

ACE BOARD MEETING

Employer Feedback Workforce Skills

ACE Office of Skills Development
Deputy Director, Brian Rogers

Secondary Centers
Regional Advisory Councils
Workforce Development Grants
Apprenticeship



- ✓ Introduction & overview
- ✓ Workforce development needs as indicated by employers:
 - Needs categories
 - Employer training needs according to ACE Regional Advisory Council (RAC) feedback
 - Employer training needs according to applications to state government for training funds:
 - ❖ Arkansas Department of Workforce Services, Training Trust Fund program (TTF)
 - ❖ Arkansas Economic Development Commission, Existing Workforce Training Program (EWTP)
- ✓ Discussion and Q&A



NEEDS CATEGORIES

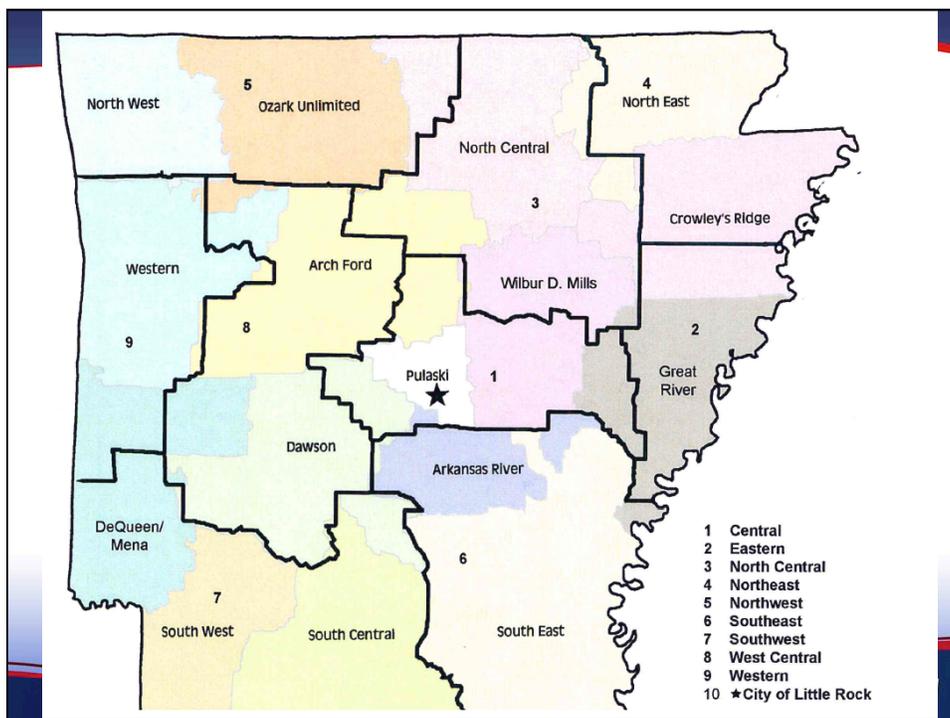
- Identified / created based on perceived natural breaks and groupings in data/feedback
- ✓ SOFT SKILLS
- ✓ BASIC/CORE SKILLS
- ✓ TECHNICAL SKILLS
- ✓ EDUCATION PROGRAMMING AND PROMOTION

NEEDS CATEGORIES

- ✓ SOFT SKILLS examples: attendance, ownership, initiative, entitlement (too much) & humility (too little), work ethic, perspective, teamwork and customer service, dress code, professionalism
- ✓ BASIC/CORE SKILLS examples: interviewing and resumes, computers generally (MS Office software), math, problem solving, communication, writing, reading, troubleshooting, critical thinking, attention to detail
- ✓ TECHNICAL SKILLS examples: electronics, maintenance, tool & die, CNA, welding, technical certifications, robotics, equipment & computer programming, CAD, math, biology, chemistry, drawings & schematics
- ✓ EDUCATION PROGRAMMING AND PROMOTION examples: internships, demonstrations by employers at schools, job shadowing, apprenticeships, tours, mentoring, job/career fairs, concurrent credit, equipment donations, video demo's
 - 'Work-based learning' for students, teachers, counselors, career coaches, parents, administrators

The map on the next slide includes:

- Education Service Cooperative (ESC) regions, which are the same as Regional Advisory Council (RAC) regions
 - ❖ Identified by colored boundaries with names on the map
- Workforce Innovation Opportunity Act (WIOA) regions overlaying RAC/ESC regions
 - ❖ Identified by black boundaries with numbers on the map, and in the legend by names corresponding to numbers



Employer training/skills needs according to ACE Regional Advisory Council (RAC) feedback

- Breakdown only among 3 of 4 of the above-defined categories: soft, basic / core, and technical
 - ❖ ~91% soft skills and basic/core skills
 - ~45% basic/core skills, ~46% soft skills
 - ❖ ~9% technical skills

ACE RAC comprehensive feedback (i.e. all 4 categories, not only 'skills')

- 170 instances gleaned from RAC meeting minutes
- Feedback comprises all four categories defined above: soft, basic / core, technical, and education programming and promotion
 - ❖ 'Education programming and promotion' is not a 'skills' category
- 'Promotion and education programming' lumped into one category, centered around 'work-place' learning opportunities, which also promote and recruit

ACE RAC comprehensive feedback (i.e. all 4 categories, not only 'skills')

- ~63% soft and basic/core skills, ~6% technical skills
- ~31% combined 'promotion' & 'educational programming' needs:
 - ❖ More first-hand, hands-on, experience, promotion, and exposure needed for students, teachers, counselors, career coaches, school administrators (in summer and during the school year) via:
 - Employers visiting classrooms
 - Mentoring
 - Job shadowing
 - Teacher internships
 - Student internships

Employer training needs according to applications to state government for training funds

- ✓ DWS TTF, 2007-2015
 - 104 training grants, \$15.7MM awarded (~\$1.5MM-\$2MM/yr)
 - ~54+% for combined soft and basic/core skill (\$8.5MM)
- ✓ AEDC EWTP, 2014
 - 358 training grants, \$877K awarded
 - ~72+% for combined soft and basic/core skill
- ✓ NOTE: Above are "incumbent"/new worker training grant programs

SUMMARY / CONCLUSIONS

- ✓ Majority of employer data sets following workforce development priorities:
 1. Soft skills (ownership, employability, teamwork)
 2. Basic & core skills (math, problem solving)
 3. 'Work-based' training and promotion
 4. Technical skills
- ✓ Skilled entry level employees are biggest labor gap ('if they'll show up and work, I can teach them the technical / specialized skills')