

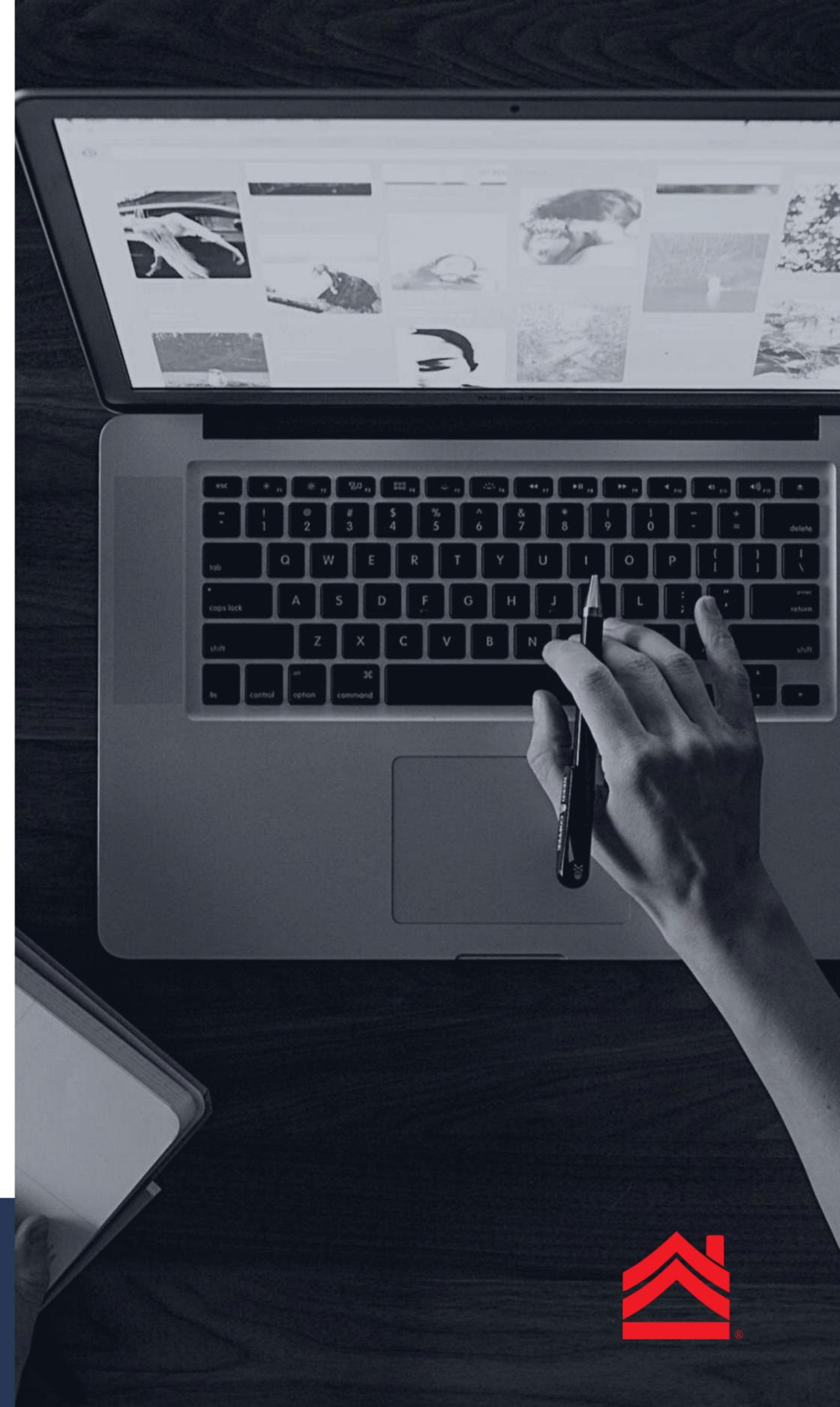
NATIONAL COALITION FOR HOMELESS VETERANS

2020 NCHV ANNUAL CONFERENCE

Virtual Edition



EI 4: EMPLOYMENT SERVICES IN A POST-COVID ENVIRONMENT





AGENDA

- State workforce
- Employer
- Employment Service Provider





American Job Center Services in a Post-COVID Environment

LORI ADAMS

National Association of State Workforce Agencies

*Connecting Veteran job
seekers with employment
opportunities & resources*



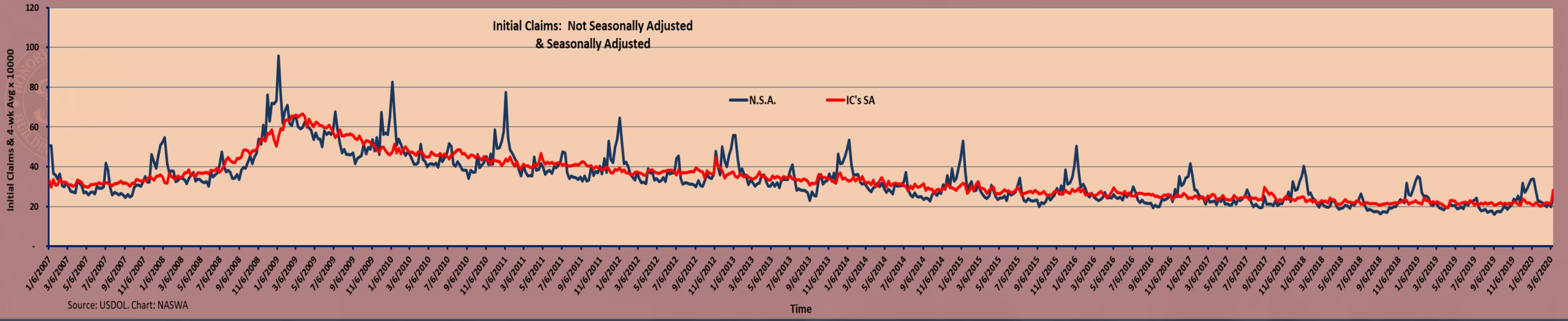
Who is NASWA?



