulli, Debbie Miyao, John Vannatta, Christine Park, Alaina Atana

- I. Call to Order
Chair Tollefson called the meeting to order at 9:03am.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Tollefson entertained a motion to approve the agenda. Jason Chang motioned to approve. Seconded by Brian Lee. Unanimously approved.
- IV. Approval of minutes from April 25, 2017 meeting
Chair Tollefson entertained a motion to approve the minutes from the April 25, 2017 meeting. Brian Lee motioned to approve. Seconded by Jason Chang. Unanimously approved.
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
None.
- VI. Presentation and discussion
Adult Education and Career Pathways

John Vannatta, Principal
Christine Park, iCan Program Coordinator
Waipahu Community School for Adults

John and Christine provided two videos and a PowerPoint to illustrate the student demographics served via Waipahu Community School for Adults (WCSA). They discussed the diploma programs and courses offered at WCSA, as well as entrance tests and use of assessments to determine student placement into diploma programs. Christine discussed the iCan program and its services of advising, tutoring, and personalized instruction for participants requiring additional support as they transition into the workforce. John emphasized that the mission of the community schools is to help students transition into existing pathways, and that their programs are not intended to compete with the community colleges. He also provided information about the amount of students who successfully completed diploma programs. Lastly, John shared a few updates regarding federal funding via Title II; he stated that adult education received \$2.2M via WIOA Title II but mentioned that a possible budget cut may be underway. He commented that no other agency aside from both community schools, who applied together as a consortium, had submitted an RFP.

Meli James, John Morton, and Brian Lee posed questions about employment interest assessments, the reporting of student data following graduation, whether or not to accept minors via the 41-40 process—also known as the exemption from compulsory education, the availability of data for the 41-40 process, and any noticeable differences between the students at WCSA versus McKinley Community School for Adults. John Vannatta answered their inquiries. Chair Tollefson thanked John and Christine for their presentation.

VII. New Business

1. Reduction in federal funds for PY17

Alison Lum discussed the lateness of the USDOL in releasing funding for WIOA Title I program, and reiterated the Title I includes adult, dislocated worker, youth, and local administration. She explained that April is already considered late for the USDOL to release funds, but to avoid breaks-in-service, the WDC provided estimated numbers. The board based annual budgets on the estimated numbers; the budget was approved. On July 6th, the actual numbers were released, which revealed the reduction of funding for each source. The impact on Oahu was less than half a percent for each program: a decrease of \$1,122 to Local Administrative funds, a decrease of \$3,042 to Youth, a decrease of \$4,412 to Adult, and lastly a decrease of \$2,648 to Dislocated Workers. The contract of the One Stop Operator will be adjusted to 10% of each of the programs' final allocations.

Normally the State would not pass on a reduction in funds to counties, but there was considerable difference this time and they were not able to absorb it. The State consequently asked the boards to revise their annual plan/budgets to demonstrate the decrease of funding. Thus, the original annual plan submitted to the WDC on May 4th that was accepted and approved will now have to be amended.

Overall, Oahu receives \$2.8M, but that is down to \$2,720,988. This will also reflect the RFP that was set to contract One Stop Operator; it was noted in RFP that should funds decrease, then the award for the contract will also decrease. Adjustments to the program have been made; roughly \$1,200 in overall decrease.

VIII. Old Business

1. Award of the One Stop Operator Contract

Alison Lum announced the procurement process was successfully completed. An RFP for the One Stop Operator was submitted to Procurement Division with C&C and contract at July 1st. Oahu is the only county to contract One Stop Operator by deadline thus far; this award was given to WorkHawaii. She expressed thanks to review panel comprised of John Morton, Jason Chang, and Gregg Fraser. The RFP received a high score at 94%; WorkHawaii was the only respondent.

2. Award of the Title II: Adult Education and Family Literacy Grant

Debbie Miyao thanked Board members, especially James Hardway, Meli James, and Gregg Fraser for volunteering their time to review RFP process for Adult Education. Adult Education will be awarded \$2.2M for coming year.

Chair Tollefson congratulated OWDB on its productivity since the start of the calendar year, given multiple project deadlines, concerns with conflict-of-interest, and other complex processes needed to certify board.

3. Reports related to WIOA

a. One Stop Operator

Rolane Crisafulli thanked OWDB on behalf of her administrative team for the OSO award and discussed her team's interest in bringing improvements to WorkHawaii's (WH) services that will implement MOUs. Erick Pascua and Lei Nakamura discussed program highlights from the previous PY to include enrollment. 169 adult, 288 youth, 118 dislocated workers; enrollment means eligibility determination and assessment prior to placement in trades. 1289 new 4811 returning customers Dillingham; 264 new 884 returning. June 7th, WDC inventoried for Title I program, offered technical guidance. No findings. April 30, youth has conducted job fair with 13 employers who committed to work with youth—39 job offers, 17 interviewed, 100 attended. WH continues to partner with employers via customized recruitment fairs; as a result of these efforts, 385 participants attended, 180 were interviewed, and 85 were given job offers. The youth program has 166 participants who received diplomas; 114 have since entered unsubsidized employment and 13 are entering college. Title I funded business development continues to provide business outreach and development for workforce trends; 100 employers were contacted in last PY and as a result, WH was able to execute 14 on-the-job-training (OJT) agreements to train and potentially employ 26 participants. Lastly, 27 participants enrolled in disability employment initiative grants; a benefit of this grant is the ability to assist with coordination and procurement of resources specifically for persons with disabilities.

Lei Nakamura thanked the board and expressed understanding that WH's work with the board is specific to WIOA and that WH is committed to supporting the needs of Hawaii's current and future workforce. She mentioned that WH does a lot to benefit the community via its services, not simply in employment services but also in terms of the prevention of youth substance abuse and criminal behavior, especially for youth who have committed minor offenses. She also shared how WH assists adults and families experiencing or on the verge of experiencing homelessness, such as through the Rent-to-Work program, which allows participants to focus on improving employability.

Lei Nakamura also briefly mentioned WH's success in creating a case management database for non-profits and other entities to specifically contribute and track youth participant information; this allows WH to dual-enroll or triple-enroll youth participants in programs to best meet their needs and additionally track information about the efficacy of ongoing partnerships and programs.

Meli James and Chair Tollefson posed questions regarding percentage of companies with OJT seeking assistance with labor and manufacturing and other companies and organizations who have participated in OJT or job fairs at WH. Erick Pascua and Lei Nakamura responded to their inquiries.

b. WIOA Core Partner Updates

John Vannatta briefly discussed an upcoming challenge for Adult Education with regard to County MOUs. He stated that he met with interim superintendent to determine necessary steps forward, as well as with Attorney General to discuss contracts. He noted that in the DOE, a principal cannot sign an MOU, only a superintendent is able to do so following additional vetting from the AG's office. Consequently, John explained his interest in working with the new superintendent to inform him/her of this concern, given that there is no current mechanism for the DOE to move money between counties.

John Morton lastly noted that WCSA's CB diploma program has a second phase for participants which requires that a student must obtain 100 hours of work experience or be enrolled into a postsecondary program in order to receive the diploma, and that all of this data is tracked. He explained that this a good example of how the CB diploma program directly connects to WIOA.

c. Vocational Rehabilitation

Susan Foard affirmed John Vannatta's previous comments about the difficulty of the MOU process, expressed the need to work collaboratively with regard to this specific area, and then posed a question regarding DVR clients not being able to attend iCan as this issue relates to MOUs. John Vannatta responded to her inquiry citing Compulsory Education law and ongoing litigation.

d. Wagner-Peyser Act

Alvin Tsukayama briefly discussed that the program is in the process of looking at cross-allocation; meetings to be held with Rolanse. The staffing of AJC is aimed for September 1st and they are currently in the process of notifying units of staff movements; union reps will have opportunity to speak with staff who are concerned about the process.

4. OWDB Committee Chair Updates

a. Executive Committee

Chair Tollefson stated a meeting was held on June 1st. Each meeting will allow committee chairs to give a brief report.

b. Finance Committee

James Hardway provided an overview of the July 14th meeting on behalf of absent Finance Committee Chairperson Gregg Fraser. He mentioned that the committee discussed RFP for the One Stop Operator and how to improve current MOUs. A few issues raised at this meeting included

partners' lack of knowledge of the Board, the need for a checklist regarding client volume served by mandatory partners to best determine staffing and funding levels, and documentation in preparation for future audits to demonstrate how they are meeting the requirements of the Board for a comprehensive One Stop Operator.

Alison Lum mentioned that work on the MOUs could not begin due to the RFP process for the One Stop Operator. She stated that due to procurement violations or individuals worried about the final outcome contested, some individuals were not comfortable meeting together since some members might have been in the process of bidding for the One Stop Operator. Now that the RFP process is over, work can begin on the MOUs.

Rolase Crisafulli commented that WIOA requires mandatory cost-sharing and thus a higher level of collaboration.

c. Data Management and Technology Committee

James Hardway stated that this committee has not yet had a chance to meet. He discussed ongoing efforts to recruit external members for this committee.

d. Employer Engagement Committee

Jason Chang shared that this committee is scheduled to meet for the first time in August. He expressed thanks to members willing to join this committee.

e. Performance Measures and Accountability Committee

Meli James mentioned that this committee has not yet had a chance to meet and expressed need for more members to join the committee.

Chair Tollefson encouraged an increased level of engagement from members who are not yet involved in any committees.

f. Sector Strategies and Career Pathways Committee

Pono Chong stated that a meeting has not yet been held and a notice will be sent out. He explained that he has already been in the process with partnering with community colleges via STRATA network. He mentioned that these efforts have evolved from a business/sector engagement program into a sector partnership program composed of not necessarily workforce but economic development. Each county has been given a sector to focus on; Maui chose healthcare while Kauai and Hawaii chose agriculture/food. Oahu's project initially started statewide, via Hawaii Bankers Association and IT, a discipline not sector, via CIO council; Oahu as a county strictly will focus on food manufacturing, healthcare, and design engineering. All of these programs have a workforce component, each have actions, but these are not restricted to workforce as this is an economic tool. Sustainability is the newest discussion for all counties. He mentioned some concern about resources of funding and staffing in context of declining federal dollars. James Hardway posed a question about the grant funds provided and their use. Pono answered his inquiry.

IX. Executive Director's Report

Alison Lum mentioned that OWDB is now WIOA-compliant and officially-certified. She thanked the four members who took their oaths with the City Clerk's Office: James Hardway, Janice Wakatsuki, Alvin Tsukayama, and Helen Sanpei. She stated that she is working on organizing a Board Orientation to take care of the Ethics training required by City and County of Honolulu but also to give a background to WIOA. A meeting was held with the Boards and commissions section of the managing director's office; all members need to submit CV/resume to keep on file given that members are appointed by the Mayor.

Alison Lum also mentioned that the last quarterly meeting of the WDC brought about the acceptance of the second round of revisions of the Local Plan. The Local Plan will need to be updated more than the requirement of every two years. She affirmed the significance of the WDC having "no findings" at the One Stop Operator and commended Rolanse Crisafulli, Lei Nakamura, and Erick Pascua on their work and shared that the Board and its guests should feel free to visit the One Stop Operator at the Dillingham Comprehensive American Job Center (AJC), as well as Alvin Tsukayama and the staff with the Workforce Development Division at the Waipahu Affiliate AJC.

As of July 1st, OWDB is administratively attached to BFS instead of DCS, which completes firewall and satisfies publically-transparent location of the Board. On July 3rd, Lyn Uratani joined OWDB staff as the WIOA Specialist.

Alison Lum explained that WDC will be awarding additional funds to the sector strategies programs at each county.

She will attend 8/30-9/1 Rapid Response Summit in Boston; WDC will allow Executive Directors from each county's Board to attend as well as a program representative. Both she and Lei Nakamura will attend.

Federal monitors from USDOL will visit 8/24 and 8/25 at Dillingham OSO. Invitations will be sent to Board members. Federal monitors want to meet with Board members in addition to other individuals associated with the OSO.

She lastly thanked guests and partners in attendance at the meeting. The MOU is the next significant Board to-do.

X. Announcements

Chair Tollefson stated that the next quarterly meeting is October 24, 2017; location to be determined. He thanked Jason Chang for access to the conference room.

XI. Adjournment

Chair Tollefson adjourned the meeting at 10:47am.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

October 24, 2017 – 9:00am to 11:00am (approximate)

The Queen's Conference Center, Board Room

1301 Punchbowl Street

Honolulu, HI 96813

AGENDA

- I. Call to Order
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Review and approval of July 25, 2017 meeting minutes
- V. Public testimony on issues on agenda, if not on agenda, for Board to consider placing on a future agenda
- VI. Presentations and Discussion:
 - Statewide WIOA Career Pathways Model**
 - Bernadette Howard, State Director
Career and Technical Education**
- VII. New Business
 1. Individual Training Account Policy Modification
 2. Ethics Training (Please see handout)
- VIII. Old Business

Reports related to WIOA

 1. One Stop Operator
 2. American Job Center Network
 3. WIOA Core Partner Updates
 - Adult Education and Career Pathways

- Vocational Rehabilitation
- Wagner-Peyser Act

4. OWDB Committee Chair Updates

- Executive Committee
- Finance Committee
- Data Management and Technology Committee
- Employer Engagement Committee
- Performance Measures and Accountability Committee
- Sector Strategies and Career Pathways Committee

IX. Executive Director's Report

X. Announcements

- Next Meeting: Week of January 22, 2018

XI. Adjournment

Should you require special accommodations for a disability, please contact OWDB Administration at (808) 768-5889 and/or email oahuwdb@honolulu.gov at least 48 hours prior to the meeting.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

October 24, 2017 – 9:00am to 11:00am (approximate)

The Queen's Medical Center
The Board Room at Queen's Conference Center
1301 Punchbowl Street, Honolulu, Hawaii 96813

Attendees: Jason Chang, Russel Cheng, Susan Foard, Gregg Fraser, James Hardway, Brent Kakesako, Brian Lee, Connie Mitchell, John Morton, Helen Sanpei, Jim Tollefson, Alvin Tsukayama, Janice Wakatsuki, Tim Wong

Staff: Alison Lum, Lyn Uratani

Guests: Cindy Matsuki, Joanne McCully, Allan Sagayaga, Lei Nakamura, Erick Pascua, Rolanse Crisafulli, Stacy Clayton, Lance Jyo, Tanya Lee

- I. Call to Order
Chair Tollefson called the meeting to order at 9:01am.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Tollefson entertained a motion to approve the agenda. Jason Chang motioned to approve. Seconded by Gregg Fraser. Unanimously approved.
- IV. Approval of minutes from July 25, 2017 meeting
Chair Tollefson entertained a motion to approve the minutes from the July 25, 2017 meeting. Gregg Fraser motioned to approve. Seconded by Jason Chang. Unanimously approved.
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
None.
- VI. Presentation and discussion
Statewide WIOA Career Pathways Model
Bernadette Howard, State Director
Career and Technical Education
Bernadette Howard provided some background on the coverage of Every Student Succeeds Act (ESSA), Carl Perkins Act, and WIOA in the educational and employment process of the student. She

emphasized the importance of community and employer involvement and the connections between secondary and postsecondary education. She also discussed the ongoing work to add locally-based employers to Nepris as a way to bridge education and employer contact.

Helen Sanpei thanked Bernadette for her hard work especially given the many partners required for such an effort.

Chair Tollefson thanked Bernadette for her presentation.

VII. New Business

1. Individual Training Account Policy Modification

Alison Lum discussed a new policy created with Erick Pascua, Lei Nakamura, and Rolanse Crisafulli. She stated the old policy, created during WIA, allowed \$8000 in training funds to each client over the lifetime of the client. There is a dwindling of funds at present, and due to WIOA requirements, this poses a new challenge for the Board. The ITA policy needs to be reviewed to see how we can use our funds more effectively and bring the cost down per participant. Under WIOA, we are now targeting the people hardest to employ, or with the biggest barriers to employment. If Board members or guests have any questions or concerns, we can compile feedback from the Board, as well as the AJC and employment counselors. The new policy would be \$4000 to be used in 24 months; the goal is a quick credential that results in quick employment. The monitoring of our clients is now expanded to a year, so a lifetime to use funds would be challenging for tracking purposes. We will try to see if we can vote on it in January, if not earlier, but wanted to share the policy draft so the Board and attendees could read and review.

Brian Lee asked if there is a lifetime cap on how many times a person can use the \$4000 throughout his or her lifetime. Alison Lum stated no, if the client comes back and are in a situation where they are eligible, the \$4000 would start again. However, the Board could look at this in greater detail.

Connie Mitchell asked if resources could be used to match or otherwise incentivize students to find or match available funds. Alison Lum stated that the prior limit had no incentive; by limiting it to \$4000, there will be more incentive for the client to identify other sources of funding and for training providers to offer scholarships or other assistance.

Alvin Tsukayama asked if he could email any questions he has to Alison Lum. She confirmed this.

Peter Biggs asked if clients have exceeded the \$4000 cap in 24 months. Erick Pascua said yes because the \$8000 cap is still being used. Peter asked what the impact would be for the clients' training. Erick said that clients currently using the \$8000 have been grandfathered in; however, once the policy is approved, the AJC will not allow new clients to utilize the \$8000.

James Hardway asked how many current clients are at the \$8000 mark. Erick Pascua said less than 140, but a majority are getting the \$8000. Jason Chang asked if the clients will continue to receive training even if they have exhausted the \$8000 mark. Erick confirmed this.

Alvin Tsukayama inquired if the training is more than \$8000, does the client need to have proof they have or can obtain other means of funding such as Pell grants? Erick Pascua said yes and used Russel Cheng's training at DevLeague as an example. Before \$8000 can be authorized by the AJC, the client must show that they can cover the difference and complete the training.

Robbie Melton wanted to know if there are enough training programs for clients to obtain the training that they need to enter the workforce using the \$4000. Alison Lum stated that curriculum will change because in the past, providers would create curriculum with tuition to match the limit allowed. The State WDC is removing "career readiness training" and putting this information on a different list; these types of courses (i.e. soft skills, Microsoft Word) would need to be removed under WIOA to make room for credentialed programs that can help clients find quicker employment.

2. Ethics Training

Lyn Uratani thanked the Board members for promptly sending in their CVs and resumes following the July 25th Board meeting. She then explained that the newest process for Ethics Training includes an emailed link to the online course through an application called Mindflash. This course will be open as of October 24th for a 30-day window. She asked Board members to check their emails and to be sure to complete their ethics training before the November 24th deadline.

VIII. Old Business

1. Reports related to WIOA

a. One Stop Operator (OSO)

Rolanse Crisafulli stated the OSO has been successful at conducting monthly meetings with the One-Stop partners. The OSO has identified the 19 partners and their contact information, along with a summary of program descriptions, so they are able to communicate with all partners. When these monthly meetings began, they tried to ensure that the partners were able to get to know one another. A lot of times, some partners may be reluctant to cooperate, but the more they interact, the more everyone will understand the needs of the client. The OSO wants to ensure more cross-training between the partner agencies. All partners are invited to give a presentation on their programs and services at the meetings. Thus far, Title I, Title II, Unemployment Insurance (UI), Maui Economic Opportunity's migrants and farm workers programs have presented. The partners are also being organized into functional teams and areas of interest for more collaborative work. At the next meeting on November 1st, there will be additional work on developing an elevator speech to discuss the benefits of the AJC System.

Lei Nakamura agreed with Rolanse that this has been a process to gather the partners and to help everyone understand the values and commitments of the OSO. Lei stated that there have been some challenges with communication but the OSO aims to become a stronger network.

Susan Foard asked where the next meeting will be and what time. Rolanse Crisafulli stated at 8:30am, at Dillingham Shopping Plaza, for two hours.

b. American Job Center (AJC) Hawaii

Erick Pascua thanked Alison Lum for the invitation to report on the AJC. One of the great things that happened recently is the installation of an ADA compliant automatic door. Clients have also doubled this quarter. From July 1, 2017 to September 30, 2017, 2,103 clients used the Dillingham AJC. Of these, 1,743 were returning customers; 1,000 of these used the resource center for career services such as job searching, career pathways, job placement, and labor market information. As a result of the continued outreach and recruitment of AJC staff, 164 adults have been enrolled, as well as 118 dislocated workers and 283 youth. Last Friday, 15 employers participated in the 4th Youth Job Fair. Walgreens and Macy's participated for the first time, and 128 young adults attended. 157 were interviewed and 34 job offers were made. Dillingham AJC is being utilized not just by clients but also by businesses. Currently, performance outcomes cannot be shared due to ongoing issues with HireNet, but hopefully this information will be available at the next meeting.

Jim Tollefson wanted to know if HireNet has been an ongoing problem. Alison Lum stated that all states using Geographic Solutions are having problems reporting WIOA performance data. Erick Pascua stated that it is difficult to pull the necessary information. Jim Tollefson asked if higher authorities such as USDOL can bring greater pressure in order to ensure HireNet is reporting performance properly.

Connie Mitchell asked if homeless clients are tracked if they go to the AJC. Erick Pascua stated AJC staff cannot specifically inquire about this; clients must self-disclose. They can only ask if clients are veterans or spouses of veterans. The Dillingham AJC is tracking it internally by means of employment counselors' assisting clients and finding out about their needs or backgrounds, especially due to target populations such as those with disabilities, experiencing homelessness, or ex-offenders. Alison Lum confirmed the efforts of the AJC employment counselors to have clients disclose this information in order to help clients to receive additional available benefits. Connie Mitchell asked if the AJC connects these clients to homeless services. Erick Pascua stated yes. If clients disclose their homelessness, that means they entered eligibility processes; however, it is much harder to find out if a client is homeless if he or she is using self-service at the AJC and has not met personally with the staff.

c. WIOA Core Partner Updates

i. Adult Education

Helen Sanpei stated that Adult Education is working toward the implementation of integrated education training, or IET, which involves the career pathways. A student would select a pathway such as housekeeping, and then workplace literacy training would conduct training in partnership with hotels and other businesses. They are looking at developing free apprenticeship programs. At McKinley Community School for Adults (MCSA), operating engineers utilize one of the math courses to determine whether an apprentice is qualified to continue.

ii. Vocational Rehabilitation (VR)

Susan Foard stated that VR is in a period of transition. Albert left and three other employees are retiring; as a result, financial, special education, and contracts specialist positions

needed to be filled. Fortunately, these roles have been filled. Staff are currently training in-house. The administrator position is being interviewed for in November. As of October 1st, no new clients are being accepted due to Active Order of Selection. This is the second time that the order has been required since 2008; there are financial difficulties for VR right now due to the hurricanes in Texas, Florida, and Puerto Rico, a lot of the federal funds were diverted. Next year, the funding for VR will continue to be affected. A current challenge for VR is to bring three major entities (WIOA, DHS Ohana Nui, and Office of Aging) together to leverage funds and partnerships.

iii. Wagner-Peyser Act (WP)

Alvin Tsukayama stated that the Workforce Development Division (WDD) is looking at Wagner-Peyser staffing statewide because other branches may need to be closed. The primary concern is on the neighbor islands; WDD may have to lay staff off if no decisions are made. On Oahu, WDD met with the union (HGFA) along with our department personnel officer. WDD is currently waiting on notification from their Attorney General. The Punchbowl office in Honolulu has been shut down. Alison Lum stated she contacted Ingrid Schonfield at USDOL to see if partially funded Wagner-Peyser staff could be co-located in the Comprehensive AJC because that would be an overall bonus to clients to have all services under one roof, and thus perhaps avert a layoff of staff. Alvin stated that the primary concern is the neighbor islands where there are no AJCs.

