



# 2021- 2022 Workplace Trends & Implications for Customized/Supported Employment Constraints or Creative Opportunities?

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## Poll 1 - Employment

During the 2021 business environment has it been easier or harder to secure customized/supported employment opportunities?

Check which one best describes:

- Piece of cake
- Easier
- More Difficult
- Impossible

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## 2021/2022 Workplace Trends Objective

Gain information:

- about key workplace trends through next year
- and ideas to address the constraints and find opportunities for job seekers



**Constraints into Creative Opportunities**

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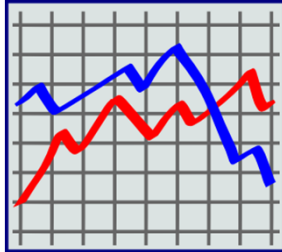
## 2021/2022 Workplace Trends Agenda

Eastern

3:00	Welcome, Session Objectives & Agenda What keeps you awake at night?	Pam & Abby
3:10	Overview of key business trends impacting job seekers for customized/supported employment	Abby
3:30	Discuss trends - - Implications - Identify creative ways to turn trends into opportunities for your job seekers	Breakout Teams
3:50	Report back	Breakout Teams
4:10	Next Steps	Abby & Pam
4:15	Close	

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## 2021 Job Market



The U.S. Labor Market is going through extraordinary times:

- historically fast job growth
- severe labor shortages
- epic shift to remote work.

Forbes Aug 2021

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## What Keeps You Awake?

**Purpose** – It's challenging times and we would like to hear your key concerns.

### Directions

1. Reflect on your work and agency - what keeps you awake at night?
2. On next slide describe in 3-4 words your concern
  - Go to the ZOOM menu bar at the top - click on *View Options*
  - Scroll down to *Annotate* and click
  - Click on *Format*, select dark color & font size of at least 18
  - Click on *Text*
  - Click anywhere on the slide and write brief response
  - Look out for where others have started with text box
3. We'll do one together

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## What Keeps You Awake?

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## The Great Resignation is No Joke

- **73%** of CEOs say *labor/skills shortage* is the most likely external issue to disrupt their business in the next 12 months.
- **57%** of CEOs say *attracting and recruiting talent* is among their organization's biggest challenge.
- **51%** of CEOs say *retaining talent* is their biggest challenge. **35%** of CEOs say they've *expanded benefits* in the past 12 months in order to strengthen their ability to retain talent
- **67%** of CEOs say they *expect strong growth* for their company.
  - 31%** say modest growth
  - 3%** say weak growth

<https://fortune.com/2021/10/21/the-great-resignation-is-no-joke/>

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## Key Workplace Trends 2021-2022

- Retention & Staffing
  - Record individuals quitting while surge in demand as economy opens
- Automation & Vulnerable Jobs
  - Employers learned during pandemic to operate with fewer employees using automation and other process improvements
- Telework/Hybrid
  - “Is here to stay”
- Inclusion
  - Companies that have diversity and inclusion programs have higher profits than similar companies that do not

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## Poll 2 – State/Local Trends

What trends are impacting job development in your area?

Check those most applicable

- Retaining employees
- Increased staffing demands
- Automation & vulnerable jobs
- Telework/Hybrid
- Inclusion
- All of the above
- None of the above

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## Retention - Staffing

- Prior to the Pandemic retention was a 650 billion industry
- Now it is worst- The Bureau of Labor Statistics data supports we are experience a turnover tsunami
- If the quit ratio continues 42 million workers will quit.  
[\(Workforce Institute 2021 Engagement and Retention Report – Achievers\)](#)
- Career Reason is the number one reason people quit since 2010.



### Discussion

- When customizing a job how do we use this information to our advantages?
- How does it give you leverage in negotiation?
- What concerns should you have?
- How does it change your research?
- What are potential downsides with employers losing large #'s of employees to look for?

## Automation & Vulnerable Jobs

### **Automation – Depending on who you believe 10 to 27% of jobs will disappear due to automation.**

- We do know many vulnerable jobs are being eliminated, many jobseekers we place perform vulnerable tasks that are ripe for automation.
- We need to think about a course of action
  - How do we use the Benefit Needs Analysis to bundle tasks that allow for career growth and are difficult to automate?
  - What do we need to learn about a given industry?
  - Other thoughts

## Telework/Hybrid

- Can be a double edge sword
  - Have you found it has increased employment options?
  - Decreased options?
  - Do your jobseekers have the technology and skills to telework?
  - Does your public rehabilitation agency support your jobseekers in telework?
  - Who has negotiated a hybrid telework position for your jobseeker?
  - Have you used for job site support? How? If not, how could you use it?

