

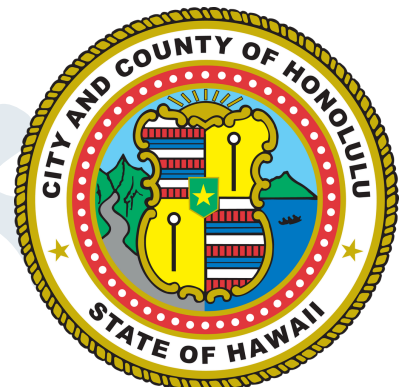
LEVEL UP ^{with ↑} WORKHAWAII'I

American Job Center Hawai'i

ONE-STOP OPERATOR

*Quarter 3 of Program Year 25:
January - March, 2026*

Report to O'ahu
Workforce Development
Board Meeting
April 27, 2026



01 CUSTOMER COUNT

ONE-STOP CENTER

RESOURCE CENTER

New	340	136
Returning	1992	812
Total	2332	948

First Phone Engagement with new customers: 610

Community-Based Outreach Engagement with Customers: 1223

02 OVERVIEW

The **American Job Center Hawai'i (AJCH)** was consistently and actively engaged in the local workforce development community in the third quarter of Program Year 25. Industry partners, recognizing the robust opportunities that the AJCH provides across a wide spectrum of services and sectors, continued to look to the AJCH as a community resource and partner.

EVENTS: JAN

MONTHLY HIGHLIGHT

AJCH Presentation - Business Services: How We Empower Employers

At the request of the **Hawai'i Workforce Development Council (WDC)**, the WorkHawai'i Division presented on its innovative **WIOA Title I Business Services Team (BST)**, the first coordinated model of its kind among WIOA service providers in the State. The BST integrates employer engagement across sectors by aligning workforce services, training providers, and system partners.

Key Details

- **Date:** January 15, 2026
- **Purpose:** Share WorkHawai'i's BST model and strategies for coordinated employer engagement across the workforce system.
- **Partners/Participants:** WDC members and statewide workforce system partners
- **Outcomes/Takeaways:**
 - Recognition of the development of an innovative, coordinated approach to employer engagement.
 - Reinforced value of knowledge-sharing across counties to strengthen the statewide workforce system.
- **Opportunities to Strengthen:**
 - Formalize tracking of employer engagement outcomes (eg hires, repeat employer utilization).
 - Expand consistent data capture for system-level presentation and engagement.

EVENTS: JAN CONT.

OTHER EVENTS

- ★ 1/8 VA Workshop by Dr. Kat Andrews – Job Search Strategies for 2026 (Including Using AI); Career Management
- 1/13 Federal Detention Center Mock Job Fair
- 1/14 Lili'uokalani Trust Outreach
- ★ 1/20 Partners in Care OVI Presentation
- 1/21 WDD Career Fair at Ke'ehi Lagoon
- 1/26-28 Star Advertiser Career Expo & Résumé Workshop
- ★ 1/30 Kaimukī High School Career and College Fair

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		★	★			
	★	★	★		★	

Key

- ★ Demographic Focus: Veterans and Military
- ★ Demographic Focus: Dislocated Worker
- ★ Demographic Focus: Youth
- ★ General Event

04 EVENTS: FEB

MONTHLY HIGHLIGHT

Rapid Response Outreach: Duty Free Shoppers






In collaboration with the **Hawai'i Workforce Development Division (WDD)**, the AJCH, rapidly mobilized to support individuals impacted by layoffs by **Duty Free Shoppers**. Through coordinated outreach efforts, staff engaged affected workers to provide timely information on reemployment services, career pathways, and training opportunities. This proactive response ensured immediate connection to services for individuals transitioning from employment.


Key Details

- **Date:** February , 2026
- **Purpose:** Support displaced workers through rapid outreach, reemployment services, and access to training pathways
- **Partners/Participants:** WDD, AJCH , approximately 70+ impacted workers contacted
- **Outcomes/Takeaways:**
 - 70+ outreach engagements; 12 individuals expressed interest in services
 - Successfully identified individuals not currently employed and ready to engage in services
 - Initiated eligibility processes and document collection to support timely enrollment
 - Connected interested individuals to emerging training opportunities, including AI-focused programs.
 - 4 individuals WIOA-enrolled
- **Opportunities to Strengthen:**
 - Enhance follow-up strategies to re-engage individuals who did not immediately pursue services
 - Continue building awareness of training opportunities earlier in the dislocation timeline

