Opportunity Populations
Sub-Committee Update

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Lanakila Pacific

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Ensure opportunity populations have optimal access to AJCH education and workforce services by:

- Tracking performance measures, identifying opportunities for improvement and supporting efforts to affect positive change.

- Supporting AJCH operations by serving as a **conduit** between AJCH Program Managers and WDC committees.

- Being internal **advocate** for opportunity populations with WDC committees.

*Opportunity Populations is a sub-committee of the Performance Measures, Career Pathways & Sector Strategies, and Employer Engagement Committees.*
Update on Sub-Committee Efforts

- Recruited AJCH County Program Managers and other members to sub-committee
  - Evan Nakatsuka, Lanakila Pacific (Co-Chair)
  - Keala Peters, Chamber of Commerce Hawaii (Co-Chair)
  - Alan Hayashi, WDC Board Vice Chair, Owner, Consult 808 (formerly with BAE Systems)
  - Brian Tatsumura, WDC Board Member, Briant808, LLC (formerly with Nordstrom)
  - Allison Lee, Division of Vocational Rehabilitation
  - Erin Yagi, Hawaii P-20
  - Erick Pascua, O'ahu AJC-Department of Community Services
  - Nisa Tokunanga, O'ahu AJC
  - Karen Arakawa, Maui AJC
  - Adele Manera, Kauai AJC
  - Dr. Christine Park, Waipahu Community School for Adults
  - Sandra Goodale, Hawaii AJC
  - Tanya Grebe
Update on Sub-Committee Efforts

- Held initial committee meeting December 3
  - Orientation to each AJCH by Program Managers (strengths, opportunities)
  - Determine subcommittee purpose
  - Begin to identify areas of focus and workstreams
## Dec 3 Discovery Presentations

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<tr>
<th>Location</th>
<th>Strengths</th>
<th>Opportunity</th>
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| Hawaii Island   | Cohesive team cross-trained on partner programs                           | ● Function as a true One-Stop (jobseeker only needs to share their story once between partners)  
|                 |                                                                           | ● Partner co-location                                                      |
|                 |                                                                           | ● Jobseeker awareness of AJC services                                      |
| Maui            | Existing partner services                                                 | Recruit additional partners                                                |
| O‘ahu Adult     | Co-location and partners                                                  | Limited number of Eligible Training Providers (ETP)                        |
|                 |                                                                           | Youth engagement                                                           |
| O‘ahu Youth     | Direct services provided for youth jobseekers                             |                                                                           |
|                 |                                                                           | Increasing number of jobseekers served                                     |
| Kauai           | Impact on clients                                                         |                                                                           |
Emerging Themes from AJC Discovery Process

1. Need for more onsite partners
2. Streamline operations so jobseekers don’t have to tell story repeatedly (operate as One-Stop)
3. Awareness of services among jobseekers
4. Need common elevator speech/value proposition re AJCs
Next Steps

1. Review AJC best practice resources

2. Revisit Hawaii’s Statewide Business Services Framework Plan (Dr. Kim Payton) for guidance

3. Develop Dual-Path AJC Action Plan
Next Steps: Revisit Hawaii’s Statewide Business Services Framework Plan

BUSINESS SERVICES FRAMEWORK PLAN

Business Services Goals and Associated Actions

The following actions are recommended to execute the business engagement strategy and achieve the related overarching goals.

Goal 1. Ensure that the foundations of AJCs are in place.

1.A. Foundational
   i. Demonstrate the Governor’s and Mayors’ support for workforce development and American Job Centers.
   ii. Complete MOUs/MOAs and IFAs with partners.
   iii. Establish viable One Stop Operators in each AJC.
   iv. Co-locate staff and cultivate a “we are one AJC” mentality.

1.B. Developmental
   i. AJC staff cross-training on AJC wide processes such as welcoming customers, assessment and training.
   ii. Aggressively recruit business members to WDBs and integrate the work of WDBs more fully with business sector partnerships and Economic Development Boards where appropriate.

(Workforce Development Council, Hawaii’s Statewide Business Services Framework Plan, American Job Centers 2019)
Next Step: Develop Dual-Path AJC Action Plan

Path 1: Optimize Operations
1) Review AJC best practices
2) Increase partner presence
3) Implement operational improvements to streamline services

Path 2: Increase Awareness
1) Review Statewide Performance Report
2) Enhance jobseeker awareness and perceived value of AJC services