

Opportunity Populations Sub-Committee Update

January 20, 2021

Evan Nakatsuka (Co-Chair)
Director of Workforce Programs
Lanakila Pacific

Keala Peters (Co-Chair)
EVP, Education & Workforce Dev
Chamber of Commerce Hawaii

Sub-Committee Purpose (draft)

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

	Strengths	Opportunity
Hawaii Island	Cohesive team cross-trained on partner programs	<ul style="list-style-type: none"> • 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)
O'ahu Youth	Direct services provided for youth jobseekers	Youth engagement
Kauai	Impact on clients	Increasing number of jobseekers served

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



Prioritizing Services for those Most in Need – the Why

The Workforce Innovation and Opportunity Act (WIOA), as with the former Workforce Investment Act (WIA), has a focus on helping at-risk and disadvantaged populations.

Workforce development professionals operate within a highly integrated one-stop career system, complete with co-located partners, procured service providers, and shared resource leveraging.

However, funding and available public resources are still finite and limited, so populations with significant or multiple barriers to employment should receive priority for services.

Sometimes these populations will be referred to as “most-in-need” or “hard-to-employ” clients.

Special Populations to Target – the Who

Some special populations the workforce system serves include, but are not limited to:

- Veterans and eligible spouses
- Low-income individuals*
- English language learners (limited English proficient)*
- Basic skills deficient individuals*
- Individuals with disabilities, both youth and adults
- The long-term unemployed
- Public assistance recipients (TANF, SNAP, SSI, Medicaid, etc.)*
- Low-income workers earning wages below self-sufficiency
- Migrant and seasonal farmworkers
- Indian and Native Americans
- Out-of-school youth



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