
Future of Work in the time of COVID, Automation, and AI



**Towards a Better New Normal
Study Findings June 2021**



Draft Version 6/4/21



Santa Clara County COVID-19 Cases Dashboard

Data last updated July 5, 2020



Cumulative COVID-19 Cases

5273

Cumulative COVID-19 Deaths

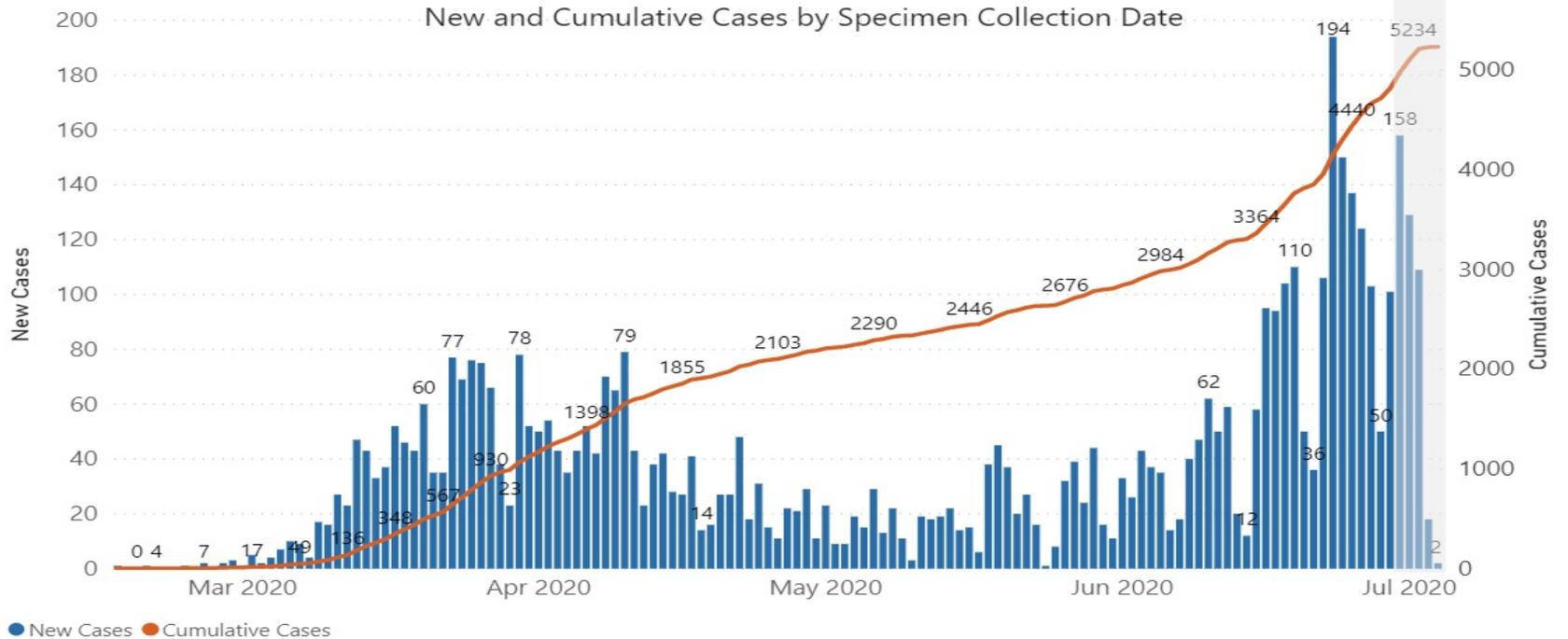
161

Displaying:

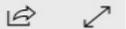
Cases

Deaths

Values for the most recent 5 days will likely increase as additional results are received.



