

Upskilling and Reskilling of American Workers

Kelly McCreight, CSP

Chief Executive Officer, Hamilton-Ryker

ASA Board Chairman



Welcome

Ralphie



Zasz

Audrey



Welcome



Welcome



Chairman Priorities

- Filling the Talent Pipeline
 - 2018 skills gap initiative
 - Collect examples and best practices of innovation
 - Promote member efforts
- Technology Education Initiative
 - Identify new talent technology solutions and programs
 - Provide insight on additive and disruptive technologies
- Update the Association's Strategic Plan

Key Issues

- New “Pass-Through” Tax Deduction
 - Provides a 20% tax deduction of an individual’s domestic qualified business income from a partnership, S corporation, LLC, or sole proprietorship
 - Potential for significant tax savings
- Safety Standard of Excellence Program

Pass-Through Tax Deduction

- The new tax reform law provides a 20% tax deduction for income from businesses organized as partnerships, S corporations, LLCs, or sole proprietorships—generally smaller businesses that are taxed at individual, not corporate, tax rates
- The ability to take the tax deduction is a major issue for staffing firms that is worth millions to them
- Certain “specified trades or businesses” are excluded (e.g., law, accounting, and consulting firms—and firms whose principal asset is the “reputation or skill” of its owners or employees)

Pass-Through Tax Deduction

- At a recent meeting with top Treasury Department officials, ASA urged two main reasons why staffing firm owners should be able to take the deduction:
 - “staffing” is not on the list of businesses specifically excluded as “specified trades or businesses”
 - clients buy staffing services based on price, availability of talent, and quality of service—not the reputation or skill of individual owners or employees
- Proposed regulations likely will be out late summer
- ASA will be actively engaged throughout the rulemaking process and will keep members apprised of all developments

2018 Priorities



AN INITIATIVE OF THE AMERICAN STAFFING ASSOCIATION AND NATIONAL SAFETY COUNCIL

A Real Differentiator in the Competitive Staffing Marketplace

When your company earns the [Safety Standard of Excellence](#) mark, it demonstrates that standards are in place to foster a safe workplace for temporary workers, that your firm is committed to worker safety, and that it is a trusted employer and business partner.

[Learn More](#)

More than 20 staffing companies have earned the mark in the past year. Here is what some have said about their experience:

"We have made changes, such as moving to electronic training, because of the Safety Standard of Excellence assessment."

"It was recommended that we drug test everyone. Because of that, it has reduced our incidents and our turnover rate."

"We've made improvements based on our Safety Standard of Excellence report. We believe that the National Safety Council's opinion trumps all, and we want to follow NSC recommendations."



With Support From



WORLD WIDE
Specialty Programs



CONGRATULATIONS!



The American Staffing Association congratulates this elite class of staffing companies for earning the prestigious **Safety Standard of excellence** mark. These companies have demonstrated the highest standards of safety and are recognized for making temporary worker safety an ongoing priority.

- | | |
|-------------------------------------|--------------------------------------|
| 1. Aerotek | 12. Integrity Staffing Services |
| 2. Allied Forces Temporary Services | 13. Kelly Services |
| 3. Arizona Labor Force | 14. Labor Systems Temporary Services |
| 4. Axxess Staffing | 15. MAU Workforce Solutions |
| 5. CoWorx Staffing Services LLC | 16. Randstad |
| 6. DAVIS Staffing Inc. | 17. Reliance Staffing & Recruiting |
| 7. Diamond ZB Staffing Services | 18. Spherion |
| 8. Elwood Staffing Services | 19. Taylor Smith Consulting LLC |
| 9. Elwood Tradesmen | 20. TERRA Staffing Group |
| 10. Hamilton-Ryker | 21. TOPS Staffing LLC |
| 11. Helpmates Staffing Services | |



