



Labor Market Survey Report 2014



Serving the Communities of...
Arcadia, Duarte, Monrovia, Sierra Madre, South Pasadena, Pasadena

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Introduction

The following report details the findings of a 2014 labor market survey of businesses in Arcadia, Duarte, Monrovia, Sierra Madre, South Pasadena, and Pasadena.

This survey was conducted by ERISS Corporation on behalf of the Foothill Workforce Investment Board FWIB. Results of the survey and other workforce data relevant to the region can also be found at www.usworks.com/foothilljobs

About the Foothill Workforce Investment Board WIB

The Foothill Workforce Investment Board (FWIB) is a 32-member board comprised of business owners, corporate executives, local educational organizations, labor unions, economic development agencies, government entities and community based organizations. FWIB oversees the implementation of the Workforce Investment Act (WIA) program and other workforce development programs. FWIB is located at 1207 E. Green Street, Pasadena, CA 91106, and is funded primarily through the federal Workforce Investment Act.

The mission of the Foothill WIB is to provide an employment and training service delivery system that is responsive to the needs of employers and job seekers by establishing a public and private partnership which will provide high quality programs and services that addresses the demands of the local labor market.

The FWIB Guiding Principles are:

- ✓ Building a strong system that will support economic development and will lead to good, living wage jobs for all
- ✓ Providing opportunities for lifelong learning for the purpose of career advancement
- ✓ Preparing a workforce that meets the changing needs of employers and helps businesses remain competitive
- ✓ Building a cohesive, flexible, and responsive system which strives for continuous improvement
- ✓ Promoting future independence and individual accountability of our customers
Integrating partner organizations into the delivery system to provide full employment and on-going support for job seekers and employers

Purpose and Background

The purpose of the Foothill Labor Market study was to gather current, comprehensive workforce data not available anywhere else and to provide universal access to the results via a state of the art labor market information web application focused entirely on the Foothill region.

In today's rapidly changing global and local markets, it is imperative that Workforce Investment Boards collect and use the most current and in-depth data about their region. This data that will help the FWIB make informed policy and strategic choices ensuring that employers, jobseekers and other stakeholders get the best possible Return on Investment.

Since its inception the Foothill WIB has been a leader in job-driven training and large scale employer engagement, and this project continues that focus.

Survey Scope and Methodology

ERISS Corporation conducted the survey between April and July 2014 using ERISS's proprietary Computer Aided Telephone Interviewing (CATI) system. ERISS used a stratified census style survey where an attempt was made to contact every business within the survey parameters, with the final sample representative by industry of the population of businesses in the FWIB region.

Three thousand and forty two (3042) employers were targeted and 274 of these businesses were found to be out of scope¹ resulting in a net employer base of 2,768. Of these employers 610 participated in the survey resulting in a 22% response rate and occupational data covering 45 occupations. These occupations tend to be where the majority of workers in the region are employed.

The survey collected data from local businesses regarding:

- Projected growth and general staffing plans
- Occupational demand, turnover, and hiring plans
- Plans to expand, downsize and/or relocate
- Reasons for downsizing or relocating
- Barriers to growth
- Key issues, concerns and challenges to local businesses
- Knowledge and use of local programs
- Hiring of special workforce populations
- Skill deficiencies

You can find the complete Survey Questionnaire in the Appendix.

¹ Employers with wrong phone number and no new number.

Summary of Key Findings

Industry Growth

- The Services and Finance Industries projected the greatest 12-month growth at 3% followed closely by the Health and Business Services Industries at 2%.
- The Construction and Education Industries reported the highest turnover at 4% respectively followed by the Health Services and Transportation/Utilities Industries at 3% each.

Industry Demand

- Health Services and Construction show the highest demand through 2015.

Occupational

- The top three fastest growing occupations with 8% projected growth over the next twelve months are: Licensed Practical and Licensed Practical Nurses; Architects (Except Landscape and Naval) and Dental Assistants.
- The top three in-demand jobs are: Accountants, Accounting, Bookkeeping and Auditing Clerks and Receptionists.
- Time to Hire for Non-Experienced Candidates: Employers reported that it took more than three weeks to find inexperienced Licensed Vocational Nurses, Receptionists, Customer Service Representatives, Administrative Assistants and Social and Human Services Assistants.

Expansion/Hiring Plans

- 26% of surveyed employers reported plans to expand or hire in the next 12 months. This is a very healthy percentage and will give FETC clients opportunity to tap into these employers. In 2009 when ERISS conducted its previous survey of the region, only 8.7% of employers reported plans to expand, reflecting much improved employer optimism in 2014.
- 40% of employers stated that a lack of skilled labor, and not enough qualified applicants were the key barriers to hiring.
- Only 2% anticipate downsizing, 1% of employers reported plans to close and 1% reported plans to relocate out of the County.

