

FUTURE READY EAST BAY

A Regional Framework for AI Workforce Innovation

FOCUS: AI-ENABLED EMPLOYER SERVICES

THE CHALLENGE

AI is changing jobs, tasks, and skill requirements, but many employers - particularly small and midsize businesses - may not have a clear way to determine what those changes mean for their workforce. East Bay workforce boards already offer strong business services, training, hiring, OJT, incumbent-worker, and apprenticeship resources. The opportunity is to create a consistent AI-focused process that helps Business Services teams assess workforce impacts and translate employer needs into coordinated action. ***How might we create a consistent AI-focused process that helps Business Services teams assess workforce impacts and translate employer needs into coordinated workforce action?***

The gap is not a lack of resources. The gap is a consistent way to diagnose AI-related workforce needs and navigate employers to the right response.

THE FRAMEWORK: THREE FOCUS AREAS

Future Ready East Bay applies federal and state AI priorities to the East Bay workforce ecosystem across Oakland, Alameda, Richmond and Contra Costa, complementing CWA's statewide AI blueprint. It organizes existing regional assets around three priorities — and this cycle builds one of them to the point of use. The other two follow, faster, on what we learn here.

01 AI-Enabled Employer Services Diagnose Needs. Navigate Solutions. Create an employer-friendly front door to AI readiness, labor-market intelligence, workforce services, training, and regional partners. ► OUR DEEP DIVE — PAGE 2	02 AI Upskilling for Incumbent Workers Build Skills. Strengthen Retention. Connect current workers and employers to practical AI and digital skill development that supports productivity, retention, advancement, and emerging roles. NEXT PHASE	03 AI-Aligned Apprenticeship Pathways Earn, Learn, and Grow Into Emerging Roles. Use earn-and-learn models to connect employers, workforce boards, education, HR, and training partners to emerging occupations and career mobility. NEXT PHASE
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OUR SOLUTION

Future Ready East Bay proposes a repeatable, WDB-facing employer service model that helps Business Services teams move an employer from an AI-related workforce question to an actionable workforce solution.

1 ASSESS One structured conversation AI use + workforce impact	2 INFORM Advice on workforce resources Data + labor-market insight	3 CONNECT Resource Navigation Support Match needs to solutions	4 ACT Solution Based Implementation Coordinate workforce response	5 FOLLOW & MEASURE Close the loop Track workforce outcomes
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WHAT WE ARE BUILDING

AI Workforce Readiness Assessment A short, guided assessment a Business Services representative completes with an employer to identify AI use, affected jobs/tasks, skill gaps, hiring needs, upskilling needs, and potential displacement.	AI Workforce Action Plan Assessment findings are translated into recommended workforce interventions, responsible partners, next actions, and measures - not simply a score or a list of links.	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.
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WHO USES IT?

PRIMARY USER: East Bay Workforce Development Boards / Business Services Teams

BENEFICIARY: Employers + Workers



FROM AI QUESTION TO WORKFORCE SOLUTION

Illustrative A-to-Z Employer Journey

ILLUSTRATIVE EMPLOYER | A 75-person East Bay advanced-manufacturing company plans to introduce AI-enabled predictive maintenance. Leadership knows work will change but needs help identifying the workforce impact and the right response.

EAST BAY EMPLOYER AI READINESS CONVERSATION

Five domains, one 45-minute meeting, a comparable score. Assembled from parts that already exist and improved where they fail small employers.

1. The business problem "Where does the work actually hurt — what takes too long, gets done twice, or gets dropped? Walk me through the last time it cost you." From: Task-impact framing from the JFF / Intel five-verb taxonomy; use-case scoping from the OECD SME tool	2. Digital foundations "What runs your quoting, scheduling and records today, and who maintains it? Is anything still on paper or in one person's head?" From: OECD SME tool digital-foundations dimension, rescaled; DigComp prerequisite logic	3. Data reality "If I asked for last year's job records in one file, could you produce it this week? Who would have to do it?" From: NIST AI RMF "Map" function; Cisco Data pillar, reduced to what a small firm can answer
4. People and task change "Of your top ten recurring tasks, which would you want a tool to do, which would you want it to help with, and which must stay human? What happens to the person doing them now?" From: JFF five-verb sort (replace / displace / complement / augment / elevate); DOL AI Literacy Framework content areas	5. Risk and vendor triage "Has anyone pitched you an AI product? What would it see — customer data, employee data, pay or scheduling decisions? Who signs off?" From: California CDT GenAI risk form 5305-F low/moderate/high tiering; ISSED Canada SME vendor checklist; PEAT "Work with Vendors" and "Inventory Technology"	Result is expressed as • Curious — aware, no use yet • Experimenting — informal individual use • Operationalizing — one process changed on purpose • Compounding — measured gains, spreading deliberately

Why these bands and not someone else's: These scoring bands were designed specifically for the realities of East Bay employers, focusing on deliberate AI practice rather than capital equipment. The tier design uses a simple four-band structure but is intentionally renamed and rescaled to reflect what local businesses can actually do—not what they can afford.

1 ASSESS One structured conversation	Business Services conducts the AI Workforce Readiness Assessment.	Identify AI use, affected occupations/tasks, current skills, skill gaps, hiring needs, upskilling needs, and potential displacement.
2 INFORM Advice on workforce resources	Use regional data and labor-market intelligence to validate the workforce need.	Examine occupations, wages, job postings, talent availability, industry trends, and relevant training.
3 CONNECT Resource Navigation Support	Translate findings into an AI Workforce Action Plan.	Match each workforce need to the appropriate intervention rather than asking the employer to navigate resources alone.
4 ACT Solution Based Implementation	Coordinate implementation with the appropriate workforce and training partners.	Possible responses include incumbent-worker training, customized training, recruitment, OJT, reskilling, or apprenticeship/pathway development.
5 MEASURE Close the loop	Track whether the workforce response produced results.	Measure workers trained, skill gains, hiring, retention, advancement, wages, pathways created, and employer participation.

WHY IT MATTERS

Future Ready East Bay does not create another standalone workforce program. It organizes existing regional capacity around a shared AI-workforce methodology so WDBs can consistently move employers from workforce uncertainty to informed action.

BUILD LOCALLY. ALIGN REGIONALLY. SCALE WHAT WORKS.

California Workforce Agency Executive Bootcamp conceptual capstone model | Future Ready East Bay | Darlene Hawkins and Serena Moore, 2026