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## Inclusion Results in Profits & Productivity

- Studies performed by [McKinsey & Company](#) and [Forbes Magazine](#) show that companies that have diversity and inclusion programs have higher profits than similar companies that do not.
- The future of workforce success depends on it.
- Millennials care whether or not their workplace has a diversity and inclusion program. [Pew Research Center](#) and Glassdoor show that an increasing number of millennial job applicants they will even turn down an offer from an employer if they feel it is not diverse and inclusive.
- Diverse companies are expanding their customer reach. The total disposable income for U.S. adults with disabilities and their families is **about \$490 billion**.

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## Inclusion Results in Profits & Productivity

- Companies like [Facebook](#), Verizon, Progressive, Procter & Gamble, American Express, Microsoft and General Mills are initiating or have D&I programs because their clients are demanding it. Customers are also requiring more diversity from their advertising.
- There is a lot of talk about inclusion and how it is good business but to my knowledge there are limited requirements for inclusion to be part of businesses diversity plan.

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## Inclusion

- The Federal Government is the nation's largest employer. They requires diversity in recruiting, hiring and promotion of employees. You can be a resource
- It is not just the federal government itself, but also state, county, and local governments. Any organization that receives federal money, like schools or hospitals, must also meet these requirements.

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## Federal Government

- Schedule A –is the *non-competitive* hiring process, agencies use a special authority (Schedule A) to hire persons with disabilities without requiring them to compete for the job.
- Executive Order on Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce
- JUNE 25, 2021
- US office of Personnel Management Affirmation Action Plan <https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/affirmative-action-plan-for-people-with-disabilities.pdf>

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## Public Sector

- Some state and cities have an expedited hiring process for individuals with disabilities
- State as a Model Employer

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## Laws that Are Helpful

### Americans with Disabilities Act-

- Title One-prohibits private employers with over 15 employees, State and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities....
- A reasonable accommodation is any change to the application or hiring process, to the job, to the way the job is done, or the work environment that allows a person with a disability who is qualified for the job to perform the essential functions of that job and enjoy equal employment opportunities. Accommodations are considered “reasonable” if they do not create an undue hardship or a direct threat.
- Title Two-Title II applies to State and local government entities, and, in subtitle A, protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities.....

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## Continued - Laws

- Rehabilitation Act – Section 501 **prohibits federal executive branch agencies**, including the U.S. Postal Service and the Postal Rate Commission, from discriminating against qualified individuals with disabilities.
- 503-requires affirmative action in the hiring, placement and advancement of people with disabilities by federal contractors or subcontractors who have federal contracts or subcontracts in excess of \$10,000. **Utilization goal of 7% of employees are persons with disabilities.**
- Workforce Innovation and Opportunity Act – WIOA's Section 188

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## Inclusion



*Inclusion & Business Growth*

### Discussion Questions

- How does inclusion factor into job development?
- How will you position yourself as a resource in expanding inclusion?
- Have you spoken to state and/or local government about inclusion and people with disabilities? Response?
- How can you utilize diversity and inclusion with customized/supported employment
- How can you connect the national trend of inclusion with your individual job seeker?

## Business Trends & Innovation

### Creative Business Responses to “Lock-downs”

- Marvelous Vintage Tea Parties > Tea for Two in a Box
- Restaurants > Subscription Monthly Dinners for Pick-up
- Medical > Telehealth

*Job  
Developer*



*Employer*

*Job  
Seeker*

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## Trends & Creating Opportunities Breakout Discussions

*Discuss trend and identify creative ways and opportunities to leverage and secure customized/supportive employment for your job seekers.*

### Directions:

1. Locate the Employment Trends worksheet.
2. Select/Assign breakout teams, leader and recorder ; 5-7 participants/breakout
3. Discuss trend and how it is impacting customized/supported employment.
4. Discuss the related questions & brainstorm ways the implications can be turned into opportunities or different approach than typically used.
5. Identify the group's top 3-5 ideas/recommendations & record response to report back; 15-20min
6. Return to group and share ideas 5 min/group
7. Summarize and debrief

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## Break out – Report Back & Debrief Key Workplace Trends 2021-2022

- Retention & Staffing
- Automation & Vulnerable Jobs
- Telework/Hybrid
- Inclusion

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## Close – OWOW!

### Purpose

We're nearing the end of this session. Before we close out, however, it's important for us to know what you have experienced and what you will use and share with others when you leave.

### Process

Use the elevator speech to help define:

- Short statement, that informs and excites
- Less than 30 seconds to communicate
- Think about the session, the information & activities
- What excites you most and what might excite others

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## Directions

1. OWOW – Finish the phrase
  - Overall, it was.....
  - What we did.....
  - One thing in particular....
  - What I'm looking forward to is....
2. Write down your statement using OWOW!
3. Share with group