Microsoft Power BI





Santa Clara County COVID-19 Cases Dashboard



Last updated on June 3, 2021

Cumulative COVID-19 Cases

119,163

7-Day Rolling Average of New Cases

28

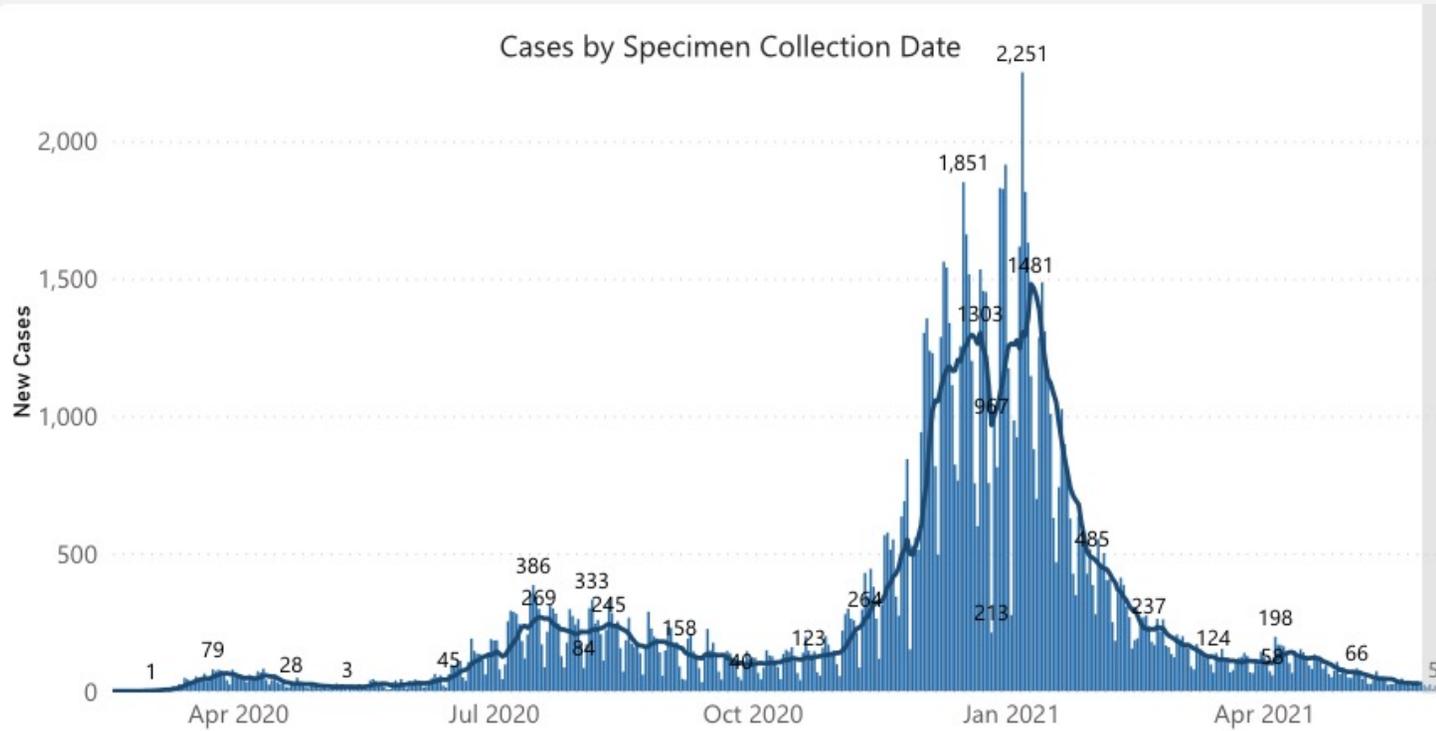
Displaying:

Cases

Deaths

Values for the most recent 7 days are preliminary

Cases by Specimen Collection Date

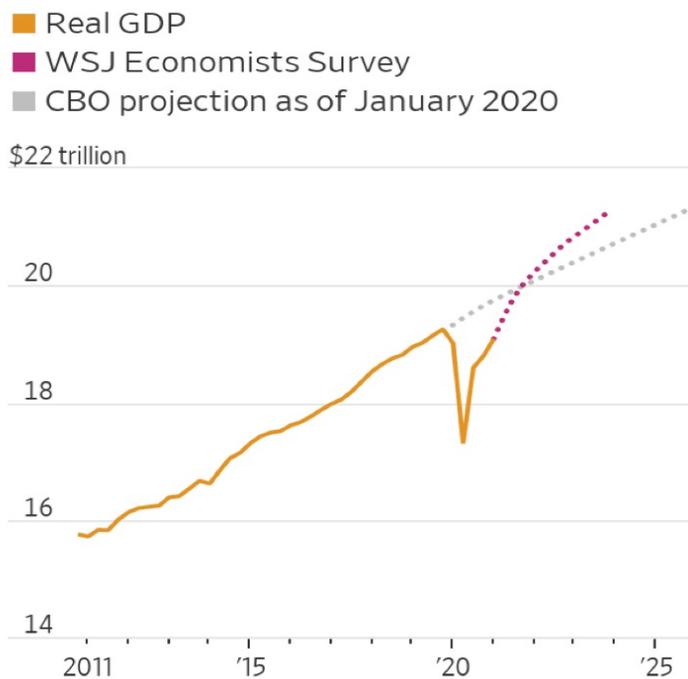


● New Cases ● 7-Day Rolling Average of New Cases



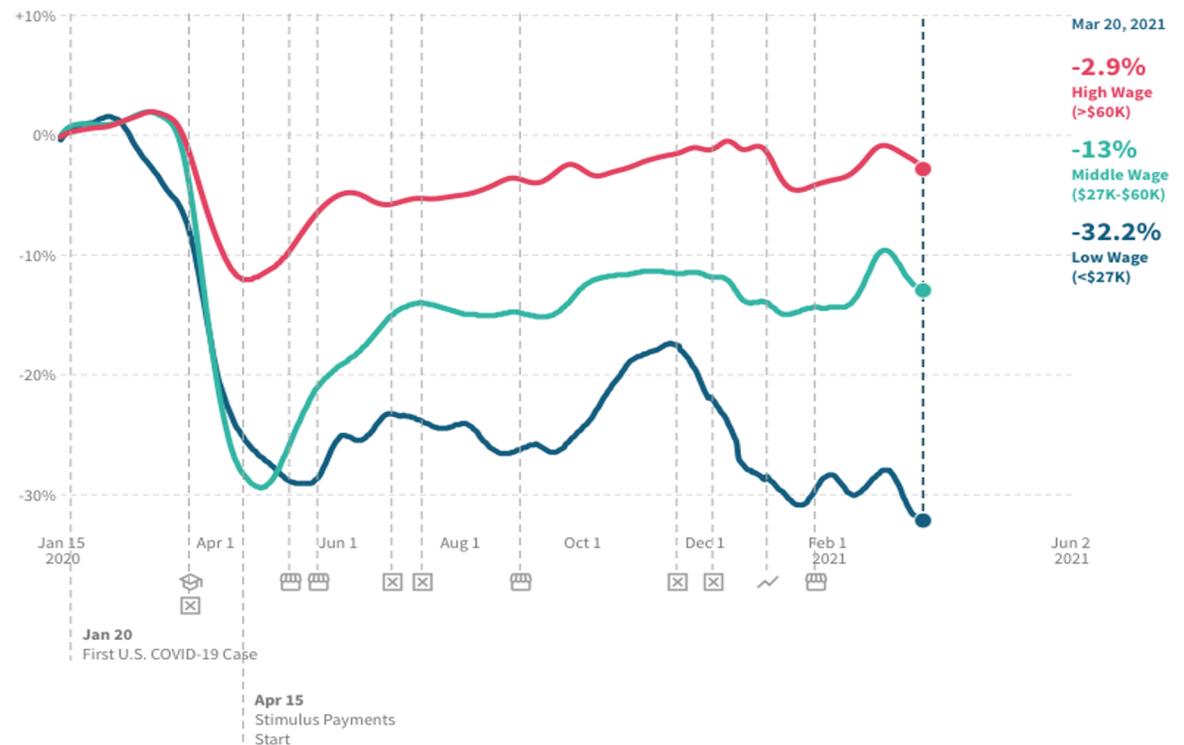
V-Shape, Snapback, and K-Shape Recoveries

Real gross domestic product, forecasted levels vs. pre-pandemic trend



In **Santa Clara**, as of March 20 2021, employment rates among workers in the bottom wage quartile decreased by **32.2%** compared to January 2020 (not seasonally adjusted).

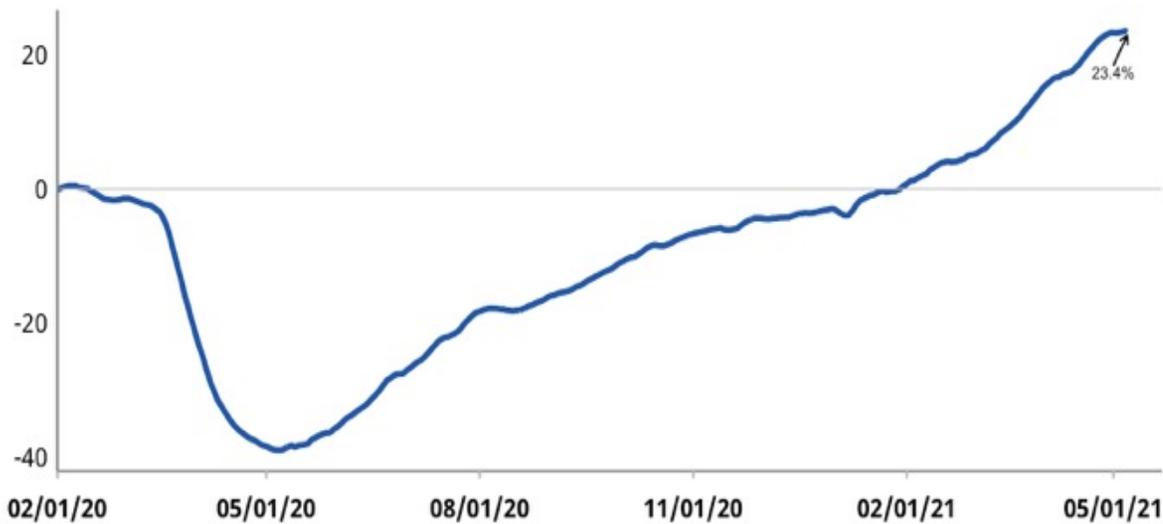
[DOWNLOAD CHART](#)



data source: **Earnin, Intuit, Kronos, Paychex**

Job postings on Indeed, United States

% change in job postings since Feb 01 2020, seasonally adjusted, to May 07 2021



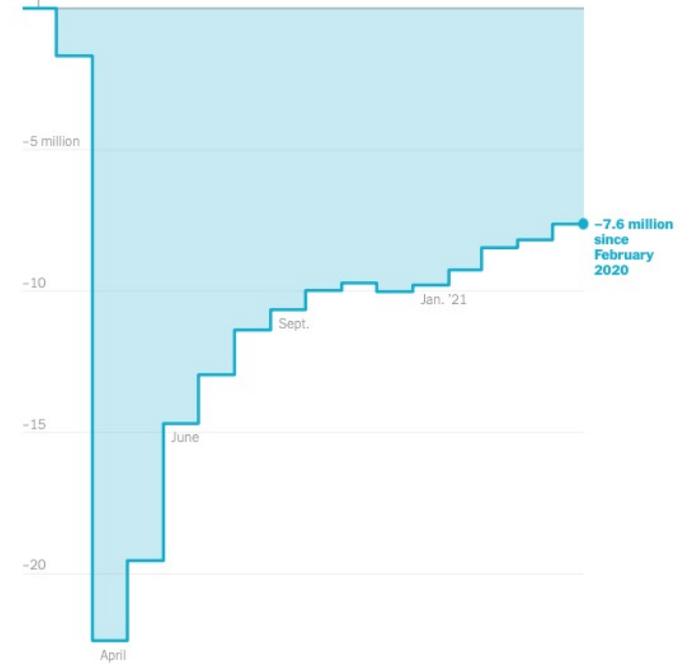
Source: Indeed.

indeed

Employment is still far below prepandemic levels.

