

FUTURE READY EAST BAY

A Regional Framework for AI Workforce Innovation

AI-ENABLED EMPLOYER SERVICES

A repeatable employer-service model that turns AI-driven business change into coordinated workforce action.



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The opportunity is coordination, not another program

East Bay employers need a consistent front door for translating AI change into workforce action.

AI is changing jobs, tasks, and skill requirements faster than many small and midsize employers can translate those changes into workforce decisions.

The current reality

- Strong regional services already exist
- Employers may not know which response fits
- AI questions often mix workforce + technical issues

The design gap

- No shared AI-workforce diagnostic
- Inconsistent navigation across resources
- Hard to close the loop on outcomes

The capstone response

- One guided conversation
- One action plan
- One repeatable employer journey

THE GAP IS A CONSISTENT WAY TO DIAGNOSE AI-RELATED WORKFORCE NEEDS AND NAVIGATE EMPLOYERS TO THE RIGHT RESPONSE.

Three focus areas create a regional AI-workforce framework

This capstone builds AI-Enabled Employer Services to the point of use; the other priorities can build faster from what is learned.

01 AI-Enabled Employer Services

- Diagnose needs
- Navigate solutions
- Connect employers to readiness, labor-market intelligence, training and partners

02 AI Upskilling for Incumbent Workers

- Build practical AI + digital skills
- Strengthen retention and productivity
- Support advancement and emerging roles

03 AI-Aligned Apprenticeship Pathways

- Earn, learn and grow
- Connect employers, education and training
- Build mobility into emerging occupations



DEEP DIVE NOW

One employer journey. Five coordinated workforce moves.

The model keeps Business Services focused on workforce solutions while technical implementation stays with the employer and specialized partners.



**A shared methodology lets WDBs move employers from
workforce uncertainty → informed action → measurable outcomes.**



What we built: three tools that work as one system

Each tool has a distinct job – from guided discovery to coordinated workforce action to follow-through.



AI Workforce Readiness Assessment

A guided Business Services conversation that identifies AI use, affected jobs and tasks, skill gaps, hiring and upskilling needs, and potential displacement.



AI Workforce Action Plan

Translates assessment findings into recommended workforce interventions, responsible partners, next actions, and measures.



Employer Service Journey

A repeatable A-to-Z pathway showing how WDBs assess, diagnose, connect, coordinate, and measure an employer's workforce response to AI-driven change.

ASSESSMENT → ACTION PLAN → EMPLOYER JOURNEY → MEASURABLE WORKFORCE RESPONSE

Illustrative employer journey: predictive maintenance



EMPLOYER OUTCOME

SUCCESS SIGNALS

- Needed skills gained
- Existing workers retained
- Hiring / OJT / reskilling activated only if needed

75-person advanced manufacturer | AI use stage: Experimenting

From capstone to regional practice

Start small, learn with employers, then standardize what works across the East Bay.

NOW

Pilot the tools

- Use the assessment with selected employers
- Translate findings into action plans
- Capture referral + service patterns

NEXT

Refine the model

- Calibrate questions and readiness bands
- Standardize handoffs and partner roles
- Build a common measurement set

SCALE

Expand regionally

- Train Business Services teams
- Share templates and lessons learned
- Extend into upskilling + apprenticeship priorities

BUILD LOCALLY. ALIGN REGIONALLY. SCALE WHAT WORKS.

FUTURE READY EAST BAY

A shared way to turn AI change into workforce action.

- ☐ Employer-friendly
- ☐ Workforce-centered
- ☐ Regionally aligned

ASSESS → INFORM → CONNECT → ACT → MEASURE

Thank you

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Assessment: a guided employer conversation, not a technology audit

Five domains surface the workforce implications of AI and define what needs deeper referral.

- 1 Business need & AI use** Start with the business problem or opportunity.
- 2 Digital foundations** Understand systems, processes and the basic digital environment.
- 3 Data reality** Determine whether needed information exists, is usable and raises risk questions.
- 4 People, roles & task change** Identify how AI may change work itself - not simply whether a job exists.
- 5 AI workforce strategy & next steps** Document what the employer wants to explore or decide next.

READINESS BANDS

CURIOUS

EXPERIMENTING

OPERATIONALIZING

COMPOUNDING

Questions to Guide the Employer Conversation

A concise discussion guide for identifying AI use, workforce impact, readiness, and next steps.

1 BUSINESS NEED & AI USE

- What business problem, bottleneck, or opportunity are you trying to address?
- Where does work take too long, get repeated, create quality issues, cause downtime, get dropped, or depend on manual effort?
- Are you using AI now—or where are you considering it?
- What result are you hoping AI could help produce?

2 DIGITAL FOUNDATIONS

- What systems, software, equipment, or digital tools support the process today?
- Which parts are still manual, paper/spreadsheet-based, or dependent on one person's knowledge?
- Who manages the systems and processes today?
- How well do current tools exchange information?

3 DATA REALITY

- What information or data would the AI-enabled process need?
- Is that information collected, accessible, and usable?
- Who owns or is responsible for its accuracy?
- Would the AI use involve sensitive or proprietary information?

