



Building Inclusive Workplaces

The Virginia Ability Forum: *Ability First!*

Forum Sponsors:



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Medicaid

CCC Plus



A Farmer Owned Cooperative Since 1923.



EDUCATE businesses on the proven benefits of hiring qualified individuals with disabilities to their organization and the community in which they do business

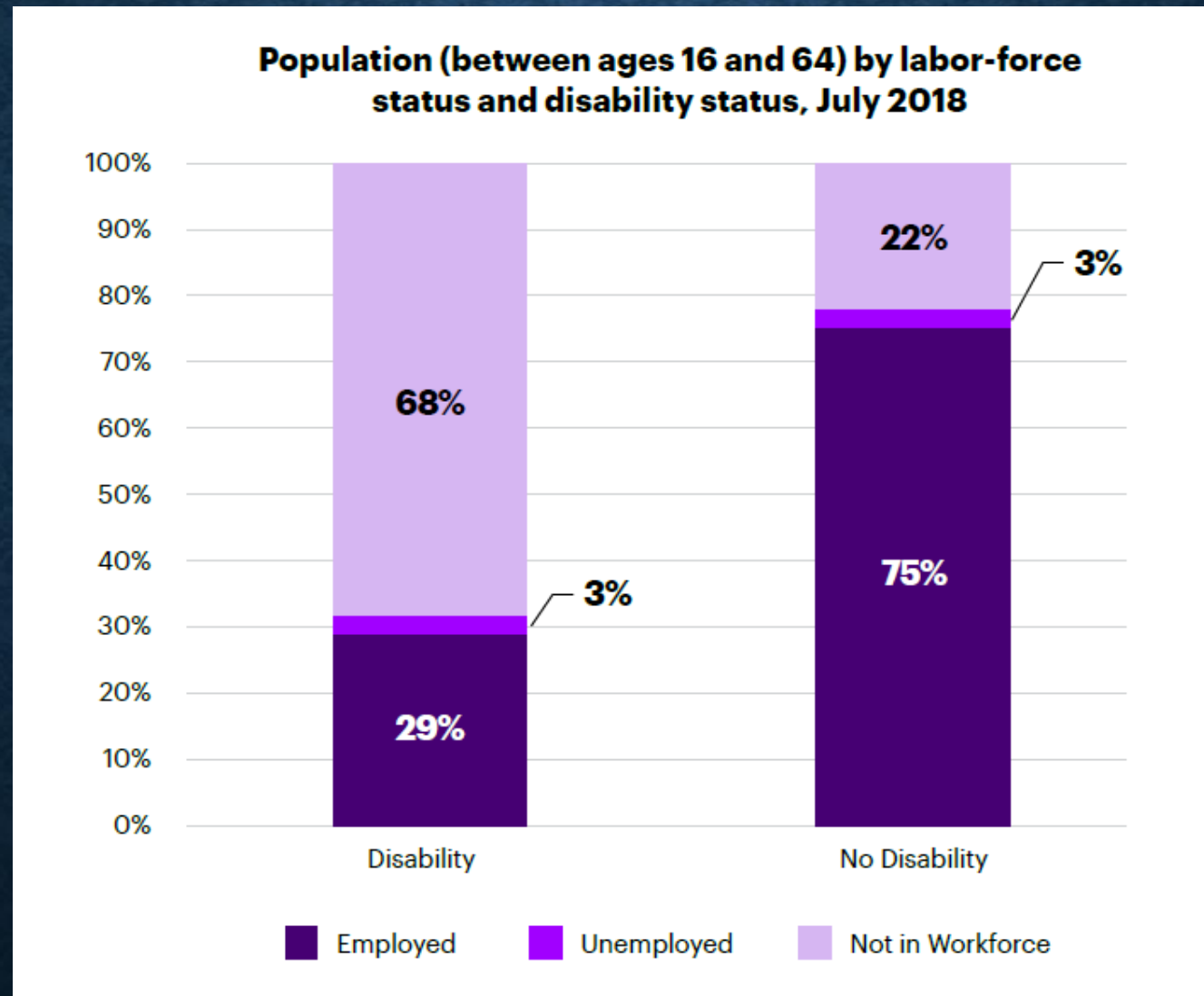
CULTIVATE business and community employment resource partnerships to connect workforce talent with job opportunities

EMPOWER businesses to swing into action and make a positive and lasting impact on Virginia's workforce and economy.

