Where Have All The Good Workers Gone?

Adjusting in an Era of Full Employment

31 January 2018
Anybody Want a Job?
Signs of the Times

HELP WANTED
The “Full Employment” Rate

- 3% for persons 20 and older
- 4% for persons 16 and older
- National goal set by federal law
  - Employment Act (1946)
  - Full Employment and Balanced Growth Act (1978)
Welcome to Full Employment

Regional Unemployment Comparison December 2017

- St. Charles County: 2.7%
- Warren County: 2.9%
- Franklin County: 3.1%
- St. Louis County: 3.1%
- Jefferson County: 3.2%
- Lincoln County: 3.5%
- Missouri*: 3.5%
- St. Louis City: 4.0%
- USA*: 4.1%
Disruption & Transformation
Closer Than You Think

- All-Electric Vehicles
- Driverless Cars
- Uber’s Flying Cars
- Elon Musk’s Plans:
  - HyperLoop
  - Mars City
- Ai (Artificial Intelligence)
- Delivery Drones
- Robots
- Genetic Engineering
- Nano Technology
Right in the middle: Skills at the center of the St. Louis economy

StLCC.edu/STLworkforce
Addressing the Skills Gap

Measures Taken to Address Skill Shortages

- 81% Hire Less Experienced and Train
- 40% Offer Increased Wages
- 20% Invest In Automation
- 20% Hire Contractors
- 19% Hire from Outside St. Louis
- 4% Hire from Outside United States

Source: State of St. Louis Workforce 2017
## Entry-Level Wage Competition

<table>
<thead>
<tr>
<th>Employer</th>
<th>Hourly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Minimum Wage</td>
<td>$7.25</td>
</tr>
<tr>
<td>Missouri Minimum Wage</td>
<td>$7.85</td>
</tr>
<tr>
<td>SSM St. Joseph Hospital, Target and Walmart</td>
<td>$11.00</td>
</tr>
<tr>
<td>Chick-Fil-A</td>
<td>$12.00</td>
</tr>
<tr>
<td>True Manufacturing</td>
<td>$13.00</td>
</tr>
<tr>
<td>Charter - Spectrum</td>
<td>$14.00+</td>
</tr>
</tbody>
</table>
St. Charles County's State Certified Annual Average Wages 2009-2017

- 2009: $37,137
- 2010: $36,562
- 2011: $37,312
- 2012: $37,843
- 2013: $38,732
- 2014: $39,584
- 2015: $41,501
- 2016: $42,728
- 2017: $43,520
Kubler-Ross & Full Employment

- Denial
- Anger
- Bargaining
- Depression
- Acceptance
Is This The Answer?

BRING YOUR DOG TO WORK DAY
## Top Middle-Skill Job Advertisements

<table>
<thead>
<tr>
<th>Middle-Skill Occupations</th>
<th>Online Job Ads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>10,886</td>
</tr>
<tr>
<td>Sales Representatives</td>
<td>7,719</td>
</tr>
<tr>
<td>Heavy and Tractor-Trailer Truck Drivers</td>
<td>4,819</td>
</tr>
<tr>
<td>First-Line Supervisors, Retail Sales</td>
<td>4,068</td>
</tr>
<tr>
<td>First-Line Supervisors, Food Prep/Serving</td>
<td>2,780</td>
</tr>
<tr>
<td>Secretaries and Administrative Assistants</td>
<td>2,569</td>
</tr>
<tr>
<td>Maintenance and Repair Workers</td>
<td>2,336</td>
</tr>
<tr>
<td>Booking, Accounting and Auditing Clerks</td>
<td>2,200</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>1,872</td>
</tr>
<tr>
<td>Cooks, Restaurant</td>
<td>1,593</td>
</tr>
<tr>
<td>Computer User Support Specialists</td>
<td>1,589</td>
</tr>
</tbody>
</table>
Where Are All The Good Workers?