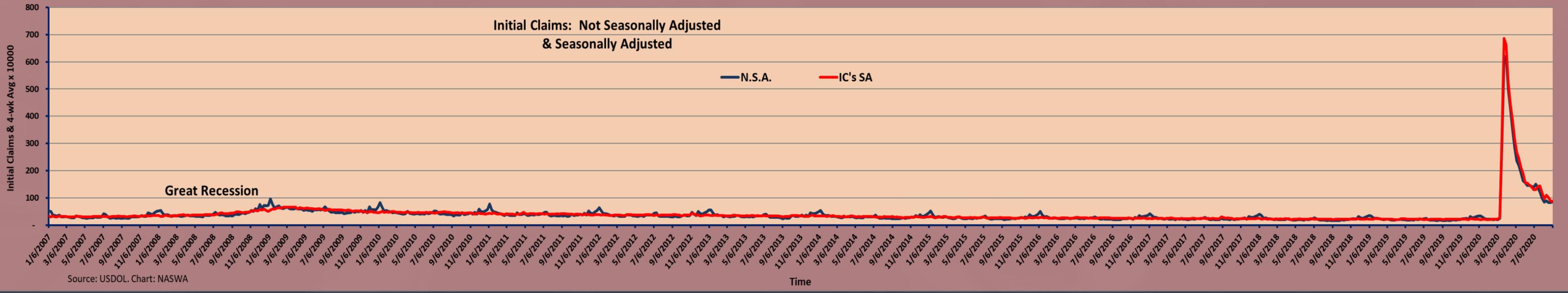


First, a look at what has happened
with Unemployment Insurance
because of the pandemic ...





Comparison of UI Initial Claims Pre COVID-19 & Present Day





UNEMPLOYMENT INSURANCE DATA FOR REGULAR STATE PROGRAMS

WEEK ENDING	September 5	August 29	Change	August 22	Prior Year ¹
Initial Claims (SA)	884,000	884,000	0	1,011,000	208,000
Initial Claims (NSA)	857,148	837,008	+20,140	825,761	160,342
4-Wk Moving Average (SA)	970,750	992,500	-21,750	1,069,250	214,250
WEEK ENDING	August 29	August 22	Change	August 15	Prior Year ¹
Insured Unemployment (SA)	13,385,000	13,292,000	+93,000	14,492,000	1,683,000
Insured Unemployment (NSA)	13,197,059	13,142,587	+54,472	13,869,218	1,476,199
4-Wk Moving Average (SA)	13,982,000	14,505,750	-523,750	15,205,250	1,688,000
Insured Unemployment Rate (SA) ²	9.2%	9.1%	+0.1	9.9%	1.2%
Insured Unemployment Rate (NSA) ²	9.0%	9.0%	0.0	9.5%	1.0%

INITIAL CLAIMS FILED IN FEDERAL PROGRAMS (UNADJUSTED)