2. OWDB Committee Chair Updates

a. Executive Committee

Chair Tollefson stated a meeting was held on October 19th.

b. Finance Committee

Gregg Fraser stated there was nothing to report.

c. Data Management and Technology Committee

James Hardway stated that this committee met on October 13th. There was a presentation from Scott Murakami on what the State WDC is doing for its own Data Management committee; a common intake process. James stated that Peter Quigley will also give a presentation on a data system that he is developing to identify jobs and employers that are hiring. At the next meeting, the committee will focus on the technology the local area is using and whether it meets the Board's and AJC's needs for employer engagement and job seekers.

d. Employer Engagement Committee

Jason Chang shared that this committee has met three times beginning in August and also invited employers to a recent meeting to share their experiences using the AJC. The employers included Four Seasons and Hawaii Pacific Health. The next steps are to develop the scope to determine what message the committee would like to communicate and to work on an elevator speech. He thanked all members of the committee for their continued work and support.

Tanya Lee asked what the challenges have been with Hawaii Compliance Express. Jason Chang said that employers found it difficult to navigate the process and need to physically go down to the center to clear non-compliance issues for the Department of Tax; the vague instructions and inability to electronically sign the documents made it challenging for them.

e. Performance Measures and Accountability Committee

This committee has not conducted its first meeting.

f. Sector Strategies and Career Pathways Committee

This committee has not conducted its first meeting. Jim Tollefson mentioned that a replacement for Pono Chong is needed since he has recently accepted a position at HMSA.

IX. Executive Director's Report

Alison Lum discussed that in August the USDOL visited Hawaii to monitor the WDC at the State level. They visited three counties: Kauai, Oahu, and Hawaii County. John Bailey, Ingrid Schonfield, and Heather Fleck visited with a very detailed agenda to discuss local roles and responsibilities. Alison thanked Tim Wong, Peter Biggs, Lorna Woo, and Chair Tollefson for participating in the on-site monitoring representing the board. There were two aspects of the meeting: the program side and the fiscal side. Ingrid Schonfield and her team were happy with the steps taken to cement the firewall. Alison thanked BFS for its cooperation in compiling specific documents for the USDOL to review. On the program side, the USDOL asked to interview former clients at the AJC and were emotionally moved by the interviews. They were very appreciative to learn about the clients' personal success stories. Ingrid Schonfield and John Bailey reported that they could feel the passion and commitment of the comprehensive AJC's staff to help the clients.

Alison Lum reported that she attend a Rapid Response and Business Engagement National Summit in Boston with Lei Nakamura and the Executive Directors from the neighbor island county boards, the WDC's Executive Director and staff. The State paid for the counties' travel to attend. Rapid Response monies can be used to engage employers, for layoff aversion, etc. Only 36% of the Rapid Response money has been used for the current calendar year. The counties want to know how to better use the available funds.

In September, there was another USDOL monitoring with the Regional Director of the San Francisco/Pacific Region, Alfred Kwok, who visited Oahu, Guam, and the Federated States of Micronesia. Ann Greenlee accompanied him on the tour of the Comprehensive AJC at Dillingham. Alfred Kwok's main focus is on veterans and had not before seen a comprehensive AJC. He really appreciated being able to see the concept of what a comprehensive AJC should look like and how co-locating other partners improves the intake of clients.

Alison Lum thanked Deputy Corporation Counsel, Geoffrey Kam for his assistance with ensuring form and legality of OWDB's contracts. The Board completed a Memorandum of Agreement (MOA) with the Mayor, which Geoffrey Kam has approved. The MOA is currently with the Director of BFS awaiting his signature before it moves onto the Mayor. This is something required by WIOA of every local board. The HireNet contract is also going through; Oahu is the only county that requires an

actual HireNet contract and we are considering whether this should be the last year to complete one. At the time, BFS required a contract due to the large amount that the county pays. All other counties are invoiced, so OWDB Admin is looking to see if the contract can be eliminated. We have finished the Partner MOU and are waiting for Corporation Counsel's signature as to form and legality. Once this is done, meetings will be set up with all 19 partners. A member of OWDB's finance committee will need to attend these partner meetings due to WIOA requirements that the Board be involved with the MOU and infrastructure funding agreements (IFA). Oahu is the only county with a functioning comprehensive AJC and affiliate sites. We are one of three counties with a certified board, and are the only county that completed the RFP process and awarded a contract for the One Stop Operator. All IFA meetings should be completed soon. The MOUs will go out to the partners for review. The IFAs are individualized for each partner and will be an addendum to each MOU and negotiated individually with each partner. Some updates to the by-laws will be needed; these will be taken to the Executive Committee and then to the Board hopefully in January.

Pono Chong will rotate off the Board and Carolyn Edward has been reassigned to California. OWDB will look to add new board members representing business to fill these vacancies. Recertification of OWDB will need to be done in 2019.

X. Announcements

Chair Tollefson announced his retirement from the Board and that this will be his last meeting as the Chair. He thanked the Board members and guests for their support. Alison Lum acknowledged his guidance and support during a challenging period of transition. Gregg Fraser thanked Alison Lum for her hard work in support of the Board.

Chair Tollefson stated that the next quarterly meeting will be the week of January 16, 2018.

XI. Adjournment

Chair Tollefson adjourned the meeting at 10:38am.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

January 16, 2018 – 9:00am to 10:30am (approximate)

The Queen’s Conference Center, Board Room

1301 Punchbowl Street

Honolulu, HI 96813

AGENDA

- I. Call to Order.....Chair Jason Chang
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Review and approval of October 24, 2017 meeting minutes
- V. Public testimony on issues on agenda, if not on agenda, for Board to consider placing on a future agenda
- VI. Presentations and Discussion:
 - Overview of the Roles and Responsibilities of the Workforce Development Council**
 - Allicyn Tasaka, Executive Director**
 - Jeanne Ohta, Projects Specialist**
 - State of Hawaii Workforce Development Council**
- VII. New Business.....Chair Jason Chang
 1. Ratification of ITA Policy (Action to be taken)
 2. Election of a Vice Chair (Action to be taken)
 3. New OWDB Committee Chair for Sector Strategies and Career Pathways (Action to be taken)
- VIII. Old Business
 - Reports related to WIOA
 1. One Stop Operator.....Leina’ala Nakamura, WorkHawaii Acting Administrator

- 2. American Job Center Network.....Erick Pascua, Comprehensive AJC Manager
- 3. WIOA Core Partner Updates
 - Adult Education and Career Pathways.....Helen Sanpei, Principal, MCSA
 - Vocational Rehabilitation.....New DVR Administrator
 - Wagner-Peyser Act.....Alvin Tsukayama, WDD Oahu Branch Manager
- 4. OWDB Committee Chair Updates
 - Executive Committee.....Chair Jason Chang
 - Finance Committee.....Chair Gregg Fraser
 - Data Management and Technology Committee.....Chair James Hardway
 - Employer Engagement Committee.....Chair Jason Chang
 - Performance Measures and Accountability Committee
 - Sector Strategies and Career Pathways Committee
- IX. Executive Director’s Report.....Alison Lum, Executive Director
- X. Recognition
 - Recognition of outgoing Chair, James Tollefson, for his 17 years of service
- XI. Announcements
 - Next Meeting: Week of April 23, 2018
- XII. Adjournment

Should you require special accommodations for a disability, please contact OWDB Administration at (808) 768-5889 and/or email oahuwdb@honolulu.gov at least 48 hours prior to the meeting.

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

FULL BOARD MEETING

January 16, 2018 – 9:00am to 10:30am (approximate)

The Queen's Medical Center
The Board Room at Queen's Conference Center
1301 Punchbowl Street, Honolulu, Hawaii 96813

Attendees: Maureen Bates, Jason Chang, Susan Foard, Gregg Fraser, James Hardway, Brent Kakesako, Brian Lee, Connie Mitchell, Helen Sanpei, Alvin Tsukayama, Janice Wakatsuki, Emmet White, Tim Wong

Staff: Alison Lum, Lyn Uratani

Guests: Stacy Clayton, Lance Jyo, Carol Kaneyama, Tanya Lee, Gordon Lum, Cindy Matsuki, Debbie Miyao, Lei Nakamura, Jeanne Ohta, Christine Park, Erick Pascua, Lynn Takahara, Allicyn Tasaka, Jim Tollefson, Kirsten Thornton, Elaine Young

- I. Call to Order
Board Chair Jason Chang called the meeting to order at 9:06am.
- II. Welcome and Introductions
- III. Approval of Agenda
Chair Chang entertained a motion to approve the agenda. Gregg Fraser motioned to approve. Seconded by Janice Wakatsuki. Unanimously approved.
- IV. Approval of minutes from October 24, 2017 meeting
Chair Chang entertained a motion to approve the minutes from the July 25, 2017 meeting. Gregg Fraser motioned to approve. Seconded by Janice Wakatsuki. Unanimously approved.
- V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda
None.

Chair Chang motioned to take the agenda out of order to accommodate guest presenters by conducting New Business before the presentation.

- VI. New Business
 1. Ratification of Individual Training Account (ITA) Policy

Alison Lum stated that at the November 2017 Executive Committee meeting, the committee members approved a change in the amount of training allowance for qualified clients. Erick Pascua explained that instead of the \$8000 lifetime cap, there will now be \$4000 that clients are required to use in 24 months. Alison Lum said that in the policy, people can use \$4000 cap within two years before returning to apply for another \$4000. James Hardway asked if the Board can review the policy annually. Alison Lum said yes. Connie Mitchell asked if industries can help match the \$4000. Alison Lum affirmed this. Under this ratification, the committee passed it to begin effective January 1, 2018.

Chair Chang entertained a motion to ratify the ITA policy. Gregg Fraser motioned to approve. Seconded by James Hardway. Unanimously approved.

2. Election of a Vice Chair

Chair Chang entertained a motion to elect Tim Wong as Vice Chair of OWDB. Gregg Fraser motioned to approve. Seconded by Connie Mitchell. Unanimously approved.

3. New OWDB Committee Chair for Sector Strategies and Career Pathways

Chair Chang entertained a motion to elect Meli James as Chair for Sector Strategies and Career Pathways Committee. Gregg motioned to approve. Seconded by James Hardway. Unanimously approved.

Chair Chang stated that Tim Wong will take over as Chair of the Performance Measures and Accountability Committee.

VII. Presentation and discussion

Overview of the Roles and Responsibilities of the Workforce Development Council

Allicyn Tasaka, Executive Director, Workforce Development Council

Jeanne Ohta, Special Projects Specialist, Workforce Development Council

Allicyn Tasaka and Jeanne Ohta discussed the responsibilities of the Workforce Development Council as well as the responsibilities of each of the Local Workforce Development Boards and the important components of the American Job Center under WIOA. (Presentation handouts are attached.)

Chair Chang asked about the metrics for measuring employer engagement and if these have been set up yet. Jeanne Ohta explained that this is a pilot program but some states are developing their own. The challenge is getting the data needed. One metric is employer penetration, which is the amount of employers in local area and seeing how many people you interact with. Jeanne Ohta expressed disappointment with this metric. Jeanne Ohta said another metric is retention within a two year timeframe; how many employers return for AJC services. She said the State can come up with others.

Susan Foard asked when the federal oversight agency would come up with a target date. Jeanne Ohta said they will correct the data in the 2018 program year and HireNet is being set up to gather

that data. Alison Lum commented that Jayson Muraki at the WDC has offered to give the Board an overview of HireNet. Jeanne Ohta mentioned that significant updates are being made to HireNet

Susan Foard asked if all of the American Job Centers are required to use HireNet, or if each County can opt-in. Alison Lum said that the Counties are required to use HireNet. Jeanne Ohta stated all federal reports are generated through HireNet. Susan Foard asked if it would behoove the core partners to all use HireNet. Allicyn Tasaka agreed.

Connie Mitchell asked if the employers' use of HireNet has been tracked. Jeanne Ohta stated that the Employer Engagement committee needs to work on this and that improvements need to be made. Alison Lum stated that it is cumbersome from the business and job seeker side. Tanya Lee agreed with Alison Lum and shared that HireNet is very difficult for users on the front-end. Jeanne Ohta stated that it is a massive system that generates a wide variety of reports, but there will be opportunities for businesses to provide input to the State.

Gregg Fraser remarked that the On-the-Job (OJT) training application was also cumbersome. Alison Lum commented that the OJT application was simplified from 41 pages to 6 pages. Jeanne Ohta mentioned that the Eligible Training Provider application is being streamlined as well. Gregg Fraser commented that perhaps businesses can help make HireNet more user-friendly and assist in the simplification of paperwork required for other services. Jeanne Ohta said that WIOA expects more from the local Boards and its staff, and there is a lot of learning to be done by all parties involved. Chair Chang thanked Jeanne Ohta for the WDC's time. Lei Nakamura requested a five-minute break.

VIII. Old Business

Tanya Lee asked to share with the Board that HireNet is a requirement for all unemployed persons to receive Unemployment Insurance (UI). All unemployed persons must register on HireNet within seven days of applying for UI. If anyone who is unemployed finds it difficult to use and successfully register on HireNet, he or she may ultimately be denied UI. Alison Lum commented that the AJCH staff, along with new partners including Disabled Veteran Outreach Program (DVOP) staff, will help to ensure that all clients are assisted in the UI process.

1. Reports related to WIOA
 - a. One Stop Operator (OSO)

Lei Nakamura thanked everyone for their patience and continued support as different agencies are brought on board to the AJCH. She was pleased to report that 2 WDD staff with the Disabled Veteran Outreach Program are now located full-time at the AJCH, as well as one additional Wagner-Peyser staff. She reiterated her gratitude for everyone's patience and understanding during this process. She mentioned that it will be important to have operational policies, also known as Standard Operating Procedures (SOP), as more partners are brought on board such as government agencies and non-profits. Communication and policies must be streamlined for all entities involved. She mentioned that Honolulu Community Action Program is interested in relocating their Kalihi district office to the AJCH. In terms of training, City and partner staff will need to be trained together

in the policies that everyone will have to follow. The AJCH has reached out to DIT to see how we can standardize how information is maintained and archived between the partners and the AJCH. She lastly shared that Department of Public Safety does not provide funding through Second Chance funds to outside entities; fortunately, Public Safety wants to strengthen their relationship with the AJCH. Since OCCC as well as the only furlough program on Oahu is less than a mile away from the AJCH, the formerly incarcerated continue to use services at the AJCH.

Alison Lum asked to clarify that there is no Second Chance Act operating on Oahu. Lei Nakamura confirmed this; there was a previous entity via Chas Williams so the AJCH is interested in learning what is being done for reentry work. Alison Lum confirmed that WIOA gives priority to the ex-offenders who are reentering the workforce. Lei Nakamura said that Public Safety has asked for a tour of the AJCH; as the operator, the AJCH must look at how we can better serve these agencies and the community.

Susan Foard asked if there is a funding formula for all partners involved. Alison Lum said that this is still being worked on and said that the Board will provide an update; the IFA is being removed and included as an attachment to the Partner MOU. OWDB has not received back all of the MOUs and is still working on wording and typos per comments from various partners. The IFA will be harder for everyone to agree on. Individual meetings with each partner will start as soon as the MOU is signed. The Board is asking what kind of spaces each partner will need. There will be ways to negotiate space or no space, referrals, etc. Susan Foard thanked Alison Lum for her input and stated it is important for DVR to participate and contribute its appropriate share.

Jeanne Ohta shared that the WDC attended an Apprenticeship event and that there is interest in working with reentry from community groups. Lei Nakamura mentioned she will obtain an update from Erick Pascua to share relevant information with Public Safety.

Gregg Fraser asked if there is a place online to receive updates on this. Alison Lum suggested that the Board can create a Google document, but wants to find out if this is appropriate under the Sunshine Law; she offered to update the individual committees. She stated that her Executive Director's update will include more information about the MOUs signed, altered, and which entities the Board needs to meet with.

b. American Job Center (AJC) Hawaii

Erick Pascua thanked the Board for its continued support and Jim Tollefson for his belief in everyone's work at the AJCH, and introduced Kirsten Thornton as the Center Manager for the WIOA Youth Program at the AJCH.

Erick Pascua clarified that he is the Manager for the Adult and Dislocated Worker Program at the AJCH. He stated that the total of visitors for October 1, 2017 to December 31, 2017 is 1,789; of those, 320 are new. There is a monthly average of 106. 1,469 are returning clients. Ex-offender, disabled, are new populations that are being tracked under WIOA. There are 21 homeless clients and 312 ex-offenders; 32 are disabled and 40 are veterans. In terms of program enrollment (i.e. people requiring classroom training, OJT, apprenticeship): there are 164 adult participants, 101

dislocated workers, and 250 youth. These are pretty high numbers in terms of enrollment, even though unemployment is low. Additionally, on December 5th, the AJCH was able to conduct a job resource fair for Island Air. 97 job seekers were served; of this, 17 were not former Island Air employees. 19 businesses and 12 agencies participated. Limited space prevented accommodation of all employers, but it was the employers' interest that led to our ability to support this resource fair.

Lastly, Erick Pascua shared that the changes made to the ITA policy requires an increase of enrollment. In the last couple of months, collaboration has continued with partnerships. AJCH staff continue their outreach in the community to share the available services. Several AJCH staff have recently conducted outreach at Halawa and Waiawa corrections.

Kirsten Thornton shared that 88 youth applied for the Summer Youth Employment Program. 77 were placed in summer employment; 75 completed the program successfully. 12 were hired on-the-spot following the program. Other participants chose to use AJCH services to seek other employment following the program. Two of these youth participants were later hired at Lanakila Pacific. Because 20% of our WIOA funding is required for work-based learning, we are building partnerships. We are looking to place youth in current sites; some employers have signed two-year contracts with us. We are working on executing a contract with WDD for DEI Youth.

James Hardway asked about tracking for proportional use for IFA. Alison Lum said that there have been shifts in the AJCH network but now there will be a more accurate count. Without the partners in place, we would not know the referrals involved.

c. WIOA Core Partner Updates

i. Adult Education

Helen Sanpei shared a flow chart of Career Pathways from Adult Education. She explained that both MCSA and WCSA offer the same programs. ELA/ESL and Adult Basic Ed (ABE) and CB program; Adult Secondary Ed program. Our students come to MCSA and are assessed; a plan is worked out for each student. MCSA is heavy on ESL at the main campus; eventually, students who come through ESL program will end up in work readiness and move onto the workforce. Many do not go onto college; however there are opportunities to come through the Community Schools' secondary education program in order to take HiSet and GED (credentials), receive CSA diploma, and then move onto the CCs or UHM.

Connie Mitchell asked about the Competency Based (CB) program. Helen Sanpei said that HiSet and GED are High School equivalencies; CB is no longer. Currently, we are in discussion as to whether the CSA diploma will be offered.

ii. Vocational Rehabilitation (VR)

Susan Foard introduced Maureen Bates. Maureen Bates shared that DVR is committed to having staff co-located at the AJCH, and that they are reviewing the MOU with AG. Susan Foard reminded the Board of the Active Order of Selection due to financial challenges; therefore someone from DVR must be located at the AJCH to leverage funds. It's not just for financial reasons, but especially the client. Going to one location is a huge benefit; we

cannot assist anyone who does not disclose his or her disability, it is illegal to ask. But partners have helped us with referrals.

iii. Wagner-Peyser Act (WP)

Alvin Tsukayama stated WP has moved 2 DVOPs and 1 WP staff to AJCH on December 27. Second DVOP reported January 5. Honolulu (Punchbowl Street location) has been shut down. Meeting with administrators to confirm that all clients must be referred to AJCH for services. He introduced Elaine Young.

Elaine Young stated she is looking forward to the one-on-one meetings. She mentioned that it has been a struggle, but WP would like to schedule a meeting with the Board because like DVR, this process affects WP's budget too.

2. OWDB Committee Chair Updates

a. Executive Committee

Alison Lum stated that the committee met in November. Her update will be provided in the ED report.

b. Finance Committee

Gregg Fraser stated it is time to start having this committee meet. He thanked Tim for volunteering. Alison Lum mentioned that James Hardway, Lei Nakamura, and Erick Pascua will also participate in the meeting, but that guests may also join the committee; she commented that the Board staff can help to schedule a meeting date.

c. Data Management and Technology Committee

James Hardway stated that this committee met on October 13th but is trying to schedule a second meeting. He stated that Peter Quigley will also give a presentation on a data system that he is developing to identify jobs and employers that are hiring. At the next meeting, the committee will focus on the technology the local area is using and whether it meets the Board's and AJC's needs for employer engagement and job seekers.

d. Employer Engagement Committee

Chair Chang shared this committee last met on December 5th. In order to engage employers, the committee needs a one-page or elevator pitch. The committee considered possibly holding a lunch to allow employers to learn about the AJCH and what it offers. How do we know whether we are successful? Performance metrics will be helpful.

e. Performance Measures and Accountability Committee

Alison Lum stated that Tim Wong is the Chair of this committee.

f. Sector Strategies and Career Pathways Committee

Alison Lum stated that Meli James is the Chair of this committee.