Cumulative change in jobs since before the pandemic

152.5 million jobs in February 2020



Data is seasonally adjusted. Source: Bureau of Labor Statistics By Ella Koeze

Metros with declines or slowest growth in job postings

% change in US job postings, seasonally adjusted, May 7 2021

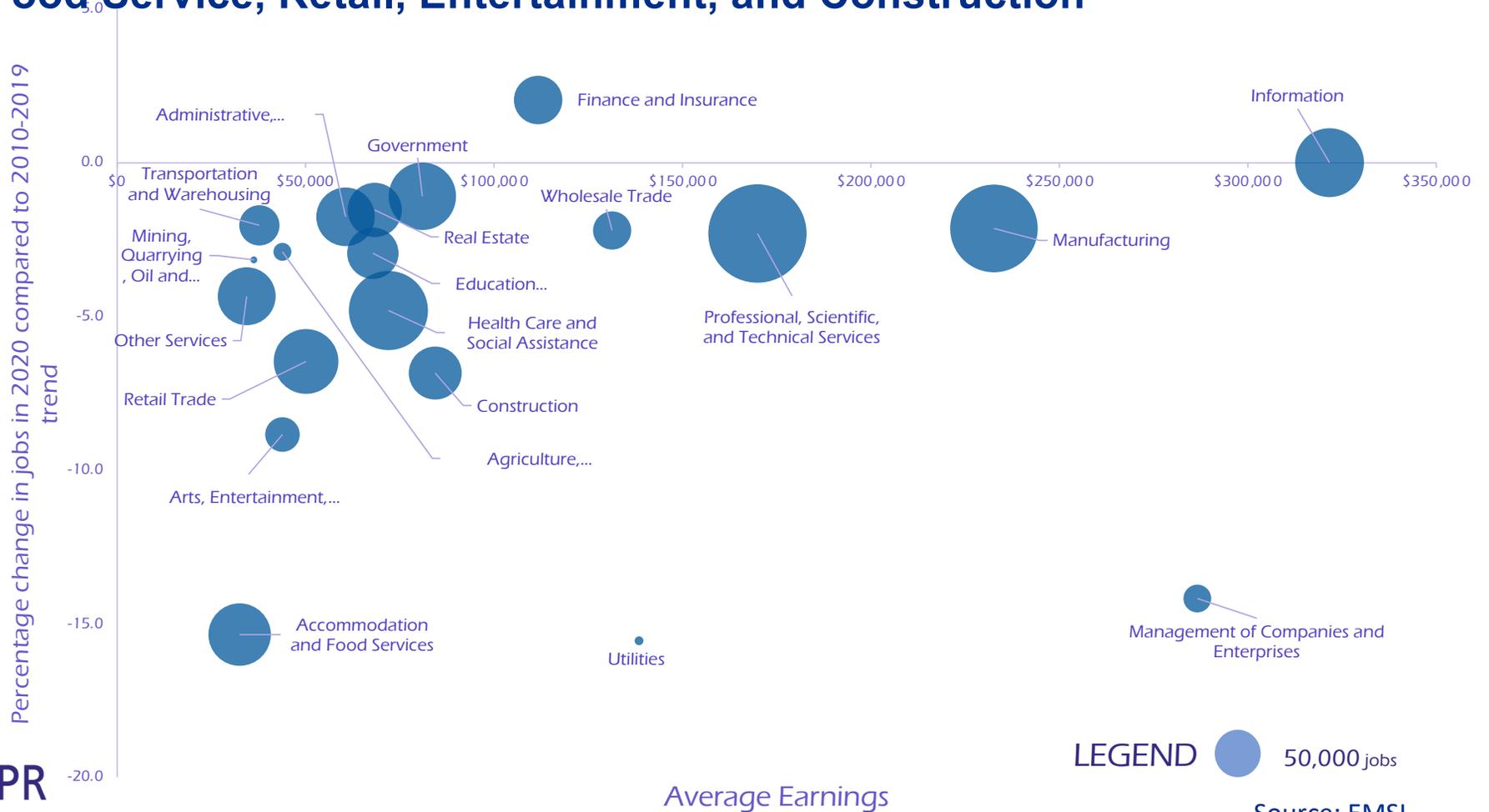
Metro	% change since 2/1/20	% pt. change vs 4 weeks ago
Urban Honolulu, HI	-6.7%	4.6%
San Jose-Sunnyvale-Santa Clara, CA	-1.2%	6.3%
San Francisco-Oakland-Berkeley, CA	0.7%	6.4%
Washington-Arlington-Alexandria, DC-VA-MD-WV	2.3%	4.6%
Seattle-Tacoma-Bellevue, WA	5.7%	5.0%
Denver-Aurora-Lakewood, CO	8.3%	8.7%
Boston-Cambridge-Newton, MA-NH	8.6%	4.6%
New York-Newark-Jersey City, NY-NJ-PA	11.1%	6.5%
New Orleans-Metairie, LA	12.7%	6.5%
Lansing-East Lansing, MI	13.0%	8.4%