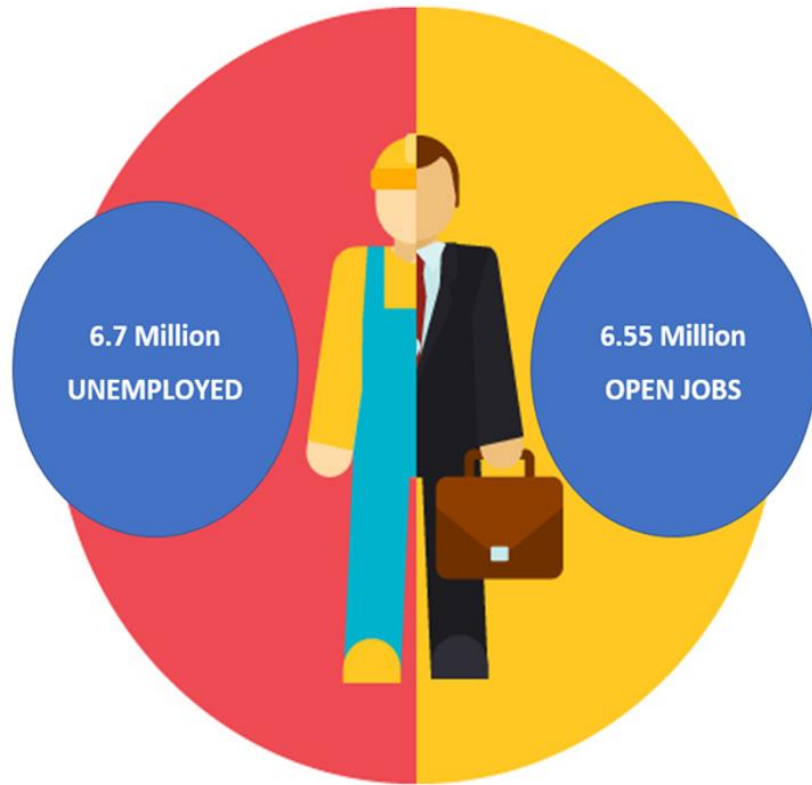
With support from



americanstaffing.net/safety



The Skills Gap: Perspectives



According to a February 2018 report from the National Federation of Independent Business:

- 52% of small business owners reported hiring or trying to hire
- 47% of owners reported that they had few or no qualified applicants for the positions they were trying to fill
- 34% of owners reported job openings they could not fill.

Source: Bureau of Labor Statistics; National Federation of Independent Business



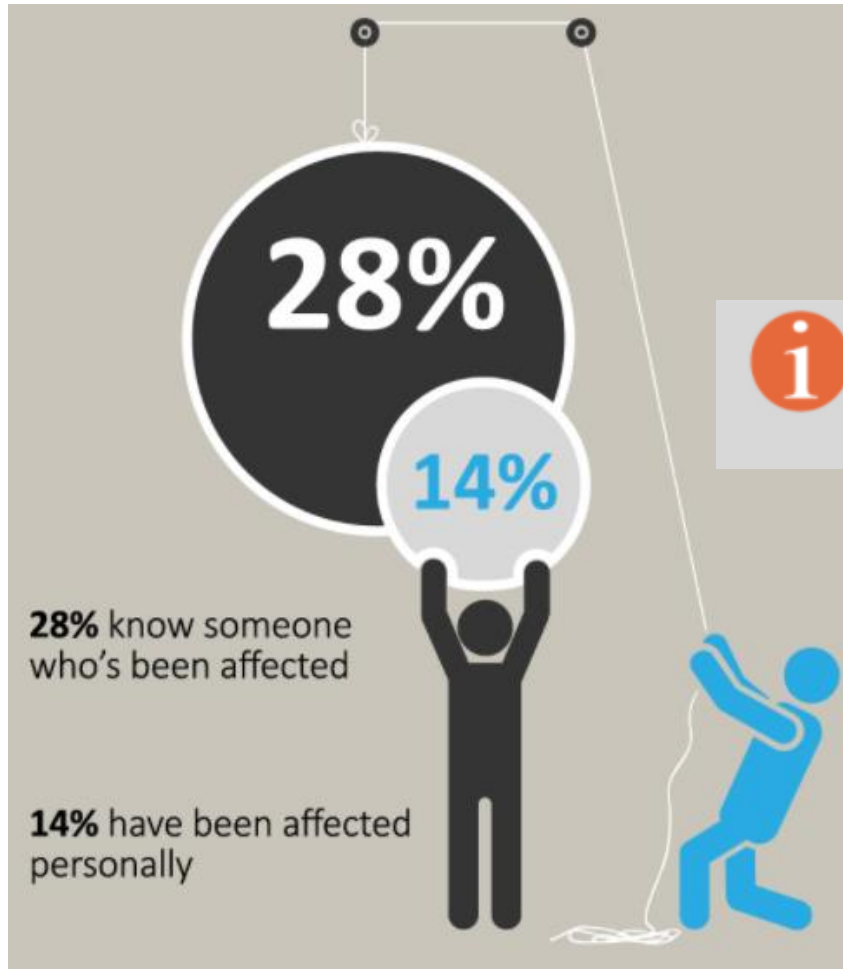
What Americans Are Saying About the Skills Gap