- Working for your competition
- Looking for the wrong job
- Trapped in a dead-end job
- Will need in-house training to grow into the job
- Have transferable skills rather than “experience required”
- Won’t apply because of wage levels, lack of benefits or the work schedule
- Can’t get to you because of transportation issues
- Rejected by resume scanning software
- Frustrated by cumbersome online applications
- Hired away before your lengthy on-boarding process was finished
- Unwilling to go through a staffing agency
- Overlooked because of age, disability or life barrier
- Staying away because of your company’s reputation
- Can’t pass the drug test (this month…)

ST. CHARLES COUNTY
Labor Supply and Demand 2016

- Supply: Health Care & Related: 9.8%, Business & Sales: 9.9%, Science & Technology: 3.3%, Transportation: 12.4%, Other Services: 6.2%
- Demand: Health Care & Related: 20.3%, Business & Sales: 19.6%, Science & Technology: 8.6%, Transportation: 8.5%, Other Services: 5.7%
- Food Service: 6.9%, Management & Support: 20.3%, *CIMR: 14.3%, Production: 12.6%

*Construction, Installation, Maintenance and Repair
Labor Force Participation Rate
New School vs. Old School

**The Intern**
A new film by NANCY MEYERS
Robert DE NIRO  Anne HATHAWAY

**The Internship**
Owen WILSON  Vince VAUGHN

They just can’t click with the new generation.
A Growing Pool of Workers!

Share of workers 55 and older has grown over the last decade


<table>
<thead>
<tr>
<th>Year</th>
<th>55 and older</th>
<th>35-54</th>
<th>25-34</th>
<th>16-24</th>
<th>Under 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>'08</td>
<td>17.6</td>
<td>46.4</td>
<td>21.6</td>
<td>14.4</td>
<td>13.2</td>
</tr>
<tr>
<td>'09</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'10</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'11</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'12</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'13</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'14</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>'15</td>
<td>22.8</td>
<td>41.4</td>
<td>22.6</td>
<td>13.2</td>
<td></td>
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<tr>
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<td>41.4</td>
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<td>13.2</td>
<td></td>
</tr>
</tbody>
</table>


PEW RESEARCH CENTER
Nearly 1 in 5 people had a disability in 2010, according to the U.S. Census Bureau

56.7 million people or 19% of the U.S. population

Employers who make an accommodation can fill vacant jobs from the ranks of skilled labor now overlooked because they have some form of disability
Your Reputation Really Matters
Maybe They Are in the Wrong Job

Retail Sales: Online versus Brick and Mortar (in billions)

Source: U.S. Census Bureau; BMO Private Bank Strategy
Chart #0820
Saint Louis Region Top Openings

Missouri’s Saint Louis region is expected to have more than 320,000 total job openings between 2014 and 2024. This includes openings created by new job growth, as well as those created through the need for replacement workers. Replacement openings occur due to retirement, turnover, or transferring to another occupation.