Agenda

- 8:00 – 8:30 am **Registration, Networking and Light Breakfast**
- 8:30 – 8:45 am **Welcome and Forum Overview**
- Bob Lancaster, Chair, Virginia Ability
- 8:45 – 9:45 am **The Challenge and Opportunity: Today’s Labor Market and Industry Sector Strategies**
- Brian Davis, Executive Director, Capital Region Workforce Partnership
- Elizabeth Creamer, Vice President, Community College Workforce Alliance
- 9:45—10:00 am **Break**
- 10:00 – 10:30 am **Spotlight: Telling Our EmployAbility Story**
- Ashley High, HR Support Specialist, and Logan Davis, Audit Manager
Federal Reserve Bank of Richmond
- Dianne Corsello, Director, Business Development, Dominion Energy
- 10:30 – 11:15 am **What’s Going On in Corporate America and Capitol Hill?**
- Neil Romano, Chair, National Council on Disability
- 11:15 – 11:45 am **Q&A (Davis, Creamer and Romano)**
- 11:45 — noon **Wrap Up and Visit the Community Partners Tables**

THE EMPLOYMENT GAP



Source: Accenture analysis based on data from the Bureau of Labor Statistics, July 2018

TODAY'S LABOR MARKET: WHAT IS THE LANDSCAPE?