IX. Executive Director's Report

Alison Lum shared a handout to complement her Executive Director report. A lot of progress was made in 2017 thanks to the Executive Committee with Jim Tollefson as Chair. A Memorandum of Agreement (MOA) between Mayor and OWDB had been in development for a long time; eventually, a meeting was held between the Managing Director and OWDB Chair and Vice Chair to review the document. The MOA outlines what the Board does, the Mayor does, and two in partnership. The MOA also clearly defines the administrative attachment of OWDB to BFS; this agreement is the final step to cement a more transparent firewall. The Mayor signed the MOA on December 8th, which is a huge milestone. This is required under WIOA, so the WDC is happy that we have an MOA signed.

Alison Lum recapped her report from the previous Board meeting regarding the USDOL Region 6 visit. A statewide audit was conducted and each County's local Board was a part of this. Since our previous meeting, WDC has received the official report. Every month, the Board admin staff participate in a monthly conference call with the WDC. (USDOL comments are attached.) The findings in the USDOL report called on Oahu AJCH and the Board in five different items. WDC asked us to respond to each item; our response to USDOL is included in the packet. USDOL findings sparked movement in the AJC network on Oahu. Although the RFP for OSO indicated a comprehensive AJCH and affiliate site, USDOL findings stated that no WIOA funds are to be used at Hauula, Waianae, Punchbowl, and Waipahu. At that time, it became clear that WIOA staff must be relocated to the comprehensive AJCH. The Executive Committee and Jim Tollefson as Chair created a letter to notify Waipahu of the movement of staff. Fortunately, the OSO spoke with the union, and it was a smooth transition. As of December 31, no WIOA funds are being utilized outside of the comprehensive AJCH. We are happy to receive more staff from WDD; two new DVOP and one WP. Unfortunately USDOL and OSO, along with Center Manager and Executive Committee, feel this is not enough to be a compliant Comprehensive AJCH. With the call-back of WIOA staff from Waipahu to Dillingham, Waipahu cannot be a standalone affiliate site; WIOA makes it clear that WP services cannot be standalone. We will need to look at IFA, staff movement, and we would love to locate them at Dillingham. We need more staff to get it to comprehensive level to achieve compliance. USDOL is happy with the changes being made, but it is not enough. We have not tasked the OSO or WIOA staff to recruit. We do not have enough DVOP service providers on staff to provide our veterans with level of service that they are entitled to. Once we are compliant, we can recruit more clients to the AJCH. We must be conscientious that priority-of-service is a real thing under WIOA.

Lei Nakamura mentioned that although Waianae staff has been relocated, the OSO still needs to find funding to pay for electricity at the Waianae office. She confirmed that no WIOA funds are being used for Waianae; this needed to be done immediately to be in compliance.

Connie Mitchell noted that since everything is consolidated at Dillingham, what is the plan for outreach in terms of people in other districts? Lei Nakamura mentioned that the staff is conducting outreach on a daily basis. She added that whenever Youth Program staff is recruiting young people, they are mindful about ways to share information about the whole AJCH and the populations it serves. Youth and Adult Programs staff have been cross-trained to be able to discuss the whole network. Connie Mitchell asked to confirm whether geographically, the whole island is covered. Lei Nakamura affirmed this.

Alison Lum mentioned that at the last meeting she shared how she and Lei Nakamura attended Rapid Response training in Boston, while the AJCH was ramping up a Business Services functional team. Since then, the Board has been able to enter into an MOU with WDC which states that the Board may be reimbursed up to \$35,000 to use for Rapid Response activities provided through the AJCH. This includes employer engagement, potential layoff aversion, and providing Rapid Response support to WDD. This funding will also help Oahu's AJCH to create a best-practices template for the other Counties when their AJCHs are up and running. City Council has approved this; we must spend the funds by June 30, 2018.

Lei Nakamura commented that AJCH managers have created an expanded Business Services team of seven staff members. Three staff members have experience in serving youth and four staff members have experience in serving adults. OSO has leveraged other funds.

Alison Lum mentioned that we received money from WDC to purchase a sign for the AJCH. With the closure of other locations, we wanted to make it clear that WIOA services are provided only at Dillingham. Signs have been ordered for Punchbowl, Waianae, and Waipahu.

Gregg Fraser asked which budget the signs are coming out of. Alison Lum mentioned this will come out of the OSO budget.

Lastly, Alison Lum mentioned that \$15,000 came from WDC for the Board to organize an event with either the Chamber of Commerce or Enterprise Honolulu to continue the Sector Partnerships Initiative on Oahu.

X. Recognition

Chair Chang and Alison Lum thanked former Chair Jim Tollefson for 17 years of service to the Board. Former Chair Tollefson was presented with a Certificate of Appreciation. Jim Tollefson commented that he also wishes to applaud the whole Board and guests; a lot has been accomplished over the last couple of years. He thanked and congratulated Alison Lum and Allicyn Tasaka for working together. He reiterated his support of jobs and the impact it has on a person's wellbeing.

XI. Announcements

Chair Chang stated that the next quarterly meeting will be the week of April 23, 2018.

XII. Adjournment

Chair Chang adjourned the meeting at 11:11am.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

April 24, 2018 – 9:00am to 11:00am (approximate)

The Queen’s Conference Center, Board Room

1301 Punchbowl Street

Honolulu, HI 96813

AGENDA

- I. Call to Order.....Chair Jason Chang
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Review and approval of January 16, 2018 meeting minutes
- V. Public testimony on issues on agenda, if not on agenda, for Board to consider placing on a future agenda
- VI. Presentations and Discussion:
Impact and Opportunities of Work Experience

**Velvet Fujita, American Job Center Hawaii (AJCH) Youth Program Coordinator
City and County of Honolulu
Department of Community Services, WorkHawaii Division**
- VII. New Business.....Chair Jason Chang
 1. Ratification of One Stop Operator Evaluation Tool (Action to be taken)
 2. Ratification of Sector Strategies and Career Pathways Memorandum of Understanding with the Workforce Development Council (Action to be taken)
- VIII. Old Business
 - Reports related to WIOA
 1. OWDB Committee Chair Updates
 - Executive Committee.....Chair Jason Chang

- Finance Committee.....Chair Gregg Fraser
 - Data Management and Technology Committee.....Chair James Hardway
 - Employer Engagement Committee.....Chair Jason Chang
 - Performance Measures and Accountability Committee.....Chair Tim Wong
 - Sector Strategies and Career Pathways Committee.....Chair Meli James
2. One Stop Operator.....Leina’ala Nakamura, WorkHawaii Administrator
 3. American Job Center Network.....Erick Pascua, Comprehensive AJC Manager
 4. WIOA Core Partner Updates
 - Adult Education and Career Pathways.....Gordon Lum, Acting Principal, WSA
 - Vocational Rehabilitation.....Maureen Bates, DVR Administrator
 - Wagner-Peyser Act.....Alvin Tsukayama, WDD Oahu Branch Manager
- IX. Executive Director’s Report.....Alison Lum, Executive Director
- X. Announcements
- Next Meeting: July 19, 2018 from 9am to 11am
- XI. Adjournment

Should you require special accommodations for a disability, please contact OWDB Administration at (808) 768-5889 and/or email oahuwdb@honolulu.gov at least 48 hours prior to the meeting.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MINUTES

April 24, 2018 – 9:00am to 10:30am (approximate)

The Queen's Medical Center
The Board Room at Queen's Conference Center
1301 Punchbowl Street, Honolulu, Hawaii 96813

Attendees: Maureen Bates, Jason Chang, Russel Cheng, Stacy Clayton, James Hardway, Brent Kakesako, Brian Lee, Gordon Lum, John Morton, Alvin Tsukayama, Manny Valbuena, Janice Wakatsuki, Emmet White, Lorna Woo

Staff: Alison Lum, Justin Sarce, Lyn Uratani

Guests: Velvet Fujita, Natasha Inouye, Lance Jyo, Cindy Matsuki, Debbie Miyao, Suzanne Mulcahy, Lei Nakamura, Erick Pascua, Peter Quigley, Kirsten Thornton

I. Call to Order

Board Chair Jason Chang called the meeting to order at 9:01am.

II. Welcome and Introductions

III. Approval of Agenda

Chair Chang entertained a motion to approve the agenda. John Morton motioned to approve. Seconded by James Hardway. Unanimously approved.

IV. Approval of minutes from January 16, 2018 meeting

Chair Chang entertained a motion to approve the minutes from the January 16, 2018 meeting. Janice Wakatsuki motioned to approve. Seconded by James Hardway. Unanimously approved.

V. Public testimony on issues on agenda or, if not on agenda, for Board to consider placing on future agenda

None.

VI. Presentation and discussion

Impact and Opportunities of Work Experience

Velvet Fujita, American Job Center Hawaii (AJCH) Youth Program Coordinator

City and County of Honolulu

Department of Community Services, WorkHawaii Division

Velvet Fujita provided and explained handouts on business outreach for new job sites, career pathways, and diploma opportunities at the AJCH, as well as an announcement about the AJCH seeking employers for youth work experience. She also shared two success stories about youth participants and discussed the AJCH's continued efforts to build relationships with local businesses.

Chair Chang asked how many students are participating in the youth program. Velvet Fujita said the competency-based diploma program will have 20 students; 14 in Honolulu and 6 in Waianae. Job sites will be needed island-wide. Alison Lum asked how this program fits into WIOA. Kirsten Thornton stated that WIOA requires 20% funding for youth programs to go toward work-based learning such as work experience, internships, job shadowing and pre-employment training.

VII. New Business

1. Modification to ratify One Stop Operator Evaluation Tool

Chair Chang entertained a motion to ratify the One Stop Operator Evaluation Tool. James Hardway motioned to approve. Seconded by Maureen Bates. John Morton requested a motion to give provisional Board approval to the form pending review, since hard copies were not provided at the meeting. Alison Lum stated that the evaluation tool will be sent out via email to the Board and that they can individually confirm their votes.*

Chair Chang asked James Hardway and Maureen Bates to reconfirm their motions to approve. James Hardway motioned to approve. Seconded by Maureen Bates. Unanimously approved.

*An email was sent out on April 24th after the meeting. The email included the Performance Evaluation tool for Board member review and asked each Board member to individually reply in order to confirm his or her initial vote. The Performance Evaluation tool was approved.

2. Ratification of Sector Strategies and Career Pathways Memorandum of Understanding (MOU) with the Workforce Development Council (WDC)

Alison Lum asked Natasha Inouye if the Board should move forward on the MOU with WDC for \$15000 toward Sector Strategies and Career Pathways events with the Chamber of Commerce, or to request an extension from the WDC. Natasha Inouye said the Chamber would prefer an extension. Alison Lum stated that the committee has not started meeting yet and is looking for more members. She explained that two sectors have been identified: engineering and healthcare. The monies were supposed to have been spent by May 31, 2018. However, WDC asked that a letter from Meli James's committee be sent to the WDC requesting an extension for use of the funds. Alison Lum mentioned that Meli James will be returning to Oahu by the end of the month and should hold the first OWDB Sector Strategies and Career Pathways Committee soon.

Chair Chang entertained a motion to ratify the MOU. Emmet White motioned to approve. Seconded by Janice Wakatsuki. Unanimously approved.

VIII. Old Business

Reports related to WIOA

1. OWDB Committee Chair Updates

a. Executive Committee

Chair Chang stated that the Executive Committee is working to fill four Board vacancies, and that the new members will need to be from private business. Alison Lum said that an email will be sent out regarding the Board member requirements and nomination process. In the meantime, Lyn Uratani has been identifying associations and writing to them to ask for nominations; hopefully, the Board will have a pool of potential members to consider. Alison Lum also mentioned that Board recertification with the State WDC to be completed by June 30, 2019 will require us to ensure our vacancies are filled.

b. Finance Committee

In Committee Chair Gregg Fraser's absence, Alison Lum stated that the last meeting was on March 21, 2018, during which the OSO budget, RR MOU, and Sector Strategies MOU were reviewed.

c. Data Management and Technology Committee

James Hardway shared that this committee last met in February to discuss and learn about Peter Quigley's website updates. A continued discussion for the committee is how to integrate the UH CC's tools into the OSO, and how effective HireNet Hawaii is for businesses and job seekers. James Hardway stated that he plans to schedule another meeting soon.

d. Employer Engagement Committee

Chair Chang said that the last committee was in February and that the AJCH business team shared how it conducts business outreach. The ongoing committee priorities have been to develop marketing tools and personally reach out to businesses. The State's version of this committee has funds to both reach out to businesses and understand what their needs are, as well as to engage with a marketing firm. Chair Chang stated that our Board's committee should piggy-back off of the State's work and funds on employer engagement, since our county is where most of the people are helped.

Maureen Bates asked if we are using data sources to determine which employers are frequently advertising. Chair Chang stated that businesses have provided a lot of feedback about HireNet and other job sites, namely that businesses are discouraged by HireNet's user interface and low amount of responses to job postings. Maureen Bates asked about data mining and if we have funding for that. Peter Quigley stated that the website he is working on for the UH CCs will have that information soon.

e. Performance Measures and Accountability Committee

In Committee Chair Tim Wong's absence, Alison Lum stated that this committee last met on March 22, 2018 and helped to evaluate and approve the evaluation tool. This committee is working on a One Stop Operator Evaluation survey for partners.

f. Sector Strategies and Career Pathways Committee

In Committee Chair Meli James' absence, Alison Lum stated that Meli James's committee has not yet had its first meeting. However, Meli James has met with Natasha Inouye and will need to determine a hard date for its first event. The committee is also looking for more members.

2. One Stop Operator (OSO)

Lei Nakamura shared that the OSO has met with the State Workforce Development Division (WDD) three times since January and is actively working with Alvin Tsukayama and his colleagues to relocate Wagner Peyser and DVOP staff to the AJCH. A meeting is scheduled for April 30th. An exciting aspect of the move is how the OSO can house a State network so staff can complete their timesheets; WDD and OSO and AJCH are working together and are on the same page. OSO has met with TANF; over the course of the last year, it was difficult to envision the presence of TANF at the AJCH. Many conversations were held regarding how the AJCH can support TANF's work to assist two-parent households and young people in families who qualify for AJCH youth programs. OSO continues to receive requests to tour AJCH, WDC new staff, USDOL colleagues from Saipan will also tour the AJCH. It has been crucial for AJCH to leverage funds and seek new funding sources. Liliuokalani Trust has expressed interest in getting involved with workforce development activities at the AJCH; effective May 1st, the competency-based diploma program and related youth services at the Waianae Office. OSO is aware that WIOA funds cannot be utilized outside of the Dillingham center, but the funding from Liliuokalani Trust allows them to address the needs of the young people in Waianae. DOE has also started a small project with LCC to provide training for the adult job seekers at the Waianae Office. OSO is working with Adult Friends for Youth for mobile assessment center services in support of juveniles who have been arrested for status offenses.

John Morton asked about the relationship between TANF and the OSO. Lei Nakamura mentioned that what happens here with TANF on Oahu will need to be offered statewide to all TANF participants. Alison Lum stated that WDC has asked the OSO and Title I program managers to provide best practices and technical assistance to the other counties; the other counties' AJCHs are currently at different stages. John Morton commented that UH has had early conversations with TANF as well. Lei Nakamura stated that AJCH facilities are also being transformed to support a concierge-style of service.

3. American Job Center Hawaii (AJCH)

Erick Pascua's report is attached.

a. WIOA Core Partner Updates

i. Adult Education

Gordon Lum shared the status of the competency-based program (C-Base) and its future at the community schools. He provided handouts. He mentioned that the first page of the handout shows the current programs (GED, HiSET, and C-Base) that result in an Adult Community Schools diploma, which are currently seen as high school equivalent. C-Base is now deemed as not qualifying students for federal financial aid; stakeholders will be notified. Otherwise, C-Base is currently seen as an equivalent until July 2018. Because of

what happened to the C-Base program, the DOE is making proposals to change the diploma. GED and HiSET still qualify students for FAFSA and are aligned to Common Core. C-Base will undergo several phases to include revisions to the curriculum or a full replacement with another program.

Suzanne Mulcahy asked to clarify that there is a move across the nation to support competency-based curriculums, but that it is important to ensure that any competencies students are demonstrating in a C-Base-type program are commensurate with what students are receiving in a traditional high school setting. Gordon Lum added that the community schools may be handing out a workforce readiness certificate to further underscore a C-Base graduate's development of soft skills through the C-Base curriculum. Any future version of the C-Base curriculum at the community schools will continue its emphasis on soft skills. Alison Lum stated that she was pleased to hear this, since WIOA specifically mentions competency-based diploma programs.

Maureen Bates asked if students with disabilities are tracked via Social Security. Gordon Lum said that this type of tracking is not conducted. Suzanne Mulcahy commented that the DOE does not collect social security numbers of students. John Morton said that the C-Base issue is a significant one for students entering the community colleges; although it does not affect their admission, this does not only affect federal financial aid. Students would also not be able to access other programs that require the FAFSA process. Stacy Clayton said that Kamehameha Schools is concerned because Hawaiians are over-represented in C-Base. John Morton mentioned that the community colleges could support the community schools through GED preparation programs specifically for C-Base graduates. Alison Lum asked that if the C-Base could be used as an on-ramp to GED preparation, would it extend a participant's time toward a diploma. Gordon Lum commented that this depends on each student's progress and what skills they come to the program with. Alison Lum mentioned that the students attending C-Base at the AJCH are not at a 10th grade level of learning, and that this will substantially impact the length of training for them. Gordon Lum agreed that this is a major reason why the community schools will continue to advocate for the C-Base program.

ii. Vocational Rehabilitation (VR)

Maureen Bates said that VR is looking to move staff into the AJCHs on the other islands but that they are fiscally-constrained. A laptop with accessibility to contact VR staff will be available at the Kauai AJCH. Partnerships are being explored to best address adult and youth needs.

iii. Wagner-Peyser Act (WP)

Alvin Tsukayama stated that RESEA will be moved to the AJCH, and that WP is in communication with Unemployment Insurance to determine how to set up a secure fax line at AJCH since social security numbers are circulated in both State systems. He and his team are determining the logistics of setting up State computers.

IX. Executive Director's Report

Alison Lum shared that although several of the MOUs were promptly signed and returned, OWDB received many recommended edits from various partners. In discussion with Corporation Counsel, we had to redo the master template and resend it to all the partners. Fortunately, we have now received seven MOUs thus far. Each partner will have the opportunity to meet with the Board regarding the IFA and discuss options to co-locate at the AJCH. An email was sent out to all the partners on March 8th to explain how to sign and return the MOU signature page.

Alison Lum named three potential members to the Board: Suzanne Young at Malolo Beverages, Elaine Miyagi and Rainbow Sales and Marketing, and Trevor Bracher at Kyo-Ya Properties. She said that the Board welcomes additional names to establish a pipeline of potential new members as current members rotate off.

The USDOL will conduct a training for the Pacific Territories in May. Board members are invited to attend any portion of the three-day training but are not obligated to be in attendance for all three days. Fiscal grant management and strategy workforce board training are major topics to be covered. A detailed agenda will be circulated; registration is free.

In May, OWDB staff, AJCH staff and the OSO will attend the National Association of Workforce Development Professionals Annual Conference in Phoenix, Arizona.

Additionally, since several Board members have brought up concerns or new questions regarding HireNet, we are fortunate that Geographic Solutions has decided to push back its scheduled training on Oahu to June or July.

Alison Lum thanked Gordon Lum for representing Adult Education at the meeting; OWDB is waiting to receive notice of who will be appointed by the Mayor to represent the community schools. Lastly, Alison Lum introduced Justin Sarce, OWDB's new budget analyst.

X. Announcements

Chair Chang stated that the next quarterly meeting will be July 19, 2018 from 9am to 11am.

XI. Adjournment

Chair Chang adjourned the meeting at 10:38am.

OAHU WORKFORCE DEVELOPMENT BOARD

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FULL BOARD MEETING

July 19, 2018 – 9:00am to 11:00am (approximate)

The Queen’s Conference Center, Board Room

1301 Punchbowl Street, Honolulu, HI 96813

AGENDA

- I. Call to Order..... Chair Jason Chang
- II. Welcome and Introductions
- III. Approval of Agenda
- IV. Review and approval of April 24, 2018 meeting minutes
- V. Presentations and Discussion:
 - Labor Market/Economic Analysis Tool Software**
 - John Hawkins, Workforce Development Director**
 - Emsi**
- VI. New Business..... Vice Chair Tim Wong
 1. Approval to purchase the Emsi Labor Market Analytics Software
 2. Approval of consultant, Jackie Sakane, to assist the Board with updates to the Local Plan due by October 15, 2018
- VII. Old Business
 - Reports related to WIOA
 1. OWDB Committee Reports on Activities
 - A. Executive Committee..... Vice Chair Tim Wong
 - Gregg Fraser completed his term on June 30, 2018 and rotated off of the board.
 - B. Performance Measures and Accountability Committee.....Chair Tim Wong
 - Completed: One Stop Operator Performance Evaluation on June 12, 2018
 - C. Sector Strategies and Career Pathways Committee.....Chair Meli James
 - Sector Strategy MOU extension request granted

- Additional \$4,000 award from Workforce Development Council
- D. Finance Committee.....Board Chair Jason Chang
- E. Data Management and Technology Committee.....Chair James Hardway
- F. Employer Engagement Committee.....Chair Jason Chang
- 2. One Stop Operator.....Leina'ala Nakamura, WorkHawaii Administrator
- 3. American Job Center Network.....Erick Pascua, Comprehensive AJC Manager
- 4. WIOA Core Partner Updates
 - Adult Education and Career Pathways.....Gordon Lum, Acting Principal, WSA
 - Vocational Rehabilitation.....Maureen Bates, DVR Administrator
 - Wagner-Peyser Act.....Alvin Tsukayama, WDD Oahu Branch Manager
- VIII. Executive Director's Report.....Alison Lum, Executive Director
- IX. Announcements
 - Next Meeting: October 18, 2018 from 9am to 11am
- X. Adjournment

Should you require special accommodations for a disability, please contact OWDB Administration at (808) 768-7790 and/or email oahuwdb@honolulu.gov at least 48 hours prior to the meeting.