“Skills Gap” Is a Widely Unfamiliar Term



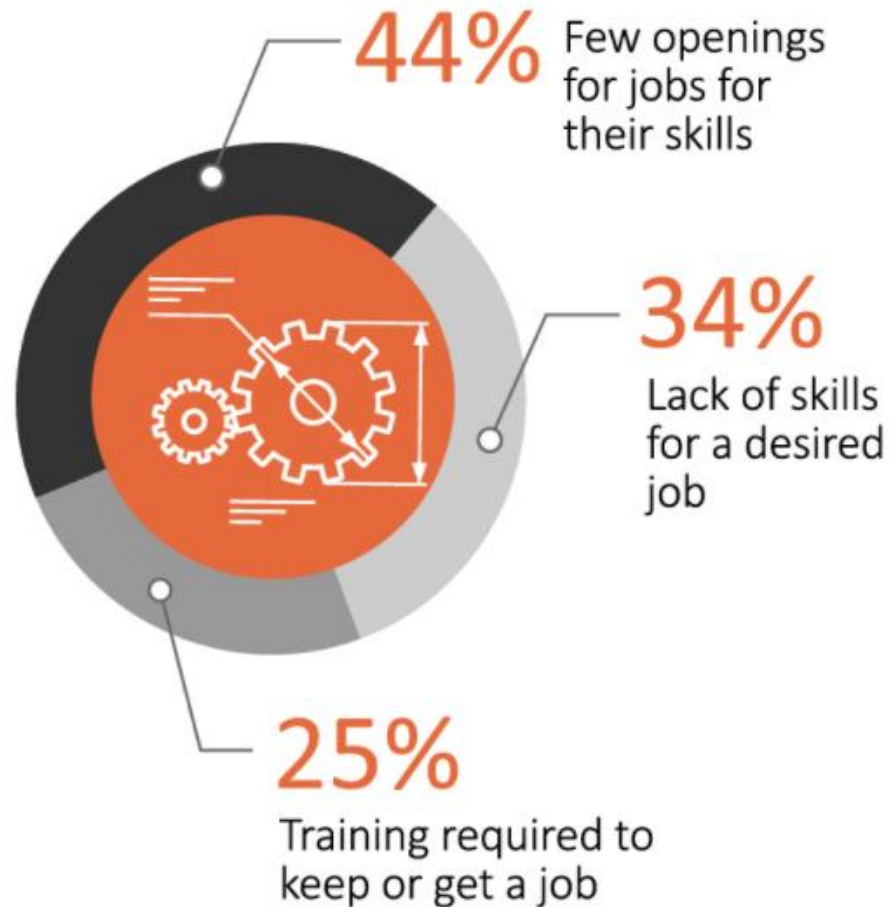
Half of U.S. adults say they have never heard of the term “skills gap.”

Once Defined, Skills Gap Hits Home



The term skills gap refers to the perceived difference between the skills employers require and the skills workers possess.

Skills Gap = Negative Effect on Workers

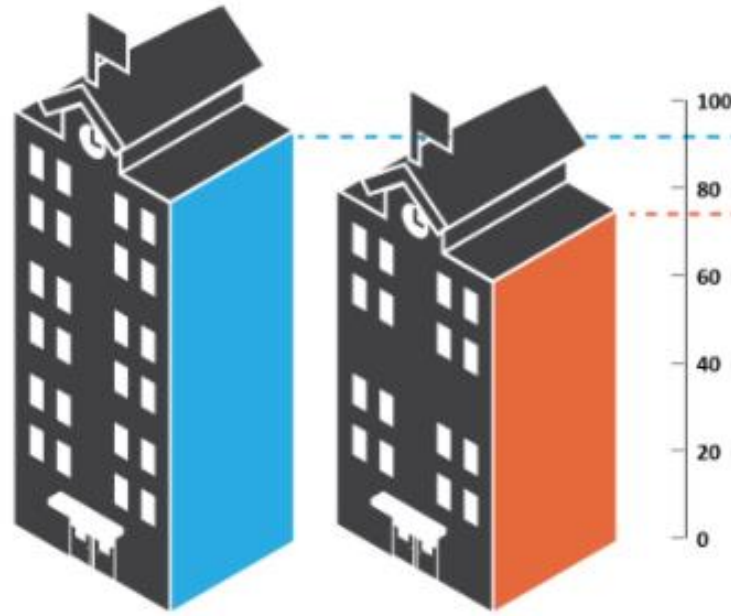


ASA Workforce MONITOR

CURRENT TRENDS AND ISSUES

The Skills Gap: Who's to Blame?