04 EVENTS: FEB CONT.

OTHER EVENTS

-  • 2/5 VA Workshop by Dr. Kat Andrews – SNAP Changes in 2026 & Veteran Impact; Benefits Navigation
-  • 2/6 Youth Challenge Career Readiness Fair
-  • 2/13 West Side Transition Fair at Kamaile Academy
-  • 2/25 Youth Coordinated Community Plan (Youth CCP)/Youth Homeless Systems Improvement Retreat
 - 2/25 AJCH Partners Meeting
-  • 2/26 Aiea High School Meeting with VP Ramirez

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Key

-  Demographic Focus: Veterans and Military
-  Demographic Focus: Dislocated Worker
-  Demographic Focus: Youth
-  General Event

05 EVENTS: MAR

MONTHLY HIGHLIGHT

Workforce & Enterprise Expo

Continuing its commitment to connecting community members to employment and economic opportunity, the WorkHawai'i Division hosted its first Hiring Event of the year, rebranded as the **Workforce & Enterprise Expo** at the Neil S Blaisdell Exhibition Hall. The Expo brought together job seekers, employers across multiple sectors, local entrepreneurs, and guest speakers in a dynamic, resource-rich environment. Designed as a comprehensive access point, the event integrated hiring opportunities, small business engagement, and workforce education, while also promoting AJCH services through an on-site Computer Resource Center. The event was delivered at no cost to participants or WIOA funding, reflecting strong community partnerships and shared investment in workforce development.

05 EVENTS: MAR CONT.

MONTHLY HIGHLIGHT

Workforce & Enterprise Expo

Key Details

- **Date:** March 7, 2026
- **Purpose:** Connect job seekers to employment opportunities, career pathways, and workforce resources through a multi-sector, community-based event.
- **Partners/Participants:**
 - 400+ Jobseekers
 - 54 Employers
 - 6 City and County of Honolulu
 - 4 State of Hawai'i
 - 3 US Federal Government
 - 12 Entrepreneurs
 - 3 Guest Speakers
 - Family Tree Project, LLC
 - Business Industry Association of Hawaii
 - Pacific Shipyards International
- **Outcomes/Takeaways:**
 - Successfully convened a large-scale, multi-sector workforce event with strong participation from both job seekers and employers.
 - Expanded access to employment opportunities, small business resources, and career education in a single location.
- **Opportunities to Strengthen:**
 - Enhance tracking of post-event outcomes (applications submitted, interviews, hires, and service enrollments)
 - Increase structured employer feedback to inform future Hiring Events

OS EVENTS: MAR CONT.

OTHER EVENTS

- ★ 3/3 Kaimukī High School Alternative Opportunities Event
- ★ 3/5 VA Workshop by Dr. Kat Andrews – VA & Hawai'i Based Resources for Female Veterans and Military Spouses; Community Resources
- ★ 3/18 Hawai'i Job Corps Center – Community Relations Meeting
- ★ 3/20 Resource Fair – EPIC 'Ohana Mālama Haumāna Convening at Ho'okupu Center
- ★ 3/27 Leeward Community College Wai'anae Moku Annual Open House
- ★ 3/27 Kawanānakoā Middle School Visitation

S	M	T	W	T	F	S
		★		★		★
			★		★	
				★	★	

Key

- ★ Demographic Focus: Veterans and Military
- ★ Demographic Focus: Dislocated Worker
- ★ Demographic Focus: Youth
- ★ General Event

06 PARTNERSHIPS

- **C&C of Honolulu Department of Human Resources**

- See Section 07 Partner Reports

- **CVS Health**

- WEX placements and hiring pipeline support
- 7 Youth participants (WEX candidates)
- Coordinated onboarding requirements (background checks, scheduling)
- Strengthened employer relationship for ongoing placements

- **Hawai'i Job Corps Co-Location**

- Engaging Job Corps customers and providing One-Stop access to WIOA partners and services
- Confirmed first in the nation to be co-located with an AJC

- **Hawai'i Pacific Health**

- Strengthening partnership to support healthcare career pathways, hiring pipelines, and On-the-Job Training (OJT) opportunities
- Expressed interest in participating as an OJT employer to support workforce development
- Currently working toward Hawaii Compliance Express (HCE) compliance requirements
- Continued coordination to align
- Discussed hiring timelines and recruitment processes for graduating students
- Positioned for future OJT implementation upon completion of compliance steps