ATTACHMENT M

Policies Issued in PY16 & PY17 (See
Attachment 4.6 “Individual Training
Account (ITA) Policy)

Section 5.4

ATTACHMENT 2.4

Veteran Eligibility to Refer to DVOPS

**QUESTIONNAIRE TO DETERMINE SBE
VETERAN ELIGIBILITY TO REFER TO DVOPs
(Completed by Front-line American Job Center (AJC) Staff)**

1. Will you be rated disabled by the VA or have you been given a military medical discharge?
Yes _____ No _____
If so, what is your rating % _____

2. Are you Homeless? Yes _____ No _____

3. Have you separated from military service in the previous 12 months and have been unemployed for 27, or more weeks? Yes _____ No _____

4. Are you a veteran or eligible spouse who is currently incarcerated or has been released from incarceration? Yes _____ No _____

5. Do you have a high school diploma or equivalent certificate? Yes _____ No _____

6. Is your yearly income below \$13,550? Yes _____ No _____

7. Are you between the ages of 18-24? Yes _____ No _____

8. Are you transitioning service member whom need additional help related to finding a job? Yes _____ No _____

9. Are you a Wounded Warrior in a military treatment facility, or family caregiver for a Wounded Warrior? Yes _____ No _____

APPOINTMENT WITH DVOP

NAME: _____, PHONE NUMBER: _____

Name of DVOP: _____ DATE: _____ TIME: _____

Office: _____

If you are unable to make this appointment, please call _____ to reschedule.

Appointment scheduled by: _____ on _____

ATTACHMENT 2.4

Questionnaire to Determine Veterans
Priority of Service

**QUESTIONNAIRE TO
DETERMINE ELIGIBILITY FOR VETERANS' PRIORITY OF SERVICE**

1. Did you serve at least one day in the active military, naval, or air service, and were you discharged or released therefrom under conditions other than dishonorable?

- YES (You are eligible for priority of service; please skip to items 5-7.)
 NO (Go to item 2.)

2. Are you the spouse?

a) of a veteran who has a total disability, resulting from a service-connected disability, as evaluated by the VA?

- YES (You are eligible for priority of service; please skip to items 5-7.)
 NO (Go to item 2b.)

b) of a member of the Armed Forces serving on active duty who has been listed in one or more of the following statuses for more than 90 days: missing in action or captured by a hostile force, or forcibly detained or interned in the line of duty by a foreign government?

- YES (You are eligible for priority of service; please skip to items 5-7.)
 NO (Go to item 3.)

3. Are you the spouse:

a) of a veteran who died of a service-connected disability, or

b) of a veteran who died while a disability, so evaluated by the VA was in existence.

- YES (You are eligible for priority of service; please skip to items 5-7.)
 NO (You are not eligible for priority of service. Please return form to receptionist or employee.)

5. Dates of Active Duty: From: _____ to _____
Month Day Year Month Day Year

6. _____
Last First Middle Initial

7. Point of Entry Date:
(Today's Date) _____
Month Day Year

Please return form to receptionist or employee.

ATTACHMENT 4.5

Sample Memorandum of Understanding
(MOU)

City and County of Honolulu

WORKFORCE INNOVATION AND OPPORTUNITY ACT OF 2014

AMERICAN JOB CENTER NETWORK

MEMORANDUM OF UNDERSTANDING

2017-2020

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American Job Center Oahu Network

WORKFORCE INNOVATION AND OPPORTUNITY ACT

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (“MOU”) is executed between the Chief Local Elected Official, Mayor of the City and County of Honolulu (hereinafter “Mayor”), the Oahu Workforce Development Board (“OWDB”), and the American Job Center One-Stop Partners (hereinafter “Partners”). They are collectively referred to as the “Parties” to this MOU.

1. PURPOSE

The purpose of this MOU is to establish a viable framework in which OWDB and Partners will be able to provide one-stop services for employers, their employees, those seeking employment, and other interested parties within the City and County of Honolulu.

The purpose of the American Job Center (“AJC”) is two-fold: (1) to create a seamless system of service delivery that will enhance access to the individual programs’ services while improving long-term employment outcomes for both job seeker and employers; and 2) to ensure that workforce development activities are provided by one-stop partners and are accessible at not less than one physical center (referred to as a one-stop), thus giving access to continuum of workforce activities.

In entering into this agreement, the parties make the commitment to maintain not only the basic provisions of Workforce Innovation and Opportunity Act (WIOA), but also to enact the basic guiding principles for Oahu’s One-Stop delivery system that services be:

- Integrated (offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills) and affording universal access;
- Comprehensive (offering a large array of useful information with wide and easy access to needed services);
- Customer Focused (providing the means for customers to judge the quality of services and make informed choices); and
- Performance Based (or based on clear outcomes to be achieved; mutually negotiated outcomes and methods for measurements; and the means toward measuring and attaining customer satisfaction).

2. VISION/MISSION OF THE AJC

All job-seekers will have the skills needed for sustainable employment and self-sufficiency now and in the future, and all employers who sustain, grow, and diversify our local economy will have competitively-skilled employees.

To reach this vision the City and County of Honolulu will work to achieve the following goals:

- provide coordinated, aligned services
- prioritize services to vulnerable populations with barriers to employment as described under WIOA, including veterans, unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians, which are currently of critical concern in the State

- develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into high need industries and growth industries that will diversify the economy;
- strengthen a high employment rate by supporting sustainable employment and self-sufficiency
- fully engage employers in the workforce development system to address the talent shortage.

3. PARTNERS

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|---|--|---|---|
| WIOA Title I Adult Program | WorkHawaii Division City and County of Honolulu Department of Community Services | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |
| AEFLA program - Adult Education and Family Literacy Act | Waipahu Community School for Adults McKinley Community School for Adults | Dr. Christina Kishimoto State Superintendent | Hawaii Department of Education Queen Liliuokalani Building 1390 Miller Street Honolulu, HI 96813 Mailing address: P.O. Box 2360 Honolulu, HI 96804 808-586-3313 Christina_Kishimoto@notes.k12.hi.us |
| Career and Technical Education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 | Community College System on Oahu | Dr. John Morton Vice President of Community Colleges | University of Hawaii-Community Colleges Career and Technical Education Center 2444 Dole Street Honolulu, HI 96822 808-956-7461 |
| Community Services Block Grant Employment and Training Activities | Honolulu Community Action Program | Robert N.E. Piper, Esq. Executive Director | Honolulu Community Action Program 1132 Bishop Street, Suite 100 Honolulu, HI 96813 (808) 521-4531 hcap@hcapweb.org |

| | | | |
|--|--|---|---|
| WIOA title I Dislocated Worker Program | WorkHawaii Division City and County of Honolulu Department of Community Services | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwityoakland@honolulu.gov |
| Housing and Urban Development Program | WorkHawaii Division City and County of Honolulu Department of Community Services | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwityoakland@honolulu.gov |
| Indian & Native American Program WIOA title | Alu Like, Inc. | Winona Whitman Statewide Department Director, Employment and Training | ALU LIKE, Inc. Central Administration Hale O Nā Limahana 2969 Mapunapuna Place, Suite 200 Honolulu, HI 96819 808-535-6761 wiwhitm@alulike.org |
| Jobs for Veterans State Grants Chapter 41 of title 38 | Department of Labor and Industrial Relations Workforce Development Division | Elaine Young Administrator | Department of Labor and Industrial Relations Workforce Development Division Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812 elaine.n.young@hawaii.gov |
| Job Corps | Job Corps Hawaii | Ellen May Center Director | Hawaii Job Corps Center 41-467 Hihimanu Street Waimanalo, HI 96795 808-259-6005 may.ellen@jobcorps.org |
| National Farmworker Jobs Program /Migrant & Seasonal Farmworker Programs WIOA title I | Maui Economic Opportunity, Inc. | Debbie Cabebe Chief Executive Officer | Maui Economic Opportunity, Inc. 99 Mahalani Street Wailuku, HI 96793 808-249-2990 debbie.cabebe@meoinc.org |

| | | | |
|--|--|---|--|
| <p>Programs authorized under the Social Security Act title IV, part A (TANF)</p> | <p>Department of Human Services</p> | <p>Pankaj Bhanot Director</p> | <p>Department of Human Services Attn: Director's Office P.O. Box 339 Honolulu, HI 96809-0339 (808) 586-4997 pbhanot@dhs.hawaii.gov</p> |
| <p>Senior Community Service Employment Program title V of the Older Americans Act of 1965</p> | <p>Honolulu Community Action Program</p> | <p>Robert N.E. Piper, Esq. Executive Director</p> | <p>Honolulu Community Action Program 1132 Bishop Street, Suite 100 Honolulu, HI 96813 (808) 521-4531 hcap@hcapweb.org</p> |
| <p>Second Chance Act</p> | <p>WorkNet Inc.</p> | <p>Chas Williams Executive Director</p> | <p>WorkNet, Inc. 1130 N. Nimitz Hwy., #B-224 Honolulu, HI 96817 808-521-7770 worknethawaii@gmail.com</p> |
| <p>Respite Companion Services, Program title V of the Older Americans Act of 1965</p> | <p>Department of Human Services</p> | <p>Minerva del Banco Program Director</p> | <p>Department of Human Services Attn: Director's Office P.O. Box 339 Honolulu, HI 96809-0339 (808) 586-4997</p> |
| <p>State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV</p> | <p>Division of Vocational Rehabilitation</p> | <p>Maureen Bates Vocational Rehabilitation Administrator</p> | <p>Division of Vocational Rehabilitation 600 Kapiolani Blvd., Rm. 304 Honolulu, HI 96813 808-586-9741 Sfoard@dhs.hawaii.gov</p> |
| <p>Unemployment Compensation Programs</p> | <p>Unemployment Insurance Division</p> | <p>Linda Uesato Administrator</p> | <p>Department of Labor and Industrial Relations Unemployment Insurance Division 830 Punchbowl Street Room 325 Honolulu, HI 96813 808-586-9069 Linda.Y.Uesato@hawaii.gov</p> |

| | | | |
|---|---|--|---|
| <p>Wagner-Peyser Act Employment Service, as authorized under the Wagner- Peyser Act, as amended by WIOA title III</p> | <p>Workforce Development Division</p> | <p>Elaine Young Administrator</p> | <p>Department of Labor and Industrial Relations Workforce Development Division Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812 elaine.n.young@hawaii.gov</p> |
| <p>WIOA title I Youth Program</p> | <p>WorkHawaii Division City and County of Honolulu Department of Community Services</p> | <p>Pamela A. Witty-Oakland Director</p> | <p>Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov</p> |
| <p>YouthBuild</p> | <p>WorkHawaii Division City and County of Honolulu Department of Community Services</p> | <p>Pamela A. Witty-Oakland Director</p> | <p>Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov</p> |

4. PARTNER SERVICES TO BE PROVIDED THROUGH THE AJC

At a minimum, Partners will make the below services available, as applicable to the program, consistent and coordinated via the AJC network system. Additional services may be provided on a case by case basis and with the approval of the OWDB and Mayor.

BUSINESS SERVICES

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations, including job coaches
- Conduct outreach regarding Local workforce system's services and products
- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
- Provide access to labor market information
- Provide customized recruitment and job applicant screening, assessment and referral services
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Assist with the interpretation of labor market information
- Conduct job fairs
- Develop customized training opportunities to meet specific employer and/or industry cluster needs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Consult on human resources issues
- Coordinate with employers to develop and implement layoff aversion strategies
- Post job vacancies in the state labor exchange system and take and fill job orders
- Provide information regarding disability awareness issues
- Provide incumbent worker upgrade training through various modalities
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations
- Develop, convene, or implement industry or sector partnerships

JOB SEEKER SERVICES

Basic Career Services:

- Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system
- Initial assessments of skill level(s), aptitudes, abilities and supportive service needs
- In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
- Access to employment opportunity and labor market information
- Performance information and program costs for eligible providers of training, education, and workforce services
- Information on performance of the Local workforce system
- Information on the availability of supportive services and referral to such, as appropriate
- Information and meaningful assistance on Unemployment Insurance claim filing
- Determination of potential eligibility for workforce Partner services, programs, and referral(s)
- Information and assistance in applying for financial aid for training and education programs not provided under WIOA

Individualized Career Services:

- Comprehensive and specialized assessments of skills levels and service needs
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services
- Group counseling
- Literacy activities related to work readiness
- Programs that combine workplace training with related instruction which may include cooperative education
- Information on performance of the Local workforce system
- Individual counseling and career planning
- Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
- Work experience, transitional jobs, registered apprenticeships, and internships
- Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional

Training Services:

- Occupational skills training through Individual Training Accounts (ITAs)
- On-the-Job training (OJT)
- Incumbent worker training
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities, including activities of English language acquisition

YOUTH SERVICES

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
- Alternative secondary school services, or dropout recovery services, as appropriate
- Paid and unpaid work experiences that have as a component academic and occupational education, which may include Youth Services
- Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities
- Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
- Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
- Supportive services

- Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
- Follow-up services for not less than 12 months after the completion of participation, as appropriate
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
- Activities that help youth prepare for and transition to postsecondary education and training

5. METHODS OF REFERRAL

Partners agree to develop, implement, and modify the processes, procedures, and forms necessary for the seamless referral of AJC customers. Parties agree to cross-train and/or cross-inform each other's staff on their policies, procedures and services. As appropriate, site visits, field trips and joint training shall be available for appropriate staff.

The primary principle of the Single Sign On system is to provide integrated and seamless delivery of service to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

Customer referrals from one Partner to another Partner require that:

1. Partners agree to use the Single Sign On system when identified by the Workforce Development Council.
2. Partners familiarize themselves with basic eligibility and participation requirements, as well as, with the available services and benefits offered, for each of the Partners; programs represented in the OWDB AJC network.
3. Partners develop materials summarizing their program requirements and making them available for Partners and customers.
4. Partners regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
5. Partners commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

6. ROLES AND RESPONSIBILITIES OF ALL PARTIES

The Parties to this agreement will work closely together to ensure that AJC(s) are high-performing work places with staff who will ensure quality of service.

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336), as amended,
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression

and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,

- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers,
- Agree to participate in a continuous improvement process and increase customer satisfaction, and participate in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration, and

MAYOR

The Mayor will, at a minimum:

- In Partnership with the OWDB and other applicable Partners within the county, develop and submit a single Local Area Plan that includes a description of the activities that shall be undertaken by OWDB and their Partners.
- Approve the OWDB budget and workforce center cost allocation plan, and
- Coordinate with the OWDB to oversee the operations of the AJC Oahu network.

OWDB

The OWDB ensures the workforce-related needs of employers, workers, and job seekers in the local area are met, to the maximum extent possible, with available resources. The OWDB will, at a minimum, in partnership with the Mayor and other applicable Partners within the City and County of Honolulu, develop and submit a Local area plan that includes a description of the activities that shall be undertaken by the OWDB and its Partners. This includes, but is not limited to:

- Adequate, sufficient, and accessible one-stop center location(s) and facilities,
- Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
- A human-centered design system of supporting services, and
- One or more competitively procured one-stop operators.
- In collaboration with the Mayor, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s),

- Determine the role and scope of services of the one-stop operator,
- Approve annual budget allocations for operation of the AJC network, and
- Review and evaluate performance of the AJC and one-stop operator.

LOCAL WORKFORCE DEVELOPMENT BOARD STAFF

- Assist the Mayor and the OWDB with the development and submission of a single Local Area Plan,
- Support the OWDB with the implementation and execution of the local area's vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- Provide operational and grant-specific guidance to the one-stop operator,
- Investigate and resolve elevated customer complaints and grievance issues,
- Prepare regular reports and recommendations to the OWDB, and
- Oversee negotiations and maintenance of MOU with one-stop Partners.

PARTNERS

Partners will further promote system integration to the maximum extent feasible through:

- Cross-training and/or cross informing of staff, as learning opportunities that promote continuous quality improvement
- Effective communication, information sharing, and collaboration with the one-stop operator,
- Joint planning, policy development, and system design processes,
- Commitment to the joint mission, vision, goals, strategies, and performance measures,
- Use of common intake (core partners), assessment, referral, and case management processes,
- The use of common and/or linked data management systems and data sharing methods, as appropriate, and
- Leveraging of resources, including other public agency and non-profit organization services.

ONE-STOP OPERATOR

The OWDB, with the agreement of the Mayor, is competitively procuring and will select the One-Stop Operator for The City and County of Honolulu.

The Parties agree that the One-Stop Operator, at a minimum, will:

- Manage daily operations,
- Manage and coordinate Partner responsibilities, as defined by this MOU,
- Coordinate daily work schedules and work flow based upon operational needs, and
- Assist the OWDB in establishing and maintaining the AJC network structure including but not limited to:
 - Ensuring the State requirements for center certification are met and maintained
 - Ensuring that career services outlined in WIOA sec. 134 (c)(2) are available and accessible
 - Ensuring that OWDB policies are implemented and adhered to
 - Adhering to the provisions outlined in the contract with the OWDB and the Local Area Plan
 - Ensuring staff are properly trained by their formal leadership organization and provided technical assistance, as needed
 - Integrate systems and coordinate services for the center and its Partners, placing priority on customer service
 - Oversee and coordinate partner, program, and AJC network performance

- Providing and/or contributing to reports of center activities, as requested by the OWDB
- Identifying and facilitating the timely resolution of complaints, problems, and other issues
- Collaborating with the OWDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management system
- Ensuring open communication with Partners in order to facilitate efficient and effective center operations
- Evaluating customer satisfaction data and propose service strategy changes to the OWDB based on findings
- Manage fiscal responsibilities and records for the center.

7. CAPACITY BUILDING

- A. Parties to the MOU agree that high standards of professional service and conduct as well as professional work environments are required in the AJC.
- B. Capacity-building efforts shall be examined periodically for their effectiveness in staff adaptability to change, improvements in customer service, and continuous improvement progress.
- C. The Parties agree to ensure collaboration with State and regional efforts to identified capacity building needs.

8. MARKETING

The Parties to the MOU agree to work with the One-Stop Operator and assist in efforts regarding marketing/rebranding strategy informing job seekers, employed individuals, employers and the community at large about the services available through the AJC will be required and will be developed.

9. SITE SUPERVISION

- A. Parties to the MOU recognize that by implementing the responsibility of the One-Stop Operator of AJC operations, broad-based agency practices and management structures as well as day-to-day AJC site supervision.
- B. Partners also agree to respect each other's organizational practices and management structures in the provision of services under the agreement.

10. COST ALLOCATION

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Program, each local workforce investment area must establish a One-Stop System which is accessible at not less than one physical center (referred to as a one-stop center), where career and training services are made available and access to other activities can be carried out by its Partners.

The One-Stop Operating Budget and Infrastructure Funding Agreement (IFA) is being established in order to create a financial plan, including terms and conditions, to fund the services and operating costs of the AJC network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the City and County of Honolulu Local Area's high-standard AJC network. The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall community.

A cost allocation budget will be established according to the WIOA Bulletin No. 12-16. At this time, no IFA is included in this MOU.

Monitoring

The Partners agree that performance and operations, as well as the cost allocations methodology, of this MOU will be reviewed by the One-Stop Operator quarterly. The One-Stop Operator will provide the Partners the results of this review so the Partners may determine if they wish to modify the MOU in accordance with Section 13.B.

11. ACCESSIBILITY

Accessibility to the services provided by the AJC(s) and all Partners is essential to meeting the requirements and goals of the AJC network. Job seekers and businesses must be able to access information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

AJC(s) will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the high standards of accessible design. Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

12. CONFIDENTIALITY

Parties to this MOU agree to comply with the confidentiality provisions of WIOA, Hawai'i Administrative Rules, Employment Security Law of the State of Hawai'i, and/or any other Partner's law or requirement. Except as otherwise required by law, the Parties agree that:

- A. All applications and individual records related to services provided under this MOU, including eligibility for services, enrollment, and referral shall be kept confidential by each Partner except that such information may be shared with other Partners purposes directly connected with the delivery of such services.
- B. No person will publish or disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJC applicants, participants, or customers overall.

13. GENERAL TERMS AND PROVISIONS

A. APPROVAL

This MOU is of no force or effect until signed by authorized representatives of all Parties. The MOU, once executed, becomes a part of the OWDB Local Area Plan.

B. MODIFICATION

1. If a Party wants to modify the MOU, the Party must first provide written notification to all signatories of the existing MOU and outline the proposed modifications.
2. Upon notification, the OWDB Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Parties in a timely manner and as appropriate.
3. Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the OWDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.
4. If determined that a Party is unwilling to agree to the MOU modification, the OWDB Chair (or designee) must ensure that the process in the Dispute and Resolutions section is followed.

C. DISPUTES AND RESOLUTIONS

Parties shall continue with the responsibilities under this MOU during any dispute. Disputes shall be resolved in a timely manner, directly involving the parties to the dispute. In the event that an impasse should arise between the Partner and/or the OWDB regarding the terms and conditions, the performance, or administration of this MOU, the following procedure will be initiated: (1) the OWDB and Partners should document the negotiations and efforts that have taken place to resolve the issue. (2) The OWDB Chairperson would meet with the Mayor and/or the Partner(s) and/or the One-Stop Operator based on the nature of the impasse to resolve the issue. (3) If an agreement cannot be reached, the Workforce Development Council Hawai'i will provide assistance in resolving the issue.

D. TERMINATION

This MOU will remain in effect until the end date specified in the Effective Period section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent federal law.
- Local area designation is changed under WIOA.
- A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the OWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching Party(s) shall have the right to terminate this MOU by giving written notice thereof to the Party in breach, upon which termination will go into effect immediately.

Any Party may request to terminate its inclusion in this MOU, including termination by convenience, by following the modification process identified in the Modification Process section above.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

All Parties agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

E. EFFECTIVE PERIOD

This MOU will become effective when signed by all parties and must terminate on June 30, 2020, unless any of the reasons in the Termination section above apply.

F. MONITORING/AUDITS

The OWDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.
- All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

The Bureau of State Audits, the Mayor, and other parties as appropriate, or their designated representatives shall have the right to review and to copy any records and supporting documentation pertaining to performance under this MOU, subject to the confidentiality requirements stated in section 12, Confidentiality. Auditors will be allowed access to such information or records during normal business hours. Parties to the MOU agree to maintain such records for three years unless differing periods are stipulated by impacted funding sources. Further, the parties to this MOU agree to include similar audit provisions in any related contract, subcontract or other financial agreement.