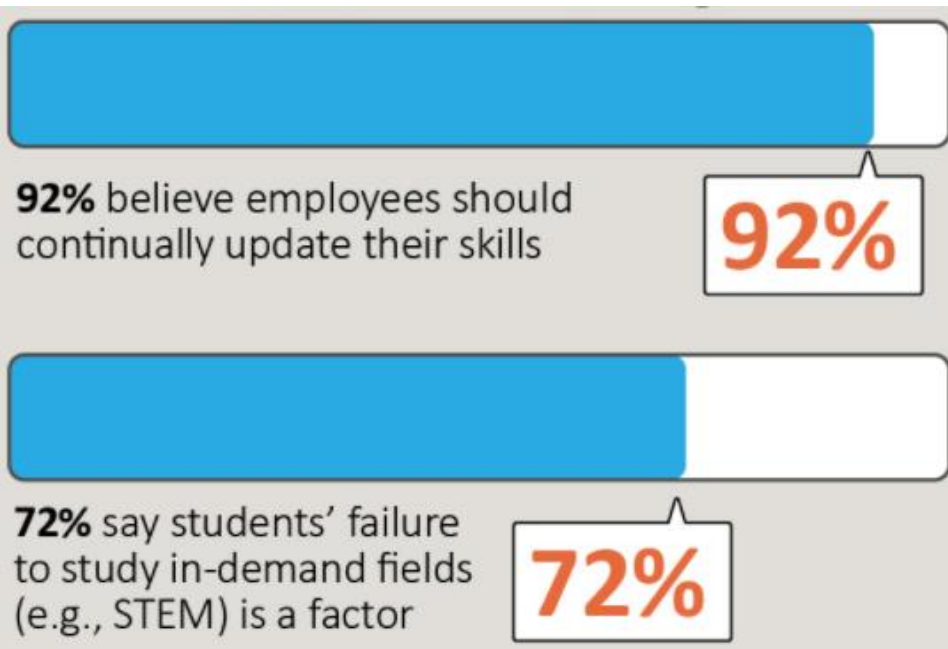
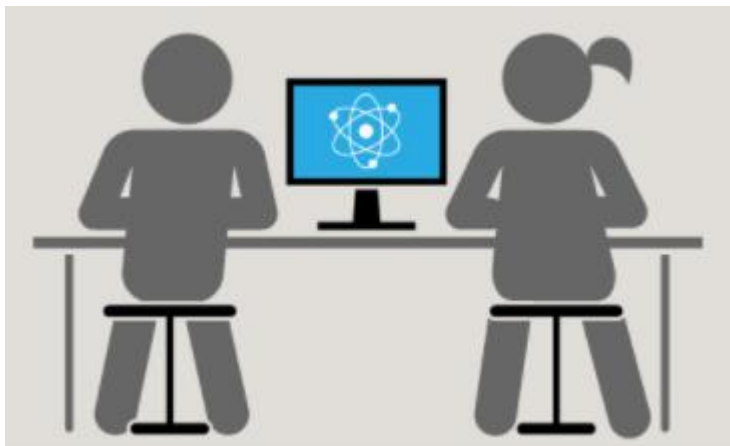
Schools Need to Catch Up



93% say schools need to do more to develop employable graduates

75% say inadequate education is a top factor responsible for the skills gap

Individual Inaction Is a Top Factor



Employer Training and Expectations Miss Mark

Failing to provide training



Not offering apprenticeship programs



Not communicating expectations to employees



Unrealistic expectations of job candidates' skills



Governments Can Do More



More than half assert that governments fail to offer sufficient training.



