

# WIAC Subcommittee 2 – Enhancing Data and Evaluating Programs

## Report to the Workforce Information Advisory Council

### November 1, 2017

#### Overview

**Meeting Dates:** July 7, July 21, Aug 4, Aug 11, Aug 22, Sept 1, Sept 15, Sept 22, Sept 27, Oct 20

#### **Participants**

- WIAC members: Jennifer Zeller (chair), Chelsea Orvella, Brenda Lisbon, Bruce Madson
- SME contributors:
  - Pam Frugoli, ETA – subjects: SOC, O\*NET, credentials
  - Pamela Mertens, ETA – subject: UI
  - Agnes Wells, ETA – subject: UI
  - Mike Horrigan, BLS – subject: Contingent Worker Survey
  - Scott Cheney – Credential Engine
  - Ken Poole – C2ER

#### **Materials**

- WIAC Subcommittee Guidance 2017-05.docx
  - Reference Materials: Opportunity 2.docx, Opportunity 5.docx, Key Resources for Opportunity 2.doc, Key Resources for Opportunity 5.doc, Data Sources Table- LMI Institute.pdf, WLMI Customers-Actions Influenced by LMI.docx, WLMI Improvement Efforts – Possible SMEs.docx, WLMI SWOT Summary.docx, Subcommittee 2 – Enhancing Data and Evaluating Programs 2017-07-7, O\*NET-SOC AutoCoder, SOC – Standard Occupational Classification, Credentials – Current Initiatives, Subcommittee 2 – Meeting Notes 2017-07-21, Contingent Worker Survey 2017-07-27, Subcommittee 2 – Reference, Subcommittee 2 – Enhancing Data and Evaluating Programs 2017-08-04, Subcommittee 2 – Enhancing Data and Evaluating Programs 2017-08-11, WIAC Subcommittee 2 Report Draft (1,2,3,4), Credential typology, Certifications and Licenses – 2016 CPS Data – BLS, Benefits of Enhanced UI Wage Records, BLS Wage Record Pilot

#### WLMI Improvements

##### **Improvement 1 – Enhance UI Wage Records**

- **What:** We recommend the inclusion of additional data elements to UI wage records, including occupational title, hours worked and work site.
- **Why**
  - Would enable production of valuable information not currently produced about the workforce.
  - Ability to obtain better data on training/education program outcomes and the use of training/education to transition among careers.
  - Increased availability of national and localized information on labor supply, part-time vs. full-time work, hourly wages and occupational distribution.
  - Would give accurate information on employer site location, and benefit hiring, recruitment and retention decisions as well as student and worker career preparation decisions.

- Having occupational identifier would be the first time data are available on career pathways or ladders.
  - Gives employers ideas of where to source talent in unusual places
- Would reduce costs of additional surveying and manual research to clean up data on the actual site location for state labor departments.
- Larger population of business served with real time understanding of jobs vs. OES.
- May result in cost savings by way of elimination of OES data collection (not OES program, but rather the way data is collected, aggregated, and published).
- Would result in having a wage time series we do not have now.
- Could give critical clues around emerging, growing and shrinking occupations.
- **How:**
  - Establish policies/process that promote the enhancement of wage records.
    - This would include an auto coding requirement still in beta.
  - Support states in the implementation of changes to UI systems.
  - To alleviate the cost and labor burden from new collection methods for LMI and supportive programming entities, coordinate initiatives with National Association of State Workforce Agencies (NASWA), payroll processing firms, businesses and employer associations.

## **Improvement 2 – Expand Data on Occupations and Skills**

- **What:** We recommend that O\*NET be updated more frequently, more creatively, and more strategically to expand information available on occupations, including skill requirements and transferability of skills among industries and occupations.
- **Why**
  - Students, jobseekers, and workers need more up-to-date information on in-demand occupations, required jobs skills, and how to move from one job to another given the rapidly changing nature of work.
  - Businesses can more strategically recruit within the workforce with more timely and accessible information about transferable skills between occupations and industries.
  - Improved data on skills associated with occupations and the transferability of those skills will lead to more strategic investments and curriculum development by training/education institutions. To achieve this end, there needs to be a methodology used for businesses, students and job seekers to understand transferability of skills and how to move from one job to another.
- **How**
  - Update critical majority of O\*Net data once every 5 years. Identify occupations and the necessary skills for those occupations that are changing most rapidly (for example, IT) and update them more frequently.
  - Use private sources as possible guides to new skill sets.
  - Use enhanced wage records as possible guides to emerging occupations.