G. NON-DISCRIMINATION CLAUSE

Parties to this MOU shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant, or applicant for employment due to gender, race, color, ancestry, creed, religion, national origin, physical or mental disability, medical conditions, and age, veteran's status, or marital status. Parties shall comply with the provisions Hawaii Revised Statutes (HRS) Chapter 378 part 1, and the Hawai'i Administrative Rules (HAR) Chapter 12 - 46 and related, applicable regulations. Parties shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining agreement or other such agreement.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education

Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

Parties assure compliance with the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.

Parties to this MOU shall include non-discrimination and compliance provisions of this clause in all related subcontracts or financial agreements.

H. GOVERNING LAW

This MOU is governed by and shall be interpreted in accordance with the laws of Hawai'i. All Parties shall comply with all applicable Federal and State laws and regulations, and local laws of the City and County of Honolulu, State of Hawai'i, Workforce Development Council, and the WIOA.

I. INDEMNIFICATION

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. No Partner assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any other Party or any third Party.

J. UNENFORCEABLE PROVISIONS

In the event that any provision of this MOU is unenforceable or held to be unenforceable, then the Parties agree that all other provisions of this MOU have force and effect, and shall not be affected.

K. PRIORITY OF SERVICE

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance.

SIGNATURE PAGE 1

Chief Elected Official:



Signature & Date **AUG 9 2018**

City and County of Honolulu

Kirk Caldwell, Mayor

Local Workforce Development Board Chair:



Signature & Date **7/30/2018**

Oahu Workforce Development Board

Jason C. Chang, Chair

RECOMMEND APPROVAL:

APPROVAL AS TO FORM AND LEGALITY:



Director
Budget and Fiscal Services

Date: **AUG - 2 2018**



Deputy Corporation Counsel
City and County of Honolulu

REID M. YAMASHIRO
Date: **2/26/18**

One completed, signed, and dated Authority and Signature page is required for each signatory official from each partner program

By signing my name below, I, Pamela A. Witty-Oakland, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Future Operating Budget *not included in the MOU at this time
- The Future Infrastructure Funding Agreement (IFA) *not included in the MOU at this time

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2020, whichever occurs earlier.

APR 5 2018

Signature

Date

Pamela A. Witty-Oakland

DIRECTOR

Printed Name and Title

Department of Community Services

Agency Name

WIOA Title I Youth Program

Agency Program

ATTACHMENT 4.5

MOU Partner List

AJCH Network MOU

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|---|---|--|---|
| WIOA Title I Adult Program | WorkHawaii Division | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |
| AEFLA program - Adult Education and Family Literacy Act | Waipahu Community School for Adults McKinley Community School for Adults | Dr. Christina Kishimoto State Superintendent | State of Hawaii Department of Education Queen Liliuokalani Building 1390 Miller Street Honolulu, HI 96813 Mailing address: P.O. Box 2360 Honolulu, HI 96804 808-586-3313 Christina_Kishimoto@notes.k12.hi.us |
| Career and Technical Education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 | Community College System on Oahu | Dr. John Morton Vice President of Community Colleges | University of Hawaii-Community Colleges Career and Technical Education Center 2444 Dole Street Honolulu, HI 96822 808-956-7461 |
| Community Services Block Grant Employment and Training Activities | Honolulu Community Action Program | Robert N.E. Piper, Esq. Executive Director | Honolulu Community Action Program 1132 Bishop Street, Suite 100 Honolulu, HI 96813 (808) 521-4531 hcap@hcapweb.org |

AJCH Network MOU

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|--|--------------------------------|---|--|
| WIOA title I Dislocated Worker Program | WorkHawaii Division | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |
| Housing and Urban Development Program | WorkHawaii Division | Pamela A. Witty-Oakland Director | City and County of Honolulu Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |
| Indian & Native American Program WIOA Section 166 | Alu Like, Inc. | Winona Whitman Statewide Department Director, Employment and Training | ALU LIKE, Inc. Central Administration Hale O Nā Limahana 2969 Mapunapuna Place, Suite 200 Honolulu, HI 96819 808-535-6761 wiwhitm@alulike.org |
| Jobs for Veterans State Grants Chapter 41 of title 38 | Workforce Development Division | Elaine Young Administrator | State of Hawaii Department of Labor and Industrial Relations Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812 elaine.n.young@hawaii.gov |

AJCH Network MOU

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|---|---------------------------------------|---|--|
| Job Corps | Job Corps Hawaii | <p>Ellen May Center Director</p> | <p>Hawaii Job Corps Center 41-467 Hihimanu Street Waimanalo, HI 96795 808-259-6005 may.ellen@jobcorps.org</p> |
| National Farmworker Jobs Program /Migrant & Seasonal Farmworker Programs WIOA title I | Maui Economic Opportunity, Inc. | <p>Debbie Cabebe Chief Executive Officer</p> | <p>Maui Economic Opportunity, Inc. 99 Mahalani Street Wailuku, HI 96793 808-249-2990 debbie.cabebe@meoinc.org</p> |
| Senior Community Service Employment Program title V of the Older Americans Act of 1965 | Honolulu Community Action Program | <p>Robert N.E. Piper, Esq. Executive Director</p> | <p>Honolulu Community Action Program 1132 Bishop Street, Suite 100 Honolulu, HI 96813 (808) 521-4531 hcap@hcapweb.org</p> |
| Respite Companion Services, Program title V of the Older Americans Act of 1965 | Department of Human Services | <p>Minerva del Banco Program Director</p> | <p>State of Hawaii Department of Human Services Attn: Director's Office P.O. Box 339 Honolulu, HI 96809-0339 (808) 586-4997</p> |
| State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV | Division of Vocational Rehabilitation | <p>Maureen Bates Vocational Rehabilitation Administrator</p> | <p>State of Hawaii Department of Human Services 600 Kapiolani Blvd., Rm. 304 Honolulu, HI 96813 808-586-9741 MBates@dhs.hawaii.gov</p> |

AJCH Network MOU

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|---|--|--|--|
| Unemployment Compensation Programs | Unemployment Insurance Division | Linda Uesato Administrator | State of Hawaii Department of Labor and Industrial Relations Unemployment Insurance Division 830 Punchbowl Street Room 325 Honolulu, HI 96813 808-586-9069 Linda.Y.Uesato@hawaii.gov |
| Wagner-Peyser Act Employment Service, as authorized under the Wagner-Peyser Act, as amended by WIOA title III | Workforce Development Division | Elaine Young Administrator | State of Hawaii Department of Labor and Industrial Relations Keelikolani Building 830 Punchbowl Street Honolulu, HI 96813 808-586-8812 elaine.n.young@hawaii.gov |
| WIOA title I Youth Program | WorkHawaii Division City and County of Honolulu Department of Community Services | Pamela A. Witty-Oakland Director | Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |
| YouthBuild | WorkHawaii Division City and County of Honolulu Department of Community Services | Pamela A. Witty-Oakland Director | Department of Community Services 925 Dillingham Blvd., Suite 200 Honolulu, HI 96817 808-768-7762 pwittyoakland@honolulu.gov |

AJCH Network MOU

Separate AJCH MOU between DHS TANF and OWDB

| Partner Program | Partner Organization | Signatory Official | Contact Information |
|---|------------------------------|----------------------------------|---|
| Programs authorized under the Social Security Act title IV, part A (TANF) | Department of Human Services | Pankaj Bhanot Director | State of Hawaii Department of Human Services Attn: Director's Office P.O. Box 339 Honolulu, HI 96809-0339 (808) 586-4997 pbhanot@dhs.hawaii.gov |

ATTACHMENT 4.6

Individual Training Account (ITA) Policy

OAHU WORKFORCE DEVELOPMENT BOARD

innovation + opportunity + economic growth + human capital

| American Job Center WIOA Adult and Dislocated Worker Programs Standard Operating Procedures | | |
|---|-----------------------------------|------------------|
| WIOA Policy No. | Subject | Date |
| | Individual Training Account (ITA) | October 19, 2017 |

I. Scope

This procedure applies to employment consultants, center staff, program partners and customers of the American Job Center.

II. Purpose

This is to establish the policy of American Job Center (AJC) in reference to Individual Training Accounts (ITAs) for individuals who are eligible to receive training services and to ensure customer choice in selecting training programs and providers through consultation with Employment Consultants or WIOA program staff.

III. Procedure and Implementation

- Individual training Accounts (ITAs) are the primary method to be used for procuring training services under WIOA Title I Adult and Dislocated Worker program.
- Utilizing ITA funds, Adult and Dislocated Worker participants acquire training services from eligible training providers they select in consultation with American Job Center's Adult and Dislocated Workers Employment Consultant. Individuals are required to utilize information such as skills and literacy assessments, labor market information/trend, and training provider's performance in deciding which program to enroll to.

Need for Training

- a. The award of an ITA is not an entitlement, therefore, even though an Adult or Dislocated Worker may be eligible (and meet priority of service) for enrollment into WIOA Title I funded program, the provision of training must be needed for the participant to obtain employment that leads to economic self-sufficiency.
- b. ITA funding is limited to a participant who meets the following criteria:
 1. Is unable to obtain grant assistance from another source(s) such as a Pell grant to pay for training cost(s);
 2. Completed an application packet and is deemed eligible to receive WIOA funding as an adult or a dislocated worker participant;
 3. Completed an assessment given by the AJC or a recent assessment conducted by an AJC partner;
 4. Completed an individual employment plan that identifies the selected training course(s);
 5. Completed registration in the AJC designated job search database (i.e. HireNet Hawaii);

6. Selected a training course(s) and/or program(s) that will result in an industry-recognized credential, certificate, license or diploma that is directly linked to employment opportunities in the local area or another area the participant will relocate to, and
7. Maintains satisfactory progress throughout enrollment.

How ITAs are Authorized

- a. Participant must submit or complete the following prior to authorization of the ITA:
 1. Individual Employment Plan (IEP),
 2. Acceptance Letter from chosen Eligible Training Provider,
 3. Training or Class Schedule,
 4. Cost of the Program,
 5. eCrim/Driver's license for participants entering the health care and transportation industries,
 6. Signed the AJC Participant Agreement and Understanding,
 7. Signed the Family Educational Rights and Privacy Act,
 8. Degree or training plan signed by the academic advisor,
 9. Free Application for Federal Student Aid application results and award letter from the training institution or college for the academic year, and
 10. Documentation of other grant awards received (if applicable).
- c. AJC staff must consider and document in the participant file, the availability of other sources of grants, excluding loans, to pay for training cost(s) so that WIOA funds are used to supplement but not replace other sources. WIOA funds are intended to provide training assistance in circumstances when there is no assistance or insufficient grant assistance from other sources (i.e., Pell Grant). If participant is awarded financial assistance in the form of Pell grant, tuition waivers, or other monies, it will be directly applied towards the training cost(s).
- d. If tuition or the training payment has already been made by WIOA program staff prior to receipt of grant, scholarship or other monies, participant is required to reimburse AJC by cashier's check or money order made payable to the "City and County of Honolulu".
- e. If the aforementioned payment is not received by ACJ staff by the deadline specified, no further financial assistance will be provided.
- f. If participant received financial assistance prior to a bill being sent to AJC from the training institution or college, the participant is required to pay tuition or training cost directly to the institution or college.
- g. WIOA funds cannot be used to pay personal loans of an eligible participant.
- h. ITAs must be checked and endorsed by the AJC Supervisor and approved by the AJC Center Manager prior to issuance.

Demand Occupation Requirement & Training Period

- a. ITAs are authorized only for training programs listed on the State's Eligible Training (ETP) Provider's List at <http://dlir.state.hi.us/labor/etp/>.
- b. ITAs are only authorized for trainings for a demand occupation with a training period up to 24 months.
- i. If a participant started training prior to participation in the Adult or Dislocated Worker program, the participant is responsible for the cost incurred prior to participation.

- j. If a participant continues to receive training after the approval end date of their participation in the Adult or Dislocated Worker program, the participant is responsible for the cost incurred after the approved end date.
- k. ITAs are not authorized for pre-requisite courses and short-term pre-vocational training.
- l. ITAs are not authorized for credit classes during summer semesters.

Funding Limits

- a. An ITA is limited to \$4,000.00 per participant, however a participant maybe considered for additional funding not to exceed \$4,000.00 after a 5 year period, if the additional training is to move the participant up the career ladder along the same pathway.
- b. The availability of the amount of the \$4,000 to be used to cover training cost and related support services is contingent on the availability of funds and the participant's satisfactory progress.
- c. The ITA only includes the cost of tuition or training for classroom instruction and related hands-on activities and support services such as required books, uniforms, tools and equipment. Certification examination fees is not an allowable ITA cost.
- d. A participant with the AJC staff will establish one ITA with one career goal. Once the ITA is approved, the career goal cannot be changed.
- e. AJC staff will review the participant's progress and related costs quarterly or as needed. A participant's progress is considered satisfactory as follows:
 - 1. A grade point average that does not fall below 2.0 for two consecutive terms;
 - 2. A grade point average sufficient to graduate from, or receive certification in, the participant's approved area of study; or
 - 3. Sufficient credit hours to finish the approved course of study within the approved time frame established by the AJC staff.
- f. If a participant is placed on "academic probation", failed a module, course, etc., WIOA funds will not be used to pay for training and related support services in the subsequent quarters, semesters or training periods until he or she demonstrates no longer being on academic probation or has increased their academic progress to a satisfactorily or good standing status.
- g. A participant must submit their grades before AJC staff can authorize participation in the subsequent quarters, semesters or training periods.
- h. AJC staff must ensure the participant is consistently attending training or classes and doing satisfactorily before issuing a purchase order for the next quarter, semester or training period.
- i. A participant must complete a training course and pass the related certification examination before a subsequent training course will be considered for approval. Consideration includes the availability of funding and whether the certification is sufficient for the participant to enter the workforce.
- j. If a participant is approved to participate in a self-paced or online training, AJC staff will regularly check participant's progress through bi-weekly report submitted by the school.
- k. WIOA funds will not pay for retake or substitution classes, modules or penalties.

Training Programs Removed from ETPL

- a. When a program or training is removed from the ETP list, the participant and AJC staff will identify a similar program or training to continue their participation in the program. The career goal, available funding amount

and period of performance related to the approved ITA cannot be modified.

- l. If a participant drops a course or is dropped by the training institution or college, the participant will return books, tools and supplies purchased with WIOA funds to the AJC staff. Participant will be exited from WIOA program and will no longer qualify for further training.
- m. A participant will submit a copy of the industry-recognized certificate within 45 days after the training end date.

Time Limit to Enroll

- a. AJC staff and the participant will agree to start using the ITA within 45 days of its issuance. If the ITA is not used within 45 days, it will be cancelled and the participant will need to reapply to be considered to receive WIOA funding after a 90-day wait period.
- n. If a participant drops out of training or college, she or he must provide a written statement that notifies the AJC staff of their drop status. Consequently, the Participant's ITA will be cancelled,
- o. If a participant wants to request a leave of absence from training, she or he is required to submit a written request for review and approval. The duration of the leave of absence is limited to one quarter, semester or training period. A leave of absence is not allowed for trainings that run less than 60 days and those without an on-going training schedule.
- p. A participant will authorize through a consent form that the training institution, provider or college, she or he is attending will release attendance, grades and financial information to the AJC staff.

ATTACHMENT 4.8

Eligible Training Provider (ETP) Policy

DAVID Y. IGE
GOVERNOR

DOUGLAS S. CHIN
LIEUTENANT GOVERNOR



LESLIE WILKINS
CHAIRPERSON

ALLICYN C.H. TASAKA
EXECUTIVE DIRECTOR

STATE OF HAWAII
WORKFORCE DEVELOPMENT COUNCIL
830 Punchbowl Street, Suite 417, Honolulu, Hawaii 96813
Phone: (808) 586-8630 Web: <http://labor.hawaii.gov/wdc/>

WIOA Bulletin No. 10-16 Change 1

DATE: July 3, 2018
TO: WIOA Partners
SUBJECT: Eligible Training Provider Policies

PURPOSE

This bulletin updates the policies and procedures of the statewide Eligible Training Provider List (ETPL) in Hawaii. The procedures describe the roles and responsibilities of the Workforce Development Council (WDC) and the Local Workforce Development Boards (LWDBs) in managing Hawaii's ETPL and training providers delivering services to students. The Workforce Innovation and Opportunity Act (WIOA) emphasizes informed customer choice, performance accountability, and continuous improvement. This directive establishes the State eligibility criteria and processes for initial and subsequent determinations for training providers approved to receive Workforce Innovation and Opportunity Act (WIOA) funds, and adds new performance and Registered Apprenticeship information requirements. These policies and procedures may change as Federal and State requirements are modified.

While LWDBs must address the provisions in these policies and procedures, they may develop stricter application, eligibility, renewal and termination processes to ensure quality training in their local areas. Each LWDB shall establish ETPL policies and procedures for their respective local areas; including either developing a local area specific ETPL application or adopting the sample application provided by WDC (Appendix A). Each LWDB must also establish the in-demand industries and in-demand jobs that qualify for the ETPL in the local area policy. LWDBs must also ensure that Local Plans include their ETPL policies and procedures.

BACKGROUND

WDC must establish procedures for use by LWDBs in determining the initial and subsequent eligibility of public and/or private training providers to be included on the statewide ETPL and receive funds from Individual Training Accounts (ITAs) to pay for training of WIOA eligible participants. WDC is required to develop and operate the ETPL in partnership with LWDBs. The ETPL is designed to gather and display useful information on training providers, their services and the quality of their programs so that customers can make informed choices.

LWDBs receive applications from training providers, determine if the applicant meets State and local criteria for listing, and forwards information on those providers who meet these criteria to WDC.

WDC accepts and verifies certain information forwarded by LWDBs on training providers, compiles them into a comprehensive state list (the ETPL), and disseminates the ETPL with cost information. The official Hawaii ETPL is available online at <http://labor.hawaii.gov/wdc/>.

An American Job Center (AJC) may issue an ITA to a WIOA-eligible individual (out-of-school youth age 16-24 or an adult or dislocated worker) to fund training services. The training provider must be selected from those listed on the ETPL (exceptions are listed in WIOA Section 122 (h)). The eligible individual can then compare the offerings on the ETPL, and with the assistance of AJC staff, select the most appropriate training program. The AJC may also contract with an ETPL provider for cohort training (20 *Code of Federal Regulations* Section 680.320 (a)(4)) if the following occurs: 1) the LWDB determines it would facilitate the training of multiple individuals in demand occupations; and 2) the contracts do not limit customer choice.

I. General Provisions

A. Definitions

1. **Program of Training Services** is defined (20 CFR § 680.420) as one or more courses or classes, or a structured regimen that leads to one of the following:
 - a. A recognized post-secondary credential, secondary school diploma or its equivalent.
 - b. An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State or the Federal government, an associate or baccalaureate degree.
 - c. Employment.
 - d. Measurable skill gains toward such a credential or employment.
 - e. These training services could be delivered in person, on-line, or in a blended approach.
2. **Completion** is defined as successfully completing an activity and attaining the skills competencies, certification, license, credential, degree, or employment associated with the activity in the customer's employment plan.
3. **Exit** is defined (20 CFR § 677.150) as the status of a customer who has not received a WIOA service for 90 days and for whom no future services are planned. "Service" does not include self-service, information-only activities or follow-up services. AJC staff may "close" a case and enter completion and employment information in HireNet Hawaii, but "exits" occur automatically after 90 days of no service.
4. **Individuals with barriers to employment** (20 CFR § 680.320) include those individuals in one or more of the following categories: displaced homemakers; low-income individuals; Indians, Alaska Natives and Native Hawaiians; individuals with disabilities; older individuals; ex-offenders; homeless individuals; youth who are in or have aged out of the foster care system; individuals who are English learners, have low literacy levels, or face substantial cultural barriers; eligible migrant seasonal farmworkers (MSFW); individuals within two years of exhausting lifetime eligibility under Temporary Assistance for Needy Families (TANF); single-parents (including single pregnant women); long-term unemployed individuals; and members of other groups identified by WDC.
5. **In-demand** refers to occupations, industry sectors or clusters, or career pathways that have been identified in the Unified State Plan or the Local Plan for the area, as emerging, growing, a priority for local workforce partners, or otherwise having the best job prospects due to the workforce needs or hiring demands of employers.
6. **Pre-apprenticeship Skills Training** is defined (20 CFR § 681.480) as a program or set of strategies designed to prepare individuals to enter and succeed in registered apprenticeship programs, and that has a documented partnership (letter of commitment) with at least one, if not more, approved apprenticeship program sponsor.

Such pre-apprenticeship programs should possess or develop a record of enrolling their pre-apprenticeship graduates into a registered apprenticeship or other types of employment and training programs serving target populations.

B. ETPs and Youth

WIOA Title I youth funds can be used with ETPs for the provision of training services to out-of-school youth, ages 16 to 24, when appropriate and in accordance with the LWDB's policy on ITAs (WIOA §134(c)(3)(F)(iii)). When using youth funds for ITAs, the ETPL must be used. (20 CFR § 681.550).

C. Types of Training to which these Procedures Apply (WIOA Section 134; 20 CFR § 680.200)

In order for a provider of training services to receive WIOA funds, its program(s) must be listed on the ETPL. These programs may provide training services, such as the following:

1. Occupational skills training, including training for non-traditional employment and training that integrates English-language and math instruction needed to succeed on the job.
2. Programs that combine workplace training with related instruction, which may include cooperative education programs.
3. Training programs operated by the private sector.
4. Skill upgrading and retraining.
5. Entrepreneurial training.
6. Apprenticeship and Pre-Apprenticeship Skills Training.