During this projection period, the 20 occupations with the greatest number of total openings include 4 Food Preparation and Serving Related Occupations and 4 Office and Administrative Support Occupations. “Retail Salespersons” and “Combined Food Preparation and Serving Workers” are the occupations that are expected to have the greatest number of total openings between 2014 and 2024, with over 11,000 total openings for each occupation.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Salespersons</td>
<td>31,343</td>
<td>32,121</td>
<td>778</td>
<td>10,864</td>
<td>11,642</td>
<td>$27,634</td>
</tr>
<tr>
<td>Combined Food Preparation and Serving</td>
<td>26,669</td>
<td>29,468</td>
<td>2,799</td>
<td>8,618</td>
<td>11,417</td>
<td>$19,865</td>
</tr>
<tr>
<td>Waiters and Waitresses</td>
<td>21,768</td>
<td>22,155</td>
<td>387</td>
<td>10,474</td>
<td>10,861</td>
<td>$19,388</td>
</tr>
<tr>
<td>Registered Nurses</td>
<td>30,019</td>
<td>33,303</td>
<td>3,284</td>
<td>7,083</td>
<td>10,367</td>
<td>$60,935</td>
</tr>
<tr>
<td>Cashiers</td>
<td>22,432</td>
<td>22,726</td>
<td>294</td>
<td>9,544</td>
<td>9,838</td>
<td>$21,653</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>22,639</td>
<td>24,397</td>
<td>1,758</td>
<td>5,575</td>
<td>7,333</td>
<td>$35,309</td>
</tr>
<tr>
<td>General and Operations Managers</td>
<td>20,117</td>
<td>21,360</td>
<td>1,243</td>
<td>5,092</td>
<td>6,335</td>
<td>$116,598</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>14,660</td>
<td>18,852</td>
<td>4,192</td>
<td>1,186</td>
<td>5,378</td>
<td>$21,059</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>15,218</td>
<td>16,751</td>
<td>1,533</td>
<td>3,437</td>
<td>4,970</td>
<td>$25,275</td>
</tr>
<tr>
<td>Office Clerks, General</td>
<td>20,871</td>
<td>21,044</td>
<td>173</td>
<td>4,501</td>
<td>4,674</td>
<td>$32,630</td>
</tr>
<tr>
<td>Laborers and Freight, Stock, and Material</td>
<td>14,427</td>
<td>14,646</td>
<td>219</td>
<td>4,294</td>
<td>4,513</td>
<td>$31,149</td>
</tr>
<tr>
<td>Janitors and Cleaners, Except Maids and</td>
<td>18,053</td>
<td>18,645</td>
<td>592</td>
<td>3,586</td>
<td>4,178</td>
<td>$23,302</td>
</tr>
<tr>
<td>Housekeeping Cleaners</td>
<td>11,624</td>
<td>12,628</td>
<td>1,004</td>
<td>3,102</td>
<td>4,106</td>
<td>$78,646</td>
</tr>
<tr>
<td>Accountants and Auditors</td>
<td>9,649</td>
<td>10,828</td>
<td>1,179</td>
<td>2,847</td>
<td>4,026</td>
<td>$21,405</td>
</tr>
<tr>
<td>Childcare Workers</td>
<td>12,300</td>
<td>12,392</td>
<td>92</td>
<td>3,904</td>
<td>3,996</td>
<td>$28,037</td>
</tr>
<tr>
<td>Cooks, Restaurant</td>
<td>9,431</td>
<td>10,689</td>
<td>1,258</td>
<td>2,495</td>
<td>3,753</td>
<td>$24,515</td>
</tr>
<tr>
<td>First-Line Supervisors of Food Preparation and Serving Workers</td>
<td>7,966</td>
<td>8,726</td>
<td>760</td>
<td>2,366</td>
<td>3,126</td>
<td>$31,380</td>
</tr>
<tr>
<td>Secretaries and Admin Assistants, Except</td>
<td>23,401</td>
<td>23,827</td>
<td>426</td>
<td>2,467</td>
<td>2,893</td>
<td>$34,523</td>
</tr>
<tr>
<td>Legal, Medical, and Executive</td>
<td>9,800</td>
<td>10,033</td>
<td>293</td>
<td>2,568</td>
<td>2,861</td>
<td>$39,809</td>
</tr>
<tr>
<td>Maintenance and Repair Workers, General</td>
<td>11,006</td>
<td>11,156</td>
<td>150</td>
<td>2,460</td>
<td>2,610</td>
<td>$45,430</td>
</tr>
</tbody>
</table>

STEM Occupations Top Openings 2014-2024

Missouri’s Science, Technology, Engineering, and Math (STEM) Occupations are expected to be strong contributors to Missouri’s future workforce. This includes openings created by new job growth, as well as those created through the need for replacement workers. Replacement openings occur due to retirement, turnover, or transferring to another occupation.

STEM occupations are generally higher paying than the Missouri average, and most require a Bachelor’s degree or higher of education. All of the top 20 STEM occupations by total openings have a Career Grade of A or B, which means that these occupations have above average growth, total openings, or wages.