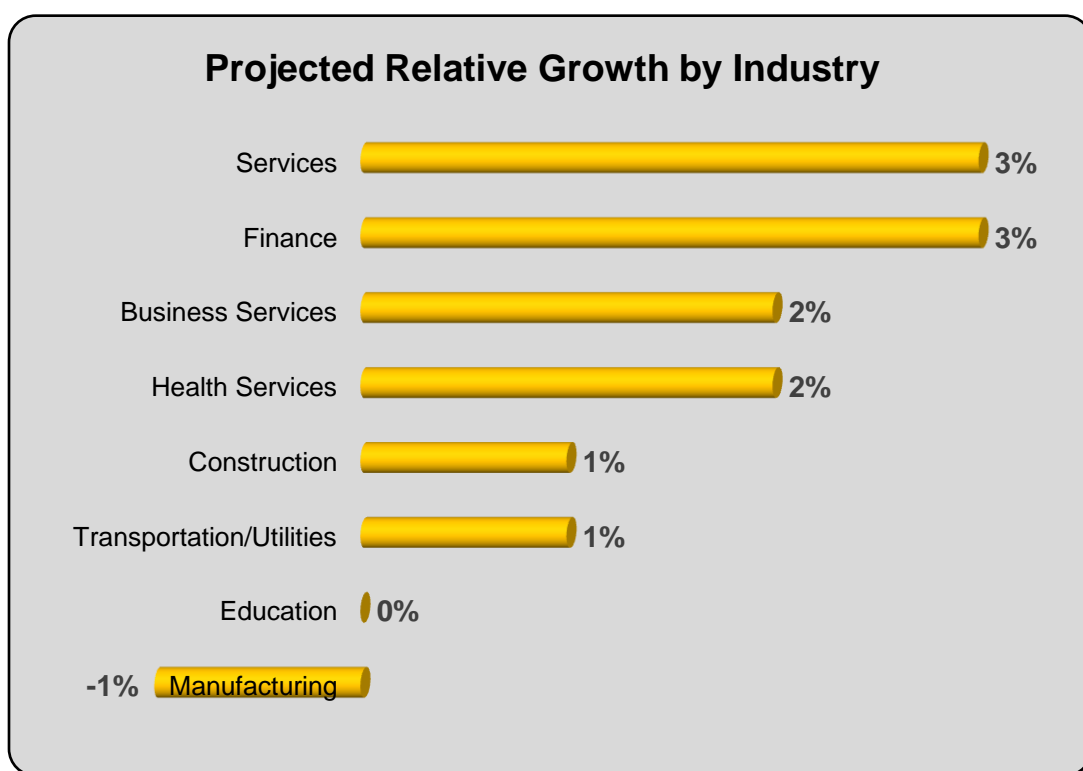
Detailed Survey Results

Industry Analyses

Industry Projected Growth

Surveyed businesses were asked to report their current number of employees, and the number of employees they projected to have in 12 months. By grouping individual companies according to industry, this information was used to calculate a relative projected growth rate² industry comparison.

As shown in the chart below, the Services and Finance Industries show the greatest projected growth at 3% respectively.

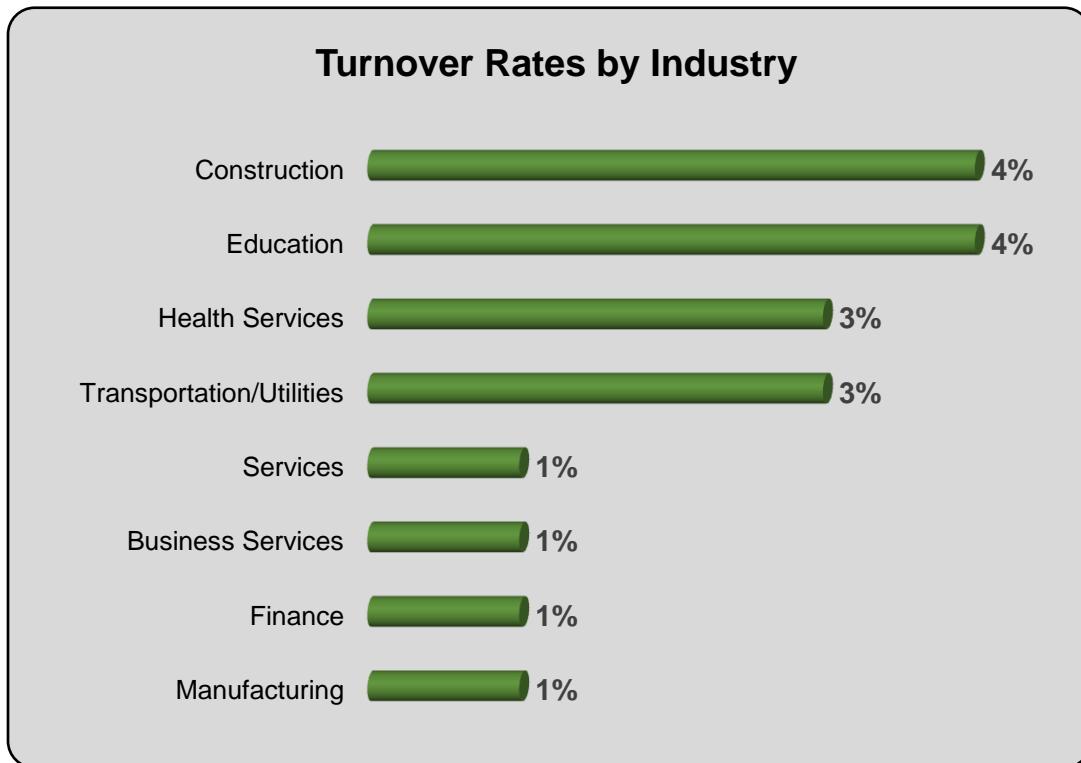


² Projected relative growth = (number of employees in 12 months – number of employees now)/number of employees now.

Industry Annual Turnover

Surveyed employers were asked to report the annual turnover for each occupation surveyed. This information aggregated by industry is presented below.

As shown, businesses in the Construction and Education industries reported the highest level of annual turnover at 4% respectively followed by the Health Services and Transportation/Utilities Industries at 3% respectively.