57%
STATE AND LOCAL

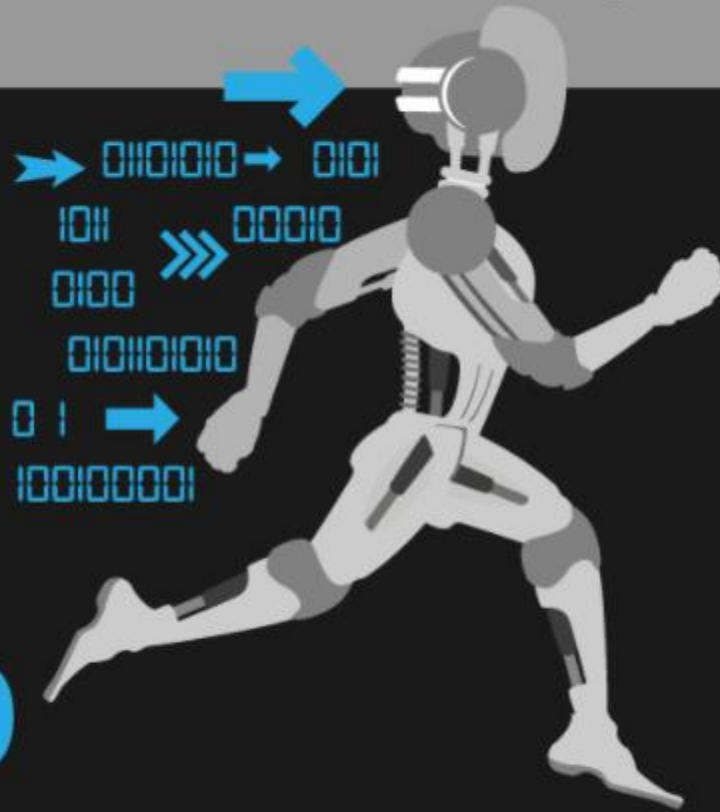


54%
FEDERAL

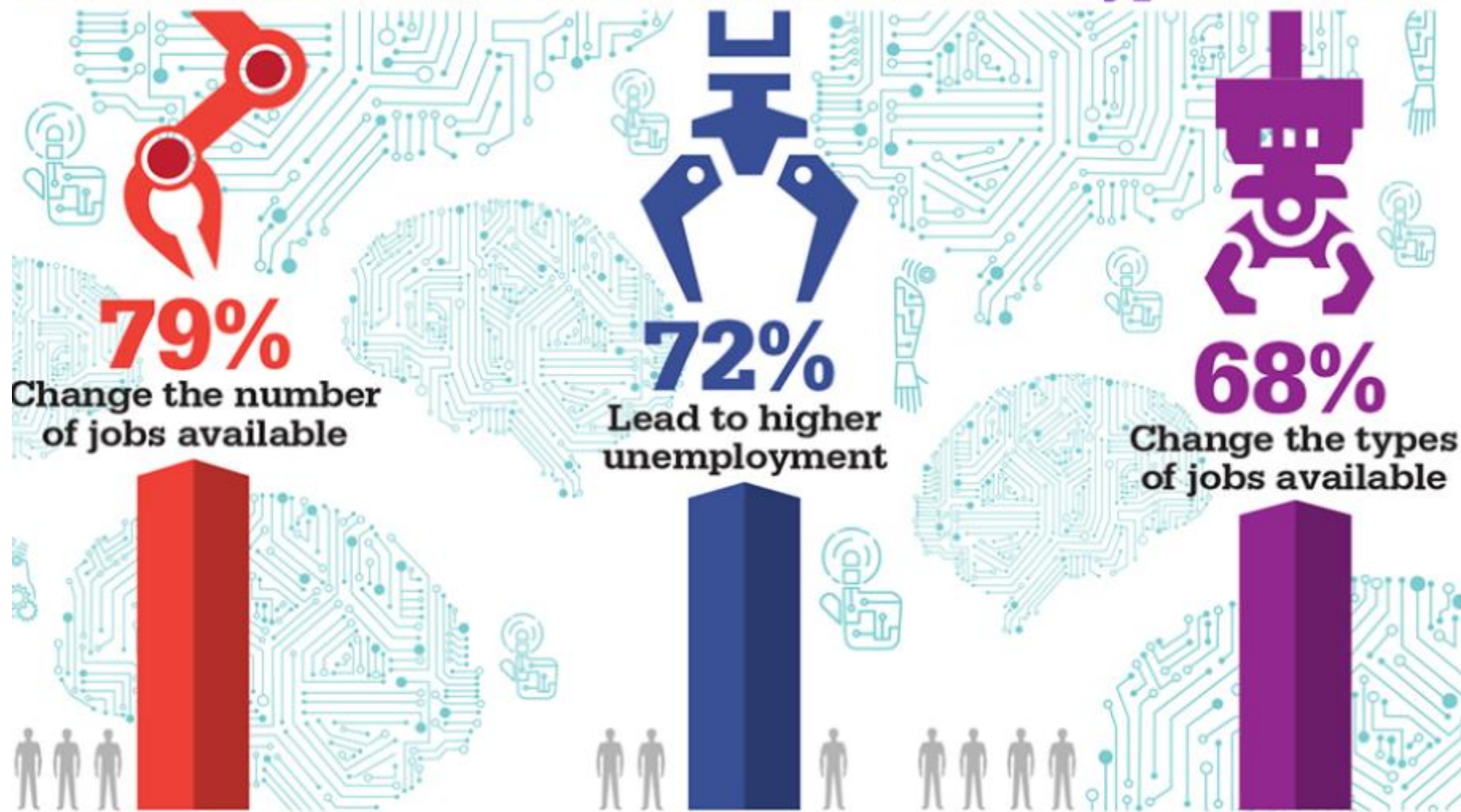
Tech Outpacing Workers' Knowledge

76%

76% of U.S. adults say technology surpassing workers' knowledge is a cause of the skills gap.