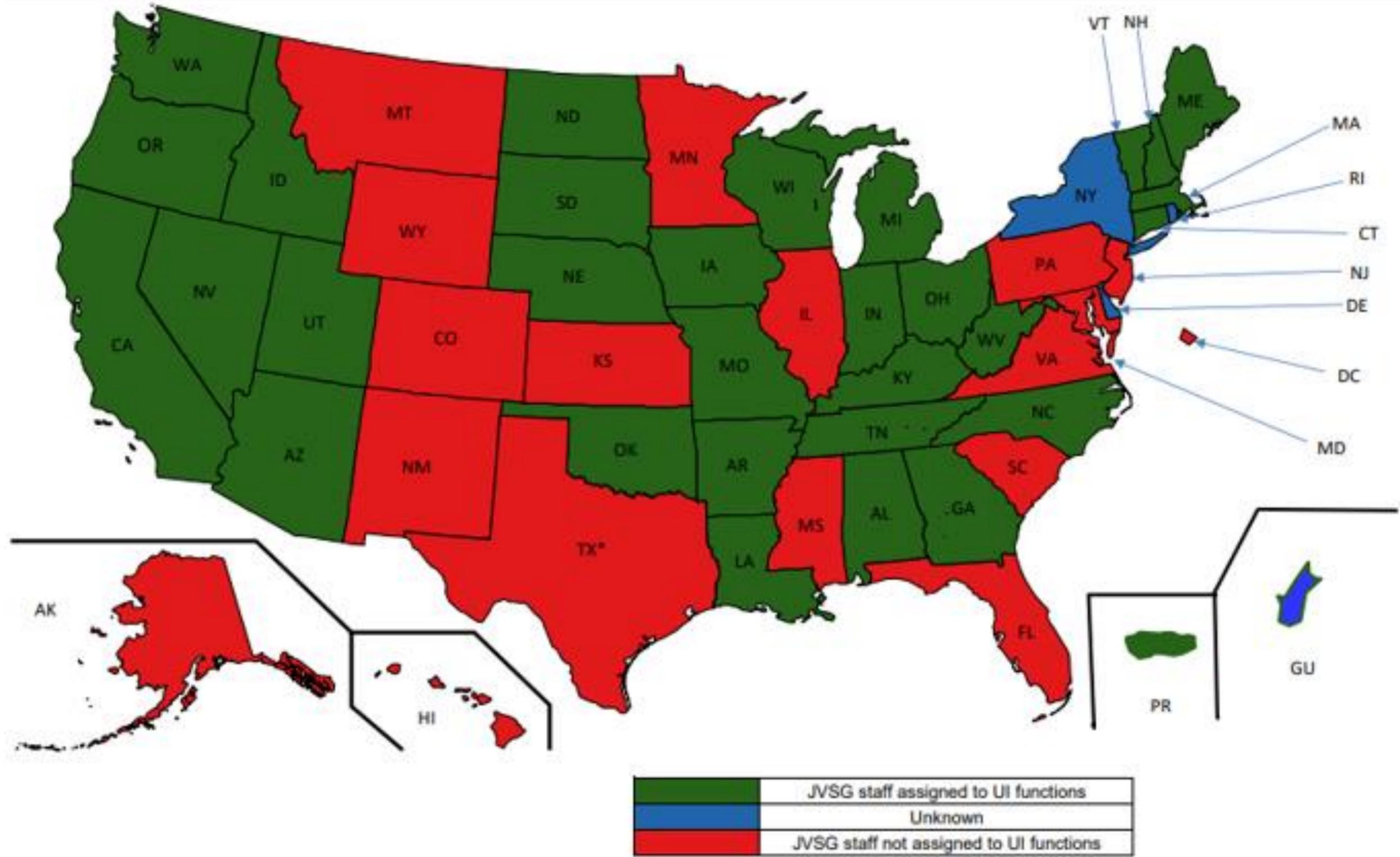
WEEK ENDING	September 5	August 29	Change	August 22
Pandemic Unemployment Assistance	838,916	747,993	+90,923	607,808
WEEK ENDING	August 29	August 22	Change	Prior Year ¹
Federal Employees (UCFE)	1,038	1,051	-13	567
Newly Discharged Veterans (UCX)	914	802	+112	478

PERSONS CLAIMING UI BENEFITS IN ALL PROGRAMS (UNADJUSTED)

WEEK ENDING	August 22	August 15	Change	Prior Year ¹
Regular State	13,067,530	13,792,016	-724,486	1,564,203
Federal Employees	13,641	14,165	-524	6,620
Newly Discharged Veterans	13,013	13,684	-671	5,863
Pandemic Unemployment Assistance ³	14,591,621	13,570,327	+1,021,294	NA
Pandemic Emergency UC ⁴	1,422,483	1,393,314	+29,169	NA
Extended Benefits ⁵	241,008	168,620	+72,388	0
State Additional Benefits ⁶	2,337	2,327	+10	4,704
STC / Workshare ⁷	253,431	270,232	-16,801	10,066
TOTAL⁸	29,605,064	29,224,685	+380,379	1,591,456



States Where JVSG Staff Provided UI Assistance During Pandemic





FINDING

A JOB has *VIRTUALLY* never been easier

[Virtualjobs.usnlx.com](https://virtualjobs.usnlx.com) provides a one-stop shop for work-from-home employment.

Search for jobs like on-line instructor, mortgage manager, software developer, assignment editor, CAD technician, customer service associate, training manager, attorney, case manager, telemedicine provider, business analyst, IT operations, human resources, data entry, and many more.

Many virtual jobs require only a personal computer and Internet connection.

virtualjobs.usnlx.com

A new virtual reality

Working from home

One benefit of the current pandemic is the growing realization that virtual work is “real work,” and a lot gets accomplished during the day (and night) in our home offices.

Virtual Work Became a Reality

- Almost all of the 2,400 American Job Centers closed across the US, and many remain closed today;
- Some staff continue to work in closed centers serving customers;
- Some centers have reopened on an appointment only basis with limited services;
- A number of states did not have a remote work policy, but do now;
- Many states sent staff home to work remotely for the first time;
- States had to figure out how to virtually deliver customer-based services, such as case management, workshops, labor exchange, resume assistance, etc.; and
- They also had to figure out how to connect with their customers.

Rising to the Challenge

- Many states developed virtual career fairs and drive-through hiring events.
 - Maine's Hire-A-Vet Campaign 2020 is virtual
 - Minnesota held first resource fair using MS Teams
 - Wisconsin had six drive-through job fairs yesterday
- Utah hosted Veteran and Military Affairs Zoom and Facebook Live town halls. They are also doing Virtual Veteran Workshops using Google Hangouts about services available to job seekers and employers.
- Colorado developed virtual Veteran networking events and virtual career guidance, and a virtual "agent" to answer unemployment queries.
- A new mobile app launched Monday will help Iowans look for job opportunities

Maine – Taking an Annual Event Virtual



Maine's Hire-A-Vet campaign began in 2015 with a goal of getting 100 Veterans hired into 100 jobs in 100 days.

This year's campaign kicked off on Tuesday, with 259 jobseekers and 210 employers registered.