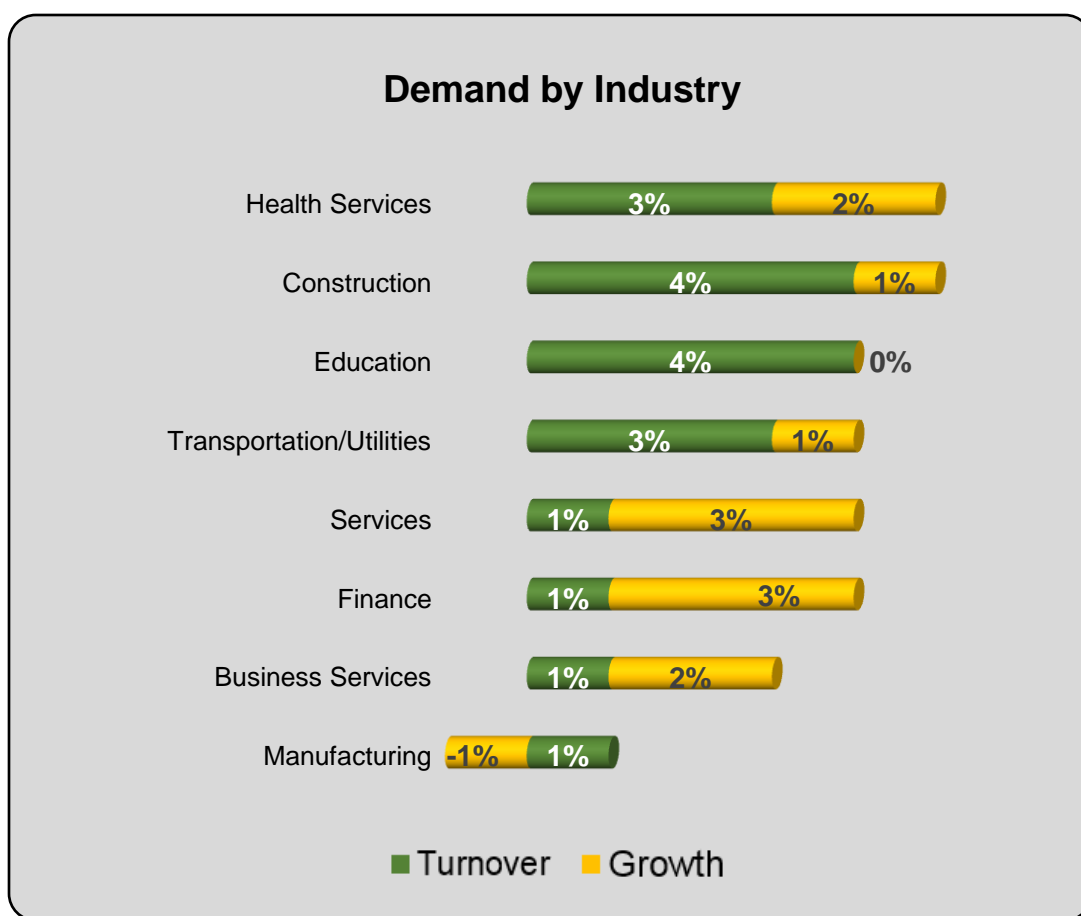


Industry Demand

A relevant indicator of the staffing challenges related to specific industries and occupations can be provided by looking at Industry Demand data. "Demand" provides an estimate of the percentage of workers that will need to be hired during a 12-month period due to both Growth AND Turnover. Demand is calculated by starting with projected growth, adding in annual turnover, and dividing by the number currently employed. It essentially provides a projected growth rate modified by turnover rates.

The chart below displays Demand split into growth and turnover components. For example, the Finance Industry has a Demand rate of 4% comprised of 1% Turnover and 3% Growth.

The Health Services Industry and the Construction Industry exhibit the greatest Demand 5% respectively. Note that the Health Services and the Construction Industries Demand are largely driven by a relatively high turnover rate.



Occupational Analyses

During the survey process, businesses were asked to report which occupations they currently staffed, and information was collected on as many of these occupations as possible. For each surveyed occupation, questions were asked regarding current and future staffing, hiring, benefits and other relevant occupation level information.

The following analyses display the top occupations for each category. Further occupational information for all surveyed occupations is available through the USWorks for Professionals website and an electronic database provided as a further deliverable to this project.

Occupational Projected Growth

The table below lists the occupations with 1% and higher 12-month projected growth rate.

Occupation	12 Month Projected Growth
Licensed Practical and Licensed Vocational Nurses	8%
Architects (Except Landscape and Naval)	8%
Dental Assistants	8%
Receptionists (and Information Clerks)	7%
Bill and Account Collectors	7%
Home Health Aides	7%
Civil Engineers	7%
Medical Assistants	6%
Registered Nurses (Nurse Practitioners)	5%
Customer Service / Call Center Representatives	4%
Social and Human Service Assistants	4%
Preschool Teachers (Except Special Education)	4%
First-Line Supervisors or Managers of Personal Service Workers	3%
General Office Clerks	3%
Accountants	3%
Public Relations Specialists	2%
Certified Nursing Assistants	2%
Clergy	2%
Lawyers	2%
Instructional Coordinators	1%

Occupational Turnover

The table below shows the occupations with the highest reported turnover rates. Occupations with the highest turnover tended to be from the Services industry. The highest overall turnover was seen for the occupation 'Accountants' with 25% followed by 'Bookkeeping, Accounting, and Auditing Clerks' at 23%.

Occupation	Turnover Rate
Accountants	25%
Bookkeeping, Accounting, and Auditing Clerks	23%
New Accounts Clerks	19%
First-Line Supervisors or Managers of Personal Service Workers	17%
General and Operations Managers	12%
General Office Clerks	11%
First-Line Supervisors of Office and Administrative Support Workers	10%
Registered Nurses (Nurse Practitioners)	10%
Receptionists (and Information Clerks)	10%
Janitors and Cleaners (Except Maids and Housekeeping Cleaners)	6%
Customer Service / Call Center Representatives	5%
Medical Assistants	5%
Lawyers	5%
Executive Secretaries and Administrative Assistants	5%
Secretaries (Except Legal, Medical, and Executive)	4%
Billing and Posting Clerks	4%
Licensed Practical and Licensed Vocational Nurses	4%
Preschool Teachers (Except Special Education)	4%
Financial Managers, Branch or Department	3%
Certified Nursing Assistants	3%

Occupational Demand

Demand is a function of projected growth plus occupational turnover. The table below shows the occupations with the highest reported demand rates, and also provides growth and turnover rates as an indicator of the components of the demand. As shown, the demand for many of the highest demand occupations is largely driven by turnover.

Occupation	Demand	Growth	Turnover
Accountants	28%	3%	25%
Bookkeeping, Accounting, and Auditing Clerks	23%	0%	23%
Receptionists (and Information Clerks)	17%	7%	10%
Registered Nurses (Nurse Practitioners)	15%	5%	10%
General Office Clerks	14%	3%	11%
General and Operations Managers	12%	0%	12%
Licensed Practical and Licensed Vocational Nurses	12%	8%	4%
Medical Assistants	11%	6%	5%
Customer Service / Call Center Representatives	10%	4%	6%
Dental Assistants	10%	8%	2%
First-Line Supervisors of Office and Administrative Support Workers	8%	-2%	10%
Civil Engineers	8%	7%	1%
Home Health Aides	8%	7%	1%
Architects (Except Landscape and Naval)	8%	8%	0%
New Accounts Clerks	7%	-12%	19%
Preschool Teachers (Except Special Education)	7%	4%	3%
Social and Human Service Assistants	6%	4%	2%
Certified Nursing Assistants	5%	2%	3%
Secretaries (Except Legal, Medical, and Executive)	4%	0%	4%
Executive Secretaries and Administrative Assistants	3%	-2%	5%

Occupational Time to Fill Openings

The table below shows the average number of days to fill an opening for both experienced and non-experienced employees. For experienced employees, the list is topped by occupations requiring more extensive training or experience. It is also notable that many of the occupations appear on both lists which is indicative of possible skill shortages across the spectrum of experience levels. Typically, for publicly funded job training agencies, the best return on investment comes by focusing on occupations where employers are willing to accept clients who have the skills qualifications (gained by training) but who have no experience in the actual occupation (which is the typical One Stop/AJC client scenario).