Note: among metros with population 500,000 or more

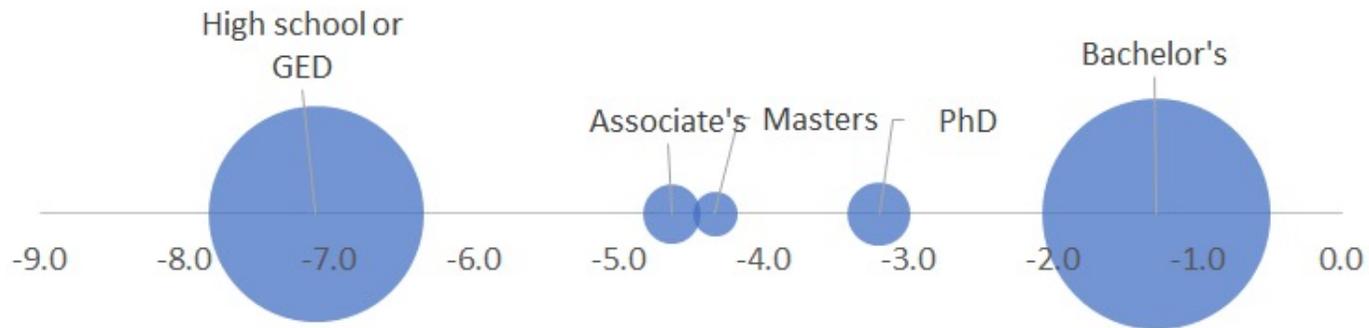
Source: Indeed



The largest declines in employment has been in Accommodation and Food Service, Retail, Entertainment, and Construction



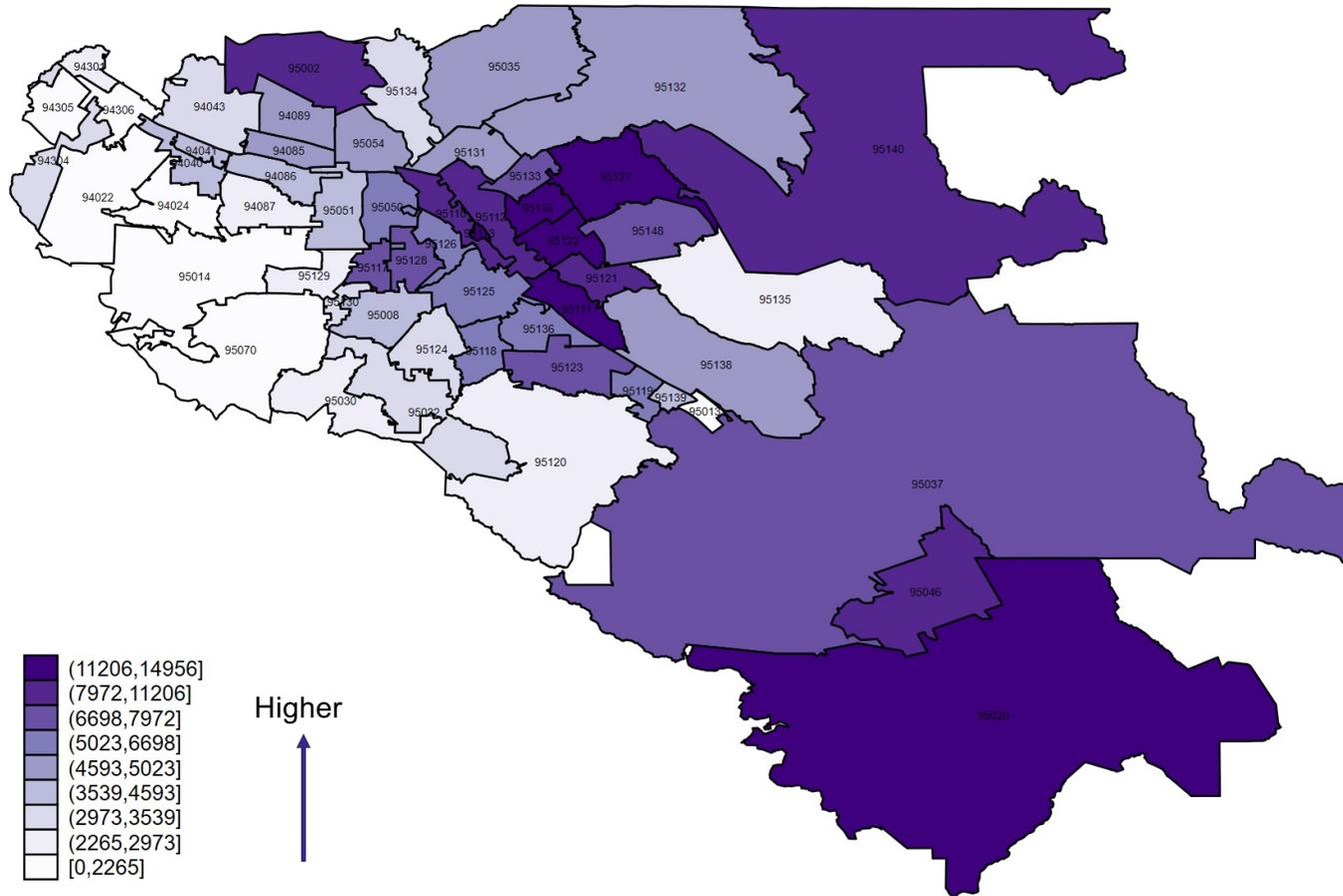
The largest net job losses are in occupations that require only a high school diploma