Automation Will Affect Number and Types of Jobs



Focused Training Needed

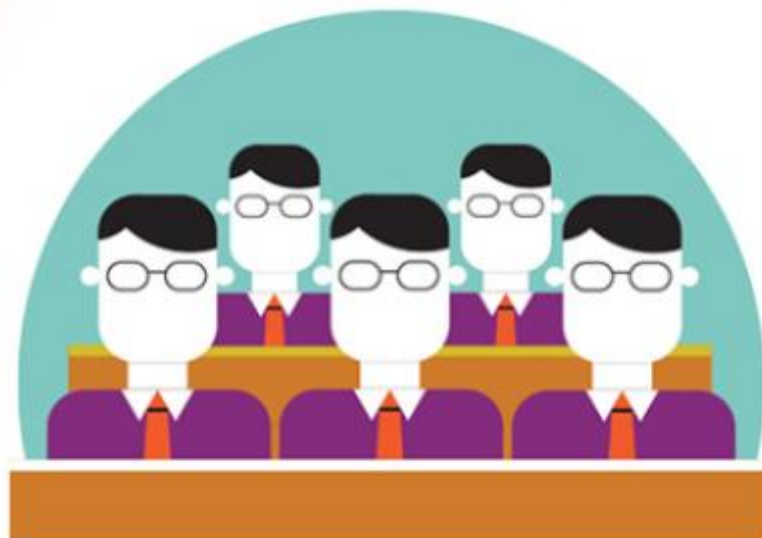
87% agree:

Due to automation, **additional training** will be needed to **get a job in the future.**



Unemployed Yearn for Training

Unemployed adults—especially those looking for work—would be willing to take a job in a new field if training were provided.



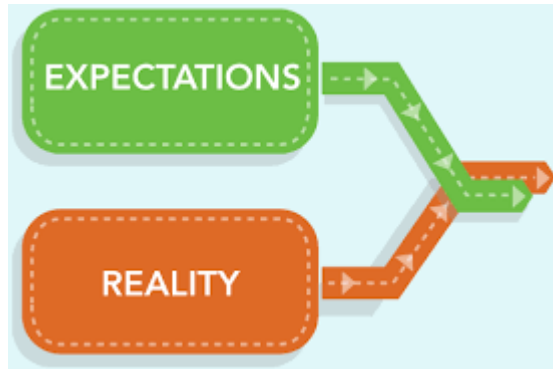
73%

Unemployed and
Not Looking

88%

Unemployed and
Looking for Work

Solutions for Dealing With Skills Gap



Training, Upskilling, and Re-training America's Workforce



Training, Upskilling, and Re-training America's Workforce

- Executive Order: “Expanding Apprenticeship Programs in America”
- Mission: To identify strategies and proposals to promote new models for work-based learning, especially in sectors where current apprenticeship programs are insufficient.
- Staffing industry/ASA representation as part of the taskforce





TASK FORCE ON APPRENTICESHIP EXPANSION

Final Report to:
The President of the United States

May 10, 2018

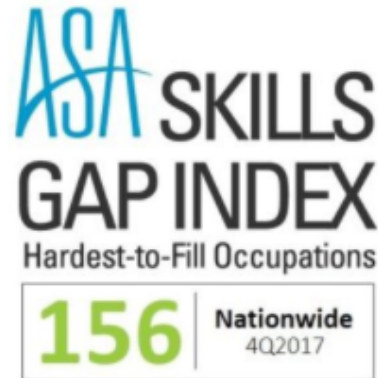
The **Task Force on Apprenticeship Expansion** brought together business, labor unions, trade and industry groups, nonprofit organizations, educational institutions, and public officials to make recommendations on how to design and grow high-quality Industry-Recognized Apprenticeship programs. It is an opportunity to make a difference for business and industries, as well as young students and lifelong learners to ensure they are prepared for the jobs of today and tomorrow.

Home › Research & Data › ASA Staffing Surveys & Data › ASA Skills Gap Index

ASA Skills Gap Index—Downloads M

The ASA Skills Gap Index tracks the number of hardest-to-fill occupations in the U.S.

The ASA Skills Gap Index report and companion presentation deck for clients and business groups are available to ASA members only. Download these files below.



Latest ASA Skills Gap Index Report

This report details national and regional data by industry sector, including salary information.

Skills Gap Presentation

This deck combines ASA Skills Gap Index and other data to help you communicate with clients and other audiences about why the skills gap exists and how to address it.