Experienced Employees		Non-Experienced Employees	
Occupation	Average Time to Fill Openings (Days)	Occupation	Average Time to Fill Openings (Days)
Social and Community Service Managers	83	Clergy	94
General and Operations Managers	70	Public Relations Specialists	67
Financial Managers, Branch Or Department	60	Licensed Practical and Licensed Vocational Nurses	45
Public Relations Specialists	49	Tellers	37
Architects (Except Landscape and Naval)	42	Receptionists (and Information Clerks)	35
Licensed Practical and Licensed Vocational Nurses	37	Veterinary Technologists and Technicians	25
Executive Secretaries and Administrative Assistants	37	Customer Service / Call Center Representatives	25
Receptionists (and Information Clerks)	31	Executive Secretaries and Administrative Assistants	24
Registered Nurses (Nurse Practitioners)	30	Architects (Except Landscape and Naval)	21
Civil Engineers	27	Civil Engineers	21

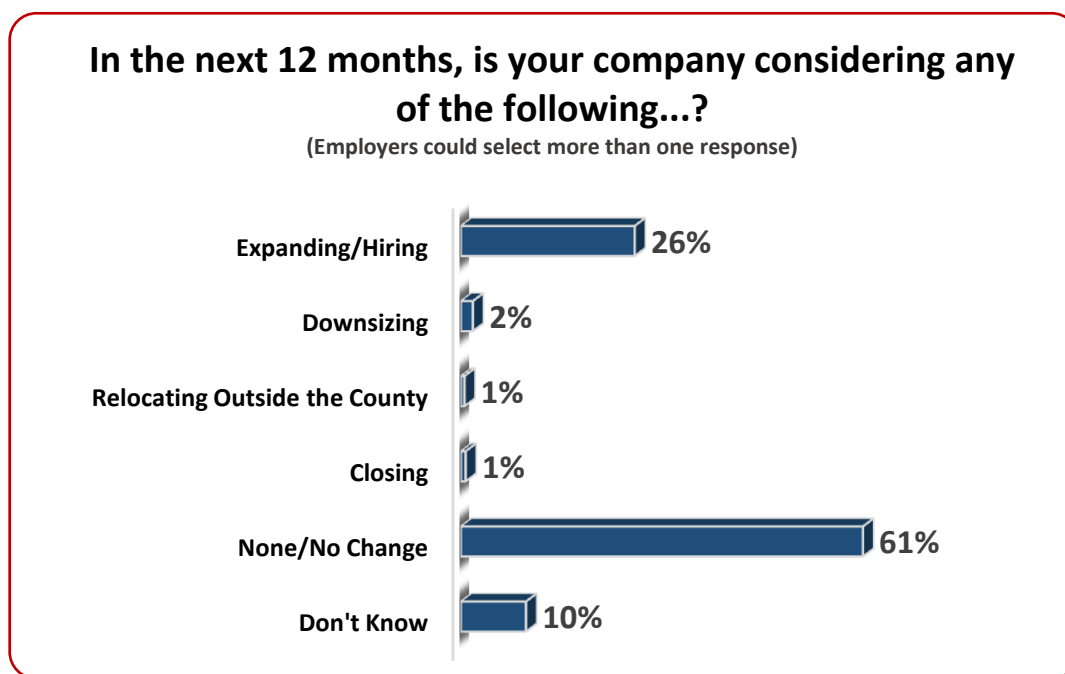
Non-Occupational Questions

In addition to occupational questions, employers were asked questions relating to their views and experiences on certain other topics of interest to FWIB. The answers to these questions will be used by FWIB, FETC and partners to better serve our region's employers and help develop relationships where FWIB can be of service. The following summarizes the findings to those questions.

Projected Expanding, Downsizing, Relocating, and Closing

Local businesses were asked *"In the next 12 months, does your company anticipate; Expanding/Hiring, Downsizing, Relocating outside of the county, Closing, or none or No change?"*

As shown in the chart below, the great majority of surveyed businesses in all clusters projected no changes in the next 12 months (61%). A relatively small proportion of employers reported plans to downsize (2%) or relocate outside the County (1%). However, 26% of employers surveyed reported plans to expand or hire which is a strong positive and only 1% reporting that they anticipate closing.



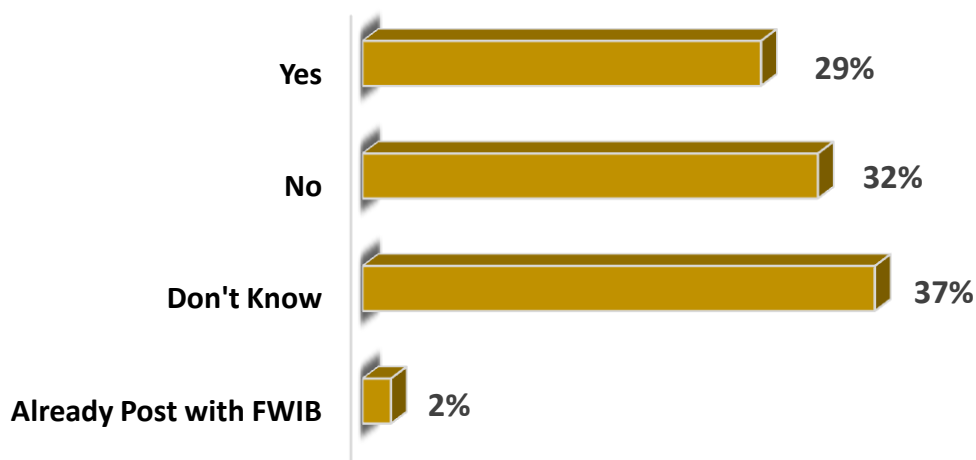
Of Businesses Projecting to Expand – Their Interest in Listing Job Openings with the Foothill Workforce Investment Board

The businesses who reported that “In the next 12 months they anticipated Expanding/Hiring” were asked...

“Would you be interested in listing your job orders with the Foothill Workforce Investment Board and receiving no-charge candidate screening and referrals?”

As shown in the chart below, almost one in three employers stated they would be interested in listing their job orders. This is a very encouraging piece of data, which can be followed up on by FETC staff and partners to assist employers in doing so. By taking this action, the 2% of employers who already list their job orders with FWIB, should increase significantly.

Of Businesses Expanding... Would you be interested in listing your job orders with the Foothill WIB and receiving no-charge candidate screening and referrals?

