Mid-Point Reached for Statewide Identity Assessment

Quantitative assessment:

- **COMPLETED:**
  - Statewide survey of businesses
    - Sample size: 352 businesses
      - O‘ahu: 201
      - Maui: 50
      - Kaua‘i: 51
      - Hawai‘i: 50
    - Margin of error: +/-5.2%
    - Methodology: Telephone
    - Data collection: Oct. 10-23, 2018

Qualitative assessment:

- **IN PROGRESS:**
  - Interviews with business leaders
    - Employers on O‘ahu, Maui, Hawai‘i and Kaua‘i
    - Large and small businesses
    - Established and growing industries
    - To date:
      - 10 interviews done
      - 1 interview scheduled (Dec.)
      - 7 interview requests pending
      - 7 interviews TBD
What We Have Found So Far

**Awareness and utilization** of American Job Center is low among businesses.

Businesses are facing workforce challenges including **recruiting qualified employees** and **training employees** for their industry.

Businesses express **hesitation** to use government services but are **curious** about what American Job Center can provide.
Terrie’s Success Story

“I found O‘ahu WorkLinks, an American Job Center, with the resources to help me achieve my goal.

I am highly aware that being a nurse is hard work, but am determined to use my knowledge to become a competent, compassionate, loving and skilled geriatric nurse and use my education to the fullest.”
Survey Respondents Represent the Hawai‘i Business Community

Mostly small businesses:
- 40% of respondents have fewer than 5 employees.
- 23% of respondents have from 5 to 10 employees.

90% of survey respondents have only 1 office.

Survey was taken by decision makers:
- 36% of respondents identified themselves as executives.
- 50% of respondents identified themselves as managers.

Olomana Loomis ISC
### Awareness of American Job Center is Low

<table>
<thead>
<tr>
<th>Q:</th>
<th>Have you ever heard of American Job Center?</th>
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</thead>
<tbody>
<tr>
<td>A:</td>
<td>33% of respondents statewide said yes.</td>
</tr>
<tr>
<td></td>
<td>27% of respondents on O‘ahu said yes.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>Have you ever heard of O‘ahu WorkLinks?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>31% of respondents on O‘ahu said yes (of those who had not heard of American Job Center).</td>
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</tbody>
</table>
Which services did you use? (Check all that apply.)

- 29% used human resource information.
- 24% used recruitment services.
- 16% said don’t know/remember.
- 13% used education and training services.

Tell us why you decided to use American Job Center for these services?

More than half of the respondents stated it was for recruitment services. Some of the other reasons included:

- Low cost
- Mark Gray reached out to us personally (O‘ahu)
- To get good employees
- I think somebody came and had a candidate for us and it worked out great
- Easy to hire people using that service

Have you utilized the services of American Job Center in the past?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>31% of respondents statewide</td>
<td>Why did you not use American Job Center Services in the past?</td>
</tr>
<tr>
<td>- 29% used human resource information.</td>
<td>- 79% said there were not aware of the organization.</td>
</tr>
<tr>
<td>- 24% used recruitment services.</td>
<td>- 21% said other reason.</td>
</tr>
<tr>
<td>- 16% said don’t know/remember.</td>
<td>Other reasons ranged from lack of workforce issues or needs to need of specialized employees that the business may assume cannot be provided by American Job Center.</td>
</tr>
<tr>
<td>- 13% used education and training services.</td>
<td>Comments included:</td>
</tr>
</tbody>
</table>

- We ask inside first and we have staffing companies that utilize
- Need people with license certified dental assistance no school in Maui... no program available to get certified

Other reasons ranged from lack of workforce issues or needs to need of specialized employees that the business may assume cannot be provided by American Job Center.

Comments included:

- We ask inside first and we have staffing companies that utilize
- Need people with license certified dental assistance no school in Maui... no program available to get certified
58% of survey respondents said that keeping/finding qualified employees is the most difficult challenge that their company faces regarding workforce.

Comments included:

- Dependable and qualified workers
- Finding and keeping them; multitask compassionate team player; good worker, ethical, and professional
- Finding honest people...retail concerned of theft...reliable; come to work on time
- Finding people period
- Finding skilled and qualified candidates
Please tell us how important is each American Job Center service to your company?