D. Special Circumstances - Exemptions

There are some training programs that are exempt from direct application to the ETPL or are subject to special ETPL policy provisions. These exceptions include the following:

1. On-the-Job Training, Customized Training, Incumbent Worker Training, Internships, Paid or Unpaid Work Experience and Transitional Employment.
2. Instances where the LWDB determines that:
 - a. There is an insufficient number of ETPs in the local area.
 - b. There is an effective training program offered in the local area by a community-based or private organization serving individuals with barriers to employment; or
 - c. That it would be most appropriate to award a contract to an institution of higher education or other eligible provider to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided customer choice is not limited; or
 - d. When a LWDB provides training services through a pay-for-performance contract. Institutions of higher education, such as community colleges, do not need to be on the state's ETPL to provide training through direct contract with a LWDB [20 CFR § 680.320 (a)(4)].
3. For exempted programs, WDC reserves the right to:
 - a. Require One-Stop Operators in a local area to collect performance information; and
 - b. Determine whether the providers of the exempted programs meet the information requirements and eligibility criteria described in this Policy. Exempted providers that meet the requirements and criteria are considered ETPs. [WIOA §122(h)(1); TEGL 41-14]

II. Provider Application Policy and Procedures

WDC, LWDBs, and providers shall use the process outlined in Appendix B to establish the eligibility of Training Providers to receive WIOA funds before WIOA participants are enrolled into their programs:

A. Eligibility for New Providers

1. New providers must be evaluated based on the requirements set forth in WIOA, as follows:
 - a. Providers must submit an application to the LWDBs for the training program(s) they wish to offer. In addition to any local requirements, providers must provide the information outlined in “III. D. Business and WIOA Requirements” and any other information required by the LWDB; and agree to submit student and performance data as listed in Appendices C and D. Timelines and deadlines for the submission of data will be issued at a later date.
 - b. Providers are eligible only for programs that qualify and are approved by WDC and LWDBs.
2. Providers must submit evidence of accreditation and/or licensure from the appropriate state or other governing body (see Section III.B. Licensing).
3. Distance learning programs are eligible only when offered by institutions that are fully accredited by a recognized accrediting body (see Section III. E. Technology-Based Learning).
4. Initial eligibility is limited to a period of one (1) fiscal year for each approved program. “Fiscal year” is defined as the 12-month period commencing on the date when initial eligibility is approved for the applicable program. [WIOA Section 122(a)(4)(B), TEGL 41-14]
5. LWDBs are responsible for the retention of the original hard copy of the ETP application and must have them available for monitoring.
6. The LWDB shall provide a written notice of determination of acceptance or rejection of an initial application to an applying entity within thirty (30) calendar days of the receipt of the completed initial eligibility determination application. [WIOA Section 122(c)(1)]
7. The LWDB policy shall determine the circumstances under which reconsideration of an application may be afforded to an entity whose initial application was denied. [WIOA Section 122(c)(1)]

B. Apprenticeship Programs

In Hawaii, the apprenticeship program and its sponsor must be registered (approved) by the United States Department of Labor (USDOL) Office of Apprenticeship or the State Department of Labor and Industrial Relations Workforce Development Division (WDD). The federal DOL is responsible for apprenticeship programs on federal property such as Pearl Harbor Naval Shipyard, and WDD is responsible for other apprenticeship programs. For a list of construction and non-construction apprenticeship programs and their sponsors that are registered (approved) by WDD, go to: <http://labor.hawaii.gov/wdd/home/job-seekers/apprenticeship/type-of-apprenticeships-available//>

1. Registered Apprenticeship programs are automatically qualified for the ETPL as long as the program remains registered with the United States Department of Labor Office of Apprenticeship, WDD, or until the program asks to be removed from the ETPL by notifying WDC by email at: dliir.workforce.council@hawaii.gov.
2. Registered Apprenticeship sponsors who wish to be listed on the ETPL will send a completed application to WDC by email at dliir.workforce.council@hawaii.gov. The application may be found at: <https://labor.hawaii.gov/wdc/add-a-registered-apprenticeship-program-to-the-eligible-training-provider-list/>. The following information is needed:
 - a. Occupations included within the Registered Apprenticeship program;
 - b. The name and address of the Registered Apprenticeship program sponsor;
 - c. The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor's address;
 - d. The method and length of instruction; and,
 - e. The number of active apprentices.
3. At the end of each program year, WDC will ask WDD for a list of all Registered Apprenticeship programs that were either voluntarily or involuntarily deregistered. These programs will be removed from the list.
4. Registered Apprenticeship program sponsors that do not provide the Related Technical Instruction portion of the apprenticeship program may be required to submit additional information about their educational provider, including the cost of instruction.

5. Pre-apprenticeship programs do *not* automatically qualify for the ETPL. They are subject to the same requirements as regular ETPs.

C. University of Hawaii System

1. The University of Hawaii (UH) System is exempt from the Hawaii Compliance Express, proof of liability insurance, and proof of accreditation requirements.
2. All programs proposed by the UH System must meet the criteria set by the LWDBs and WDC; and the information in IV.A. and B. must be provided. Programs must also meet the all performance criteria and standards set by the LWDBs and WDC.
3. All programs are responsible for submitting performance reports or for ensuring that the program is participating in a system that submits reports to WDC.
4. A sample UH System application is provided as Appendix E. LWDBs may adopt this application or develop a local area specific application.

D. Renewal of Eligibility

1. The provider must renew its eligibility and establish continued eligibility for each approved program to continue receiving WIOA funds after the program's one-year period of initial eligibility ends. [WIOA § 122(c)(2)]
2. Thereafter, providers must contact the Local Board(s) every two years to renew each program's continued eligibility to receive WIOA funds. [WIOA § 122(c)(2)]

III. Criteria to Become an Eligible Training Provider

A. Types of Training Providers

Training providers must meet one of the following criteria to be eligible for the ETPL:

1. Higher education institutions that provide a program that leads to a recognized post-secondary credential;
2. Registered Apprenticeship programs under the National Apprenticeship Act;
3. Public or private training providers, which may include:
 - a. joint labor-management organizations; and
 - b. adult education and literacy providers – if services are provided with occupational skills training;
4. LWDBs, if they meet the conditions of WIOA § 107(g)(1); and
5. Community-Based Organizations (CBOs) or private organizations of demonstrated effectiveness under contract with the LWDB.

B. Licensing

Hawaii requires significant consumer protection through its licensing requirements. Training providers must be licensed by the appropriate Hawaii or Federal licensing authority, as required by law.

1. Training providers must be licensed or certified by the appropriate governing board or agency. Specific occupations have governing boards that issue licenses, such as the Hawaii Board of Barbering and Cosmetology or the Hawaii Motor Vehicle Repair Industry Board. Other occupations, such as Nurse Aide, are certified through entities contracted by the State Department of Commerce and Consumer Affairs, and pilots or aviation schools are approved by the Federal Aviation Administration (FAA).
2. Trade, vocational, or technical schools are usually licensed by the Hawaii Department of Education (HIDOE) unless they are exempt or accredited by another recognized entity.

Accredited post-secondary institutions with a physical presence in the state are authorized by the Hawaii Post-secondary Education Authorization Program (HPEAP), [see the HPEAP website](#) and [Hawaii Administrative Rules Title 8 Chapter 101](#).

3. Private post-secondary training providers, who apply for a Hawaii Private Postsecondary license and are denied due to a determination that the training program is not vocational in nature, are not eligible to be listed on the ETPL.
4. Training providers that provide adult education and literacy activities in combination with occupational skills training are not required to be licensed. However, the provider of the occupational skills training must be licensed if a training license is required by law.
5. Apprenticeships are not licensed but must be registered with WDD.

C. Training Courses Exempt from State Department of Education Licensure

1. Schools maintained or classes conducted by employers for their own employees where no fee or tuition is charged;
2. Courses of instruction given by a fraternal society, benevolent order, or professional organization to its members and which are not operated for profit;
3. Flying schools qualified under the Federal Aviation Administration;
4. Classes conducted for fewer than five students at one time and the same time;
5. Classes or courses of instruction which are conducted for twenty or fewer class sessions during any twelve-month period;
6. Vocational, hobby, recreation, or health classes or courses;
7. Courses of instruction on religious subjects given under the auspices of a religious organization; or
8. Schools registered by the State Department of Commerce and Consumer Affairs. [Eff 12/1/87; comp 3/15/01] (Auth: HRS §302A-101, §302A-424, §302A-427) (Imp: HRS §302A-1112, §302-A-101, §302-A-424, §302A-425)

D. Business and WIOA Requirements

Training providers must:

1. Meet the requirements of the Hawaii Post-Secondary Education Authorization Program (HPEAP), Hawaii Revised Statutes Chapter 305J. Refer to: <http://cca.hawaii.gov/hpeap/>
2. Be a legal entity, registered to do business in Hawaii.
3. Be current with tax obligations as required by Hawaii Revised Statutes 103D-310(c) and verified by a "Certificate of Vendor Compliance" issued by Hawaii Compliance Express, <https://vendors.ehawaii.gov/hce/splash/welcome.html>.
4. Obtain from a company authorized by law to issue such insurance in the State of Hawaii, commercial general liability insurance in an amount of at least two million dollars (\$2,000,000) coverage for bodily injury and property damage resulting from the provider's performance as a training provider. The provider shall maintain in this liability insurance in effect until the provider is removed from the ETPL AND WIOA participants have exited all programs sponsored by the provider. The provider shall provide to the LWDB a certificate of liability insurance with the provider's ETPL application. The certificate shall provide that the State of Hawaii, the City and County of Honolulu, the County of Hawaii, the County of Maui, the County of Kauai and their officers and employees are Additional Insureds.
5. **Not** be associated with occupations that pay commission only and **not** be debarred by the state or the federal government as they would not be eligible to be included on the ETPL.
6. Have provided training for at least one year at the time of application, and have a proven track record of students successfully completing the programs and meeting all state performance standards. Training providers that have been training in another state for more than a year, and have recently opened a new campus in Hawaii do not need to train a year in Hawaii to be listed on the ETPL. Registered Apprenticeships do not need to complete a year of training participants

- to be eligible for the ETPL.
7. Have at least five (5) students enrolled in a program for the minimum performance standards to be used in determining eligibility.
 8. Have refund policies specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies that indicate that no refunds will be made are not acceptable. Refund policies must be written and published so that students are aware of how to request a refund.
 9. Have a grievance policy which provides for due process for students to file complaints with an organization against faculty, staff, or other college employees. Grievance policies must be written and published so that students are aware of how to file a complaint.
 10. Agree to payment policies and procedures determined by the LWDBs.
 11. Offer training programs that:
 - a. Relate to in-demand industry sectors and occupations in Hawaii;
 - b. Are aligned with industry sector strategies and career pathways; and
 - c. Are job driven.
 12. Comply with all non-discrimination and equal opportunity provisions of WIOA Section 188 and all other applicable federal and state laws.
 13. Provide the information and documentation requested on the "Eligible Provider List Application Form."

E. Technology-Based Learning

LWDBs must ensure access to training services throughout the State, including rural areas, by approving programs that use technology-based learning and meet all State and local requirements. Training providers using technology-based learning, also referred to as distance, online, web-based or computer-based learning, must meet the following requirements:

1. Have a mechanism for student interaction with an instructor or instructors;
2. Ensure periodic assessment of each student;
3. Because the student and teacher are not place- or time-bound in distance learning/on-line training programs, providers must have a policy describing the responsibilities of each party in the distance learning experience;
4. Have a mechanism to track students' participation in the ETPL training program; and
5. Comply with any additional requirements of the LWDB.

F. Other Eligibility Factors

At a minimum, eligibility criteria must include performance expectations. Standards for performance are set by WDC and the LWDBs. Providers must submit accurate and timely data, as listed on Appendices C and D, for all students, not just WIOA participants, in their classes.

Program-specific performance data will be verified by WDC at these points:

- when reviewing an application for initial eligibility; and
- every twenty-four (24) months following a determination of continued eligibility (*i.e.*, when reviewing an application for renewal of continued eligibility).

WDC will also consider the following factors when determining the eligibility of training providers:

1. Information reported to state agencies on federal and state training programs other than those provided under WIOA;
2. Record of submitting timely and accurate performance reports; and
3. Other factors as needed.

G. ETPL Performance Standards

The following performance measures will be used in determining the standards for training programs to be included on the ETPL. LWDBs may identify additional measures and/or may propose standards that are higher than the State standards. The State will issue standards at a later date.

1. Unsubsidized employment during the second (2nd) quarter after exit;
2. Unsubsidized employment during the fourth (4th) quarter after exit;
3. median earnings of students who are in unsubsidized employment during the 2nd quarter after exit; and
4. The credential attainment rate.

H. Evaluation Period

The evaluation period is at minimum the last two program years, which begins July 1st and ends June 30th of the second year.

IV. Required Program Information

A. The provider must provide the following information for each program:

1. Name of training program;
2. Classification of Instructional Programs (CIP) Code (<https://nces.ed.gov/ipeds/cipcode>);
3. CIP Name;
4. The in-demand industry sector or occupation that the program serves;
5. A brief description of the program;
6. Method of instruction (classroom, distance learning, or classroom and distance);
7. Description of business or employer partnership in relation to the program;
8. Credential earned ("postsecondary credential" refers to an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State or Federal Government, or an associate or baccalaureate degree (WIOA Sec. 3(50)));
9. Length in weeks;
10. Total hours;
11. Training program website; and
12. Phone number of program contact.

B. Performance Reports

Training providers must annually submit performance data to WDC. Details on the process to submit the data and the specific data will be provided at a later date. It is suggested that providers begin to develop a process to collect student data.

Beginning July 1, 2018, the provider must compile student demographic information and performance data as detailed in Appendices C and D for submission by September 30 after the first full year for performance calculation.

Performance results will be made available for all programs on the ETPL to provide customer choice information for WIOA participants. At a minimum, the following levels of performance achieved by all students in all programs on the ETPL will be made available for public distribution. Data must include all WIOA and non-WIOA students who participated in each training program [WIOA § 116(d)]:

1. The percentage of students in unsubsidized employment during the 2nd quarter after exit from the program;
2. The percentage of students in unsubsidized employment during the 4th quarter after exit from the program;
3. The median quarterly earnings of students in unsubsidized employment during the 2nd

- quarter after exit from the program;
4. The percentage of students who obtain a recognized postsecondary credential or a secondary school diploma or its equivalent (GED or HiSet) during participation or within a year after exit (a secondary school diploma or its equivalent is only counted if the student is also employed or enrolled in another education or training program leading to a recognized postsecondary credential within one (1) year after exit); and
 5. The total number of individuals that successfully complete the program of study or equivalent.

V. Notice of Ineligibility

In rare cases, providers can be or become ineligible, and not placed on or be taken off the ETPL for reasons, such as failure to meet standards, submitting inaccurate information, or other violations of WIOA requirements.

A. Application or Initial Eligibility Denials

A training provider or program may be denied initial eligibility for the following reasons:

1. The application is not complete or information was not provided in a timely manner.
2. The training program does not meet the WIOA definition of training services, which is a program of one or more courses or classes or a structured regimen that leads to:
 - a. A recognized post-secondary credential, secondary school or equivalent;
 - b. Employment, or
 - c. A measurable skill gain toward such a credential or employment.
3. The training program does not result in a federally or locally recognized credential.
4. Performance data is not included with the application or does not meet the minimum performance measures.
5. The training program does not support occupations in demand within the local area.
6. The training provider is not in compliance with the WIOA statute, regulations, or any agreement executed under WIOA.
7. WDC or LWDB determines that the training provider intentionally supplied inaccurate information.

B. Reapplication

When a training provider or program is denied for any reason other than lack of documentation or information, the provider must wait six months to reapply.

C. Denial or Termination Notice

Within 10 days after a LWDB determines that a training provider's application does not meet the eligibility criteria, or that a provider's eligibility should be terminated, the LWDB shall issue a denial or termination notice to the training provider. A notice shall be issued listing each training program denied or terminated.

1. The notice shall be mailed to the training provider at the address listed on the application and to the attention of the contact person identified on the application. The notice shall clearly:
 - a. Display the "date mailed;"
 - b. Identify the program that was denied or terminated;
 - c. State specific reason(s) for the action; and
 - d. State that the training provider has the right to appeal to the LWDB within 14 calendar days of the date the notice is mailed.
2. The LWDB shall send a copy of the notification to WDC.

VI. Removal from the ETPL

A. Removal of Training Programs

A training program may be removed from the ETPL for the following reasons:

1. WDC or LWDB determines that the training provider supplied inaccurate information.
2. The training program no longer meets the WIOA definition of occupational skills training.
3. The program does not meet minimum performance standards. If there were no WIOA participants in the training program during the past year, there will be no performance data to review for continued eligibility. The Local Board must examine the demand for the related occupation to determine if there is still local demand for it and decide whether to keep the program on the ETPL for another year. If no WIOA participants enroll in the training program for more than two years, it may be removed from the ETPL.

B. Removal of Training Providers

Training providers determined by the LWDB to have intentionally supplied inaccurate information or to have substantially violated any provision of Title I of WIOA or WIOA regulations, including 29 CFR Part 38, must be removed from the ETPL, in accordance with the enforcement provisions of WIOA Section 122(f). A provider who is terminated under these conditions must be terminated for no less than two (2) years and is liable to pay all Youth, Adult and Dislocated Worker training funds it received during the period of non-compliance. [20 CFR § 680.480]

Training providers may also be removed for the following reasons:

1. All of a training provider's programs have been removed.
2. The training provider has not maintained required licenses and liability insurance, or is found to be noncompliant with the training providers' assurances.
3. The training provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility.

C. Removal Due to Higher Performance Standards

Local areas that have implemented higher performance standards may remove programs that have not met requirements based on their local ETPL policy for removal of programs.

VII. Appeal Procedure

To appeal a termination or denial of eligibility, the training provider must file the written appeal with the LWDB within 14 calendar days of the date the notice was mailed. Throughout this appeal procedure, "LWDB" refers to "the LWDB or its designee."

A. Administrative Reconsideration

Within 10 working days of receiving the appeal, the LWDB shall review the appeal and may reverse the original decision if an administrative error was made, or if additional information from the training provider changes the basis of the original decision.

1. If the LWDB reverses its prior decision of termination or denial of eligibility, the LWDB shall:
 - a. Forward the written decision, with the basis for the decision, and a copy of the appeal file to WDC;
 - b. Notify the training provider in writing of the decision and its basis, and that the LWDB has notified WDC; and

- c. Return the provider to the Initial or Renewal Eligibility process.
2. If the LWDB determines to continue to deny eligibility, the LWDB shall:
 - a. Inform the training provider in writing of its decision to deny reversal of the original decision, including a basis for that denial; and
 - b. Provide the training provider with information regarding the formal appeals process.

B. Formal Appeal

1. Within 14 calendar days from the mailing date of the decision from 2.a. above, the training provider may file a formal appeal with the DLIR's Employment Security Appeals Referees' Office (ESARO).
2. Within 30 calendar days of the receipt of the formal appeal, a hearing officer from the ESARO will:
 - a. Conduct a hearing at which the training provider and the LWDB will be allowed to present their cases; no new information will be allowed;
 - b. Decide the case based on the review of the written record and the hearing arguments; and
 - c. No later than 30 working days of the conclusion of the hearing, issue a written decision to the training provider and the LWDB. The hearing officer's decision will be final and conclusive.
3. If the hearing officer reverses the denial, the LWDB shall comply with the decision in a prompt and efficient manner. Procedures shall be followed for designating the training provider as eligible, inclusion of the training provider's program on the statewide list, and written notification to the training provider.

VIII. Roles and Responsibilities

A. LWDB Responsibilities

LWDBs have the following responsibilities for the training provider eligibility process:

1. Issuing ETPL policies and procedures.
2. Developing a local area specific ETPL application or adopting the sample application provided by WDC (Appendix A).
3. Assisting in determining the initial eligibility of training providers;
4. Ensuring distribution and appropriate use of the ETPL through the local area One-Stop system;
5. Coordinating with WDC and training providers to ensure that training provider programs that are approved are placed on the statewide ETPL in a timely manner;
6. Determining whether proposed programs are training programs, career services or pre-vocational training programs;
7. Monitoring training providers for compliance and performance;
8. Reviewing training programs for initial eligibility;
9. Collecting performance and cost information, and any other required information related to programs from training providers;
10. Executing procedures prescribed by WDC to assist in determining the continued eligibility of all training programs;
11. Evaluating performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum performance standards;
12. Consulting with the State ETPL Coordinator in cases where termination of an eligible provider is considered;
13. Coordinating with WDC to ensure the removal of training programs that are found to not meet ETPL requirements and performance levels, and/or are out of compliance with provisions of the WIOA;
14. Issuing written notices of acceptance or rejection of an initial application to applying entities

- within thirty (30) calendar days of receipt of the application, and notifying the State ETPL Coordinator of denial of programs at the local level;
15. Working with the State ETPL Coordinator to ensure there are a sufficient number and types of training services in their respective local areas, including eligible training providers with expertise in assisting individuals with disabilities, and providers with expertise in assisting adults in need of adult education and literacy activities;
 16. Establishing policy for determining circumstances under which reconsideration of an application may be afforded to an entity whose initial application was denied; and
 17. Giving training providers an opportunity to appeal a denial or termination of eligibility of programs that includes an opportunity for a hearing at the local level, a timely decision and a right to appeal to WDC.

B. Training Provider Responsibilities

Training providers have the following responsibilities:

1. Completing and submitting the appropriate application to the LWDB where the training will take place, according to the LWDB's requirements;
2. Submitting student data and performance information as instructed;
3. Collecting information about all students attending a training program as required for reporting of performance measures;
4. Submitting updated information or changes to a training program to the appropriate LWDB as soon as the change occurs;
5. Providing periodic updates on WIOA training participants, including copies of credentials and transcripts received by WIOA participants as required and requested by the LWDB;
6. Notifying WDC and LWDB(s) of impending school move, sale or closure; and
7. Notifying WDB and LWDB(s) of change in contact person and any relevant information; and
8. Complying with the provisions of Title I of WIOA and WIOA regulations, including 29 CFR Part 38.

REFERENCES:

- [Workforce Innovation and Opportunity Act](#) of 2014 (WIOA or Opportunity Act), Public Law (Pub. L.) 113-128, Title I; enacted July 22, 2014
- Workforce Innovation and Opportunity Act, Final Rule, 20 CFR 680 Subparts C and D, 2017
- Training and Employment Guidance Letter (TEGL 41-14), *Workforce Innovation and Opportunity Act Title I Training Provider Eligibility Transition*, June 26, 2015
- Training and Employment Notice (TEN) No. 1-15, *Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide*, July 7, 2015
- Training and Employment Guidance Letter (TEGL) No. 3-15, *Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act) and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services*, July 1, 2015
- Training and Employment Guidance Letter (TEGL) No. 41-14, Change 1, November 24, 2015
- Training and Employment Guidance Letter (TEGL) No. 15-10, *Increasing Credential, Degree, and Certificate Attainment by Participants of the Public Workforce System*, Attachment 2, "Credential Resource Guide," December 15, 2010

APPENDICES:

Appendix A: Sample Eligible Training Provider Application (Parts I and II)

Appendix B: Eligible Training Provider List Application Process

Appendix C: Required Student Data

Appendix D: Performance Measures

Appendix E: Sample University of Hawaii Application

Appendix F: Eligible Training Provider Approval Request Form for LWDBs to request approval by WDC

INQUIRIES:

Inquiries regarding this bulletin may be directed to Jeanne Ohta at 586-9170 or Maria-Elena Diaz at 586-9285.