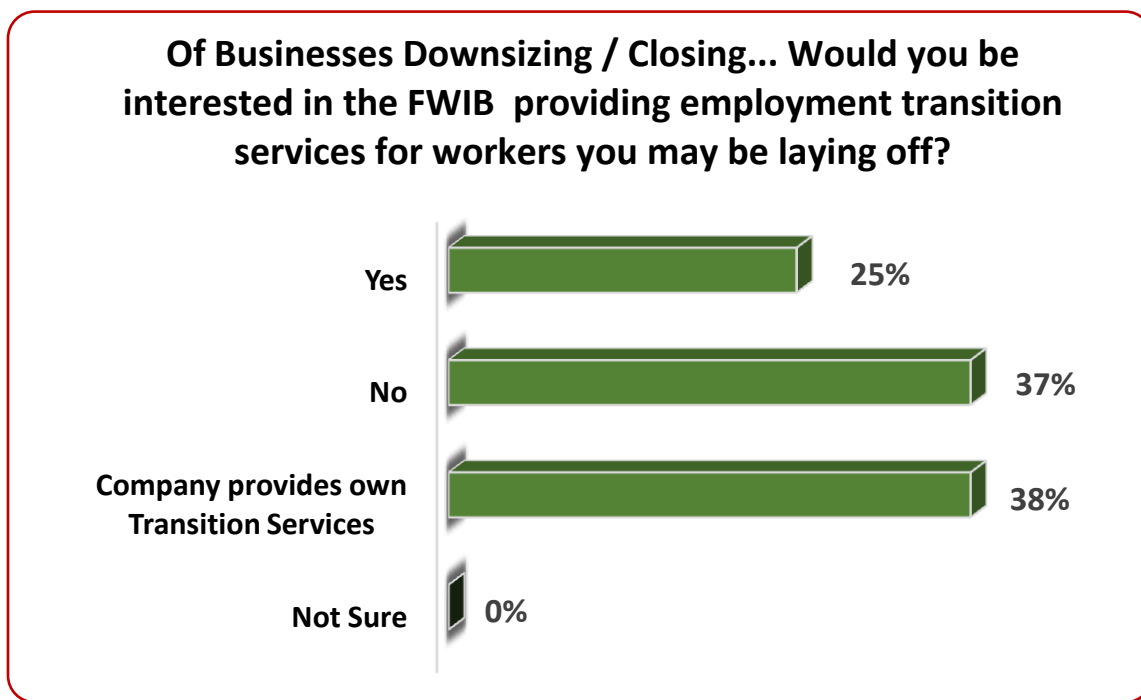


Of Businesses Projecting to Downsize or Close – Their Interest in Foothill Workforce Investment Board Employment Transition Services

The businesses who reported that “In the next 12 months they anticipated downsizing or closing” were also asked...

“The Foothill Workforce Investment Board provides free workforce services to employers who are laying off workers, as well as services to the workers being laid off. Would you be interested in the Foothill WIB providing employment transition services for workers you may be laying off?”

As shown in the chart below, 25% of the surveyed employers stated that they would be interested in employment transition services for their employee being laid off. By being PRO-ACTIVE, FWIB now has data that might actually prevent a layoff or connect with the business now in order to assist that business and worker with a smooth transition. This is a far superior method, than waiting to get WARN notices and acting after the fact. Additionally, WARN notices are not required of businesses with fewer than 100 employees, which is the majority of firms in the Foothill region.



Businesses Offering or Willing to Offer On-The-Job Training

This particular question was a very important and timely question given the new Workforce Innovation and Opportunity Act and the Ready to Work Report released by the White House in July 2014

http://www.whitehouse.gov/sites/default/files/docs/skills_report.pdf

The Act and the Report focus more heavily on job-driven training than previously, with employer engagement being #1 on the checklist for delivering job-driven training. By reaching out and engaging employers on this large scale, (which FWIB has included and executed as part of its strategic plan since inception), FWIB continues on its mission to “walk the talk” and listen closely to large numbers of its employer base.

From the Ready to Work Report “studies randomly assigning people to job training programs with extensive employer engagement within a sector found that participants were employed at a higher rate and at higher earnings (an additional \$4,500 per year after individuals completed the training) than those who went through other reemployment or training programs”.

So the data from this question provides excellent opportunities for FETC staff and partners who engage with employers to inquire further and develop OJT contracts.

During the Survey local businesses were asked “*Does your company or would your company consider offering On-The-Job Training?*”

As shown in the chart below, 56% of the business surveyed stated that they currently do or are willing to consider offering On-The-Job Training.

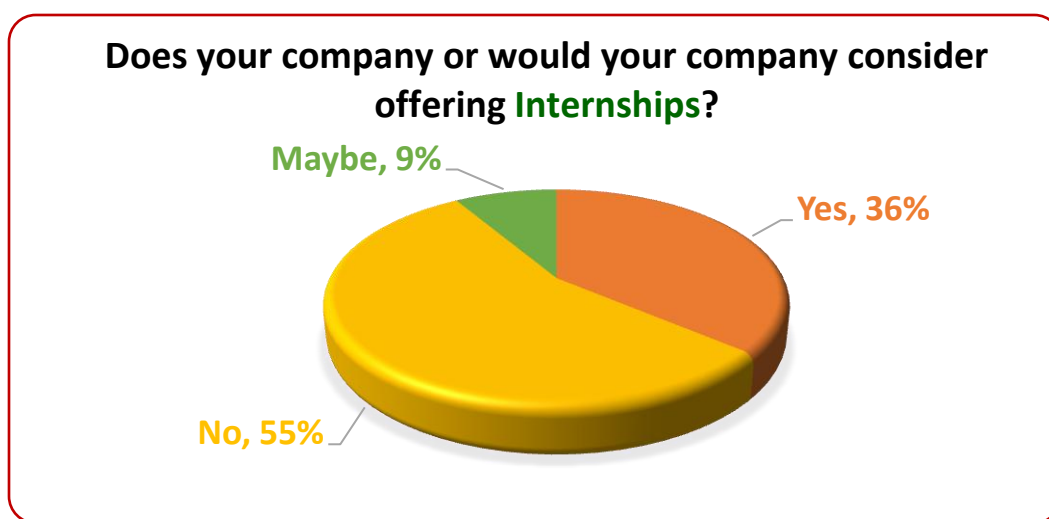


Businesses Offering or Willing to Offer Internships

From the Ready to Work Report mentioned previously, “Earn and Learn” is the second item on the Job-Driven Training Checklist. The Report states that internships are one of the strategies to use in implementing job-driven training. FWIB has been a leader in using employer engagement surveys to identify internship opportunities with its employers.