<table>
<thead>
<tr>
<th>Career Grade</th>
<th>Occupation Title</th>
<th>2014 Estimated Employment</th>
<th>2024 Projected Employment</th>
<th>Growth Openings</th>
<th>Replacement Openings</th>
<th>Total Openings</th>
<th>2015 Average Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Computer Systems Analysts</td>
<td>11,504</td>
<td>14,052</td>
<td>2,548</td>
<td>1,480</td>
<td>4,028</td>
<td>$89,754</td>
</tr>
<tr>
<td>A</td>
<td>Computer User Support Specialists</td>
<td>15,382</td>
<td>17,367</td>
<td>1,985</td>
<td>1,979</td>
<td>3,964</td>
<td>$49,403</td>
</tr>
<tr>
<td>A</td>
<td>Software Developers, Applications</td>
<td>12,376</td>
<td>14,420</td>
<td>2,044</td>
<td>1,769</td>
<td>3,813</td>
<td>$92,663</td>
</tr>
<tr>
<td>B</td>
<td>Computer Programmers</td>
<td>8,628</td>
<td>8,053</td>
<td>0</td>
<td>2,126</td>
<td>2,126</td>
<td>$78,827</td>
</tr>
<tr>
<td>A</td>
<td>Computer and Information Systems Managers</td>
<td>6,269</td>
<td>7,270</td>
<td>1,001</td>
<td>739</td>
<td>1,740</td>
<td>$125,809</td>
</tr>
<tr>
<td>B</td>
<td>Network and Computer Systems Administrators</td>
<td>8,622</td>
<td>9,198</td>
<td>576</td>
<td>1,109</td>
<td>1,685</td>
<td>$73,448</td>
</tr>
<tr>
<td>A</td>
<td>Mechanical Engineers</td>
<td>3,682</td>
<td>3,985</td>
<td>303</td>
<td>1,166</td>
<td>1,469</td>
<td>$81,306</td>
</tr>
<tr>
<td>B</td>
<td>Civil Engineers</td>
<td>3,800</td>
<td>4,084</td>
<td>284</td>
<td>1,122</td>
<td>1,406</td>
<td>$76,550</td>
</tr>
<tr>
<td>B</td>
<td>Sales Reps, Tech and Scientific Products</td>
<td>5,378</td>
<td>5,653</td>
<td>275</td>
<td>1,106</td>
<td>1,381</td>
<td>$71,707</td>
</tr>
<tr>
<td>B</td>
<td>Industrial Engineers</td>
<td>3,798</td>
<td>3,971</td>
<td>173</td>
<td>1,114</td>
<td>1,287</td>
<td>$85,774</td>
</tr>
<tr>
<td>B</td>
<td>Database Administrators</td>
<td>3,259</td>
<td>3,552</td>
<td>293</td>
<td>702</td>
<td>995</td>
<td>$79,014</td>
</tr>
<tr>
<td>B</td>
<td>Electrical Engineers</td>
<td>3,571</td>
<td>3,733</td>
<td>162</td>
<td>787</td>
<td>949</td>
<td>$94,831</td>
</tr>
<tr>
<td>B</td>
<td>Architectural and Engineering Managers</td>
<td>2,498</td>
<td>2,570</td>
<td>72</td>
<td>765</td>
<td>837</td>
<td>$129,178</td>
</tr>
<tr>
<td>A</td>
<td>Clinical, Counseling, and School Psychologists</td>
<td>1,979</td>
<td>2,365</td>
<td>386</td>
<td>424</td>
<td>810</td>
<td>$67,571</td>
</tr>
<tr>
<td>A</td>
<td>Web Developers</td>
<td>2,000</td>
<td>2,530</td>
<td>530</td>
<td>257</td>
<td>787</td>
<td>$61,664</td>
</tr>
<tr>
<td>B</td>
<td>Computer Network Support Specialists</td>
<td>3,664</td>
<td>3,907</td>
<td>243</td>
<td>471</td>
<td>714</td>
<td>$58,231</td>
</tr>
<tr>
<td>A</td>
<td>Software Developers, Systems Software</td>
<td>3,079</td>
<td>3,333</td>
<td>254</td>
<td>440</td>
<td>694</td>
<td>$100,153</td>
</tr>
<tr>
<td>A</td>
<td>Biochemists and Biophysicists</td>
<td>1,204</td>
<td>1,554</td>
<td>350</td>
<td>322</td>
<td>672</td>
<td>$81,982</td>
</tr>
<tr>
<td>A</td>
<td>Information Security Analysts</td>
<td>2,137</td>
<td>2,252</td>
<td>388</td>
<td>275</td>
<td>663</td>
<td>$78,186</td>
</tr>
<tr>
<td>B</td>
<td>Life, Physical, and Social Science Technicians, All Other</td>
<td>1,156</td>
<td>1,260</td>
<td>104</td>
<td>485</td>
<td>589</td>
<td>$48,004</td>
</tr>
</tbody>
</table>

Sources: Bureau of Labor Statistics (BLS) and the Division of Occupational Employment Statistics (OES) data used to define STEM occupations and wages. Occupational projections and Career Grades developed by the Missouri Economic Research and Information Center (MERIC).

This workforce solution was funded by a grant awarded by the US Department of Labor’s Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the US Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability or ownership.
Ever Considered Apprenticeships?

The United States Department of Labor
Office of Apprenticeship
Certificate of Registration of Apprenticeship Program

St. Charles County Missouri Job Center
St. Peters, Missouri
For Multiple Occupations

Registered as part of the National Apprenticeship System
in accordance with the basic standards of apprenticeship
established by the Secretary of Labor

June 19, 2017
Date

2017-MQ-68610
Registration No.

Administrator, Office of Apprenticeship
Manufacturing Apprenticeship Program

✓Received USDOL-MoDWD funding for 30 manufacturing apprenticeship positions

✓5 Key Elements:
✓Training on the Job
✓Classroom Training
✓Work Mentor
✓Progressive Wages
✓National Occupational Credential

✓Vicki Swartzenberg, 636-255-6060 x5250 or vswartzenberg@stchas.edu
Is Your Next Employee Ai?

