

2016

San Diego Workforce Conference

THE FUTURE OF WORK

FACILITATED DISCUSSION: KEY POINTS

Veterans

What challenges must be considered when serving this population?

- Transferability of military skills
- Perceptions of disabilities and mental health
 - Interpersonal transitions
- Communication and language barriers: acronyms need to transcend industry language
- Tendencies to disperse with concentrated support near fleet but none in central San Diego
- Homelessness

What promising practices exist to address these challenges?

- Organizations that aid
 - Community colleges
 - Nonprofits
 - Veteran programs
- SPDC – 250k grants
- Employer incentives
- Special adaptive equipment

What challenges are not adequately addressed?

- Employer perception of appropriate salary level
 - Education is not the only thing that matters
 - Rank = pay
- Communicating that skills are transferable
- Mental health

What can we do collectively to achieve better outcomes for this population?

- Embrace all vets
- Help veterans to overcome their own mistrust and ignorance of available support
- Education for both employers and veterans
- Work groups (network) development
- Soft skills training/education

Individuals with disabilities

What challenges must be considered when serving this population?

- Discrimination in the hospitality sector due to soft skills barriers
- Employer bias because of employer fears

What promising practices exist to address these challenges?

- Quarterly trainings by disability awareness chapters
- Disability etiquette training

What challenges are not adequately addressed?

- Employers discriminate due to their lack of understanding and lack of experience
- Employers must know how to provide accommodations and be willing to pay for them
- Fear of having people in the workplace that are different

What can we do collectively to achieve better outcomes for this population?

- Educate people in business and general population
- Have students working on the campuses as mentors/working examples as to what successful placement looks like
- Deafness is a disability that affects communication, which screens out job seekers because it affects soft skills in a majorly hearing world. The ADA can justify the cost of interpreters based on this – not the same as foreign language interpreter services

Homelessness

What challenges must be considered when serving this population?

- Bare necessities are not being met
- Mental illness/co-occurring disorders
- Discrimination
- Being able to identify between generation and situational homelessness
- Outreach and recruitment
- High cost of living

What promising practices exist to address these challenges?

- Church resources
- Supported employment
- Shelters/Safe parking lots
- Giving bus passes, shoes, uniforms for jobs and interviews

What challenges are not adequately addressed?

- Low income housing
- Lack of job/living/financial skills
- Process to get help is the barrier
- Education for leaders
- Not enough resources
 - Waiting lists
 - Wrap around services are limited

What can we do collectively to achieve better outcomes for this population?

- Teach job/living/financial literacy
- Raise awareness
- Bridge the gap
- Break stereotypes

Opportunity youth

What challenges must be considered when serving this population?

- Training/internship/employment model is more effective than other approaches
- Curriculum development
- Coaching/mentorship
- Defined pathways (preference on college courses)
- Where to find them and how to engage them
- Barriers to apply
 - Age
 - Language
 - Learning disabilities
 - Homelessness
 - Difficult personal circumstances
 - Teen pregnancy
 - Disinterest
 - Experience/work history
 - Soft skills
 - Criminal history
 - Transportation
- Lack of stable access to communication

What promising practices exist to address these challenges?

- WIOA programs
- Partnerships to address obstacles faced by similar populations
- Internships/externships/job shadows/apprenticeships/certificate programs
- Career fairs/days
- Deep exploration of needs
- Reality-based systems
- Teacher education (access to good career paths)
- Sweetwater school district: funding for special education graduation – district pays first 100 days of employment

- SD community colleges – youth programs; soft skills focus; many continuing education programs
- Apprenticeship structure/system
 - Provides hands-on experience for our youth
- Career guidance
 - Career pathways
 - Skill assessments
 - Mentor opportunities
- Providing services where youth are located
 - Schools
 - Community colleges
- Mental health providers
- Subsidized employment
- Community support groups

What challenges are not adequately addressed?

- Red tape to be eligible/hoops to jump through to access resources
- Housing/homeless population of youth
- Reaching the justice involved cohort to provide employment opportunities for juveniles with criminal records/background
- Paring social services with career and job placement services
- Collaboration between different priority populations to learn how to better approach service delivery
- Voice of youth not addressed
- Targeting by region
- Retention
- Training programs taking away from earning wages (missing work to go to training)

What can we do collectively to achieve better outcomes for this population?

- Collaborate with other partners
- Create an avenue to show best practices with the youth cohort we all serve
- Joint community events for our youth

- Easier access to services
 - Create an easier/mainstream flow of services/access
 - Universal database or repository of all resources available to youth
- Marketing/more awareness/promotion of services
- Address fragmented system
 - With info and stability
- Track performance outcomes
 - Performance-based contracting (tying payment/funding) to outcomes
 - Innovative financing and involvement of government
 - Extensive follow-up of service in program and alumni programs
- Identify committee of employers interested in working with our youth
- More apprenticeship programs
- Catch those “dropping out” while in school
- Mentoring programs to understand the industries available

Dislocated/laid-off workers

What challenges must be considered when serving this population?

- Age discrimination
- Lack of training programs
 - Retraining
- Out-dated resumes
- Gaps in employment
- Changing nature of work → contract work
- Support services challenges

What promising practices exist to address these challenges?

- The lack of resources is noted and there is a movement to increase them
- Education of the job seeker
- Direct pathways for employment
- EDD reemployment assessment → connect with career centers
- Tech training
- Rapid response team
- Utilizing prior experiences to identify their strengths

What challenges are not adequately addressed?