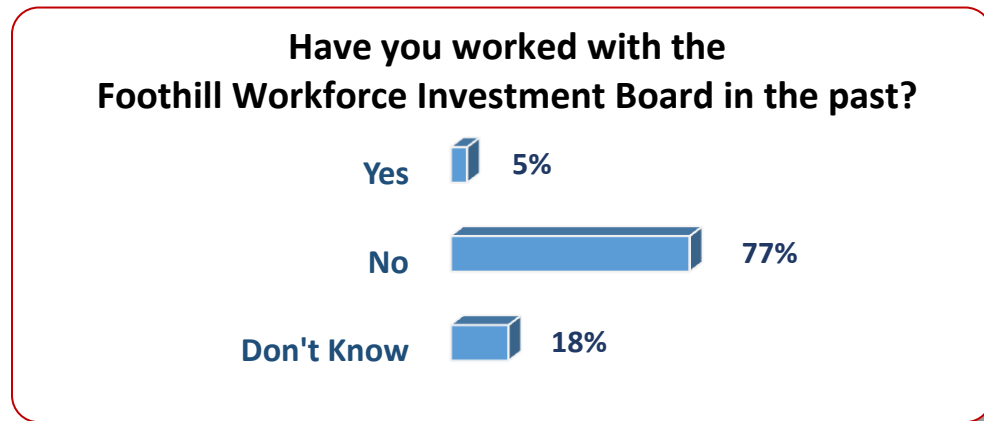
During the survey local businesses were asked “*Does your company or would your company consider offering Internships?*”

More than one in three businesses are willing to provide internships. This data give FETC staff a goldmine of employer prospects to connect with and develop relationships.



Businesses Who Have Worked With the Foothill Workforce Investment Board

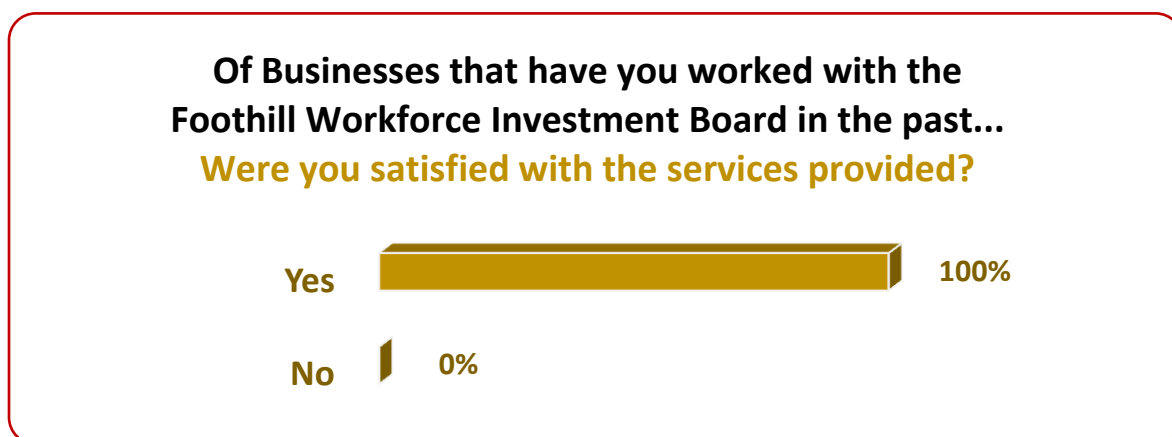
During the survey local businesses were asked "Have you worked with the Foothill Workforce Investment Board in the past?"



Businesses who have worked with the Foothill Workforce Investment Board – Satisfaction Rating

Local businesses who did state that they had worked with the Foothill Workforce Investment Board in the past were asked, "Were you satisfied with the services provided?"

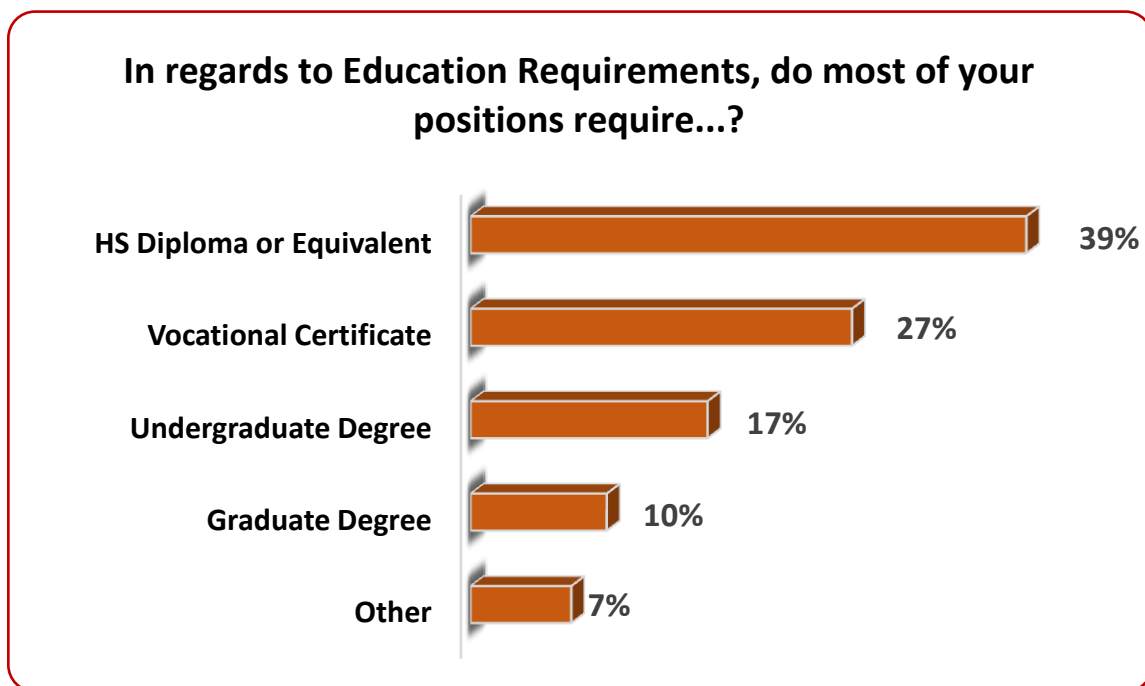
As shown in the chart below, 100% responded that they were satisfied with the services provided. This is an excellent testament to the performance of FWIB and FETC staff. The emphasis now needs to be put on increasing the number of employer "customers".



