

Presentation to the Austin Chamber of Commerce

work2future Workforce
Investment Board

October 2, 2012

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work2future:

- Is one of 49 Workforce Investment Boards (WIBs) in California
- Is one of two WIBs in Santa Clara County
- Serves the eight cities in the southern portion of the county
- Is located in the City of San Jose's Office of Economic Development

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◉ work2future Board:

- 41 members from private industry, the public sector, and community-based organizations
- Represents the diversity of Silicon Valley's employers, ranging from large companies such as eBay, Google, Cisco, Target, and Staples to smaller green employers such as California Waste Solutions
- Includes representatives from the Job Corps, the Council on Aging, and the State Employment Development Department (EDD)

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work2future's Service Area:

- Encompasses industries from High Tech to Agriculture
- Very diverse client base
- Highly educated/skilled to very low educated/skilled
- High unemployment rate (over 10% last 2 years) with average length on UI at 52 weeks
- 2011 Job Growth in Santa Clara County was 4.8%

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- **work2future's Outcomes: A High Performing WIB**
 - Meeting/Exceeding DOL's 9 Performance Targets for 8 Consecutive Years
 - Meeting 90% Customer Satisfaction Rate
 - No Disallowed Costs
 - Provides Services to over 8000 Enrolled Adult Clients
 - Provides Services to 250 Youth Clients
 - 25% of Adult/Dislocated Worker Funds Spent on Training



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In FY 2011-12 work2future provided short-term and long-term training to over 4,300 individuals.

Key Training Areas:

- Health Care - IT
- Information Communication and Technology (ICT)
- PG&E - Power Pathways Program
- Microsoft Suite

FY 2012-13 Focused Training Areas:

- Project Management
- Supply chain, logistics & operations management
- Financial accounting & bookkeeping

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Client Demographics

● Adult Clients

- 52% female
- 61% over the age of 45
- 69% low income
- 87% H.S. education
- 66% ethnic background

● Dislocated Worker Clients

- 56% male
- 63% over the age of 45
- 44% low income
- 89% some post-secondary
- 74% ethnic background

● Special Grants Clients

- 62% males
- 78% over 45
- 5% low income
- 62% AA degree or higher
- 80% ethnic background

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work2future Business Services

Traditional WIA Business Services:

- Job fairs, targeted recruitments, job postings
- Layoff aversion and rapid response

Small Business Administration-Funded Initiatives:

- BusinessOwnerSpace.com (BOS), a website and a 40-member business services & support partnership
- Shop San Jose
- In progress – a new, streamlined licensing & permitting web portal

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◉ work2future Workforce Studies:

work2future recently commissioned several studies to better understand the current labor force and needs of employers and job seekers:

- Small Business (Regional Trends & Challenges)
- Emerging (Green) Industries & Technology Sectors
- Information Communication & Technology (ICT)
- Underemployment
- Older Workers

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work2future Studies, Continued:

● What ICT Employers are Saying:

- Projected hiring to increase by 15% over the next two years.
- To compete for future jobs, applicants will need entrepreneurial skills, flexibility, adaptability, and a passion for life-long learning, in addition to relevant job skills.
- Shift Resume/Job Search to focus on experience helping previous employers to solve problems and innovate.

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work2future Studies, Continued:

● Silicon Valley Employer Perspectives on Underemployment:

Age:

- Concerned about older workers' ability to respond to a changing workplace (Technology employers).
- Concerned about younger workers' unwillingness to fit into the work culture and their long-term commitment to an employer.

Technical Skills & Industry Experience:

- Concerns that underemployed workers' technical skills and industry know-how are out of date.

Non-Technical Skills & Ability to Communicate and Interact:

- Concerns about communication skills (both spoken and written) and ability to work effectively as a team.

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work2future Studies, Continued:

Findings from work2future's Older Worker Study:

- Older workers have a harder time finding employment when laid off, as compared to their younger counterparts. The average amount of time workers 55+ remained jobless was 44 weeks.
- Different industries have very different attitudes and expectations. Technology employers are concerned they will not be able to learn and stay current on new technology applications, and while employers in professional and technical services believe older workers can be better writers and have a more committed work ethic, age can be a liability or an asset, depending on the employer.
- Older workers (50 and over) and younger workers (18 to 29) are the two age cohorts that are most likely to be facing long-term unemployment. While younger workers will often go back to school, this strategy does not have as high a return on investment for older workers.

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- For more information on work2future's ICT, Underemployment and Older Worker studies:

Visit our website at work2future.biz under "Studies," or contact:

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