<http://www.mainecareercenter.gov/mhav/>





Colorado - Virtual Networking Events & Career Help



Minnesota – Virtual Career Fair with Dept of Corrections



A video player interface showing a recruitment video. The video content features a group of five people (three men and two women) standing outdoors in front of a chain-link fence. The text 'JOIN OUR TEAM!' is overlaid on the right side of the video. Below the video is a dark blue banner with the text 'Minnesota Department of Corrections' in white. Underneath the banner, the text reads: 'Thuy Tran- Diversity Recruitment and Internship Coordinator', 'Minnesota Department of Corrections', 'Thuy.tran@state.mn.us', and 'Phone: 651-361-7392'. The Minnesota Department of Corrections logo is also present. At the bottom of the video player, there are playback controls including a play button, a progress bar showing '0:01 / 45:30', and icons for closed captions, settings, and full screen.

Veterans Virtual Career Fair May 2020



What Has Not Changed

Homelessness Still Considered a “Significant Barrier to Employment”

Homelessness, or risk of homelessness, is an eligibility criteria for Disabled Veteran Outreach Program (DVOP) services. (VPL 03-14, Change 2)

Priority of Service Still Applies

Veterans and eligible spouses are still required by law to receive access to Department of Labor funded employment & training services first. (PL 107-288)

Enrollment Required

VETS still requires grantees serving homeless veterans to enroll all participants in the public workforce system through the local American Job Center while these participants are receiving services through VETS' homeless veterans program grantees. (VPL 03-16)

Many Companies are Still Hiring

Which sectors are considered “essential” during the pandemic?

Jobs in these fields are considered essential, and are in high demand: energy, child care, water and wastewater, agriculture and food production, critical retail (i.e. grocery stores, mechanics), critical trades (construction, electricians, plumbers, etc.), transportation, nonprofits and social service organizations.

If you don't have “essential” skills, consider apprenticeship

Apprenticeship offers workers the ability to “earn and learn,” and Veterans may be able to access GI Bill benefits to supplement earnings. Go to <https://www.apprenticeship.gov/> for a list of current opportunities.

Check out the National Labor Exchange

The largest non-profit job board in the United States, the National Labor Exchange (NLx) only takes jobs from three sources, vets all employers, and updates content daily. It currently has over 2 million job openings. <https://veterans.usnlx.com/>



COVID-19 State Workforce Agency Resources



Unemployment Insurance

[View Resources](#)



Reemployment and Recovery

[View Resources](#)

<https://www.naswa.org/covid-19>



Thank you!

Any questions?



Feel free to reach out to me at:

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EMPLOYMENT SERVICES IN A POST-COVID ENVIRONMENT

Jen Rivera
HR Senior Leader

Employer Relationship

What can job development agencies do to support employers?

Creating a relationship with an employer is key to the success and lifeline of the job seeker. Ensuring after employment is obtained, support agencies follow-up with the employer and job seeker for at least 60-90 days. Retention is just as important as obtaining the job.

Goals and Objectives with employer

Goals and objectives are crucial during a lifecycle and it's just as important to create one with a job seeker. Understanding what is important, meaningful, and future generates longevity.

FINANCIAL PLAN

Often times, as an employer, we face many challenges with team members unsure what is direct deposit, company benefits, and or how to manage transportation. With the limit of programs we can offer as an employer, working on these services truly make an impact to a job seeker.



Looking Forward
Through a Rear-View
Mirror

Dee Albritton

Fast Forward

***Employment
Services In A
Post COVID
Environment***



Unemployment rose higher in three months of COVID-19 than it did in two years of the Great Recession

