

One-Stop Operator Quarterly Report
October 1, 2023 – December 31, 2023

Customer Count

- Customer count for the One-Stop Center
 - New 436
 - Returning 2114
 - Total 2550
- Customer count for the Resource Center
 - New 203
 - Returning 842
 - Total 1045

Resource Center

The American Job Center Hawaii offers an on-site resource center equipped with various essential office amenities, including but not limited to computers with internet access, an ADA-compliant station, printing services, telephones, fax machines, and the support of a fully trained staff member to assist individuals in utilizing these resources.

AJCH Partners Meetings

The most recent American Job Center Hawaii (AJCH) Partners Meeting took place on December 1, 2023, with a primary focus on fostering networking opportunities and team-building activities amongst our partners. Due to the nature of this meeting, it was 100% in-person. Looking ahead, the forthcoming AJCH Partners Meeting is slated for Friday, February 23, 2024, and will consist of presentations titled from both DVR and Alu Like. This upcoming meeting will adopt a hybrid format, accommodating both in-person and virtual participants.

One-Stop Operator Activities

The One-Stop Operator and Core Partners are working collaboratively on drafting a unified intake form for the AJCH and drafting the case management and communication protocols to ensure dual enrollment is successful and services are not duplicated during the process. The first Core Partner meeting of 2024 is scheduled for Friday, January 19, 2024.

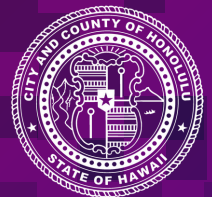
LEVEL UP with WORK HAWAI'I

American Job Center Hawai'i

WIOA ADULT, DISLOCATED WORKER, YOUTH, & QUEST PROGRAMS

Q2 of PY22: October-December, 2023

Report to O'ahu Workforce
Development Board Meeting
January 18, 2024



01

PERFORMANCE

ADULT

DISLOCATED WORKER

<u>WIOA PERFORMANCE MEASURES</u>	<u>PY22 GOAL</u>	<u>PY22 PERFORMANCE TO DATE</u>
Enrollment	239	147
Employment 2nd quarter after exit	65.00%	80.5%
Employment 4th quarter after exit	76.7%	89.5%
Median earnings in the 2nd quarter after exit	\$7,800	\$8,771.97
Credential attainment rate	67.1%	68.8%
Measurable Skill Gains	66.00%	43.8%
Enrollment	188	30
Employment 2nd quarter after exit	75.5%	79.2%
Employment 4th quarter after exit	83.0%	83.3%
Median earnings in the 2nd quarter after exit	\$8,705	\$10,516.99
Credential attainment rate	83.0%	77.8%
Measurable Skill Gains	70.00%	60.0%

01

PERFORMANCE CONT.

YOUTH

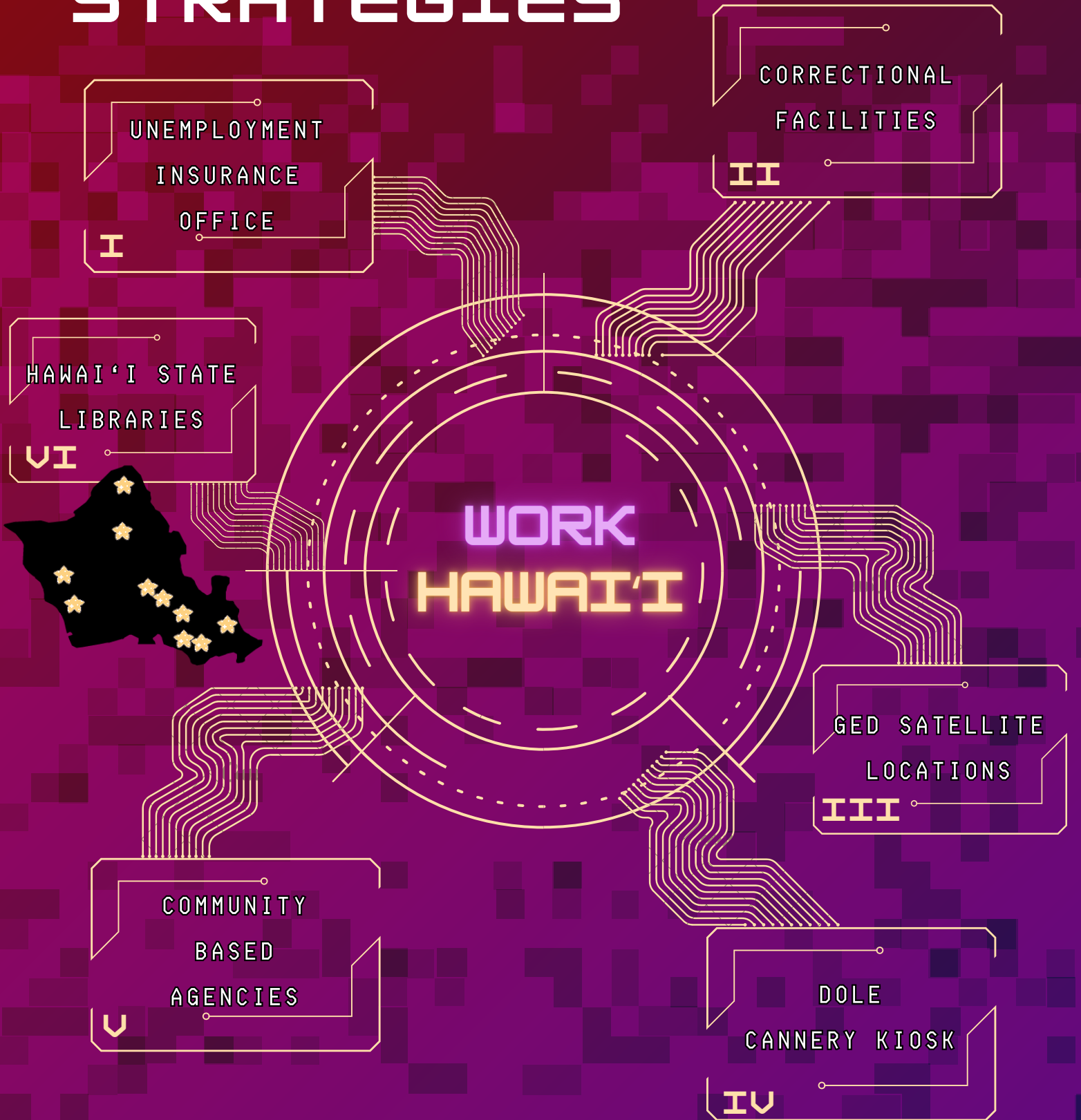
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<u>WIOA PERFORMANCE MEASURES</u>	<u>PY22 GOAL</u>	<u>PY22 PERFORMANCE TO DATE</u>
Enrollment	347	70
Employment 2nd quarter after exit	68.0%	66%
Employment 4th quarter after exit	66.0%	61.4%
Median earnings in the 2nd quarter after exit	\$4,300	\$3,963.00
Credential attainment rate	73.0%	82.5%
Measurable skill gains	57.0%	60.3%
Enrollment	150	82
Placed with QUEST worksite	150	41