Brian K. Davis

Executive Director

Capital Region Workforce Partnership

BASIC DEMAND STATS

34,772 employers with 566,883 workers

74%

Fewer than

10 workers

97%

Fewer than

100 workers

Source: Virginia Employment Commission, Q1 of 2019



TOP 10 LIST

VCU

Capital One

VCU Health

Henrico Schools

Chesterfield Schools

Bon Secours

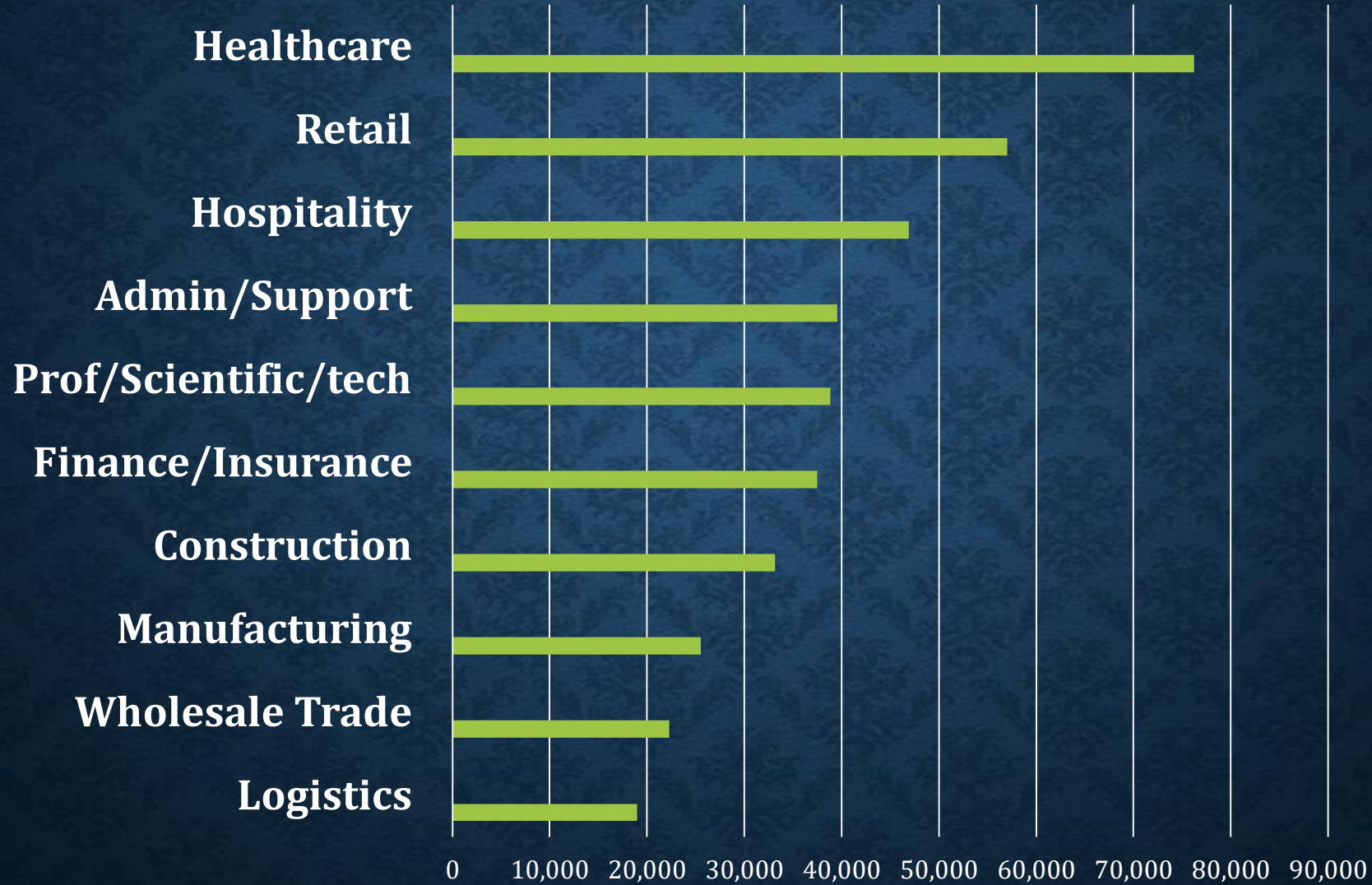
HCA

Henrico County Government

Walmart

Richmond School

Jobs by Industry



Source: Virginia Employment Commission



Industries
with turnover
rate higher
than the
average of
8.3%

Industry	Rate
Hospitality	16.6%
Admin and Support	16.1%
Retail	11.8%
Logistics	11.6%
Arts/entertainment/ recreation	10.3%
Construction	9.2%
Real Estate	8.4%

HIGHEST AVERAGE WEEKLY WAGES



Industry	Average
Management of Companies	\$2,800
Finance & Insurance	\$2,650
Utilities	\$2,597
Prof/Scientific & Technical	\$1,735
Information	\$1,534
Wholesale Trade	\$1,449
Mining/Oil/Gas	\$1,388
Manufacturing	\$1,315
Real Estate	\$1,234
All Industries Average	\$1,133

“REAL TIME” JOBS DATA FOR REGION

Total Job Posts (Aug. 17 – Sept. 17)	46,894
Top 10 by type:	
Retail Sales	3,174
Registered nurse	1,514
Retail Supervisor	1,472
Food service supervisor	1,277
Food prep and service	1,274
Software developer	911
Customer Service	831
Social Service	824
Maintenance and Repair	796
Sales (non-retail)	768

Source: Chmura JobsEQ

TOP 10 CURRENTLY “IN DEMANDS”

Certifications	Hard Skills	Soft Skills
Driver’s License – 1,285	Microsoft Office – 4,066	Communication – 22,794
CPR – 1,129	Microsoft Excel – 3,867	Team Player – 11,697
Basic Life Support – 935	Ability to lift (41-50) – 2,376	Customer Service – 11,368
Registered Nurse - 877	Ability to lift (51-100) – 2,308	Self-motivated / work independent -7,892
First Aid - 503	Sales Experience -1,712	Organization – 6,705
Secret Clearance	Teaching Experience	Flexibility/open to change
Advanced Life Support	Retail Experience	Detail Oriented
LPN	Microsoft Word	Accountability
CNA	Cash Handling	Supervisor Experience
Class A CDL	Microsoft Outlooks	Problem Solving

Source: Chmura JobsEQ, Aug. 17-Sept. 17, 2019 data



Education Demand



Level	# of openings
HS Diploma/ equivalent	11,449
Bachelor's	8,518
Associate's	1,473
Master's	1,082
Doctoral	369

Program	# of openings
Business	1,149
Computer Science	1,013
Nursing	1,003
Accounting	876
Engineering	744

Source: Chmura JobsEQ, Aug. 17-Sept. 17, 2019 data

OCCUPATIONS

Type	Growth past 5 years
Logistics	7,202
Food prep/service	5,633
Business/Finance	4,542
Personal Care	4,427
Healthcare Practitioner	3,903
Management	3,558
Construction	3,194
Computer	2,601
Building and Grounds	2,166
Sales	2,145