**Educate
Using
ASA
Research
and Data**

Educate Using ASA Research and Data



HARDEST-TO-FILL OCCUPATIONS—ALL SECTORS

NATIONWIDE—DECEMBER 2017

156 Nationwide
4Q2017

Top Two Hardest-to-Fill Occupations by Sector

Sector	Occupation	Hiring Indicator	Average Salary \$	25th Percentile \$	50th Percentile \$	75th Percentile \$
Engineering, IT, and Scientific	Computer and Information Research Scientists	9	116,314	87,402	111,842	140,442
Engineering, IT, and Scientific	Information Security Analysts	11	96,034	69,846	92,602	119,018
Health Care	Psychiatrists	4	200,221	125,570	194,750	230,575
Health Care	Internists, General	6	201,843	119,746	196,394	232,443
Industrial	Heavy and Tractor-Trailer Truck Drivers	1	43,597	33,467	41,330	51,771
Industrial	Food Service Managers	11	56,014	38,272	50,814	66,997
Office—Clerical and Administrative	First-Line Supervisors of Retail Sales Workers	11	43,909	30,368	39,042	51,251
Office—Clerical and Administrative	Parts Salespersons	13	33,218	22,651	29,786	39,894
Professional—Managerial	Tax Preparers	13	45,344	24,544	36,546	57,886
Professional—Managerial	Sales Engineers	13	108,888	74,402	100,006	132,080

Note: Salary data in green text are from CareerBuilder—all other salary data are from EMSI. Source: ASA analysis of CareerBuilder and EMSI data.



South

Occupation	Hiring Indicator	Average Salary \$	25th Percentile \$	50th Percentile \$	75th Percentile \$	National HI Comparison	National Avg. Salary Comparison
Heavy and Tractor-Trailer Truck Drivers	1	41,385	31,465	39,029	49,535	0	-5%
Food Service Managers	12	55,855	38,525	51,287	67,053	1	0%
First-Line Supervisors of Food Preparation and Serving Workers	15	34,194	23,814	31,285	42,172	2	-1%
Bus and Truck Mechanics and Diesel Engine Specialists	15	44,201	34,082	42,721	53,138	2	-6%
Taxi Drivers and Chauffeurs	18	24,654	18,997	22,779	28,422	0	-9%
Driver/Sales Workers	22	27,659	18,310	21,699	33,280	3	-3%
Dishwashers	22	19,671	17,660	19,089	21,579	-4	-8%
First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators	23	58,614	42,983	55,657	70,520	6	-2%
Baristas	25	23,213	19,240	20,000	24,066	2	-38%
Light Truck or Delivery Services Drivers	26	33,129	21,801	29,188	39,211	2	-5%
Dining Room and Cafeteria Attendants and Bartender Helpers	26	20,520	17,607	18,948	21,493	-4	-9%
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	28	19,991	17,479	18,899	21,335	1	-7%
Cooks, Restaurant	29	23,825	19,326	22,778	27,384	1	-7%
Food Servers, Nonrestaurant	29	20,907	17,655	19,297	22,622	-5	-12%
Telecommunications Equipment Installers and Repairers, Except Line Installers	30	51,016	36,484	49,418	66,256	3	-7%
Bartenders	30	25,355	17,813	19,566	26,995	-6	-1%

Note: Salary data in green text are from CareerBuilder—all other salary data are from EMSI. Source: ASA analysis of CareerBuilder and EMSI data.

South (continued)

Occupation	Hiring Indicator	Average Salary \$	25th Percentile \$	50th Percentile \$	75th Percentile \$	National HI Comparison	National Avg. Salary Comparison
Automotive Specialty Technicians	33	43,138	26,500	35,880	59,560	1	-12%
Combined Food Preparation and Serving Workers, Including Fast Food	35	19,205	17,329	18,572	20,252	1	-7%
Maintenance and Repair Workers, General	36	36,257	26,405	34,139	43,922	0	-9%
Food Preparation Workers	38	21,199	17,874	19,829	23,714	2	-8%
Automotive Master Mechanics	42	50,163	48,500	48,500	48,500	-1	2%
Waiters and Waitresses	46	22,747	17,566	19,046	23,311	2	-7%
Cleaners of Vehicles and Equipment	47	23,056	18,341	20,827	25,554	0	-7%
First-Line Supervisors of Mechanics, Installers, and Repairers	50	64,086	47,084	60,864	77,718	1	-4%

Note: Salary data in green text are from CareerBuilder—all other salary data are from EMSI. Source: ASA analysis of CareerBuilder and EMSI data.