Percentage change in jobs in 2020 compared to 2010-2019 trend

Confirmed Cases of COVID-19 in Santa Clara County

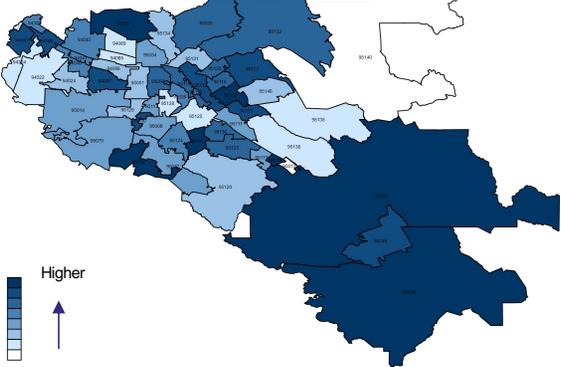
cases per 100k population as of 5/8/2021



Source : Santa Clara County Public Health

Job losses, poverty rate, educational deficits are concentrated geographically

Job Loss in 2020 by ZIP Code
Compared to 2010-2019 Trend



Findings

COVID exacerbated existing inequities and left many people in survival mode

COVID highlighted existing gaps in access to information and services



The mismatch between employer needs and worker aspirations has grown wider

Micro businesses are both essential and highly vulnerable

Recovery-oriented partnerships show hopeful signs

COVID exacerbated existing inequities, forcing many into survival mode

“What I see is that there is one irreversible trend, that is working at home. People are going to try to get their employees to work at home.”

What does that mean for workers who are low-income, who work in manufacturing lines? How do we protect those workers?”



“San Jose is one of the most expensive places to live in the country. The only rational choice is I have to work two full-time jobs. We hear that from young people.”

“Housing has been a major crisis in Santa Clara county. COVID has highlighted that. The fact that so many now owe back rent adds to the hardship and stress.”

COVID highlighted existing gaps in access to information and services

"Dissemination of info has been different and inequitable in different communities because of language access."

"Zoom has allowed us to do a lot, but we miss a ton. Hard to reach populations are going to always prefer one-on-one, in person. For marginalized communities we want to know how do we do that better in a post pandemic world."

"Our employment training numbers have gone down significantly. We attribute that partly because we haven't had in-person sessions as much and the populations we serve don't have digital literacy skills. We have added a program where we are connecting people to classes, internet and devices."

"Digital inclusion is a big push for us right now. We are doing everything we can to get them to use the internet in a way that will help them improve their lives. With COVID it became so obvious how important it is."

Growing mismatch between employer needs and aspirations of workers

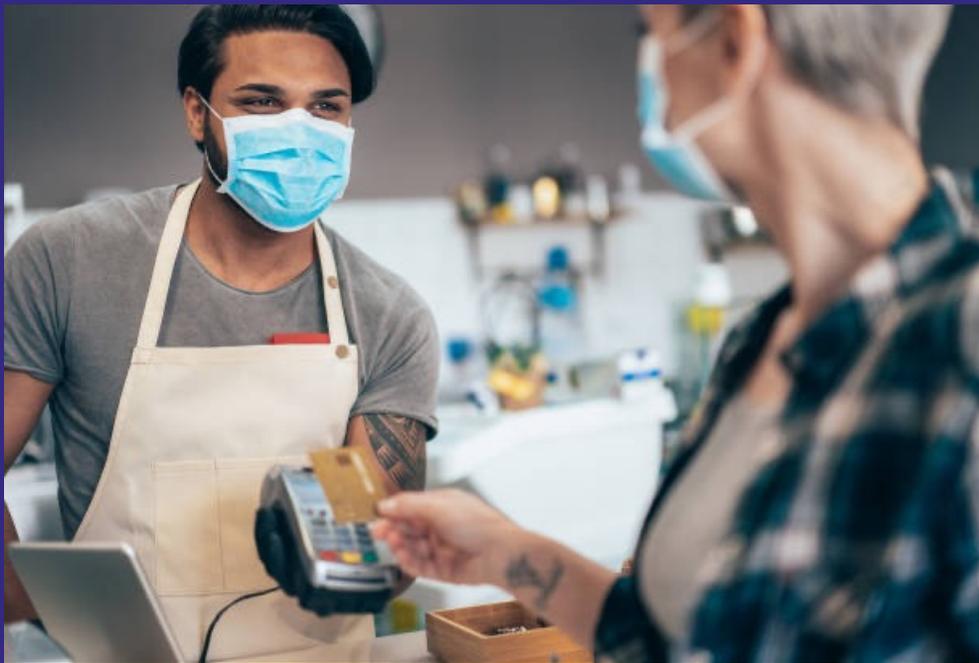
"One of the challenges we have always faced is only going to be harder. How do we place people in jobs where the skills they have are the ones that are needed?"