Type	Projected 1-year Growth
Healthcare Practitioner	510
Personal Care	424
Food prep/service	414
Business and Financial	380
Education	375
Construction	324
Logistics	324
Healthcare Support	305
Management	294
Computer	276

Source: Chmura JobsEQ

CAPITAL REGION SUPPLY SIDE

- 566,509 people in the regional workforce
- Context: Total population - 1,002,696 / “Working Age” – 691,566 (Ages 20-64)
- 17,723 active unemployment recipients (Rate of 2.9%, July 2019)
- Poverty rate – as a region 10.3% (103,277 people)
 - Richmond – 25% (51,000); Charles City – 13.1% (950); Henrico – 11% (33,763)

	For 1	For 4
Poverty	\$5.00 hour	\$11.00 hour
Minimum Wage	\$7.25 hour	Same
“Living Wage”	\$12.79	\$26.20

JOBS AND EDUCATION

- By 2020 – 67% of jobs in Virginia will require some form of postsecondary education, slightly above national percentage of 65%.
- Our region is slightly behind at a 64% supply available
- Almost 300,000 in working-age range have only h.s. diploma or less

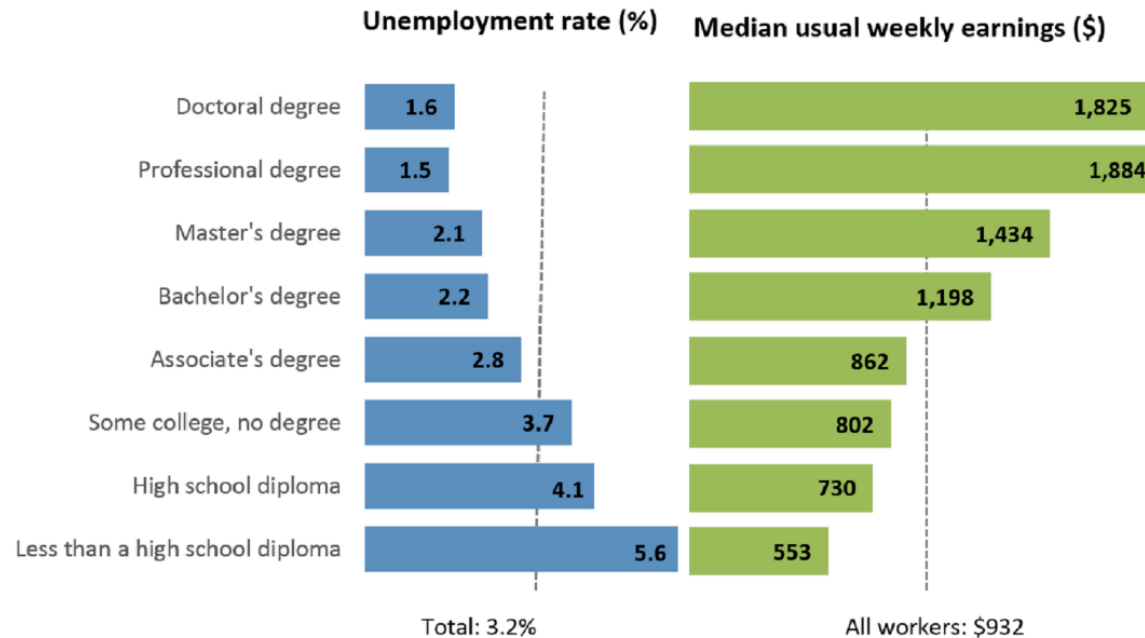
No Diploma	Diploma or GED	Some college/n o degree	Associate's	Bachelors	Masters or above
11% 88,472	25% 200,510	24% 189,840	6% 52,055	22% 174,148	12% 98,672

*Sources: Georgetown University Center on Education and the Workforce
And Virginia Employment Commission*

WHY DOES WORKFORCE DEVELOPMENT MATTER?