<u>WIOA PROGRAM</u>	<u>PY21 ENROLLMENT</u>	<u>PY22 CURRENT ENROLLMENT</u>	<u>PY22 PROJECTED ENROLLMENT*</u>	<u>% INCREASE FROM PY21</u>
Adult	125	147	272	117.60%
Dislocated Worker	38	30	56	47.37%
Youth	70	70	130	85.71%

*Projection based on current rate of enrollments, continued from January 16 to June 30, 2024.

02 ENROLLMENT STRATEGIES



02

ENROLLMENT STRATEGIES CONT.

UNEMPLOYMENT
INSURANCE
OFFICE

I

Beginning in November 2023, AJCH staff have established a regular presence at the Honolulu Unemployment Insurance Office, providing information on services and programs to O'ahu's Dislocated Worker population every Monday, Tuesday, and Friday.

CORRECTIONAL
FACILITIES

II

Partnering with WorkHawai'i's T.E.A.M. WorkHawai'i section, AJCH staff go into the Halawa and Waiawa Correctional Facilities, beginning March 2022, to promote services and programs to inmates transitioning to release, with additional outreach missions to the Women's Correctional Center to begin in January 2024.

GED SATELLITE
LOCATIONS

III

To increase the reach and accessibility of services, the AJCH established a Wai'anae Satellite Office in December 2023, offering GED preparation courses beginning February 2024. The AJCH has additionally partnered with the Lili'uokalani Trust to extend GED preparation courses to the Kapolei area beginning early 2024, and partnered with Palama Settlement to advertise services.

02

ENROLLMENT STRATEGIES CONT.

DOLE CANNERY KIOSK

IV

Beginning in November 2023, the AJCH has further grown its flourishing relationship with the Dole Cannery by establishing a kiosk in the first floor food court area, manned daily by AJCH staff to provide information on programs and directory services.

COMMUNITY BASED AGENCIES

V

The AJCH has fostered new and continuing relationships with various community based agencies across the island, including Hina Mauka, Ka Po'e o Kaka'ako, Hui Mahi'ai 'Āina, Faith House Honolulu, Urban Makahiki, RYSE, and Mōhala Mai, to earn the trust and reliance of community members and promote services.

HAWAI'I STATE LIBRARIES

VI

Originally initiated in 2019 and subsequently paused due to the COVID-19 Pandemic, the AJCH has been in communication with the ten State Libraries across the island to establish a weekly presence at their locations and extend accessibility and services to community members. Communications renewed December 2023, with satellite services to begin February 2024. Details forthcoming.



SUCCESS STORIES

KELSY-LYNN KIM-EDWARDS - ADULT

Kelsy was an airline custodial worker with Delta Airlines when she decided to pursue a more rewarding and financially stable career. But due to her young age, Kelsy didn't have the qualifications or experience to find employment she was satisfied with. She was referred to the AJCH, enrolling in the Adult Program and receiving her Dental Assistant Certification from the Hawai'i Dental Assisting Academy. Kelsy has gone on to find full-time employment with the 'Ewa Beach Hawai'i Family Dental Center.

GREGG HAMAMOTO - DW

Gregg had been laid off from his position as a pharmacy technician with PharmaCare Hawai'i, and was seeking a path to the next stage of his career. Enrolling in the AJCH DW Program, Gregg was able to pursue IT training with Applied Computer Training and Technology, earning his CompTIA Network+ Certification. With this new credential in hand, Gregg co-enrolled with the State of Hawai'i's Hele Imua Internship Program, and is currently gaining valuable work experience at Honolulu Harbor.

NAHALA KANOA-PEREZ - YOUTH

Originally from Nanakuli, Nahala struggled academically - her attendance suffered, and she was enrolled in special education classes. Her lack of self confidence would cause Nahala to put herself down, before others would have the chance to. But with the WorkHawai'i Youth Program, Nahala was able to work on her academics, her confidence, and her plan for the future. She completed Customer Service Training and Office Administration and Technologies Training, and is continuing to Level Up - Nahala has thus far completed two of the four subject tests to attain her GED, and credits WorkHawai'i with providing the tools she needed to achieve all she can be,