- Local agencies might partner to help but these partnerships are not being explored
- Older workers' re-employment
- Getting resources known
- Not enough funding to get older jobseekers to work

What can we do collectively to achieve better outcomes for this population?

- Better marketing
- Open communication/partnerships/networking – continually

Justice-involved

What challenges must be considered when serving this population?

- Applying for jobs and answering the felony question
- Mental health challenges/addiction to substance
- Dealing with the perception of the criminal conviction
- Access to employment transportation
- Currently involved vs. longer term justice involvement
- Workforce readiness/preparation/training
- Getting into a program
- Multiple partner and service providers can confuse and hamper progress
- Educational system have gotten better at maintaining consistent educational enrollment – this can disqualify youth from funding (WIOA)

What promising practices exist to address these challenges?

- Retraining in careers that are open to those with convictions
- Transitional jobs
- Soft skills/life skills
- Different sentencing guidelines
- Matching support/services to individual needs
- Bringing CTE to detention facilities
- Online college courses for graduates in detention facilities

What challenges are not adequately addressed?

- Lack of exposure of opportunities for students
- There is a short window of time to make an impact while person is in juvenile system
- Increased career readiness, technical education plus college support for graduates inside juvenile detention facilities

- Sharing/partnering among the many providers such that available resources connect with their respected targeted recipients
- Timeframe to work with people – longitudinal

What can we do collectively to achieve better outcomes for this population?

- Provide targeted and comprehensive support for youth and families
- Regional efforts to ensure staff training is convenient and services are consistent
- Need equitable distribution of resources
- Have whole team ready to support employers who hire from the teams

Limited English proficiency/migrant workers

What challenges must be considered when serving this population?

- Reluctance to change & learning of new programs
- Government/state offices don't have resources to provide translation services
- Education
- Systems (dis-incentives)
- Section 8 (wait listing)
- Skills miss-match
 - Degrees from other countries not transferring
- Elimination of jobs
- Cost of living in San Diego

What promising practices exist to address these challenges?

- Work opportunity tax credits and other tax benefits
- Training programs that are in conjunction with English language skills
 - ESL
 - On the job training
 - Adult school
- Multiple supportive services programs
 - Transportation
 - Affordable housing
 - Childcare
- Ability to collect unemployment while being retrained/educated
- Career assessment

What challenges are not adequately addressed?

- Cultural sensitivity training
- Opportunities for diversity in employment
- Interview preparation
 - Soft skills
 - Tech skills
- Resume building

- Better training and education for staff—how to talk to employers and “sell” their clients to them
- Transportation is the biggest barrier

What can we do collectively to achieve better outcomes for this population?

- More communication & collaboration among agencies and programs – a lot of the times there is duplication of services, lack of knowledge about what the others do
- Focus on their motivation
 - Provide career pathways based on interest and skill
- Financial resources
- Internships/externships
- Standardize certifications/names of certificates as well as content through training/education venues
- Address cultural barriers

LGBTQ

What challenges must be considered when serving this population?

- Stigmas
 - HIV
 - Mental health
 - Trans fear
- It is a reactive response instead of a proactive plan
- High unemployment rate
- Not enough training

What promising practices exist to address these challenges?

- Education of employers
- Mandatory diversity training
- Safe zones
- Active recruitment
- Gender neutral bathrooms

What challenges are not adequately addressed?

- Education for employers
- Exposure to the population/acceptance based on skills and capabilities
- LGBTQ lack of job experience with new identity
- Cultural sensitivity

What can we do collectively to achieve better outcomes for this population?

- Trainings offered to employees on diversity and inclusion
- Legalization for protected groups
- Legalize gay marriage
- Safe zones

Low income

What challenges must be considered when serving this population?

- Employment gaps
- Transportation
- Work/school/family balance
- Lack of an economic infrastructure
- Getting a job that puts them over assistance program care
- Lack of accessibility to higher education
- Work documentation for non-citizens
- Distrust/lack of awareness of resources

What promising practices exist to address these challenges?

- If they have kids and are on CalWorks, resources are available
- Wrap around services
- Financial aid for education
- Leveraging resources
- More access to education through technology
- Partnerships
- Having services available on site
- Mentorship

What challenges are not adequately addressed?

- Livable wage
- Career readiness
- Employers are not knowledgeable on demographics
- Stigma about population
- Informing this population about services and resources

What can we do collectively to achieve better outcomes for this population?

- One-stop-shop for services
- Educating employers on diversity and inclusion
- Emotional support
- LA has a remote RV that offers career services and resources to remote areas

Gig workers

What challenges must be considered when serving this population?

- Some individuals are not digital natives
- Knowledge of social networking from their home
- What skills are needed
- Isolation challenges – how to connect to the right people
- How to find healthcare and benefits
- Many of these workers have a full-time job
- Sustainability
- Support at start-up; business plan
- Providing education about expectations
- Legal/business/insurance/support

What promising practices exist to address these challenges?

- Chambers can provide some business/legal expertise
- Temporary/staffing services

What challenges are not adequately addressed?

- Legal/business/insurance/support
- Need for project management/marketing skills
- Use of analytics
- What to do when their network is not making a profit

What can we do collectively to achieve better outcomes for this population?

- Teach gig workers how to create sustainability with their business profits
- Conventional employers should be more aware that regular employees are also gig workers
- Provide office space for gatherings
- Help people with traditional skills to convert to the new economy
- Create a networking platform to communicate with others