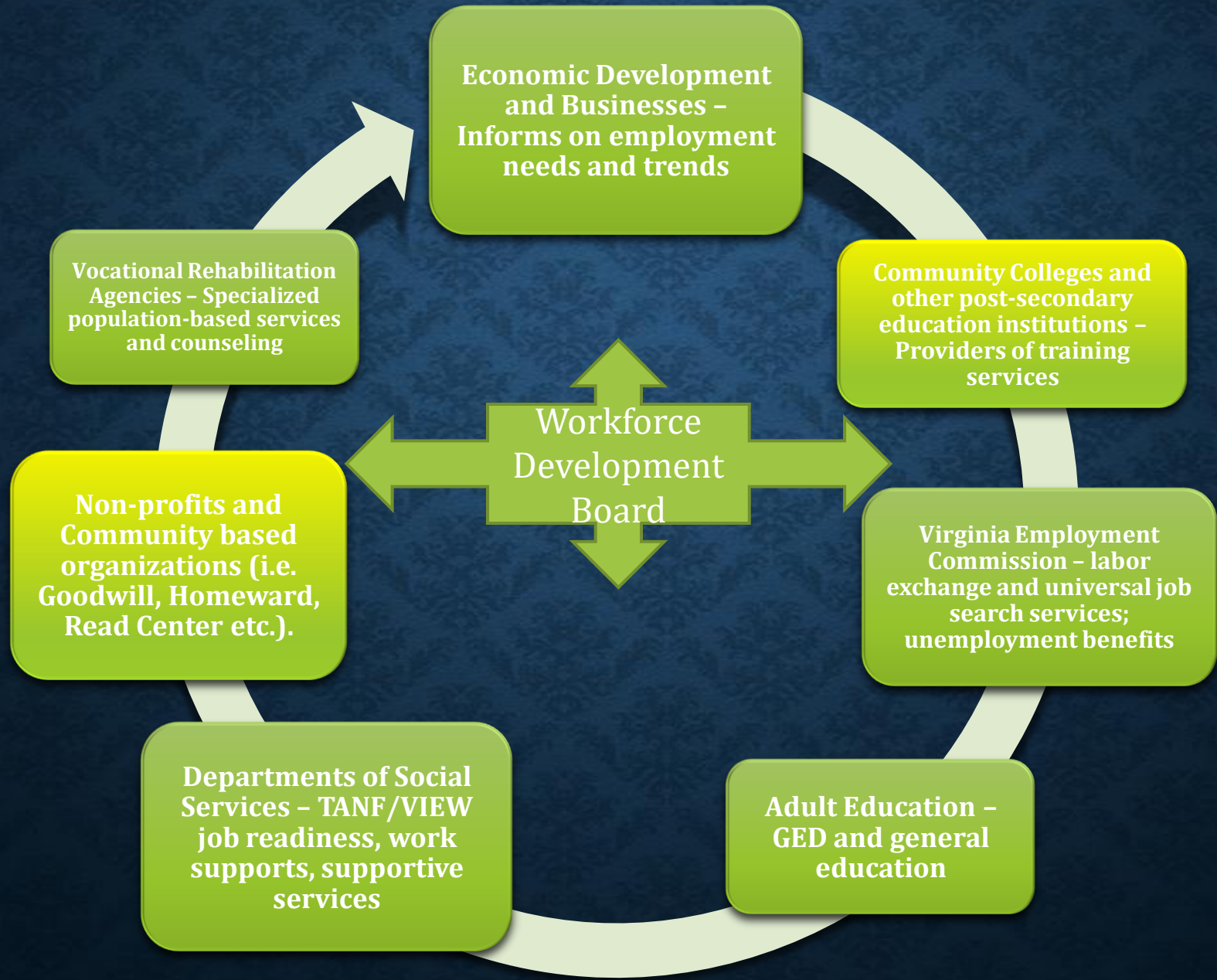
INTRINSIC VALUE BEYOND DOLLARS AND CENTS

Unemployment rates and earnings by educational attainment, 2018



Note: Data are for persons age 25 and over. Earnings are for full-time wage and salary workers.
Source: U.S. Bureau of Labor Statistics, Current Population Survey.

RESOURCE: PUBLIC WORKFORCE SYSTEM



WHO ARE OUR CUSTOMERS?



