Roles and functions of the Workforce Ecosystem in disaster recovery

Resources for Resiliency Planning and Analytics

First Look at Promising Practices and Solutions, Upcoming Developments

Upskilling Tools and Resources
• ACT’s Mission: Education and Workplace Success
• Integrated Workforce Ecosystems and Work Ready Communities are trailblazers in workforce and education
  • Set the pace for U.S. recovery in local labor markets
  • Instill hope through collaboration and thought leadership
  • Recovery/Resiliency opportunities
  • Shorten gap between knowing and doing
• Caveats and disclaimers
  • Seek expert support or licensed guidance on high-stakes items as needed
  • Many considerations subject as drastic cycles of change are the new normal
Unique Disasters Require a New Approach

Skills Based Disaster Recovery [ALEDA]

- Analyze
- Adapt
- Deploy
- Lead
- Engage
ALEDA Skills-Based Disaster Recovery Framework

Adapt
- Re-imagining traditional models to meet recovery needs; actionable data; remote options; flexibility; unbundling

Lead
- Local roles of each workforce ecosystem leader to design and launch life-changing functions

Engage
- Reach participants, worksites, and employers for intake, removal of barriers, assessments, and preparation

Deploy
- Balance of remote and physical workforce solutions, credentials, work-based learning, and career pathways

Analyze
- Benchmarks for new occupation targets based on growth, contact risk, and skills; expediting career changers, program evaluations
What’s different?

Adapting traditional disaster recovery and mass layoff models with new pandemic models

- Single Geography vs National/Global
- Infrastructure Damage vs. Systems Failures and Damage to Institutions
- Single/Short-Term Event vs. Ongoing Crisis
- Scope of Collaboration: Simple vs. Mega
- Known Variables vs. Unknown Variables Emerging at Rapid Pace
- Established Best Practices and Analytics vs. Practices and Analytics Under Development
Disaster Response Data Through the Lens of the Workforce Ecosystem
Essential to adapt strategies; design solutions and services that work; create grant/resource proposals

Build case management database of employers and organizations in need

Organized locally by economic development agency, chamber of commerce, workforce board, etc.
Business Retention Data

Status & Operations

Workforce

Finance

Planning

Other Elements

Follow Up Info

Business Retention Expansion BR | E COVID-19 Emergency Response Network

Everything changed on March 16... These are not normal times. Our response as economic developers changes with the environment. Sometimes, quickly.
Public-Private Partnerships

- Everyone has a role
- Local roles change lives

Federal Role
Policy, Support, Funding

State Role
Policy, Coordination, Funding

Local Role
Execution & Services
Insights from the Field

Lead

Lottie Ryans, Director of Workforce and Literacy Initiatives

Mark Stevans, Director of Special Projects
Workforce Ecosystem
Resiliency Roles and Functions

**Leadership**
- Convene partnerships
- Advocacy Liaison to state and fed

**Economic Dev**
- Business outreach
- Retention resources for business
- Co-broker business resources from workforce dev and education

**Employers**
- Demand-generation
- Specify skills needed in recovery economy

**Workforce Dev**
- Intake of participants
- Identify and remove barriers
- Build career pathway options

**Educators**
- Rapidly design and deploy training
- Align curriculum to sector needs
Participant Engagement Phases

Pre-Launch
ASAP, but not in the way of rescue
- Vital information and referrals on demand
- Capture basic info for follow up
- Remote options
- Location targets
- Others as needed

Follow-Up/Intake
ASAP, once systems are stabilized
- Complete intake
- Assessments
- Remove barriers to participation
- Orientation and basic worksite prep training
- Others as needed

Program Launch
Deployed case by case
- Worksite placement
- Longer-term career pathways of training and job placement
- Others as needed
Insights from the Field

Engage

Denny Smith, Director of Assessment
Worksite Development
Collect important info (BRE)
Recovery worksites
Humanitarian worksites
Short-term employment
Work-based learning to build skills
Specifics defined by grant, funding

Employer Development
Long-term placement
Career pathway alignment
Insights from the Field

Dennis Williamson
Director of Workforce Development

Engage
Workforce Solutions in Rapid Response and Recovery Scenarios

- Simple Integration with Local Workforce Development and Education Functions
- Live, proctored environment only required for WorkKeys Assessments as a High Stakes Assessment
- Unbundling to balance Physical and Connected (Remote) Access
REMOTE ACCESS NOW

► Outreach and Intake
► Career Navigation

ACT WorkKeys Curriculum
► Learning Content
► Placement Quiz
► Remediation

Virtual Training Stackable Credentials

ACT WorkKeys Assessments
► Practice Tests
First Look at Promising Practices

- Work-Based Learning
- Remote Engagement and Job Fairs
- Remote Service Delivery and Counseling
- WorkKeys Curriculum
Manpower for Disaster Relief Recovery and Humanitarian Worksites

Jobs for Displaced Workers Income, On-the-job learning, etc.