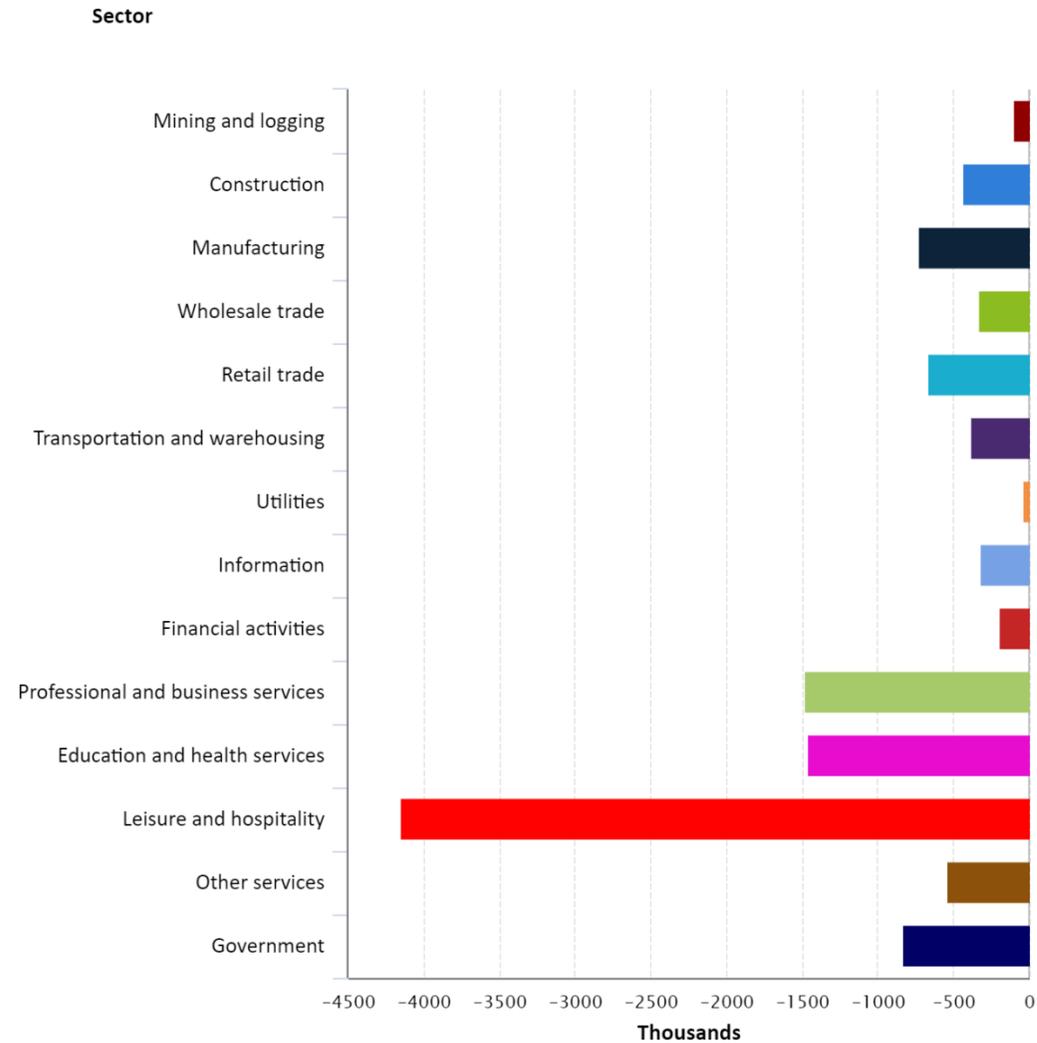




Employment Change By Industry

Employment change by industry, August 2020, seasonally adjusted, **6-month net change**

Click on bars to drill down



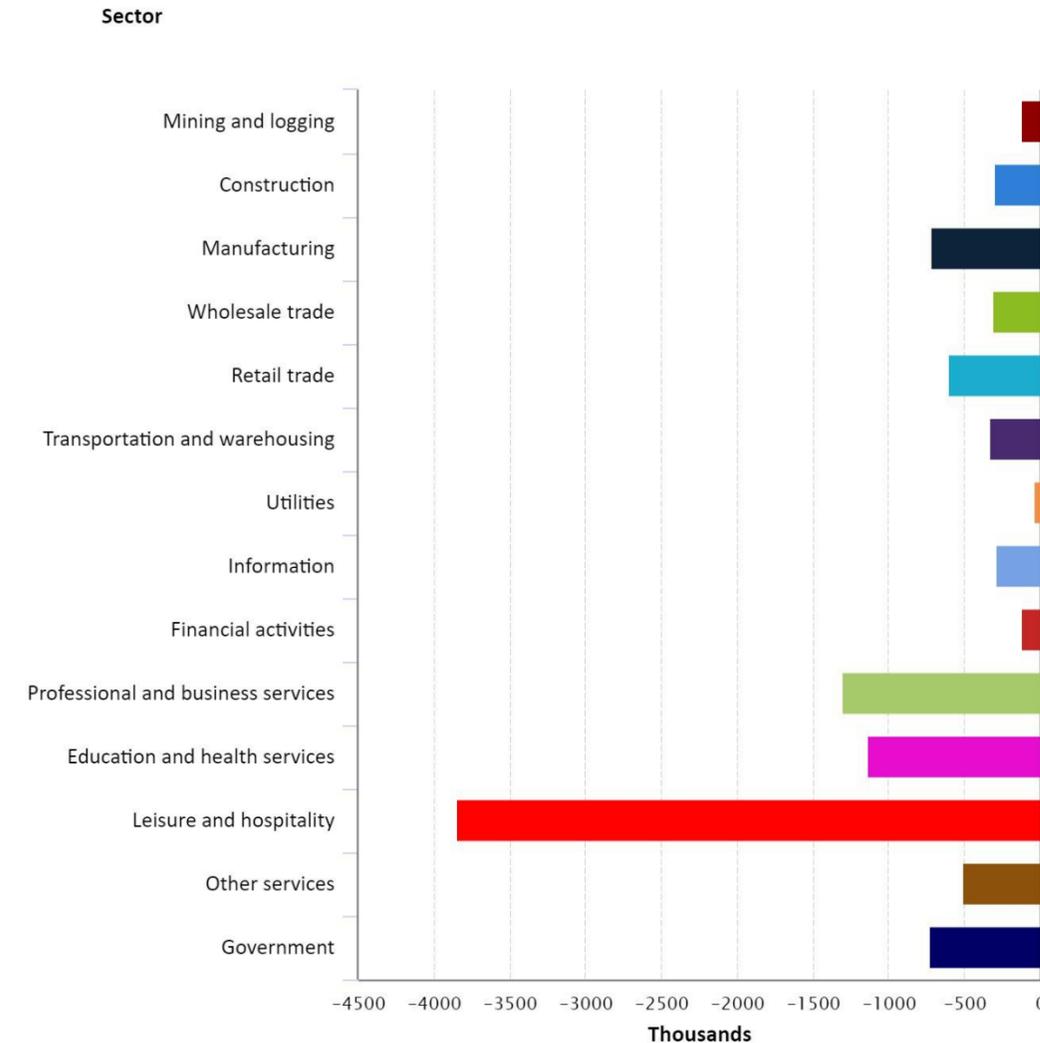
Source: U.S. Bureau of Labor Statistics.



6 month net change (August 2020)

Employment change by industry, August 2020, seasonally adjusted, **12-month net change**

Click on bars to drill down



Source: U.S. Bureau of Labor Statistics.