"We don't have a partnership with workforce development programs but we routinely refer people out. The obstacle we currently see is that people don't have the time or the ability to attend training, because they are working multiple jobs."

"How do you make sure that agencies like work2future train workers to prepare for the next breakthrough?"

"Many of us in the work have been interested in UBI. Yes we can continue to push this idea of skill building, but the reality is it doesn't happen fast enough. If you are less stressed (about money), then maybe you can take time to develop the skills. Education sets you up for earning more in the future."

Micro businesses – essential and highly vulnerable



“The people in pain are running small businesses. Now is a time to think about how does work2future serve them. We should have financial literacy courses for small businesses and TA on how to leverage what AI is bringing to the market”

“It would be good to bring in the small businesses to understand how they are developing their workforce. The businesses could partner with organizations that are doing workforce development, and the city could provide small businesses with some sort of incentive to provide on the job training.”

Findings – Recovery oriented partnerships show hopeful signs



“WEX program had a higher level of cooperation than I’ve seen in the past. Bridge to Recovery is gaining momentum and we are starting to see some real benefits.”



SPR

“The county has done pretty well in the face of everything they’ve dealt with. We’ve seen federal money pour into the city and the county and they’ve redeployed it well. Our policy makers have done a pretty good job. A lot of people have tried really hard.”

“COVID shook everything up. Pushed everyone to be more creative, agile, more collaborative. How to capitalize on that? And how to maintain some of the gains made during the pandemic.”

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Recommendations for work2future

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Better New
Normal**



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Recommendations

Expand equitable access to virtual and in-person services.

Enhance sustainable career and training pathways that lead to high-quality jobs and opportunities for entrepreneurs.

Leverage local and regional partnerships for lasting systemic improvements.

Roles Workforce Boards Play

Regional Backbone

- Positioned work that leverages the system towards solutions and community advancement.

Grant Steward

- Effective structure
- Grant management
- Outcomes

Regional Backbone

System Builder

Grant Steward

System Builder

- Strategic partnerships
- Collaborative funding/design
- Greater systems approach

Recommendations - Services

Expand access to post-secondary skill-building for youth, job-seekers, and incumbent workers.

Make information and services more accessible - digitally, geographically and culturally.

Enhance accessibility through Universal and Human-Centered Design principles

Recommendations - System

Expand partnerships.

**Support the creation of
career pathways in the
Bay Area.**

**Co-create regional
intermediary for work-
based learning.**

Strategic Alliances

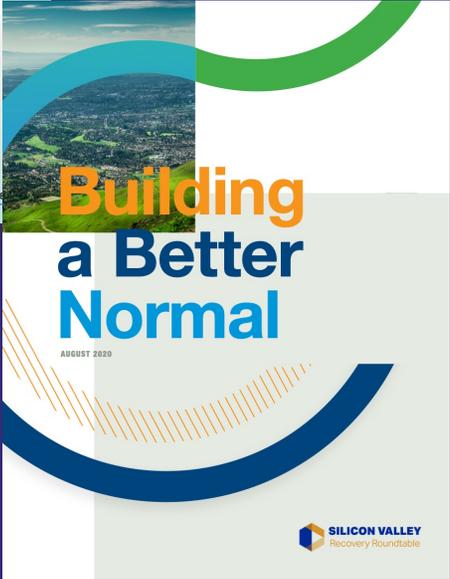


SMC Recovery Initiative

Creating a Better Future through Collaboration, Advancing Equity, and Inclusion

San Mateo County's Recovery Initiative is a collaboration among local government agencies, community-based organizations, nonprofits, private partners, and residents to promote inclusive recovery and leverage the collective capacity of the whole community to build a more equitable, healthy, and connected San Mateo County.

September 10, 2020



Building a Better Normal

August 2020

SILICON VALLEY
Recovery Roundtable

Aligned Priorities in Bay Area Task Force Reports, April 2021

Research conducted and report prepared by

Estolano
ADVISORS



SFF San Francisco Foundation | **EAST BAY COMMUNITY FOUNDATION** | **SILICON VALLEY community foundation**

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Stackable Credentials and Career Pathways

OCTAE Program Memorandum 21-1

Introduction to **STACKABLE CREDENTIALS**

Prepared by
Center for Occupational Research and Development
In partnership with
Social Policy Research Associates

Prepared for
The Stackable Credentials Expansion and Dissemination Initiative
U.S. Department of Education
Office of Career, Technical, and Adult Education

January 2021

Cybersecurity Pathway

Earn Credit for What You Already Know:
Through prior learning assessment (PLA), demonstrate mastery of core skills for college credit, or with industry certifications.