06 PARTNERSHIPS

- **Honolulu Star Advertiser**

- Conducted résumé workshops upon request, at no cost to the community in preparation for quarterly Career Expos, receiving newspaper advertising and access to Star Advertiser customers
- 60 workshop attendees, 100+ Expo attendees
- Workshop includes introduction of WIOA services, available to all attendees
- Star Advertiser continues to reach out to the AJCH for ongoing workshop offerings

- **C&C of Honolulu Department of Education**

- Third annual Hiring Event targeting O'ahu high school seniors, to be covered in next quarter's report

- **State of Hawai'i Department of Labor and Industrial Relations, Workforce Development Division**

- See Section 07 Partner Reports

- **Veterans Court**

- Developed relations with probation officers for customer referral and One-Stop services

07 PARTNER REPORTS

C&C OF HONOLULU DEPARTMENT OF HUMAN RESOURCES

The dedicated and service-oriented team at the American Job Center Hawai'i and WorkHawai'i demonstrates a strong commitment to workforce development and community service. Their collaboration with the Department of Human Resources (DHR) Talent Acquisition and Outreach team has directly supported successful recruitment efforts by providing interview facilities for expedited hiring events, as well as essential equipment for on-site skills testing.

The effectiveness of these events is enhanced by exposing candidates to a comprehensive network of wraparound services. Individuals participating in the expedited interview process can be seamlessly introduced to workforce development resources, including training programs, career counseling, and supportive services that help address barriers to employment. This holistic approach ensures that all participants derive value from engagement, regardless of hiring outcomes.

WorkHawai'i has also partnered with DHR to deliver critical technological support at job fairs, improving both efficiency and accessibility for job seekers. Their ability to convene partners and integrate services underscores the strength of this collaboration. Through their extensive network and strategic introductions to industry partners, they have been instrumental in expanding partnerships and advancing efforts to fill critical vacancies.

Usage of WorkHawai'i venue (since team establishment):

- *Approximately 41 events, over approximately 77 days*
- *Participation from multiple divisions across approximately 17 different City departments*

PARTNER REPORTS

07 CONT.

STATE OF HAWAI’I DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS, WORKFORCE DEVELOPMENT DIVISION

The WDD O’ahu team provides employment and training services to all job-seeking customers, including veterans and older workers, and continues to work closely with partners at the American Job Center (AJC) to deliver meaningful and coordinated services. This includes joint participation in hiring events, providing employment workshops on resume and interview preparation, and monthly meetings with core partners. These meetings focus on improving coordination, strengthening cohesion, and streamlining processes to ensure efficient service delivery to all customers, whether in person or virtually. One example is the case-conferencing initiative, implemented to ensure that individuals who are dual-enrolled in multiple programs receive comprehensive, well-coordinated services.

TOTAL PARTICIPANTS SERVED	TOTAL REPORTABLE INDIVIDUALS	EMPLOYMENT RATE (Q2)	PY25 PERFORMANCE GOAL (NEGOTIATED LEVEL)	EMPLOYMENT RATE (Q4)	PY25 PERFORMANCE GOAL (NEGOTIATED LEVEL)	MEDIAN EARNINGS	PY25 PERFORMANCE GOAL (NEGOTIATED LEVEL)
1,101 (Jan 1, 2026, to Mar 31, 2026)	2,920 (Jan 1, 2026, to Mar 31, 2026)	60.3%	57%	62.5%	61%	\$11,510.27	\$8,300.00
		EXCEEDED		EXCEEDED		EXCEEDED	

Oahu Workforce Development Board Mtg - April 27, 2026 Community School for Adults Updates

On Monday, April 13, 2026, Waipahu Community School for Adults, Hilo Campus Assistant Principal, Chad Okinaka and Registrar, Cindy Iwata, did a presentation on their Flex Farms Integrated Education and Training (IET) at the Coalition On Adult Basic Education (COABE) Conference. COABE is the largest adult education conference in the United States. Flex Farms is one of several IETs that WCSA has started this past year. Congratulations Chad and Cindy for representing Hawaii so well!

Waipahu Community School for Adults is at the end of their six year accreditation through the Western Association of Schools and Colleges (WASC) and is currently completing another accreditation process to gain 6 more years..