- 20% of regional employers said they were turning to automation to fill vacant positions.
2017 Job Fairs & Hiring Events

- 135 Events
- 2,412 Job Seekers
- 18 Average Attendance
- 264 Employers Served
Are Job Fairs Dead?

- Multiple Employer vs. Single Employer Events
- Applicants Attracted by Higher Wage Rates and Popular Brands
- College and High School Career Fair Opportunities
- Open Houses, Prizes, Refreshments, Networking
Social Media Outreach
College & High School Job Fairs

CAREER EXPO
THURSDAY / MARCH 1
10 A.M. - 2 P.M. / STUDENT RECREATION CENTER

JOB FAIR
Your Bridge to Tomorrow

Job Fair 2018
9 a.m.-1 p.m. Friday, May 4, 2018
SCC College Center

Testimonials

"Best I have ever visited. Well done!"
"This job fair gave me the tools to start a career with a potential company. Thanks."
"An awesome experience and I truly enjoyed it and made some excellent contacts."

Call 636-922-8244 for more information about Job Fair 2018.
CAPS is coming to St. Charles County

• 5 Public School Districts
  Joint School Board Meeting May 2017

• Big Goal!
  County-Wide CAPS Consortium Fall 2018

• Initial Strands
  Healthcare, IT, Entrepreneurship
  More added in the future…

• What’s Next?
  Executive Director & CAPS teachers
If Money Was Everything

• No one would ever volunteer…

• No one would ever work for a not-for-profit...

• No one would ever work for the government…
Sell the Sizzle!

Recruit/Retain Workers Like You Do Your Customers/ Clients!
What Happened to Soft Skills?

**Shortcomings of Job Applicants**

- Poor Work Ethic: 59%
- Lack of Communication or Interpersonal Skills: 55%
- Lack of Critical Thinking and Problem Solving: 51%
- Lack of Teamwork or Collaboration: 50%
- Lack of General Business or Industry Knowledge: 46%
- Lack of Writing Skills: 45%
- Inability to Think Creatively: 42%
- Lack of Technical Skills Specific to the Job: 41%
- Inability to Interact with Different Cultures or Backgrounds: 40%
- Unwillingness or Inability to Learn: 39%
- Lack of Basic Math Skills: 38%
- Inability to Understand Written and Graphical Information: 32%
- Lack of General Computer Skills: 29%

Source: State of St. Louis Workforce 2017
www.changeonethousand.org
stayheregrowhere.com/noblesville-works/

#NOBLESVILLEWORKS

“Developing skills is as important as training. A larger effort is needed to create a skilled workforce with employment potential.” - Pallam Raju

Who is Involved?
The #NoblesvilleWORKS Soft Skills campaign is an initiative of the Noblesville Workforce Development Council, a council that includes schools (K-12 and Tech), businesses, nonprofit organizations, and the City's Economic Development Department, to accomplish the goal of providing strategies and a collaborative approach to improve workforce preparedness and training for individuals within our community, in-turn enhancing the Noblesville business environment.

What Is #NoblesvilleWORKS?
The #NoblesvilleWORKS Soft Skills Program was developed to foster the relationship between the city, businesses, and schools with a community-wide effort to increase awareness of soft skills throughout Noblesville and to help ensure our that our current and future residents are “work ready.”

Why are Soft Skills Important?
All businesses look for different skill sets and experience when it comes to hiring. They have expressed the frustration of finding employees with the right balance of hard and soft skills. It is no longer enough to be an expert in your field. Companies are looking to hire new (and retaining existing) employees who have the ability to combine soft skills, those personal qualities, habits, attitudes, and social graces that make someone a good employee, with the hard skills, those teachable abilities that can be defined and measured.

Our workforce council heard the businesses loud and clear and that's why #NoblesvilleWORKS was launched.

Speaking from an Economic Development perspective, we know that a talented, well prepared workforce is vital to our community's ability to be competitive in both attraction and retention. Site selectors, CEOs, and local businesses have all expressed the immediate need for quantity and quality workforce.
Missouri Job Center of St. Charles County

- Career Counselors
- Veteran’s Services
- Youth Division
- OJT (On the Job Training) Program
- Apprenticeship Programs
- Internship Database
- NCRC/ACT WorkKeys Assessment
- HiSET Class (formerly GED)
- Tuition Assistance
- Job Fairs
- Training Workshops
- Workforce Data
- Jobs.Mo.Gov
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• March 6-8, 2018
Here to Serve You

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