Workers Ready When Employers Re-open (avoid *Katrina Effect*)

**Work-Based Learning**

**Three Objectives for Resiliency that Close Skill Gaps**
Remote Engagement

IT’S BACK!

EMPLOYERS NEED IT, JOB SEEKERS DEMAND IT, & THE SW MISSOURI JOB CENTERS DELIVER IT!!

FIRST EVER "VIRTUAL" JOBFEST!

SAME DAY, SAME TIME
BEGIN - Wednesday, April 15th

MOST CONVIENENT JOB FAIR EVER!

JOB SEEKERS - All you have to do is attend VIRTUALLY!
Find information about employers, job openings and how to apply VIRTUALLY! Find more opportunities: www.Jobs.Mo.Gov

Employers, jobs & how to apply:
www.SectorReady.org/JOBFEST

- Research Employers
- Search jobs
- Apply for jobs
- Stay Updated

GET CERTIFIED WHILE AT HOME

FREE ONLINE TRAINING

Soft Skills are Necessary Skills That Employers Require

Sign up for free at wceams.com/jobs/soft-skills

Auxiliary aids and services are available upon request to individuals with disabilities. Alternate formats for non-English speaking individuals are available upon request. The Workforce Investment Board of Southwest Missouri and The Missouri Job Center is an Equal Opportunity Employer / Program. Missouri Relay services available at 711.
Insights from the Field

Will Coppage, Executive Director

WASHINGTON COUNTY ECONOMIC ALLIANCE
A Chamber & Economic Development Partnership

GET CERTIFIED WHILE AT HOME
Soft Skills are Necessary Skills That Employers Require
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Remote Service Delivery and Counseling

Web conferencing
Limitations for case management

Adapting Telemedicine model
Deeper engagement options

Purpose-specific solutions
Integrated options for documents, eligibility, etc.
Equipped for virtual service delivery
Works with individuals or cohorts
*Joplin Tornado* example

Use of Pre-Tests and Practice
Tests helpful for remediation

Adult Education Success with
*WorkKeys Curriculum*
*Ready for Work* Podcast Episode 20
Analyze

Expediting Career Changers

Recovery Occupations

Risk Management

Program Effectiveness
Expediting Career Changers

Record-Breaking Unemployment Ohio Re-Employment case study Using Job Profile Database & O*NET

Recovery-Driven Career Pathways Benchmarks for Emerging Job Titles
## Sample Jobs Related to Disaster Recovery

<table>
<thead>
<tr>
<th>Sample Jobs Related to Disaster Recovery</th>
<th>O*NET Code</th>
<th>WorkKeys® Ranges</th>
<th>Median Skill Level</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Applied Math</td>
<td>Workplace Documents</td>
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<tr>
<td>Child Care Workers</td>
<td>39-9011</td>
<td>3-4</td>
<td>4-5</td>
</tr>
<tr>
<td>Community Health Workers</td>
<td>21-1094</td>
<td>4</td>
<td>4</td>
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<tr>
<td>Disaster Worksite Supervisor</td>
<td>47-1011</td>
<td>3 - 5</td>
<td>4 - 6</td>
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<tr>
<td>Humanitarian Assistants</td>
<td>21-1093</td>
<td>3 - 4</td>
<td>3 - 6</td>
</tr>
<tr>
<td>Light Truck/Delivery Drivers</td>
<td>53-3033</td>
<td>3</td>
<td>3 - 4</td>
</tr>
<tr>
<td>Hazardous Material Workers</td>
<td>47-4011</td>
<td>3-5</td>
<td>4</td>
</tr>
<tr>
<td>Warehouse Laborers</td>
<td>53-7062</td>
<td>3 - 5</td>
<td>3 - 6</td>
</tr>
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</table>

Source: ACT Job Profile Database
Note: Occupations were classified as High Contact based on the combined level of physical proximity, face-to-face discussions, and contact with others needed to perform the job. Occupational skills data is from O*NET and the ACT JobPro database. Data were summed and standardized by SOC code and combined with US Bureau of Labor Statistics Occupational Employment and Wage data (May 2019).
Data Can Still Inform Service Delivery

- Program Performance
- Effective Practices
- Labor Market Outlook
- Recovery Career Skills
- Training and Education
- Extended UI Benefit Window
- Best Data is Localized
- Connected Partners
Free Online Resources for the Unemployed

- o-net
- Virtual Internships
- MY NEXT MOVE
- APPRENTICESHIP.GOV
- U.S. BUREAU OF LABOR STATISTICS
- Resume eGenius
Resilient Workforce Ecosystems Fostering Economic Recovery

Leaders of the Workforce Ecosystem must retool for the future. Episode 21 of Ready for Work introduces a framework for disaster response and economic recovery. Learn how skills-based hiring adapts to specific disaster scenarios, access levels, and service options. Catch Episode 21 online April 24th.

act.org/readyforworkpodcast
October 26-28, 2020 at the historic Peabody Hotel in Memphis, TN

act.org/workforcesummit
Resilient Workforce Ecosystems

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