- McKinley Community School for Adults completed their WASC accreditation process in October of 2025.

The McKinley and Waipahu Community School for Adults is currently undergoing a realignment and will no longer consist of two separate schools. Effective July 1, 2026, the combined school is being renamed the Hawaii State Community School for Adults and will be under one principal, Helen Sanpei.

- At this time, there should not be any changes to the campuses and sites that are currently in place.

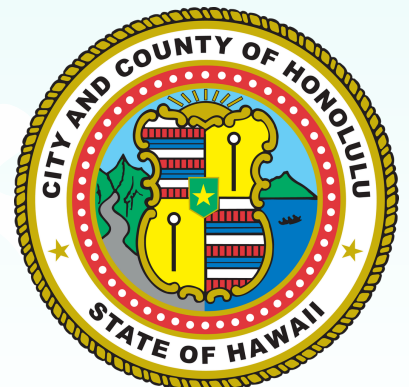
LEVEL UP ^{with ↑} WORKHAWAII'I

American Job Center Hawai'i

WIOA ADULT, DISLOCATED WORKER, & YOUTH PROGRAMS

*Quarter 3 of Program Year 25:
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WIOA BULLETIN

01 02-23 TERMS

Negotiated Level of Performance

- “Target goal that is mutually agreed upon before the start of a program year, first by the State and the USDOL, ETA for a Statewide performance indicator and then by the State and a LWDB for a local area performance indicator. The negotiated levels are written in the State plan.”

Adjusted Level of Performance

- “An adjustment to a negotiated level of performance that is calculated after the end of a program year. The adjusted level factors in actual participant characteristics and current economic conditions for the program year that is being assessed.”

Individual Indicator Score

- “How well a performance indicator has performed based on the adjusted level of performance. It is calculated by dividing the actual level of performance by the adjusted level of performance.”

Threshold for Failure

- “In accordance with 20 CFR § 677.190(d) and 34 CFR §§ 361.190(d) and 463.190(d), a performance failure occurs if:
 - Any single *Individual Indicator Score* for any single program falls below 50 percent of the adjusted level of performance;
 - The *Overall Local Area Program Score* falls below 90 percent for that single program; or
 - The *Overall Local Area Indicator Score* falls below 90 percent for that single measure.”

Sanction Standards

- “A sanction on performance failure will be imposed when the same performance indicator of a WIOA core program fails in three consecutive program years.”

EXAMPLE

02 CALCULATIONS

Table 2. Example of Calculation of Overall Local Area Program Score

Primary Indicator of Performance	Actual Level of Performance (Numerator/Denominator)	Adjusted Level of Performance	Individual Indicator Score Calculation
Employment 2 nd Quarter After Exit	$\frac{75}{100}$	80.1%	$\left(\frac{75}{100}\right) \div 80.1\% = 93.6\%$
Employment 4 th Quarter After Exit	$\frac{40}{110}$	75.4%	$\left(\frac{40}{110}\right) \div 75.4\% = 48.2\%$
Median Earnings 2 nd Quarter After Exit	\$5,500	\$6,000	$\$5,500 \div \$6,000 = 91.6\%$
Credential Attainment	$\frac{60}{90}$	72.8%	$\left(\frac{60}{90}\right) \div 72.8\% = 91.5\%$
Measurable Skill Gains	$\frac{80}{95}$	82.5%	$\left(\frac{80}{95}\right) \div 82.5\% = 102.0\%$
Overall Local Area Program Score (Average of Individual Indicator Scores for One Program)	—	—	85.3%

Taken from WIOA Bulletin 02-23

Note: enrollment is not a Primary Indicator of Performance

PY 20 PERFORMANCE

<u>WIOA PERFORMANCE INDICATOR</u>	<u>NEGOTIATED LEVEL</u>	<u>ADJUSTED LEVEL</u>	<u>ACTUAL LEVEL</u>	<u>INDICATOR SCORE</u>
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ADULT

Employment 2nd quarter after exit	55.0%	51.9%	80.0%	154.1%
Employment 4th quarter after exit	64.0%	46.6%	83.3%	178.8%
Median earnings in the 2nd quarter after exit	\$5,450	\$6,269	\$7,415	118.2%
Credential attainment rate	65.0%	100.9%	79.3%	78.6%
Measurable skill gains	50.0%	59.9%	58.1%	97.0%
Overall				125.3%