71% statewide said training and education are Very Important to Somewhat Important

41% statewide said recruitment services are Very Important to Somewhat Important

39% statewide said human resource consulting is Very Important to Somewhat Important
Q: If you were advised that *(CONCEPT)*, how likely would you be to contact the American Job Center for their services?

A: 64% were Very Likely to Somewhat Likely if they were advised that job candidates referred by the American Job Center have been trained in the skills needed for their industry.

59% were Very Likely to Somewhat Likely if they were advised that American Job Center services are low cost or free for businesses.
How likely are you to use the HireNet website?
How likely are you to visit the American Job Center on your island?

55% statewide were Very Likely to Somewhat Likely to use the HireNet Hawaii website.

40% statewide were Very Likely to Somewhat Likely to visit the American Job Center office on their island.
Q: Are there any other suggestions you may wish to provide to the American Job Center to better serve you?

A:

● 7 out of 10 respondents stated that they did not know what to suggest.

● Some of the comments made:
  ○ I want to communicate with them more information to how to benefit my company...
  ○ More advertising for American Job Center and what they offer
  ○ Call business in the area since Hilo is small and talk to owners

● An additional 12% stated that they would like more information.
# Interviews To Date

<table>
<thead>
<tr>
<th>Industry</th>
<th>Interviewee</th>
<th>Counties With Employees</th>
<th>Interview Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Agriculture</strong></td>
<td>Michael Kamiya, Kamiya Gold**</td>
<td>O‘ahu</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
</tr>
<tr>
<td><strong>2. Construction</strong></td>
<td>Glen Kaneshige, Nordic PCL Construction**</td>
<td>O‘ahu, Maui, Hawai‘i, Kaua‘i</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Sheryl Nojima, Gray, Hong, Nojima &amp; Associates**</td>
<td>O‘ahu</td>
<td>Completed</td>
</tr>
<tr>
<td><strong>3. Energy</strong></td>
<td>Alicia Moy, Hawaii Gas**</td>
<td>O‘ahu, Maui, Hawai‘i, Kaua‘i</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
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** = WDC Board Member  
(continued on slide 14)
## Interviews To Date

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<th>Industry</th>
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<th>Interview Status</th>
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<tbody>
<tr>
<td>4. Financial</td>
<td>Beth Whitehead, American Savings Bank**</td>
<td>O‘ahu, Maui, Hawai‘i, Kaua‘i</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
</tr>
<tr>
<td>5. Healthcare</td>
<td>Yvette Gibson, Hawai‘i Pacific Health**</td>
<td>O‘ahu, Kaua‘i</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
</tr>
<tr>
<td>6. Hospitality</td>
<td>Jason Ito, Kyo-ya**</td>
<td>O‘ahu, Maui</td>
<td>Pending</td>
</tr>
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<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
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(continued on slide 15)
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<tr>
<td><strong>7. Restaurants</strong></td>
<td>Ed Yamamura, McDonald’s Hawaii</td>
<td>O’ahu (for his franchise)</td>
<td>Scheduled (Dec.)</td>
</tr>
<tr>
<td></td>
<td>Chris Lee, Popeyes Hawaii</td>
<td>O’ahu</td>
<td>Completed</td>
</tr>
<tr>
<td><strong>8. Retail</strong></td>
<td>Barry Taniguchi, KTA Super Stores**</td>
<td>Hawai’i</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>2nd interviewee TBD</td>
<td>TBD</td>
<td>Pending</td>
</tr>
<tr>
<td><strong>9. Technology</strong></td>
<td>Sunshine Topping, Hawaiian Telcom**</td>
<td>O’ahu, Maui, Hawai’i, Kaua’i</td>
<td>Completed</td>
</tr>
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<td></td>
<td>Ian Kitajima, Oceanit**</td>
<td>Oceanit</td>
<td>Completed</td>
</tr>
</tbody>
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Project Timeline

September:
● Begin interviews
● Develop survey
● Initial branding concepts

October:
● Continue interviews
● Survey in the field
● Test branding concepts

November-December:
● Survey report from SMS
● Wrap up interviews
● Test branding concepts

December:
● Survey report from SMS
● Wrap up interviews
● Test branding concepts

January:
● Complete identity assessment report
● Brand maintenance process, users guide & brand rollout plan
● Draft outreach plan

February:
● Refine brand rollout plan
● Refine outreach plan

March:
● Complete brand rollout plan
● Complete outreach plan