Employers' Education Requirements

The Foothill Workforce Investment Board wanted to better understand the local business community's needs as it relates to the Education Requirements of its workforce. During the Survey local businesses were asked what education requirements are required for most of their positions. The 66% of businesses reporting that they need only a HS diploma or Vocational Certificate are typically the businesses where FETC clients would be placed.

The responses are shown in the chart below.



Most Effective Recruitment Methods

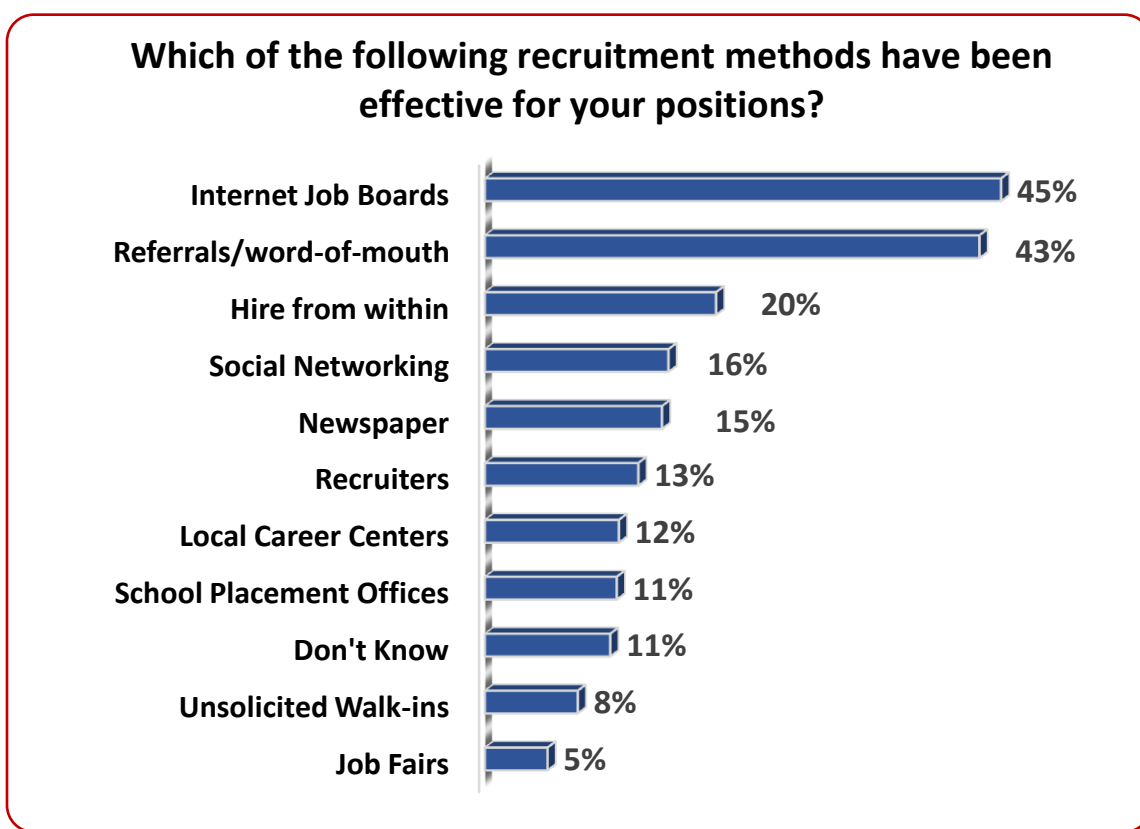
This is a very important question and one that WIB and FETC managers should focus their attention on because it directly relates to using the best methods to help unemployed clients get a job.

During the Survey local businesses were asked “*Which of the following Recruitment Methods have been effective for your positions?*” Here local businesses were allowed to select more than one answer.

As shown in the chart below, “Referrals/Word of Mouth” and “Internet Job Boards” were the top two answers. FETC staff should focus most on the 43% that stated their preferred method of hiring is referrals and the 16% that use “social Networking”.

This is the source of the “hidden job market”, where FETC staff can get the best Return on Investment in client outcomes.

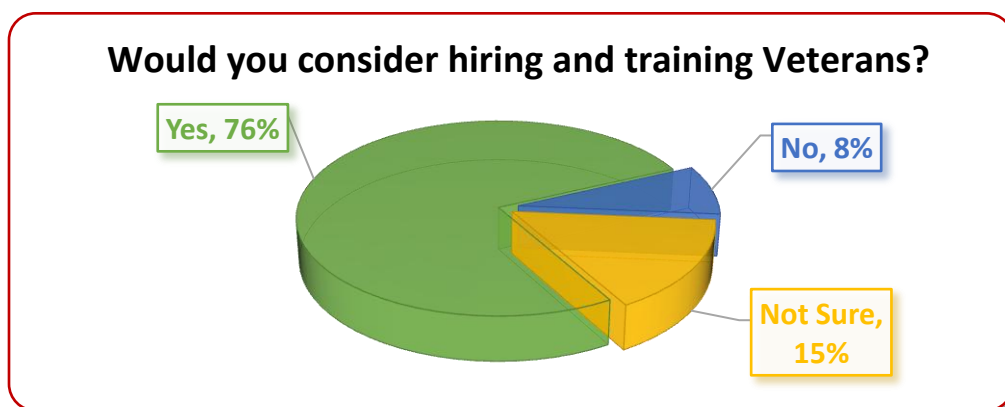
While 45% of employers use Internet job boards, these are typically not the best place to refer clients since most resume scanners used by medium to large businesses scan out job seekers who don’t have specific experience in the desired occupation. ERISS has written a white paper on this subject complete with metrics on why one Recruiting “guru” said not to waste time responding to online job postings.