- Use existing O\*NET capabilities to create or improve tools that both jobs seekers and employers utilize to identify skills that are transferable from one occupation or industry to another and what is needed to make those transitions.

\*\*For this topic of Occupation and Skills, we **do** recognize that there is a need to update the SOC more frequently; however, it is a large endeavor that is a complex process and involves many layers. Any improvement that could be made in updating SOC more frequently or identifying new and emerging occupations would be a welcome benefit to the overall discussion of skills and occupations supply and demand.

### Improvement 3 – Credentials

- **What:** We recommend DOL take responsibility for maintaining or funding a successful initiative that establishes a comprehensive resource of credentials, that would validate outcome data for credibility and create a common understanding and standards in the labor market degrees, certificates, industry certifications, and licenses. We want DOL to ensure that it will exist.
- **Why:**
  - In an efficient and effective labor market, employers and workers must be able to have access to a reliable source of credentials that reflect the knowledge and skills relevant to jobs. Employers need to be confident that credentials can be depended upon for hiring job candidates with the knowledge and skills they need. Workers, jobseekers and students need to be confident that their investments in education and training will provide them the knowledge and skills that prepare them for positions that employers are seeking to fill.
  - It would provide an understanding of why workers in the labor markets need these credentials and, in essence their value.

The USDOL, Employment and Training Administration, has compiled, reviewed and maintains data on occupational certifications. They are accessible on the CareerOneStop website through the Credentials Center [Certification Finder](#) search tool. Listed results indicate if the certification is in demand (based on job postings), and if the certification or certifying organization is related to or accredited by a third-party organization or program. This resource contains the certifying organizations, related occupations, and other details for more than 5,700 national certifications.

The USDOL, Employment and Training Administration, also has compiled and is seeking to improve information on occupational licenses. This state-specific information is accessible on the CareerOneStop website through the Credentials Center [License Finder](#) search tool.

A number of other interested groups have taken initiatives to improve the credentialing marketplace. One non-profit organization, [Credential Engine](#), has made efforts to promote collaboration among credentialing stakeholders and establish an open credential registry to be populated through the voluntary participation of credentialing organizations. Although still in development, this is the kind of tool that needs to exist.

Other groups are developing methods to obtain better outcome data of credential obtainers. A public/private partnership is currently in development by the National Association of Manufacturers (NAM) in partnership with the National Student Clearinghouse and Census to collect outcome data for certain manufacturing credentials.

- **How:** Institute DOL policies and initiatives that promote the joint efforts of the Department and private organizations to establish and maintain a comprehensive resource of credentials and improved data on the outcomes for individuals who obtained a credential. Ensure the establishment and maintenance of this database. Among the initiatives to consider pursuing are:
  - Explore the mining of resumes on the Internet for credentials
  - Work with licensing bodies to determine how to collect and maintain licensing information by occupation
  - Establish public-private partnerships to create employer-driven initiatives to identify the credentials that are valued in the labor market
  - Expand the collection of credential information by occupation through O\*NET and ACS data collection activities
  - Expand the availability of credential information like that displayed in the [CyberSeek Cybersecurity Heat Map](#) to other occupations
  - Establish a methodology to better understand outcomes of credentials that provide new information on the merit and professional outcomes of certifications. This would enable workers and businesses to understand why a credential is needed for success on the job.
  - Maintain credential characteristics including the type of credential, associated industry, number issued by geography, and employment outcomes of persons obtaining the credential.

We recognize a federal government role in increasing the transparency and understanding of credentials in terms of taxonomies and credibility of programs.

#### **Improvement 4 – Structure of Work**

- **What:** Acquire a better understanding of the scope and volume of alternative work arrangements or other causes for the reduction in traditional workforce participation.
- **Why:** The traditional nature of full-time employment with one employer is giving way to a growing segment of voluntary (contractual) and involuntary (part-time employment and contractual) alternative work arrangements. A thorough understanding of this change would provide for deeper comprehension of its implications on businesses, individuals, and families.
- **How:** Permanent/continuous funding of the Contingent Worker Survey.
  - Provide option for states to invest in an expanded sample to provide local data in order to have an understanding in changes in structure of work.
    - Addition of hours worked with UI wage records (Recommendation 1) would add understanding of the structure of work as well.
    - More useful for states to get localized data or even regional vs. national data.