Businesses
Other Employers



Job Seekers
Existing Workers
Youth



CAREER SERVICES

- Initial and comprehensive assessments of skills, aptitude, abilities and supportive service needs
- Job search and placement assistance
- Tailored career plan
- Job readiness/Prevocational skills
- Supportive Services
- Individual and group counseling
- Financial Literacy
- Referrals based on need



TRAINING SERVICES

- Training Accounts (tuition coverage)
- Internships
- Customized Training
- On-the-job Training
- Adult Education/GED
- Entrepreneurial Training
- Can also cover training-related costs like books, fees, exams, equipment, uniforms



UNIVERSAL CUSTOMERS VISITING CENTERS (PY18)

- 35,381 total
- By Center:
 - Chesterfield – 5,358
 - Henrico – 19,264
 - Richmond – 10,759



DOES THE SYSTEM PERFORM?: ONE PROGRAM SNAPSHOT



Job placement average rate

85% for adults

69% for youth



Job retention average rate

86% for adults

63% for youth



Credential attainment average rate

81% for adults

69% for youth



Averages Wages for Adults - \$27,732 (\$13/hr.)

Source: Workforce Innovation and Opportunity Act PY18 Q3 Performance



Brian Davis, Director
Capital Region Workforce Partnership
dav113@henrico.us; 804-652-3228

Virginia Ability Forum: *Ability First*

Wednesday, September 25, 2019

The Gallery, Workforce Conference Center,
Reynolds Community College – Parham Road Campus

Industry Sector Strategies

Elizabeth Creamer

Community College Workforce Alliance (CCWA)

A partnership between John Tyler & Reynolds Community Colleges



CCWA's Impact Across the Greater Richmond Region

Participants	7,449
Contact Hours	181,806
Courses	1,546
Credentials	2,225

***Program Year:
July 2018-June 2019***



What are Sector Strategies?

- ❑ Business-Driven Workforce Solutions
 - Targeted Occupations
 - Industry Driven Credentials
 - Collaborative, Regional Strategies
 - Shared Commitment to Action by Industry and Education

Virginia's FastForward Program (Workforce Credentials Grant)



- ❑ Over 1.5 million jobs in Virginia require more than a high school diploma, less than a degree
- ❑ Addresses Virginia's 1:2:7 Workforce Challenge
- ❑ Aligns Workforce Training with Occupational Fields with a Documented Shortage of Workers
- ❑ FastForward Grant gets students a credential that counts in the marketplace in a matter of weeks or months, and for jobs offering living wages
- ❑ More than 40 local and regional industries have hired FastForward completers from CCWA programs or use FastForward credentials to upskill their own employees



How Does the FastForward Grant Work?

- ❑ State supports tuition for training programs leading to high demand industry driven credentials
- ❑ Student pays 1/3 training cost to community college; state pays 2/3
- ❑ State only pays 2/3 of student tuition if and when that student completes training program and earns the targeted workforce credential
- ❑ Programs scheduled to the scheduling needs of working adults

Impact of FastForward Programs



- ❑ Over 11,000 credentials earned in the state, more than 2,250 by CCWA students
- ❑ **25 to 50% wage gains** earned by a majority of FastForward graduates upon earning credential.
- ❑ Over 90% of FastForward graduates report receiving employer-sponsored health care, 85% paid vacation time, and 75% paid sick leave.
- ❑ 98% of credentials earned by FastForward completers were in the top 12 “in demand” occupational fields in Virginia.



FastForward Pathways



- ❑ Increasing number of regional companies use FastForward credentials as a preferred requirement for hiring
- ❑ For some local companies, a FastForward credential is the first step towards a registered apprenticeship.
- ❑ Reynolds CC and CCWA are working to connect FastForward credentials to college credits, so that students with credentials get a jump start towards a degree.