12 month net change (August 2020)





Comparison			
Unemployment Rate	Recession	COVID	% Change
Men	12.30%	11.90%	-0.40%
Black Men	21.20%	15.80%	-5.40%
Women	9.40%	14.30%	4.90%
Bachelor's Degree or Higher	5.30%	7.20%	1.90%
No High School Diploma	17.90%	18.50%	0.60%

Less-educated workers are seeing higher unemployment in COVID-19 downturn, as in the Great Recession

Unemployment rate (%)



- Job losses in COVID were primarily in leisure and hospitality compared with construction and manufacturing in the recession.
- Workers with college degrees were 6 times more likely to have the option to telework -- 62% with a college degree; 6% with a high school diploma



Differences - Employment

- 40% of lay offs will become permanent
- 33% of bars and restaurants will close
- 12% of retailers may be gone for good
- Job postings for higher-wage occupations \$50,000+ are 28% below last year's trend
- Job postings for jobs offering \$30,000 or less are down only 12%
- The number of people working from home is tripling

Some companies in
bankruptcy

J.Crew
Gold's Gym
Neiman Marcus
J.C. Penney
Hertz
Tuesday Morning
GNC
24 Hour Fitness
Chuck E. Cheese
Lucky Brand
Brooks Brothers
New York & Company
Ann Taylor and Lane Bryant
Lord & Taylor

Differences – Training and Technology

- Limited classes
- Facilities open and close
- Refunds are limited at best
- OJT is restricted due to working from home

Technology

Access is imperative – but extremely limited

Differences

Offices

- Working virtually
- Other resources are limited onsite

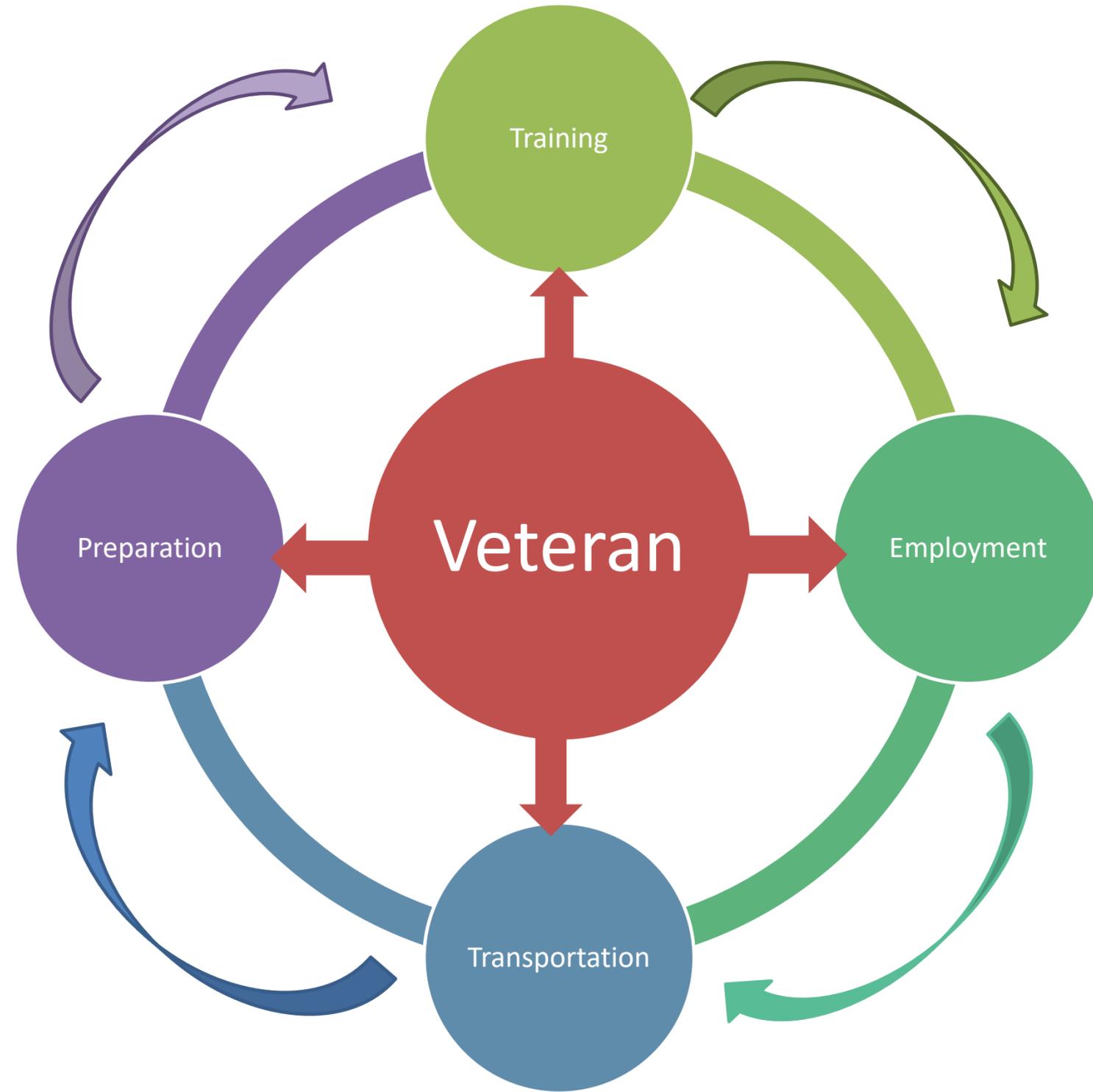
Public Health

- Teaching clients about the importance of, how to use, and resources for PPE
- Depression
- Motivation



Know Your Clients





Fast Forward 2010 - 2019

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Gender

Male	92%
Female	8%

Age

18-24	1%
25-29	6%
35-44	8%
45-54	14%
55-64	41%
65+	3%

Criminal History

Misdemeanor(s)	55%
Felony(ies)	36%

Disability at Enrollment

Disabled	22%
Special Disabled	13%



Male

55-64

No Driver's License or Car

High School Diploma

Phone (minutes?)