ALLICYN C.H. TAsAKA
Executive Director

C: ASO-WIOA Unit

Appendix A
Part I Sample Eligible Training Provider Application

This is a two-part application:

Part I: Training Provider Application

Part II: Program(s) application, use the form [here](#)

Date of application: [Click to enter a date.](#)

TRAINING PROVIDER INFORMATION

1. Name of Training Provider (as it appears on W-9 form): [Click here to enter text.](#)
DBA (if any): [Click here to enter text.](#)
2. Provider street address: Address line 1: [Click here to enter text.](#)
 Address line 2: [Click here to enter text.](#)
 City: [Click here to enter text.](#)
 State: [Click to enter text.](#)
 Zip Code: [Click here to enter text.](#)
3. Provider mailing address (if different from above):
 Address line 1: [Click here to enter text.](#)
 Address line 2: [Click here to enter text.](#)
 City: [Click here to enter text.](#)
 State: [Click here to enter text.](#)
 Zip Code: [Click here to enter text.](#)
4. Provider phone number: [Click here to enter text.](#)
5. Provider Website: [Click here to enter text.](#)
6. Provider Contact: Name: [Click here to enter text.](#)
 Title: [Click here to enter text.](#)
 Phone: [Click here to enter text.](#)
 Email: [Click here to enter text.](#)
7. How long has the provider been in operation in Hawaii? [Click here to enter text.](#)
8. Type of Provider (check only one):
 Postsecondary education institution
 Other public or private provider of training which may include joint-labor management organizations and eligible providers of adult education and literacy activities under Title II of WIOA if such activities are provided in combination with occupational skills training
 A local board that meets the requirements of WIOA Section 107(g)(1)
 Community-based or private organization that provides training under contract with a local board

9. Provider is a private postsecondary career school authorized by the Hawaii Post-Secondary Education Authorization Program (HPEAP): **Choose one.**

10. What type of training organization are you?

Check any that apply and append the attachment as specified.

Post-secondary, degree-granting school accredited by an accreditation body recognized by the U.S. Department of Education (US DOE)

Name of accrediting body: [Click here to enter text.](#)

Attach copy of your current accreditation

Massage, cosmetology or real estate school registered as a school with the appropriate board under the Hawaii State Department of Commerce and Consumer Affairs (DCCA)

Attach a copy of your current DCCA registration

Distance Learning program that is fully accredited by a recognized accrediting body

Name of accrediting body: [Click here to enter text.](#)

Attach a copy of your current accreditation

Private training school, other than those listed above.

a. If you are licensed by the Hawaii State Department of Education (HIDOE),

Attach a copy of your current HIDOE License

OR

b. If you are exempt from HIDOE requirements, please check exemption that applies below, and attach documentation that substantiates your exemption*:

schools maintained or classes conducted by employees for their own employees where no fee or tuition is charged;

courses of instruction given by a fraternal society, benevolent order, or professional organization to its members and which are not operated for profit;

classes conducted for fewer than five students at one time and the same time;

classes or courses of instruction which are conducted for twenty or fewer class sessions during any twelve-month period;

a vocational, hobby, recreational or health classes or courses;

courses of instruction on religious subjects given under the auspices of a religious organization; or

schools registered by the Hawaii State Department of Commerce and Consumer Affairs [Eff 12/7/87; comp 3/5/01] (Auth: HRS §302A-1112, 302A-427) (Imp: HRS §302A-1112, 302A-101, 302A-424, 302A-425)

*More information:

(<http://www.hawaiipublicschools.org/TeachingAndLearning/AdultEducation/Pages/Licensin>)

11. All non-governmental/private sector applicants must attach the following to the application:

a. Certificate of Current Hawaii Compliance Express/Tax Clearance (which was issued within the past 6 months)

b. Certificate of Liability Insurance: from a company authorized by law to issue such insurance in the State of Hawaii, commercial general liability insurance in an amount of at least two million dollars (\$2,000,000) coverage for bodily injury and property damage resulting from the provider’s performance as a training provider. The provider shall maintain in this liability insurance in effect until the provider is removed from the ETPL AND WIOA participants have exited all programs sponsored by the provider.

The certificate shall provide that the State of Hawaii, the City and County of Honolulu, the County of Hawaii, the County of Maui, the County of Kauai and their officers and employees are Additional Insureds.

12. How many complaints about the program from WIOA participants have been filed with your organization within the last two (2) years? [Click here to enter text.](#)

How were they resolved?

[Click here to enter text.](#)

Not applicable – this organization is a first-time applicant

Certifications and Assurances

WIOA REQUIREMENTS:

| | |
|---|-------------|
| Under WIOA, WDC is required to collect and verify performance results for the program. Does provider agree to provide any and all data in the prescribed format required by WDC? | Choose one. |
| As a recipient of WIOA financial aid, providers are required to comply with Section 188 of WIOA which prohibits discrimination on the grounds of race, color, religion, sex (including pregnancy, childbirth or related medical conditions, gender identity, and transgender status), national origin (including limited English proficiency), disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIOA-Title I financially assisted program or activity. Does your organization agree to comply with all laws governing non-discrimination? | Choose one. |

LEARNING ENVIRONMENT, MATERIALS & MANAGEMENT:

| | |
|---|-------------|
| Do you certify that your training is carried out in a physical space approved by building code(s) to be used for commercial usage such as described in your application or that it is web-based? | Choose one. |
| Do you certify that all of your learning materials and equipment for the ETP training program you are seeking approval for are at least the same as those afforded to the general public? | Choose one. |
| Do you understand that the number of participants referred to any ETP approved organization to attend any particular training course cannot be predetermined or guaranteed? | Choose one. |
| Do you certify that certificates/credentials are awarded only to WIOA participants who have earned them via coursework requirements and a grading system as expected of all your students? | Choose one. |
| Does your organization have a written and published grievance policy which describes how students can file complaints with your organization against faculty, staff, or other employees and students? | Choose one. |

MONITORING:

| | |
|---|-------------|
| Do you certify that the State, LWDB/county and federal government(s), through any authorized representative, are allowed to review, inspect and/or audit your organization's books, records and documents, including performance data related to this application? | Choose one. |
| Do you certify that documents, papers, books, records and other evidence which sufficiently and properly reflect all expenditures of any nature related to your organization's performance for services under this application are retained for a period of at least three (3) years? | Choose one. |
| Do you certify that in the event any litigation, claim, investigation, audit or other action arises involving the records retained for services resulting from this solicitation, then such records will be retained for three (3) years from the date of final payment, or the date of the resolution of the action, whichever occurs later? | Choose one. |

RELEASE OF INFORMATION:

| | |
|---|-------------|
| Do you certify that your organization will adhere to all applicable federal, state and county confidentiality and privacy laws in the management and storage of student files, records and related materials? | Choose one. |
| Do you certify that your organization will obtain prior written approval from the LWDB/county whenever it identifies or refers to the LWDB, county, one-stop center(s), or the state, its employees or participants, in any and all media releases, public statements, announcements, broadcasts, posters, programs, computer postings, and other printed, published, or electronically disseminated materials? | Choose one. |

PAYMENT, WITHDRAWALS, SUBSTITUTIONS & CANCELLATIONS:

| | |
|---|-------------|
| Student withdrawals -- Do you certify that the one-stop center shall not be responsible for paying the tuition or other training related expenses if the one-stop center gives you, the training provider, a written withdrawal notice that you will receive at least three business days prior to the start of the scheduled class? | Choose one. |
| Does your organization have a written and published refund policy that describes how students can request a refund? | Choose one. |
| Student substitutions – Do you certify that should a participant withdraw from a course that you will give the one-stop case manager the first opportunity to replace the participant with a substitute participant and that you will not charge the one-stop center any additional fees for such substitutions? | Choose one. |
| Course cancellation -- Do you certify that you will also notify each participant of the cancelled or rescheduled class(es) by telephone, email, postal mail, fax or similar means to be received at least two business days prior to the start date of the canceled or rescheduled class(es) and that you will keep a written log that indicates you attempted to contact each participant no fewer than two times? | Choose one. |
| Do you certify that you will accept participants funded by other sources and that these participants will be able to select training from the same lists of courses as contained in this application? | Choose one. |
| Do you agree to defend, indemnify and hold harmless the State of Hawaii, Department of Labor and Industrial Relations, City and County of Honolulu, County of Hawaii, County of Maui, County of Kauai, and their officers, employees, agents from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits and demands therefore, arising out of or resulting from the acts or omissions of the training provider or the training provider's employees, officers, agents, or subcontractors for training resulting from this application? | Choose one. |

CERTIFICATION BY APPLICANT

I hereby attest that I am authorized to act on behalf of this organization and have reviewed the application and have knowledge of the content and the information contained herein. I declare that the information provided and each statement, monetary amount and supporting documentation included is true and correct to the best of my knowledge and belief. I also hereby attest that this organization and its instructors currently hold all licenses, certificates, permits and accreditations required under applicable federal, state and county laws, ordinances, codes and rules, required to provide the training services described herein. This organization is also in good standing with the Hawaii State Department of Commerce and Consumer Affairs. I understand that any noncompliance and/or misrepresentations, including but not limited to, those contained in all amendments to our course offerings that we initiate hereafter, may

result in the termination of this organization from participation in the Eligible Training Provider program for a period of 24 months. I understand that this organization will be held liable for repayment of all funds received via the ETP program for any period of noncompliance. I understand that these are construed to provide remedies and penalties that supplement, but do not supplant, other civil and criminal remedies and penalties. I understand that the ETP program is per the Workforce Innovation and Opportunity Act of 2014.

AGREE

DISAGREE

Signature

Print Name
Date

To be considered for inclusion on the ETPL, the training provider (provider) must supply all of the information requested in Parts I and II of this application. All completed applications must be submitted to the county where the training will be provided. If there are any questions, please contact your local area Workforce Development Board:

Hawaii County:
Office of Housing and Community Development
50 Wailuku Drive
Hilo, HI 96720
Phone: (808) 961-8379
Email: ohcdwia@hawaiicounty.gov

Maui:
Office of Economic Development
2200 Main Street, Suite 305
Wailuku, HI 96793
Phone: (808) 270-8225
Email: brian.nagami@co.maui.hi.us

Kauai:
Office of Economic Development
4444 Rice Street, Suite 200
Lihue, HI 96766
Phone: (808) 241-4950
Email: kbradford@kauai.gov

Oahu:
Oahu Workforce Development Board
715 South King Street, Suite 211
Honolulu, HI 96813
phone: (808) 768-5889
[email: oahuwdb@honolulu.gov](mailto:oahuwdb@honolulu.gov)

(Appendix A continued) Part II Eligible Training Provider Program Application

| Appendix A, PART II ELIGIBLE TRAINING PROGRAM INFORMATION (one row per program) | | | | | | | | | | | | | | | |
|---|-----------------------|---------------|----------------------|----------|--|--|--|--|-------------------|--|----------------|-------------|--------------------------|---------------------------------|---------------------|
| Trainer Provider Name & Campus | Training Program Name | Course Number | CIP Code [Six-Digit] | CIP Name | In-demand Industry Sector or occupation (www.hawaii.org) | Training Program Description (include the number of courses or credits needed to complete the credential path) | Method of Instruction (classroom, distance learning, or combination of classroom and distance) | Business Partnership Description (if the provider in partnership with a business or employer for the program?) | Credential Earned | Total Cost: Tuition, program fees, other costs for one student | Length (weeks) | Total Hours | Training Program Website | Phone Number of Program Contact | Workshop Area (Cov) |
| | | | | | | | | | | | | | | | |

Briefly and concisely, provide the information requested in the spreadsheet, using only one row for each program, and forward to the LWDB in an Excel file.

Sample Part I forms, and examples for Part II ETP program applications are posted at:
<https://labor.hawaii.gov/wdc/how-to-become-an-eligible-training-provider/>.

Appendix B Eligible Training Provider List (ETPL) Application Process

Step 1: Potential and existing ETPs will request the application from the appropriate Local Workforce Development Board (LWDB).

The Local Board in each county will be the main point of contact for the Workforce Innovation and Opportunity Act ETPL program. The provider will contact a representative using the contact list below for the application and for information on the process from submission of the application to approval for inclusion on the ETPL.

Note: Separate applications must be submitted to and approved by LWDB representatives in each county where training is to be provided.

Oahu:

Oahu Workforce Development Board
City & County of Honolulu
715 South King Street, Suite 211
Honolulu, HI 96813

Phone: (808) 768-5889

Email: owib@honolulu.gov

Maui County:

Office of Economic Development
County of Maui
2200 Main Street, Suite 305
Wailuku, HI 96793

Phone: (808) 270-8225

Email: brian.nagami@co.maui.hi.us

Hawaii County:

Office of Housing and Community
Development
County of Hawaii
50 Wailuku Drive
Hilo, HI 96720

Phone: (808) 961-8379

Email: ohcdwia@hawaiiicounty.gov

Kauai County:

Office of Economic Development
County of Kauai
4444 Rice Street, Suite 200
Lihue, HI 96766

Phone: (808) 241-4950

Email: kbradford@kauai.gov

Step 2: The application is submitted to the appropriate LWDB(s). A sample application is posted at: <https://labor.hawaii.gov/wdc/how-to-become-an-eligible-training-provider/>

Step 3: The LWDB must check the System for Award Management (SAM) website: www.sam.gov to check for exclusion (suspension or debarment) records and attach the report to the application. The LWDB will forward the approved application along with the ETP Approval Request Form (Appendix F) to the ETPL coordinator at WDC.

Instructions for searching for exclusion records are at this link:

https://www.sam.gov/sam/transcript/Quick_Guide_for_Searching_Exclusions.pdf

Step 4: The programs will appear on the ETPL upon approval by the LWDB and WDC.

Appendix C
Required Student Data

Individual data reported to WDC is not considered public information and is exempt from public disclosure laws pursuant to federal and state guidelines. (TEGL 39-11 and HRS §92F-4, 92F-13,14). For each reporting period, a single comma separated file (.csv) containing all student records for each applicable program will be submitted in the format specified.

| Data Element | Description |
|--------------------------------|---|
| Student Code | The student ID associated with the institution |
| SSN | The Social Security associated with each student |
| Driver's License Number | The driver's license number associated with each student |
| Driver's License State | The state in which the driver's license was issued for each student |
| First Name | Student's first name |
| Last Name | Student's last name |
| Middle Initial | Student's middle initial (1-character) |
| DOB | Date of birth of student |
| Gender | Student's gender (1-digit code) 1 = Female 2 = Male 3 = Not Provided |
| Hispanic | Student's Hispanic origin (1-digit code) 1 = Hispanic Origin 2 = Not of Hispanic Origin 3 = Unknown/Not Provided |
| Race | Student's race (2-digit code) 01 = White/Caucasian 02 = Black/African American 03 = American Indian or Alaska Native 04 = Asian 05 = Hawaiian Native or Other Pacific Islander 06 = Multi-Racial 07 = Other 08 = Unknown/Not Provided |
| Veteran Status | A TRUE/FALSE code indicating a student's veteran status (1 = true, 0 = false) |
| Disability Status | A code indicating a student's disability status 1 = True 2 = False 3 = Not Provided |

Appendix D Performance Measures

Performance Measures outlined in Table 1 will be made available, beginning in 2018. Performance Measures will be reviewed, modified, and/or expanded by WDC, in accordance with WIOA § 122.

Table 1: WIOA Eligible Training Provider Performance Measures

| Performance Measure <small>* Applies to All Students within a WIOA-eligible program</small> | Implementation Year | Description |
|--|---------------------|--|
| All Student* Credential Attainment Rate | CY 2018 | Total number of students who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or 1 year after exit divided by the total number of students exiting the program (both completers and non-completers) within the 12-month reporting period. |
| All Student* Employment Rate During 2nd Quarter After Exit | CY 2018 | Total number of students exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of students exiting the program. |
| All Student* Employment Rate During 4th Quarter After Exit | CY 2018 | Total number of students exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of students exiting the program. |
| All Student* Median Earnings in Employment during 2nd Quarter After Exit | CY 2018 | Median earnings expressed as an hourly rate for all students exiting the applicable program and working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date). |
| WIOA Participant Program Completion Rate | CY 2017 | Total number of WIOA participants completing the applicable program divided by the total number of WIOA participants exiting the program (both completers and non-completers) within the 12-month reporting period. |
| WIOA Participant Credential Attainment Rate | CY 2018 | Total number of WIOA participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or 1 year after exit divided by the total number of WIOA participants exiting the program (both completers and non-completers) within the 12-month reporting period. |
| WIOA Participant Employment Rate During 2nd Quarter After Exit | CY 2018 | Total number of WIOA participants exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of WIOA participants exiting the program. |
| WIOA Participant Employment Rate During 4th Quarter After Exit | CY 2018 | Total number of WIOA participants exiting (both completers and non-completers) from the applicable program that were working in unsubsidized employment during the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of WIOA participants exiting the program. |
| WIOA Participant Median Earnings in Employment During the 2nd Quarter After Exit | CY 2018 | Median earnings expressed as an hourly rate for WIOA participants exiting the applicable program and working in unsubsidized employment during the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or the completion date). |

Appendix E
Sample University of Hawaii System Application
Eligible Training Provider List

PART I:

Date of application: [Click to enter a date.](#)

University of Hawaii Training Provider Information

1. Name of Campus: [Click here to enter text.](#)
2. Campus Address:
 - Address line 1: [Click here to enter text.](#)
 - Address line 2: [Click here to enter text.](#)
 - City: [Click here to enter text.](#)
 - State: [Click to enter text.](#)
 - Zip Code: [Click here to enter text.](#)
3. Mailing address (if different from above):
 - Address line 1: [Click here to enter text.](#)
 - Address line 2: [Click here to enter text.](#)
 - City: [Click here to enter text.](#)
 - State: [Click here to enter text.](#)
 - Zip Code: [Click here to enter text.](#)
4. Provider Website: [Click here to enter text.](#)
5. Provider Contact:
 - Name: [Click here to enter text.](#)
 - Title: [Click here to enter text.](#)
 - Phone: [Click here to enter text.](#)
 - Email: [Click here to enter text.](#)
6. Have you identified a process to submit performance reports?

(Appendix E continued) Part II Eligible Training Provider Program Application

| Appendix A, PART II ELIGIBLE TRAINING PROGRAM INFORMATION (one row per program) | | | | | | | | | | | | | | | |
|---|-----------------------|---------------|----------------------|----------|--|--|--|--|-------------------|--|----------------|-------------|--------------------------|---------------------------------|----------------------|
| Trainer Provider Name & Campus | Training Program Name | Course Number | CIP Code (Six Digit) | CIP Name | In-demand Industry Sector or occupation (www.hawaii.org) | Training Program Description (include the number of courses or credits needed to complete the credential path) | Method of Instruction (classroom, distance learning, or combination of classroom and distance) | Business Partnership Description (is the provider in partnership with a business or employer for the program?) | Credential Earned | Total Cost: Tuition, program fees, other costs for one student | Length (weeks) | Total Hours | Training Program Website | Phone Number of Program Contact | Workshop Area (Code) |
| | | | | | | | | | | | | | | | |

Briefly and concisely, provide the information requested in the spreadsheet, using only one row for each program, and forward to the LWDB in an Excel file.

Sample Part I forms, and examples for Part II ETP program applications are posted at:
<https://labor.hawaii.gov/wdc/how-to-become-an-eligible-training-provider/>.

Appendix F
Eligible Training Provider Approval Request Form
for LWDBs to request approval by WDC

I have reviewed the Eligible Training Provider Application of: [Click here to enter text.](#),

dated: [Click to enter a date.](#)

PART I

There are no exclusion (suspension or debarment) records for the provider on the System for Award Management (SAM) website, www.sam.gov. A copy of the report is attached.

#1-9 are complete

#10 A copy of the Accreditation, Licensure, or Registration was provided

A copy of the current HIDEOE license was provided

The applicant is exempt from HIDEOE requirements and documentation was provided

#11 This is a non-governmental application

Certificate of Current Tax Clearance issued within the past 6 months was provided

Certificate of Liability Insurance for \$2 million with the required language was provided

#12 The complaint question was answered

All of the Certifications and Assurances have been answered as "yes"

Part II:

All programs listed meet the criteria for training programs

The local board of [Click here to enter name.](#) County has approved this Eligible Training Provider application.

Signed: _____

Name (Print): [Click here to enter name.](#) Date: [Click to enter a date.](#)

Email this request to: the ETPL coordinator

ATTACHMENT 4.9

Rapid Response Policy

DAVID Y. IGE
GOVERNOR

DOUGLAS S. CHIN
LIEUTENANT GOVERNOR



LESLIE WILKINS
CHAIRPERSON

ALLICYN C.H. TAsAKA
EXECUTIVE DIRECTOR

STATE OF HAWAII
WORKFORCE DEVELOPMENT COUNCIL
830 Punchbowl Street, Suite 417, Honolulu, Hawaii 96813
Phone: (808) 586-8630 Web: <http://labor.hawaii.gov/wdc/>

(SN 24)

WIOA Bulletin NO. 24-18

DATE: August 10, 2018

TO: WIOA Partners

SUBJECT: Rapid Response Activity Policies and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)

PURPOSE

The purpose of this bulletin is to provide policies and procedures for Rapid Response activities on Oahu and Hawaii County after the State of Hawaii Department of Labor and Industrial Relations (DLIR) receives a Worker Adjustment and Retraining Notification (WARN). This guidance identifies responsibilities for responding to a WARN, key principles of Rapid Response, and preparing for Rapid Response sessions.