4 PEOPLE, ROLES & TASK CHANGE

- Which occupations, roles, departments, or teams are affected?
- What recurring tasks do those employees perform today?
- Which tasks could AI automate, assist, accelerate, or monitor—and what must remain human?
- How might duties, workflows, skills, hiring, reskilling, or advancement change?

5 STRATEGY & NEXT STEPS

- Which AI use case should the employer explore first—and why?
- What still needs to be learned, validated, or decided?
- What would success look like for the business and its employees?
- What is the immediate next step, when should Business Services reconnect, and is specialized referral needed?

The workforce core: redesign tasks before assuming job loss

The assessment explicitly separates what AI can assist from what must remain human.

ROLE	CURRENT TASK	POSSIBLE AI CHANGE	WHAT REMAINS HUMAN	SKILL / TRAINING
Maintenance	Troubleshoot; review history	Predictive alerts; faster diagnostics	Safety judgment; validate alerts	AI tool use; data interpretation
Production	Monitor uptime + runs	AI monitoring; pattern alerts	Operational / safety decisions	AI literacy; interpreting alerts
Quality Assurance	Inspect output; identify defects	AI-assisted QA; trend recognition	Final quality judgment	Verification; data literacy

Near-term emphasis: incumbent-worker upskilling + role redesign, with new technical or hybrid roles emerging as adoption grows.

AI LITERACY

DATA INTERPRETATION

HUMAN VALIDATION

PRIVACY + SECURITY

Action Plan: translate findings into an accountable workforce response

The output is not a score or a list of links - it identifies actions, owners, next steps and desired results.

Validate workforce + training need

Use occupations, skills, LMI, talent and training resources

Business Services

Upskill existing maintenance staff

Identify incumbent-worker or customized training

Employer + Training Partner

Map changing tasks + competencies

Define duties, human oversight and training needs

Employer + Business Services

Prepare for future skill gaps

Activate recruitment, OJT, reskilling or other services as needed

Business Services

Refer technical AI questions

Connect data/privacy, integration and vendor issues to specialists

Business Services

Regional collaboration: one front door, many specialized partners

The model clarifies who does what - and protects the WDB role from drifting into technology selection or implementation.



WORKFORCE BOARD = CONVENER • TRANSLATOR • NAVIGATOR • FOLLOW-THROUGH

Measure what changes for workers and employers

The journey closes the loop by tracking workforce outcomes, not simply employer participation.

Workers Trained

Skill gains

Retention

Hiring

Advancement

Wages

Pathways Created

Employer participation

For the illustrative predictive-maintenance employer, success means employees gain needed skills, existing workers are retained and developed where possible, and additional services activate only when a real need emerges.

EMPLOYER VALUE

WORKER VALUE

REGIONAL LEARNING

FUTURE READY EAST BAY | AI Workforce Action Plan - Mock Employer Example

Employer	East Bay Advanced Manufacturing Co. (Illustrative Employer)	Employees	75	Priority AI Use Case	AI-enabled predictive maintenance	AI Use Stage	Experimenting
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ASSESSMENT SUMMARY

The employer wants to explore predictive maintenance to reduce downtime and improve equipment efficiency. Maintenance employees may need new skills to interpret AI-generated alerts, validate recommendations, and make data-informed maintenance decisions. Technical, data/privacy, integration, and vendor questions may require referral to specialized partners.

WORKFORCE ACTIONS

Workforce Need	WDB / Business Services Action	Who Leads	Desired Result
Validate maintenance workforce and training needs.	Review relevant occupations, skills, labor-market information, available talent, and training resources.	Business Services	Workforce response is informed by regional data and available resources.
Employees need skills for AI-enabled maintenance.	Identify incumbent-worker or customized training options that match the changing work.	Business Services + Employer + Training Partner	Existing workers gain needed skills.
Maintenance tasks and roles may change.	Identify changing competencies, duties, and training needs.	Business Services + Employer	Employer understands workforce impacts.
Future skill gaps may emerge.	Determine whether recruitment, OJT, reskilling, or other workforce services are needed.	Business Services	Future talent needs can be addressed.
Technical AI decisions are outside WDB scope.	Connect the employer to appropriate technical or business partners for specialized questions.	Business Services	Employer gets specialized help while WDB stays focused on workforce solutions.

NEXT STEP & SUCCESS MEASURE

IMMEDIATE NEXT STEP	Business Services reconnects after the employer maps the predictive-maintenance workflow and identifies the maintenance tasks and employees most likely to be affected. Business Services then validates the workforce need using regional labor-market and training information.	HOW WE'LL KNOW IT WORKED	Employees receive the training and support needed for AI-enabled work; existing workers are retained and developed where possible; and additional hiring, OJT, reskilling, or other workforce services are activated when needed.
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WDB ROLE	Translate AI-driven business change into workforce needs, labor-market information, training and talent strategies, service connections, and follow-up - while technology selection and implementation remain with the employer and specialized partners.	ASSESS → INFORM → CONNECT → ACT → MEASURE
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