Current CCWA FastForward Programs



- ❑ Commercial Driver's License (CDL)
- ❑ Manufacturing Technician 1
- ❑ Certified Logistics Associate
- ❑ Certified Logistics Technician
- ❑ NCCER-Core (Construction Trades)
- ❑ NCCER-Electrician
- ❑ NCCER-HVAC
- ❑ VDOT Site Manager
- ❑ VDOT Surveying for Inspectors



Current CCWA FastForward Programs



- ❑ Clinical Medical Assistant
- ❑ Certified Nurse Assistant
- ❑ Medical Billing and Coding
- ❑ Pharmacy Technician
- ❑ Teacher Licensure through EducateVA
- ❑ NRF - Customer Service and Sales Certification
- ❑ **Coming Soon:** NCCER-Heavy Equipment Operator



Fast Forward Students



CCWA (and partners) custom design FastForward programs to the needs of several specific populations including:

- ❑ High school juniors, seniors and recent graduates
- ❑ Underemployed and unemployed young adults 18-24
- ❑ Single heads of households at or near poverty threshold
- ❑ Public assistance recipients



Career Start

- ❑ Allows adults without a high school diploma to simultaneously earn a GED and an in demand workforce credential
- ❑ Program locations are located near the neighborhoods Career Start hopes to serve, and are always on the bus line
- ❑ Expedited programs, scheduled for working adults, include:
 - ❑ Tuition, fees, and supplies
 - ❑ GED preparation
 - ❑ Digital literacy instruction
 - ❑ Career Coaching
 - ❑ Certification prep and testing
 - ❑ Employability skills training
 - ❑ Job search assistance

New Models of Work-Based Learning

- ❑ Community College Credentials Collaborative (CCCC)
 - ❑ Regional Partnerships of Goodwill and Community Colleges
 - ❑ Businesses Provide: In class mentoring; presentations on targeted occupations; visits to local industries; guaranteed interviews
 - ❑ CCWA Provides: Technical instruction; credential assessments
 - ❑ Goodwill Provides: Employability skills, life management, support service, job search preparation

New Models of Work-Based Learning

- ❑ CCWA's ApprenticeshipVA
 - ❑ Pre-Apprenticeships to Prepare for Positions in Manufacturing, IT
 - ❑ Fiscal Support for Companies Sponsoring Registered Apprenticeships
 - New Flexible Approaches for Related Instruction

The Kitchens at Reynolds



New Support Services at Reynolds CC

- ❑ Front Door for career and education advising and student support services
- ❑ Front Door provides one location for information on credentials from transfer degrees to industry certifications
- ❑ New emphasis on wrap around student services
- ❑ Food pantries at each campus; partnership with Feed More
- ❑ Single Stop at the downtown campus connects students with federal and state benefits and local resources for housing, transportation, child care and more
- ❑ Expanded partnerships with social services, community organizations

Best Practices in Sector Strategies

- ❑ Commitment of employers to on the job training
- ❑ Business engagement in program design, development, and implementation
- ❑ Employers provide positive hiring opportunities
- ❑ School divisions commit to reconfigure high school programs
- ❑ Skill or competency based apprenticeships
- ❑ Recognition of the value of national certifications
- ❑ All hands on deck approach to student or trainee recruitment

Contact Information

Elizabeth Creamer

Vice President, Workforce Development and Credential Attainment
Community College Workforce Alliance

ecreamer@ccwa.vccs.edu

(804) 523-2280





Building Inclusive Workplaces

Spotlight:

Don't DIS Me!



Building Inclusive Workplaces

Spotlight:

Telling Our EmployAbility Story



THE FEDERAL RESERVE BANK OF RICHMOND
RICHMOND ■ BALTIMORE ■ CHARLOTTE



**Dominion
EnergySM**

Logan Davis meets with Ashley High who is interning in the Federal Reserve Bank's Audit department through a Virginia Commonwealth University program that provides young people with intellectual disabilities an opportunity to attend college classes at VCU and gain real-world work experience.





Ashley High



HR Support Specialist

DiverseAbility Employment Initiative

Why?

"Our future depends on a workforce that looks like the communities we serve. We strengthen our company with people who have broad, diverse backgrounds, perspectives and talents."

Thomas F. Farrell, II Chairman, President & CEO

What?

- Partnering with VCU Research Rehabilitation & Training Center (VCU-RRTC)
- Pilot first in Richmond with plans to expand across footprint
- Worksite assessments underway
- Next step is job matching



DiverseAbility
Resource Group



Kyle
Process Assistant



Trey
Process Assistant

WHAT'S GOING ON IN CORPORATE AMERICA AND CAPITAL HILL?



Neil Romano

Chairman of the National
Council on Disability (NCD)



Brian K. Davis

Executive Director

Capital Region Workforce Partnership

Elizabeth Creamer

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Medicaid

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