Communication is Key

- Share the ASA Workforce Monitor and skills gap data with clients
- Speak the language that resonates most with job seekers
- Be a resource for both clients and job seekers



THEMES TO ELEVATE + TALKING POINTS

JOB PLACEMENT COMPANIES			
VALUE PROPOSITION	We help job seekers get noticed and land positions that match their qualifications at companies that are hiring		
CORE PILLARS	HELP THEM GET NOTICED	MAKE IT EASY FOR THEM	PROVIDE PERSONAL SUPPORT
JOB SEEKERS' KEY PAIN POINTS	Job seekers think the process is a blackbox, and it's holding them back. With us, there's less guess work and more opportunities to get noticed by the right people.	Job seekers think finding a job is a drain of time and energy. We make the process easier , so they can get hired faster and start earning more quickly.	Job seekers think the process is impersonal. We provide personal support , partnering with them, so they can find the right job for their needs.
KEY TALKING POINTS THAT EXPRESS HOW THE INDUSTRY DELIVERS ON JOB SEEKERS' KEY CONCERNS	<ul style="list-style-type: none"> ■ We have access to positions that otherwise may not have been available. ■ We get résumés in front of the right people. ■ We can't guarantee a candidate will get the position, but we can ensure they get noticed by the right people. 	<ul style="list-style-type: none"> ■ We use deep relationships with companies from a variety of industries to match job seekers to positions they're qualified for. ■ That means job seekers don't have to spend as much time searching and sending résumés. 	<ul style="list-style-type: none"> ■ We work one-on-one with job seekers. ■ We return phone calls and follow up on emails. ■ We make support services available, like résumé revisions and interview prep workshops.

The New Language of Staffing

Bridging the Skills Gap

JAG



americanstaffing.net/jag



Search Staffing World Recordings

[Home](#) › [Staffing World Recordings](#)

Industrial—Upskilling: A Story of a Partnership Between Staffing Firms and Clients

SHARE:



October 25, 2017

Finding qualified, high-skilled candidates continues to be a top challenge for many industrial staffing firms. Hear from firms who have addressed the talent skills gap in their area by partnering with their clients to provide upskilling to candidates. These firms will weigh in on the benefits and challenges of starting an upskilling program and will share the value this program brings to their client relationships.

STAFFING®
WORLD
2 0 1 7

Panel Facilitator

Kelly D. McCreight, CSP

Chief Executive Officer
Hamilton-Ryker



John Davey

Director of Manufacturing Services
MAU Workforce Solutions



Genia Spencer

Executive Vice President, Creative and
Digital Services

TeamPeople—a System One Co.



Scott Mayer, CSP

President
QPS Employment Group



American Staffing Association



Course Learning Objectives



Forklift Qualification Course

Assess a candidate's ability to operate a forklift based on client's job description and qualifications.



Enhancement Course

Improve competency and job readiness for new hire material handlers, in a controlled environment, using both scenario and equipment training.



Fundamentals Course

Provide knowledge and instruction using practical exercises to develop the fundamental skills to competently operate a forklift.

APPRENTICESHIP PROGRAMS



teampeople

THE BENEFITS

APPRENTICES GAIN HANDS-ON
EXPERIENCE

IMMERSED IN THE
ORGANIZATION'S TEAM AND
CULTURE

LEARN PRACTICAL &
THEORETICAL ASPECTS OF A
HIGHLY SKILLED OCCUPATION

CLIENTS "TEST-DRIVE" TALENT

SHORT-TERM OR PROJECT
BASED SUPPORT



Work is our passion.

Candidate Training

What doesn't work:

- Trying to provide all training needed to qualify every candidate for any new role
- Each client need is different
- Cost and time
- Unless you can focus on one industry, what do you train on?

What we have focused on:

- Candidate preparation
- Client coaching
- Internal processes
- Leveraging technology for training

QPSWORKS.COM

Better WorkLife Academy



EmployBridge has partnered with online learning and skills training leader Penn Foster to launch Better WorkLife Academy, making a wide array of free career-focused courses available to its associates in 25 U.S. markets.

Penn Foster, a leading provider of skills development training and credentials for today's frontline workforce, delivers its courses in a self-paced, competency-based model wrapped by comprehensive academic, professional, and personal support and coaching.

The Penn Foster courses, offered to associates of most EmployBridge brands in the newly created Better WorkLife Academy, include a mix of administrative, manufacturing, and technical offerings.

NEW for 2018!



- Honors best member firm temporary and contract workforce skills development programs
- **Deadline July 1**
- Launching later this month: Check *Staffing Today* for details

National Staffing Employee of the Year & All-Stars



Fawaz Joseph

ettain group

Engineering, IT, & Scientific Sector All-Star



Tayvon Snowden

Delta Global Services

Industrial Sector All-Star



Brittany Bourgeois

Supplemental Health Care

2018 National Staffing Employee of the Year

Health Care Sector All-Star



Jessica Dorny

Parker Staffing Services

Office—Clerical & Administrative Sector All-Star



Ken Martin

LaSalle Network

Professional—Managerial Sector All-Star

Thank You

Questions?