DISLOCATED WORKER

Employment 2nd quarter after exit	58.0%	58.0%	74.1%	127.7%
Employment 4th quarter after exit	68.0%	60.3%	75.9%	125.8%
Median earnings in the 2nd quarter after exit	\$7,400	\$8,273	\$9,514	115.0%
Credential attainment rate	68.0%	53.5%	68.2%	127.4%
Measurable skill gains	50.0%	14.4%	60.4%	419.3%
Overall				183.0%

CONT. PY 20

PERFORMANCE

YOUTH

<u>WIOA PERFORMANCE INDICATOR</u>	<u>NEGOTIATED LEVEL</u>	<u>ADJUSTED LEVEL</u>	<u>ACTUAL LEVEL</u>	<u>INDICATOR SCORE</u>
Employment 2nd quarter after exit	55.5%	87.1%	59.1%	67.8%
Employment 4th quarter after exit	54.0%	38.7%	57.6%	148.9%
Median earnings in the 2nd quarter after exit	\$3,700	\$2,119	\$3,958	186.7%
Credential attainment rate	63.1%	61.5%	40.9%	66.4%
Measurable skill gains	50.0%	64.8%	41.8%	64.5%
Overall				106.9%

Taken from WIOA Bulletin 01-22

Note:

- All indicator scores for Program Year 20 Local Area exceeded threshold for failure.

PY 23

@4 PERFORMANCE

ADULT

DISLOCATED WORKER

	<u>WIOA PERFORMANCE INDICATOR</u>	<u>NEGOTIATED LEVEL</u>	<u>ADJUSTED LEVEL</u>	<u>ACTUAL LEVEL</u>	<u>INDICATOR SCORE</u>
	Employment 2nd quarter after exit	60.0%	59.6%	80.2%	134.4%
	Employment 4th quarter after exit	65.0%	62.9%	75.9%	120.8%
	Median earnings in the 2nd quarter after exit	\$6,800	\$6,084	\$8,244	135.5%
	Credential attainment rate	58.0%	58.7%	71.2%	121.1%
	Overall				128.0%
	Employment 2nd quarter after exit	71.0%	72.1%	69.7%	96.7%
	Employment 4th quarter after exit	76.0%	78.0%	68.5%	87.8%
	Median earnings in the 2nd quarter after exit	\$8,500	\$8,270	\$11,349	137.2%
	Credential attainment rate	68.0%	67.9%	81.8%	120.5%
	Overall				110.6%

CONT. PY 23

@4 PERFORMANCE

<u>WIOA PERFORMANCE</u> <u>INDICATOR</u>	<u>NEGOTIATED</u> <u>LEVEL</u>	<u>ADJUSTED</u> <u>LEVEL</u>	<u>ACTUAL</u> <u>LEVEL</u>	<u>INDICATOR</u> <u>SCORE</u>
Employment 2nd quarter after exit	68.0%	64.4%	65.9%	100.1%
Employment 4th quarter after exit	62.0%	57.1%	64.7%	113.4%
Median earnings in the 2nd quarter after exit	\$4,300	\$4,078	\$3,603	88.4%
Credential attainment rate	65.0%	75.4%	66.7%	88.4%
Overall				97.6%

YOUTH

Taken from WIOA Bulletin 01-25

Notes:

- All indicator scores for Program Year 23 Local Area exceeded threshold for failure.
- "Measurable skill gains will not be used for the purposes of issuing sanctions since the baseline data used to determine the indicator has been deemed insufficient at this time."
 - WIOA Bulletin 01-25

PY 25

@5 PERFORMANCE

<u>WIOA PERFORMANCE INDICATOR</u>	<u>NEGOTIATED LEVEL</u>	<u>ADJUSTED LEVEL</u>	<u>ACTUAL LEVEL</u>	<u>INDICATOR SCORE</u>
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ADULT

Employment 2nd quarter after exit	83.0%		72.0%	
Employment 4th quarter after exit	83.0%		64.6%	
Median earnings in the 2nd quarter after exit	\$8,700		\$7,756.99	
Credential attainment rate	75%		61.7%	
Measurable skill gains	85.0%		70.6%	

DISLOCATED WORKER

Employment 2nd quarter after exit	83.0%		76.7%	
Employment 4th quarter after exit	83.0%		83.9%	
Median earnings in the 2nd quarter after exit	\$11,700		\$10,125.42	
Credential attainment rate	85.0%		81.8%	
Measurable skill gains	85.0%		82.1%	