BACKGROUND

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, or responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities. Rapid Response activity is defined by Workforce Innovation and Opportunity Act (WIOA) §3(51) and authorized by WIOA §134(a)(2)(A). Rapid Response Regulations are found in 20 CFR §682.300.

Rapid Response encompasses strategies and activities to respond as quickly as possible following an announcement of a permanent closure, mass layoff, reduction-in-force, or natural or other disaster which results in mass job loss. Through Rapid Response, the state, or designated entity, delivers services to enable dislocated workers to transition to new employment as quickly as possible.

POLICY

Effective immediately, instructions in Attachment 1, *Rapid Response Activity Policies and Procedures for Local Workforce Development Boards (WDB) and American Job Center Hawaii (AJCH)* are to be implemented by the Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH) to enroll individuals in accordance with guidance provided in TEGL 16-16, WIOA §134(a)(2)(A), and 20 CFR §682.300.

PROCEDURES

Hawaii Revised Statutes (HRS) §394B-9 requires establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period to provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the DLIR.

After receiving the official hard copy WARN from the affected business or the DLIR director's office, the Workforce Development Council (WDC) Statewide Rapid Response Coordinator (Coordinator) will initiate contact with the impacted business within 24 hours. If services are requested, the Coordinator will send the human resources contact an AJCH Rapid Response Survey Form for dislocated workers to complete. The Rapid Response planning team will use the information provided in those surveys to plan a session that meets the dislocated workers' needs.

After confirming the details of the WARN and determining if the business wants Rapid Response Services, the Coordinator will email the date and time-stamped WARN to the Executive Director of the respective local WDB, or to a person designated by the local WDB, and designated staff of the American Job Center Hawaii (AJCH) with a summary of the initial contact. That summary may include preferred Rapid Response session dates and suggested partners for Rapid Response sessions. Upon receipt of the WARN and the Coordinator's summary, the AJCH Rapid Response Team will begin planning the session.

Prior to setting the Rapid Response session date, the Planning Team shall coordinate the session date with the local Unemployment Insurance Division. Additionally, Rapid Response sessions shall be scheduled at a time and place that is convenient for the business and its dislocated employees.

INQUIRIES

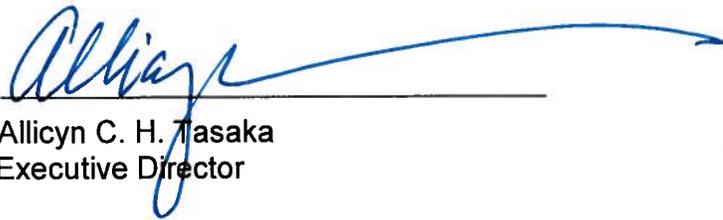
Inquiries regarding this Bulletin may be directed to Kayla Rosenfeld at (808) 586-9283.

ATTACHMENTS

- Attachment 1: Rapid Response Policy and Procedure for Local Workforce Development Boards and American Job Center Hawaii
- Attachment 2: American Job Center Hawaii Rapid Response Survey Form
- Attachment 3: Flyer - Rapid Response Services for Employers
- Attachment 4: Flyer – Rapid Response Services for Workers

REFERENCES

- WIOA §3(51) Definitions, Rapid Response Activity
- WIOA §134(a)(2)(A), Required Statewide Employment and Training Activities
- Rapid Response, 20 CFR §682.300, 20 CFR §682.310, 20 CFR §678.435
- HRS §394B, Dislocated Workers
- TEGL 16-16 Training and Employment Guidance Letter One-Stop Operating Guidance for The Workforce Innovation and Opportunity Act
- WIOA Fact Sheet, Rapid Response
<https://ion.workforcegps.org/resources/2018/04/13/18/47/Rapid-Response-Fact-Sheet>
- WIOA Desk Reference, Dislocated Worker
<https://ion.workforcegps.org/resources/2018/06/05/16/28/WIOA-Desk-Reference-Dislocated-Worker-Programs>



Allicyn C. H. Tasaka
Executive Director

C: ASO WIOA Units

ATTACHMENT 1

Rapid Response Policy and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities.

Rapid Response encompasses strategies and activities to respond as quickly as possible following an announcement of a permanent closure, mass layoff, reduction -in-force, or natural or other disaster which results in mass job loss. Through Rapid Response sessions, services are delivered to enable dislocated workers to transition to new employment as quickly as possible.

It is recommended that Hawaii's Rapid Response teams adopt and implement the 10 key principles of a quality Rapid Response program. In order of priority, they are:

1. **Timeliness:** The Sooner the Better; and Before is Best;
2. **Layoff Aversion:** Preventing or Minimizing the Duration of Unemployment;
3. **Partnerships:** Develop Relationships Necessary to Deliver Solutions;
4. **Leverage Resources:** Know Where the Money is and How to Put it to Effective Use;
5. **Convenience:** When You're Needed, You're There...Wherever, Whenever, and Whatever!
6. **Seamless Service Delivery:** Deliver Solutions – Show Customer Results, Not Processes;
7. **Consistent and Accurate Information:** Know Your Stuff and How to Explain it to Your Customers;
8. **Customer Choice:** Meet Customer Needs – Provide What They Want, Not What's Available Now;
9. **Measures of Success:** Measurable Goals Enhance Continuous Improvement and Outreach Effectiveness; and
10. **Active Promotion:** Tell Your Story and Share Your Successes!

Initial Contact

After receiving the official hard copy WARN, the Statewide Rapid Response Coordinator (Coordinator) will make initial contact with the employer to confirm the WARN details and to determine their interest in Rapid Response services. If the employer requests Rapid

Response assistance, the Coordinator will email or hand-deliver the two-page ACJH Dislocated Worker Survey, which provides a profile of the dislocated workforce (*Attachment 2*). Businesses/employees are requested to return the complete surveys within two weeks. Completed surveys help the AJCH staff create appropriate and effective rapid response sessions for dislocated workers in diverse industries. Upon request, the Coordinator will help the AJCH contact service providers for participation in Rapid Response briefings. Time permitting, the Coordinator will attend Rapid Response sessions.

In the event a business declines Rapid Response services, but agrees to provide its workforce information, the WDC Coordinator or the AJCHs staff shall distribute informational flyers for Businesses and Employers (*Attachment 3*) and Workers (*Attachment 4*), which explain relevant AJCH programs and services.

Session Planning

Following the Coordinator's initial contact with employers, and the AJCH's receipt of completed Dislocated Worker Surveys, the Rapid Response Team shall schedule an information session(s) at a location convenient to the dislocated workers. If a business has multiple facilities, the AJCH may schedule a maximum of three (3) rapid response sessions for dislocated workers. Session also may be held at the AJCH.

Rapid Response services include employment and training activities, HireNet registration, layoff aversion strategies, and emergency assistance. With the goal of providing as much information as possible for dislocated workers, in addition to mandatory partners, the AJCH may invite representatives of other programs, including Apprenticeships, Financial Counseling, Family Counseling, Med-QUEST, and SNAP/TANF programs to provide additional dislocated worker support.

Prior to convening any Rapid Response session, the AJCH staff will confirm with the WDC Coordinator that mandatory AJCH partners, including Unemployment Insurance and Wagner-Peyser, are scheduled to be on site to answer questions, or to make presentations.

To effectively provide Rapid Response services, the Oahu AJCH Rapid Response Team will

- update its PowerPoint Presentation to replace the WDD version that is currently given at Rapid Response briefings; and
- deploy four (4) laptop computers and a wi-fi hotspot at briefing locations for immediate registration of clients to HireNet, and/or to search for job and career advancement opportunities.

Current Rapid Response activities and strategic planning focus on informational and direct re-employment services for workers, including but not limited to:

- information and support for filing unemployment insurance claims;
- information about the Trade Adjustment Assistance (TAA) program and support for filing petitions for TAA certification;
- information on the impacts of layoff on health coverage or other benefits;

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

TTY/TTD Dial 711 then ask for (808) 586-8866

- information on and referral to career services;
- reemployment-focused workshops and services; and
- training.

To address the needs of businesses in transition, services provided across the business lifecycle (expansion and contraction), include:

- Comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment;
- Convening, brokering, and facilitating the connections, networks and partners to ensure the ability to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

To evaluate and monitor the impact of the Rapid Response briefing on attendees, the Oahu and Hawaii County AJCH Team will collect names and contact information (signup sheet) and follow up with everyone, regardless of whether individuals decline or accept AJC services.

Dislocated Worker Survey

To help us respond to your employment needs, and to help us plan and design your service package, please complete this short survey.

Former Company Name: _____

1) Job title: _____ Pay rate: _____ (circle one) hr/mo/yr

Briefly describe duties: _____

2) Are you seeking similar types of work? YES _____ NO _____

If no, what other types of work interest you? _____

3) Are you interested in Resume writing and/or Job Search workshops? YES _____ NO _____

4) Are you interested in job training? YES _____ NO _____

List types of work that interest you: _____

5) Are you currently attending school or job training? YES _____ NO _____

Type of training: _____

Name of school/ training institution: _____

Rate the importance of the following statements on a scale from 1 through 5.

1-----2-----3-----4-----5
Most Important Least Important

- a. Find a job as soon as possible _____
- b. Attend workshops on how to use computer for job search _____
- c. Attend workshops on where to look for jobs _____
- d. Attend workshops on job interview preparation _____
- e. Attend short-term job training to improve or learn new skills _____
- f. Get training for a new occupation _____
- g. Go to school to improve my English or to get a GED/ high school diploma _____
- h. Learn more about Unemployment Insurance benefits _____

- i. Get information about financial assistance, foods stamp, child care _____
- j. Get information about health insurance health care assistance _____
- k. Get information about budgeting, financial management, avoiding bankruptcy and/or foreclosure, credit counseling _____
- l. Get assistance using computers for job searches _____
- m. Get help in personal/ stress management _____
- n. Get family counseling/ adjustment assistance _____
- o. Get information about veterans' benefits _____

Are you a veteran? YES _____ NO _____

If Yes, do you have a service-connected disability? YES _____ NO _____

6) List other concerns: _____

Please return the completed survey to your Human Resources Department

*** If you would like a personal meeting with one of our staff to discuss your employment situation, please provide the below information so that we may contact you:

Your Name: _____

Provide at least two (2) of the following:

Home Phone: _____ Cell Phone: _____

Email address: _____

Mailing Address: _____



State of Hawaii Workforce Development Council Building a Strong Workforce to Meet Business Needs

Rapid Response Services for Businesses & Employers

Worker Adjustment and Retraining Notification (WARN) Under Hawaii law (HRS §394B-9), covered establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period must provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the Hawaii Department of Labor and Industrial Relations (DLIR).

For businesses that submit a WARN to the DLIR, statewide Rapid Response services are available for FREE to help prevent layoffs whenever possible, to limit the impact of change, and to help transition the business to its next operational phase, as quickly as possible.

Rapid Response services also are available FREE to smaller businesses that need workforce development assistance to grow their capacity, or to transition to the next business phase.

The Workforce Development Council (WDC) is attached to the DLIR and partners with federal, state and county agencies. WDC staff and partners strive to train and build a skilled workforce that meets the needs of Hawaii employers.

Rapid Response teams mobilize to support business challenges by providing employers and job seekers FREE information and services, including information on:

- [Local labor market trends](#)
- [Unemployment insurance;](#)
- [Education and training opportunities;](#)
- [Health benefits and pensions;](#)
- Access to HireNet, an internet-based jobs board; and
- Referral to education, training, and supportive services.

The WDC believes that when government and employers work together, the State promotes economic growth and business expansion.

Services for Businesses & Employers

Employers and businesses may visit their local American Job Center to receive FREE services. Current services include:

- Reemployment assistance to help employers who are experiencing worker reductions.
- National, state, and local area labor market information to help plan for business expansion, relocation, or future hiring and training needs.
- Focused recruitment campaigns for new business ventures or facilities needing a large number of specialized workers.
- Facilities and scheduling services to screen and interview applicants.
- Résumé searches to match employers' job openings.
- Facilitation of Employer Advisory Councils in local communities.
- Assistance with job fairs and newsletters.

Visit your American Job Center

**Make your Job and Career
Search a Success!**



Locations

Oahu - Dillingham Plaza
1505 Dillingham Blvd, Suite 110
Honolulu, HI 96817
(808) 768-5700

<http://www.honolulu.gov/dcs/workforce.html>

Kauai – Lihue Civic Center
4444 Rice Street, Suite 302
Lihue, HI 96766
(808) 274-3056

www.workwisekauai.com

Hawaii Island – Kilauea Plaza
427 Kilauea Avenue, Suite B-10
Hilo, HI 96720

www.hirenethawaii.com

Email: ajchuser@hawaiicounty.gov

Maui – Economic Development Complex
2064 Wells Street
Wailuku, HI 96793
(808) 984-2091

www.hirenethawaii.com



American Job Center Services

The most important WDC partners are the [American Job Center Hawaii](#) (AJC). Located statewide, their purpose is to provide a variety of FREE services and to match employer job openings with qualified job seekers. Customers may access services through self-service or with the assistance of staff.

Also called one-stop centers, AJCs are open to business operators who wish to access online and in-person workforce development services.

The AJC staff also assist with individualized needs, including special services for [veterans](#) and [adults with disabilities](#).

The AJCs are located in Honolulu, Lihue, Hilo and Kahului. Facility resources include FREE use of computers, telephones, and fax machines for job searches; financial planning and stress management workshops; financial support for training; income support if jobs were lost due to foreign trade. Be sure to ask if your business qualifies for any of the federally-funded programs offered at the AJC.

HireNet

The AJCs use HireNet, an internet-based job board to 1) match qualified job seekers with employers' job openings, and 2) provide employers effective self-service labor exchange information. HireNet

- is accessible 24 hours a day, 7 days a week, anywhere there is an internet connection (<https://www.hirenethawaii.com>)
- is a FREE service for job seekers and employers!
- offers quick access to job listings
- serves the job-seeking needs of Hawaii's diverse and mobile work force.



State of Hawaii
Workforce Development Council
Building a Strong Workforce to Meet Business Needs

Attachment 4

Rapid Response Services for Workers

Worker Adjustment and Retraining Notification (WARN) Under Hawaii law (HRS §394B-9), covered establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period must provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the Hawaii Department of Labor and Industrial Relations (DLIR).

For employees affected by a business decision to downsize, layoff or relocate, statewide Rapid Response services are designed to prevent layoffs whenever possible, to limit the impact of change on workers, and to help workers transition to their next employment opportunity, as quickly as possible.

Services for Job Seekers

Individuals seeking employment assistance may visit their local American Job Center (AJC) to access services. They include:

- Career counseling and job search assistance;
- Resume preparation and interviewing skills workshops;
- Individualized case management services and identifying pathways to career;
- Job search workshops that teach skills needed to find and keep a job;
- Assistance with accessing HireNet, a FREE internet-based jobs board;
- Referral to education, training, and supportive services;
- Occupational Skills - Workers willing to train for a new occupation may be able to receive free tuition and books for short-term skills training;
- Basic Education - Workers can improve their basic English and math skills or receive a high school General Educational Development (GED) diploma; and
- On-The-Job Training - Workers who want a career change can receive subsidized on-the-job training where an employer can be reimbursed for extraordinary training costs.

The Workforce Development Council (WDC) partners with federal, state and county agencies to train and build a skilled workforce that meets the needs of Hawaii employers, and job seekers.

Rapid Response teams provide dislocated employees with a range of FREE information and services, including information on:

- [Local labor market trends](#);
- [Unemployment insurance](#);
- [Education and training opportunities](#); and
- [Health benefits and pensions](#).

HireNet

The AJCs use HireNet, an internet-based job board to 1) match qualified job seekers with employers' job openings, and 2) provide employers effective self-service labor exchange information. HireNet

- is accessible 24 hours a day, 7 days a week, anywhere there is an internet connection (<https://www.hirenethawaii.com>).
- is a FREE service for job seekers and employers;
- offers quick access to job listings; and
- serves the job-seeking needs of Hawaii's diverse and mobile work force.

American Job Centers

The most important WDC partners are the [American Job Center Hawaii](#) (AJC). Located statewide, their purpose is to provide a variety of FREE services and to match employer job openings with qualified job seekers. Customers may access services through self-service or with the assistance of staff.

Also called one-stop centers, AJCs are open to job seekers who wish to access online and in-person workforce development services. Be sure to ask the staff if you qualify for any of the federally-funded services and programs offered at the AJC.

The AJC staff also assist with individualized needs, including special services for [veterans](#) and [adults with disabilities](#). The purpose is to provide a variety of FREE services and to match employer job openings with qualified job seekers. Customers may access services through self-service or with the assistance of staff.

The AJCs are located in Honolulu, Lihue, Hilo, and Kahului. Facility resources include FREE use of computers, phones, and fax machines for job searches; financial planning and stress management workshops; financial support for training; income support if jobs were lost due to foreign trade.



**Make your Job and Career
Search a Success!**

**Visit American Job Center
Hawaii**

Services for Youth (16-24 years old)

With support of federal funds, staff provide tutoring, and study skills training that leads to a high school diploma or GED, as well as:

- paid and unpaid work experience that integrates academic and occupational education;
- pre-apprenticeship programs, internships and job shadowing;
- on-the-job training; and
- education with training for a specific occupation.



Locations

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Lihue, HI 96766
(808) 274-3056

www.workwisekauai.com

Hawaii Island - Kilauea Plaza
427 Kilauea Avenue, Suite B-10
Hilo, HI 96720
(808) 935-6527

www.hirenethawaii.com

Email: ajchuser@hawaiiicounty.gov

Maui - Economic Development Complex
2064 Wells Street
Wailuku, HI 96793
(808) 984-2091

www.hirenethawaii.com

ATTACHMENT 5.5

OWDB Membership Requirements &
Nomination Policies

Local Workforce Development Board Membership Requirements

| LWDB Members | Who May Satisfy The Requirement |
|--|--|
| <p>Representatives of Business [WIOA § 107(b)(2)(A)]</p> | <p>The majority of the members of the Local Board must be representatives of business in the local area. At a minimum, two members must represent small business as defined by the U.S. Small Business Administration. Business representatives serving on Local Boards may also serve on the State Board. Each business representative must meet the following criteria:</p> <ol style="list-style-type: none"> 1. be an owner, chief executive officer, chief operating officer, or other individual with optimum policymaking or hiring authority; 2. provide employment opportunities in in-demand industry sectors or occupations, as those terms are defined in WIOA section 3(23); and provide high-quality, work-relevant training and development opportunities to its workforce or the workforce of others (in the case of organizations representing business as per WIOA § 107(b)(2)(A)(ii); and 3. are appointed from among individuals nominated by local business organizations and business trade associations. |
| <p>Representatives of Workforce [WIOA § 107(b)(2)(B)]</p> | <p>Not less than 20 percent of the members of the Local Board must be workforce representatives. These representatives:</p> <ol style="list-style-type: none"> 1. must include two or more representatives of labor organizations, where such organizations exist in the local area. Where labor organizations do not exist, representatives must be selected from other employee representatives; 2. must include one or more representatives of a joint labor- management, or union affiliated, registered apprenticeship program within the area who must be a training director or a member of a labor organization. If no union affiliated registered apprenticeship programs exist in the area, a representative of a registered apprenticeship program with no union affiliation must be appointed, if one exists; and may include: <p>In addition to the representatives enumerated above, the</p> |

| | |
|---|--|
| | <p>Board may include the following to contribute to the 20 percent requirement:</p> <ol style="list-style-type: none"> 1. one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities; and 2. one or more representatives of organizations that demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth. |
| <p>Representatives of Education and Training [WIOA § 107(b)(2)(C)]</p> | <p>The balance of Local Board membership must include:</p> <ol style="list-style-type: none"> 1. At least one eligible provider administering adult education and literacy activities under WIOA title II; 2. At least one representative from an institution of higher education providing workforce investment activities, including community colleges; and 3. At least one representative from each of the following governmental and economic and community development entities: <ol style="list-style-type: none"> a. Economic and community development entities; b. The state Employment Service Office under the Wagner- Peyser Act (29 U.S.C. 49 et seq.) serving the local area; and c. The programs carried out under title I of the Rehabilitation Act of 1973, other than sec. 112 or Part C of that title. <p>In addition to the representatives enumerated above, the CLEO may appoint other appropriate entities in the local area, including:</p> <ol style="list-style-type: none"> 1. Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education or training needs for individuals with barriers to employment; 2. Governmental and economic and community development entities who represent transportation, housing, and public assistance programs; 3. Philanthropic organizations serving the local area; and 4. Other appropriate individuals as determined by the chief elected official. |

Nothing in WIOA expressly prohibits a person from representing more than one local board membership category. Assuming no representation of multiple categories occurs, the minimum size of a Local Workforce Development Board will be 19 members as described in the formula below:

| MINIMUM LOCAL BOARD MEMBERSHIP | | |
|--|--|--------------|
| Category | Count | Total |
| Business | 9 + 1 (to maintain a majority) = | 10 |
| Workforce | 3 (2 labor + 1 apprentice) + 1 (to maintain 20%) = | 4 |
| Education/Training | 2 (1 adult education/literacy + 1 higher education) = | 2 |
| Economic/Community Development | 1 (1 economic/community development) = | 1 |
| Government | 2 (1 Wagner-Peyser + 1 Vocational Rehabilitation) = | 2 |
| Minimum Local Board Membership: | | 19 |

Nomination Form for Board Members of the Oahu Workforce Development Board

1. Nominating Organization Information

Date:

Name of Nominating Organization:

Contact Person:

Phone*:

Email:

2. Nominee's Identifying Information:

Work/Home Phone*:

Cell Phone*:

*include area code if not 808

Email:

Title:

Other title:

Name:

Position:

Organization Represented:

Number of Employees:

Street Address:

City:

State: HI

Zip Code:

3. Attach resume that describes education and work experience (paid or unpaid). Include past or present involvement in community-related activities, e.g. committees, volunteer work, commissions, boards, chambers of commerce.

4. List any experiences you feel would be advantageous to the Local Workforce Development Board (if not included in item 3):

5. If applicable, please list any other information that you feel would be pertinent:

Certification Statement

By signing below, I certify that the information provided is truthful and correct to the best of my knowledge.

Nominator's Signature: _____ Date: _____

Print Name: _____

Nominee's Signature: _____ Date: _____

Print Name: _____