GPD or Shelter





Know Your Transportation System (or lack of one)

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Mismatch

Jobs and Transportation

- Our buses are operating on a “Saturday” schedule
- Limited people on a bus
- Most of our manufacturing jobs are not accessible by bus
- It can take hours to go 10 miles





Homeless

Hotel

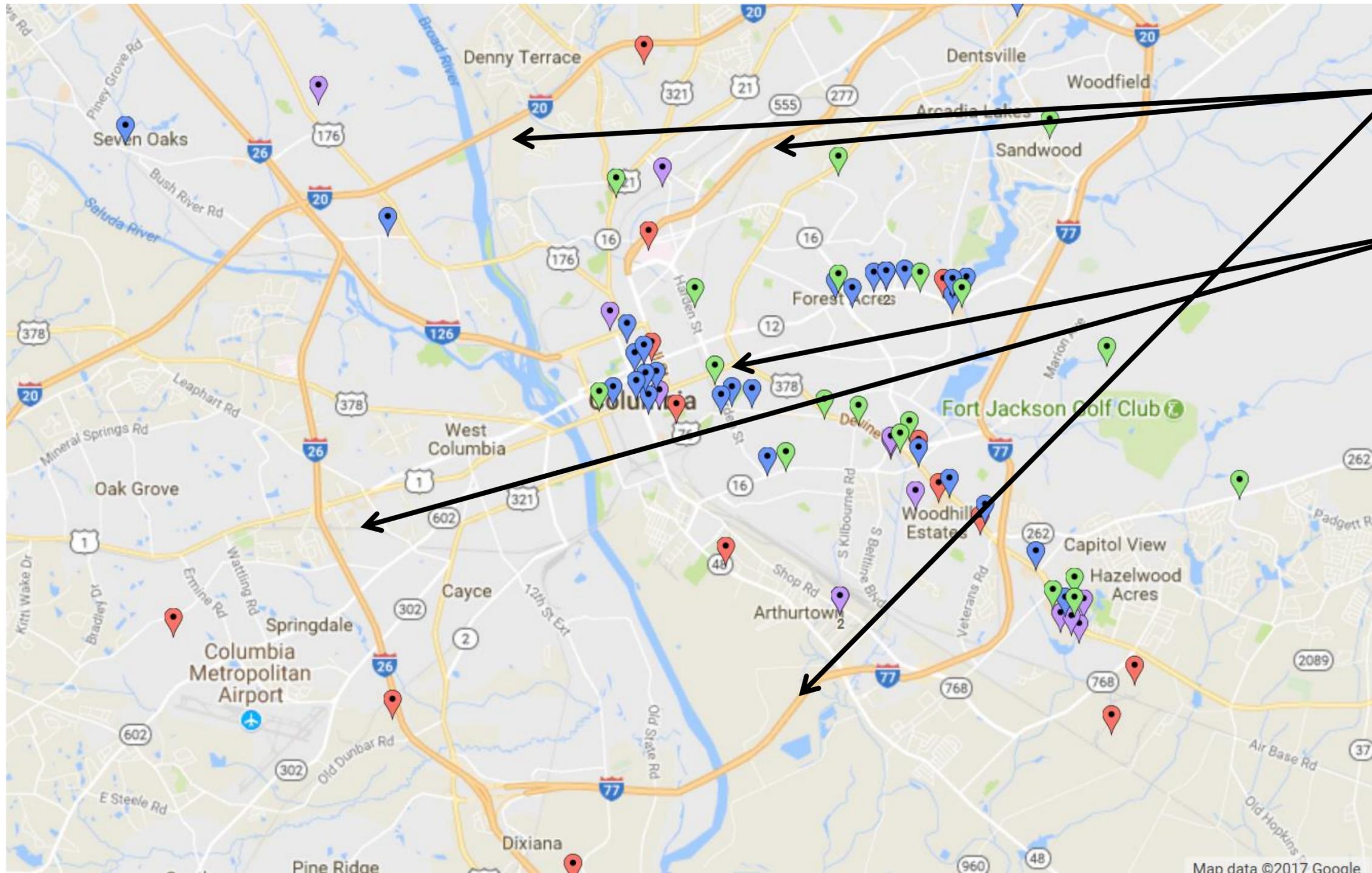
Grant Per Diem

Apartment



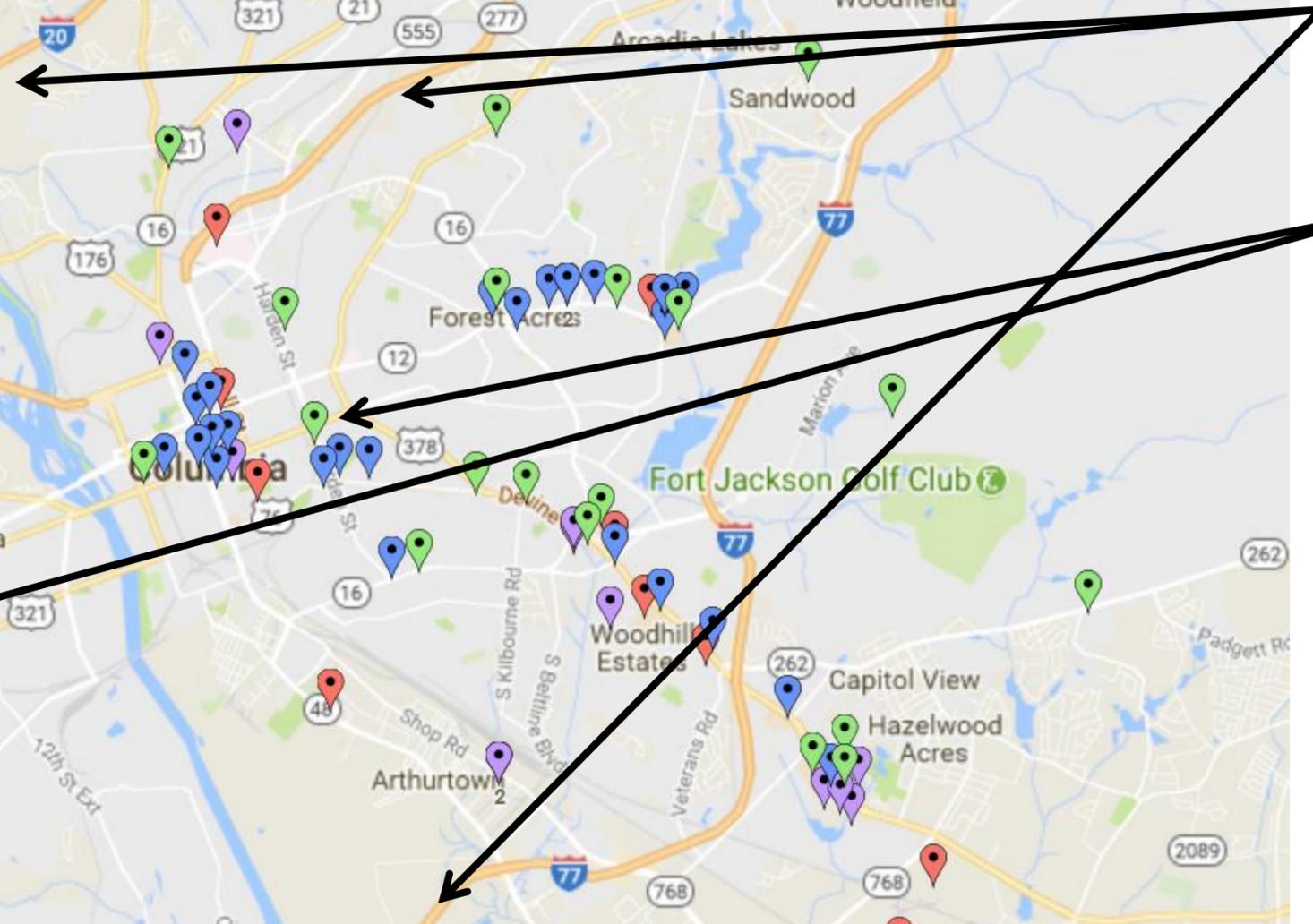


- Affordable Housing
- Employment
- Grocery Stores
- Banks



Hotels

GPDs



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Training

When, Where, and How Long

- Are classes offered on schedules that match needs of client?
- Is transportation available (particularly if a veteran gets permanent housing)
- How long is the class – is it within hours that are compatible with housing rules

Don't forget to find out the policy if they cancel a class or close the training facility





The Role of Technology

Preparing clients for a virtual world

**Client interviews are by Zoom, Webex,
Microsoft Teams, Skype. . .**

Applications are online

Training is on line

Job interviews are by phone or video





EMPLOYMENT





Remember

Male

55-64

No Driver's License or Car