CONT. PY 25

@5 PERFORMANCE

YOUTH

<u>WIOA PERFORMANCE INDICATOR</u>	<u>NEGOTIATED LEVEL</u>	<u>ADJUSTED LEVEL</u>	<u>ACTUAL LEVEL</u>	<u>INDICATOR SCORE</u>
Employment 2nd quarter after exit	77.0%		54.6%	
Employment 4th quarter after exit	83.0%		72.2%	
Median earnings in the 2nd quarter after exit	\$5,650		\$6,752.25	
Credential attainment rate	80%		73.3%	
Measurable skill gains	85%		48.8%	

Program Enrollment Numbers

- Adult: 306
- Dislocated Worker: 39
- Youth: 137

COMPARING DATA: @6 ACTUAL LEVELS

ADULT

DISLOCATED WORKER

WIOA PERFORMANCE INDICATOR	PY 20	PY 23	PY 25
Employment 2nd quarter after exit	80.0%	80.2%	72.0%
Employment 4th quarter after exit	83.3%	75.9%	64.6%
Median earnings in the 2nd quarter after exit	\$7,415	\$8,244	\$7,756.99
Credential attainment rate	79.3%	71.2%	61.7%
Measurable skill gains	58.1%		70.6%
Employment 2nd quarter after exit	74.1%	69.7%	76.7%
Employment 4th quarter after exit	75.9%	68.5%	83.9%
Median earnings in the 2nd quarter after exit	\$9,514	\$11,349	\$10,125.42
Credential attainment rate	68.2%	81.8%	81.8%
Measurable skill gains	60.4%		82.1%

COMPARING DATA: @6 ACTUAL LEVELS

YOUTH

<u>WIOA PERFORMANCE INDICATOR</u>	<u>PY 20</u>	<u>PY 23</u>	<u>PY 25</u>
Employment 2nd quarter after exit	59.1%	65.9%	54.6%
Employment 4th quarter after exit	57.6%	64.7%	72.2%
Median earnings in the 2nd quarter after exit	\$3,958	\$3,603	\$6,752.25
Credential attainment rate	40.9%	66.7%	73.3%
Measurable skill gains	41.8%		48.8%

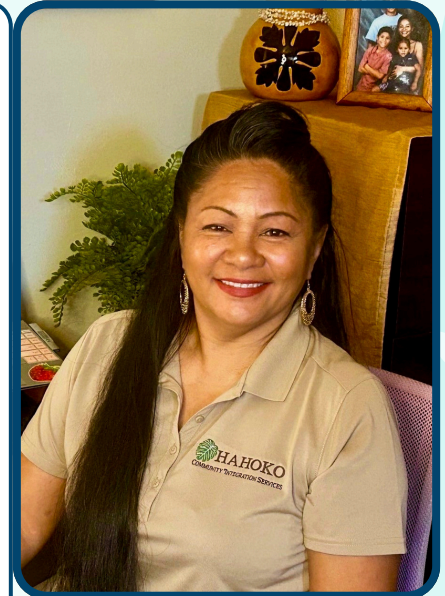
Note:

- Based on previous data comparisons with current Performance Indicators, we expect to meet or exceed failure thresholds for all metrics in Program Year 25.

7 SUCCESS STORIES

CHRISTINE KAMAKA - ADULT

- Single mother of three
- 25 year long career in case management at U.S. Vets Americo
- Enrolled in the WIOA Adult Program for work experience with Ho Ala Hou O Ke Ola (HAHOKO), first as an intern and then as a hire via the On-the-Job Training Program
- Utilizing her passion for service and skills she gained on the job through the WIOA Adult Program, Christine worked as a CIS Housing Coordinator, and then was promoted to CIS District Supervisor
- Now works as a CIS Housing Director, managing five housing facilities across O'ahu



KEOLA CABEL-KEKUAWELA - YOUTH

- Enrolled with WIOA Youth Program September 2024, after learning about it from his probation officer
- Dropped out of Farrington High School with only 3 credits, no diploma
- Completed Pre-Apprenticeship Construction Training with BIA Hawai'i, earning his credential
- Completed First Aid/CPR AED and OSHA 30
- Attained his GED High School Equivalency
- Enlisted in the Hawai'i Army National Guard March 12, 2026
- To begin basic training in August, 2026