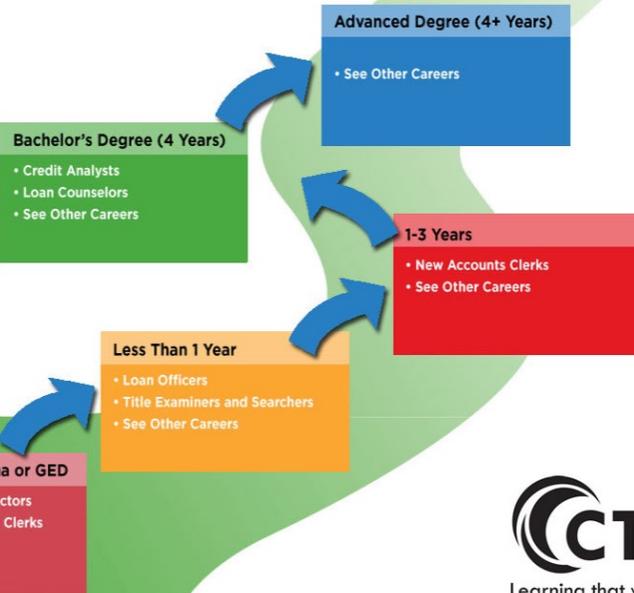
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Stackable Credentials and Career Pathways

Banking Services

Other pathways with related occupations:

- Business Finance
- Operations Management



Health Information Technology

www.wctc.edu/hit

Pathway

Discuss your pathway with an advisor. Call 262.691.5400 for an appointment.

Earn certificates, technical diplomas and/or industry credentials along this pathway. Start with some courses for entry-level employment, and continue with additional courses for higher wages and job advancement.

Health Information Technology Pathway

Medical Coding Specialist

28-credit TECHNICAL DIPLOMA

CAREER

Medical Coding Specialist
Claims Specialist
\$32,000 – \$47,000

Opportunity to obtain:
Certified Coding Associate (CCA)

ONLY 13 more courses!

64-credit ASSOCIATE DEGREE

CAREER

Health Information Manager
Medical Records Coordinator
\$37,000 – \$58,000

Opportunity to obtain:
Registered Health Information Technician (RHIT) Certification

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Apprenticeship Programs in 28 Bay Area Community Colleges



BACCC's Five Economic Subregions

North Bay

- Marin
- Napa Valley
- Santa Rosa
- Solano

East Bay

- Alameda
- Berkeley
- Chabot
- Contra Costa
- Diablo Valley
- Laney
- Las Positas
- Los Medanos
- Merritt
- Ohlone

Mid Peninsula

- Canada
- San Francisco
- San Mateo
- Skyline

Silicon Valley

- DeAnza
- Evergreen Valley
- Foothill
- Gavilan
- Mission
- San Jose City
- West Valley

Santa Cruz & Monterey

- Cabrillo
- Hartnell
- Monterey Peninsula



Apprenticeship – the Equity Engine



Northern California Apprenticeship Network Launches

April 30, 2021

Posted in: *Workforce of the Future*

As the Bay Area and the greater Northern California megaregion begin the recovery process, increasing equitable opportunity will be central to maintaining California's leading economy. On Thursday (April 29), the Bay Area Council joined leaders from across Northern California to formally launch the Northern California Apprenticeship Network, with the aim of scaling apprenticeship opportunities in new industries and bringing more employers to the table.

Led by AON CEO Greg Case and Accenture Senior Managing Director Saleem Janmohamed, the launch brought a strong lineup of support from elected officials, partners, and employers across Northern California. Expanding apprenticeships has been a major focus of the Council's Workforce of the Future initiative. Apprenticeships provide new pathways into well-paid roles that open the door to more diverse talent that is representative of our Bay Area and Northern California population.

Attendees heard from Lily Galindo, a former apprentice in Apprent's program who is now a full-time Site Reliability Engineer at VMware. Her inspiring story spoke truth to the opportunity apprenticeships provide – building a pathway to well-paid roles for those without a 4-year degree. If done right, apprenticeships can build more equitable pathways into roles that were previously inaccessible to low-income and diverse talent. That opportunity and message was underscored by leaders including Senator Alex Padilla, Representatives Jackie Speier, Mark DeSaulnier, and Ro Khanna as well as Oakland Mayor Libby Schaff, Sacramento Mayor Darnell Steinberg and Sheneil Weber, Vice Chancellor of Workforce & Economic Development, California Community Colleges. The Council is excited to continue to grow the network with founding members Aon, Accenture, Adobe, Twilio, TechSF (San Francisco Office of Economic & Workforce



May 18th, 2020

Youth Apprenticeship: A Strategy for Recovery and Resilience

Youth apprenticeship can help young people get back to work, return to school, and prepare for the future economy.

By: Taylor White

Center on Education & Labor Blog Post



Jul. 28th, 2020

Advancing Equity in and Through Youth Apprenticeship

By: The National Alliance for Partnerships in Equity

Center on Education & Labor Blog Post

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Recommendations - Long-term

Conduct organizational analysis to determine which organizational model fits the role the board wants to play.

Conduct a targeted landscape analysis for innovative models from other workforce boards.

Map career pathways in leading regional sectors in the specific ways that they connect to work2future's target populations.

Your thoughts – questions?

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