High School Diploma

Phone (minutes?)

GPD or Shelter





Top Ten Industries with Negative Changes

Industry	Percent Laid Off	Percent Reduced Hours	Percent Reduced Pay
Service	34%	41%	43%
Arts, Design Entertainment, Media	25%	27%	48%
Small Business Owners	18%	35%	64%
Construction or Mining	18%	30%	38%
Sales	18%	36%	46%
Transportation	17%	46%	49%
Manufacturing, Production	15%	32%	36%
Installation, Maintenance or Repair	14%	32%	32%
Healthcare	13%	31%	32%
Clerical or Office	11%	21%	22%





Top Ten Industries

Income Change Since Start of COVID-19 Disaster	August 12, 2020			April 17, 2020		
	Occupation	% Reporting Unchanged Income	Income Fell	Income Went Away Completely	% Reporting Unchanged Income	Income Fell
Government	86%	13%	1%	87%	13%	0%
Pharmacist	88%	10%	2%	88%	11%	2%
Physician	84%	16%	1%	78%	21%	1%
Lawyer	79%	18%	3%	80%	17%	3%
Physician Assistant	85%	11%	5%	70%	25%	5%
Non-profit worker	72%	25%	3%	76%	17%	7%
Teacher	76%	19%	5%	76%	22%	2%
Veterinarian	87%	11%	2%	67%	29%	5%
Business	72%	20%	8%	74%	20%	6%
Nurse	71%	23%	6%	64%	33%	3%
Dentist	61%	30%	9%	19%	25%	56%

*Source: Surveys of studentloanplaner.com readers, August 12 and April 17, 2020. Sample size between 3,000 to 4,000 individuals





Thank You!

Q&A