Businesses Willing to Hire and Train Military Veterans

The results of this question show that the Foothill business community is doing a great job in their willingness to support local Veterans and hire local Veterans. During the Survey local businesses were asked *"Would you consider hiring and training Veterans?"*

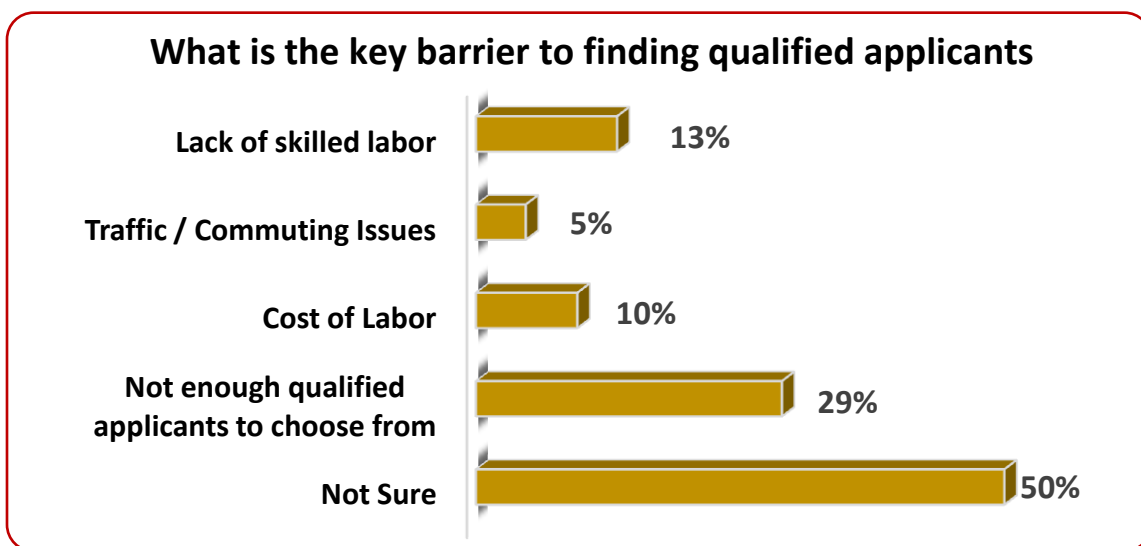
As shown in the chart below, the majority of the local businesses stated that they would consider hiring and training Military Veterans.



Barriers to Finding Qualified Applicants to Fill Openings

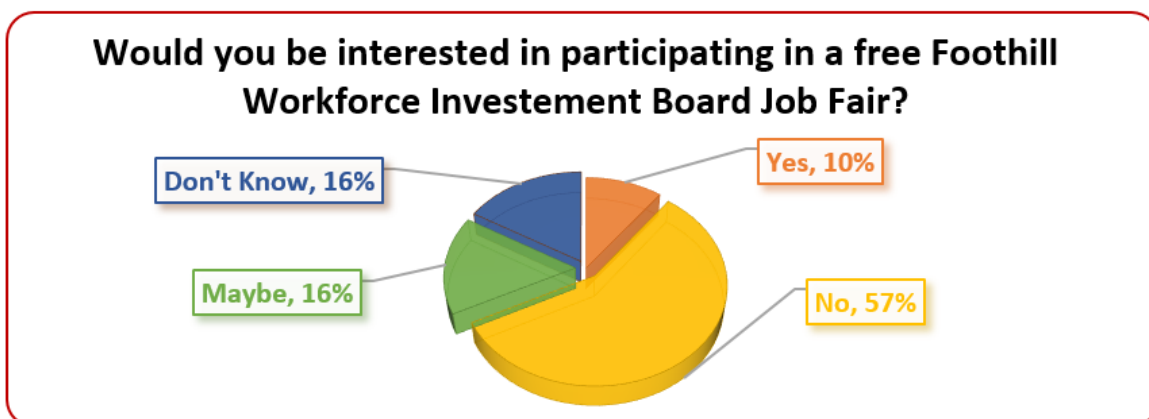
During the Survey local businesses were asked *"What is the key barrier to finding qualified applicants to fill your positions?"* Multiple answers were allowed on this question.

The results of this question show an interesting and plausible result. Since most small to medium size businesses do not have large HR departments to analyze recruiting results, it is quite understandable that many businesses really don't know what the key barrier is to finding qualified applicants. This could potentially be a topic of interest that FWIB could host for local businesses as a community forum.



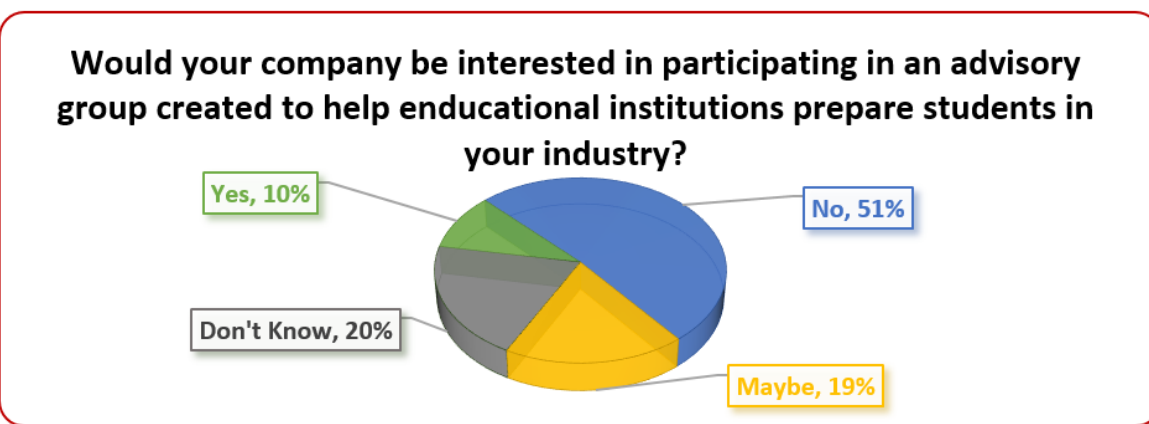
Businesses Interest in Participating in Free Foothill Workforce Investment Board Job Fair

During the Survey local businesses were asked "Would you be interested in participating in a free Foothill Workforce Investment Board Job Fair?" With only 3% of businesses using job fairs as a recruitment method and 10% of respondents answering positively to this question, it appears that there are businesses who currently don't use job fairs as a recruiting method and are interested in participating. This is an excellent opportunity to identify those businesses and provide information on upcoming job fairs.



Interest in Participating in an Advisory Group to Help Educational Institutions Prepare Students in your Industry

During the Survey local businesses were asked "Would your company be interested in participating in an advisory group created to help educational institutions prepare students in your industry?" With 29% of businesses either interested or maybe interested, this is an excellent opportunity to begin work on new advisory groups focused on employers who would most likely participate.

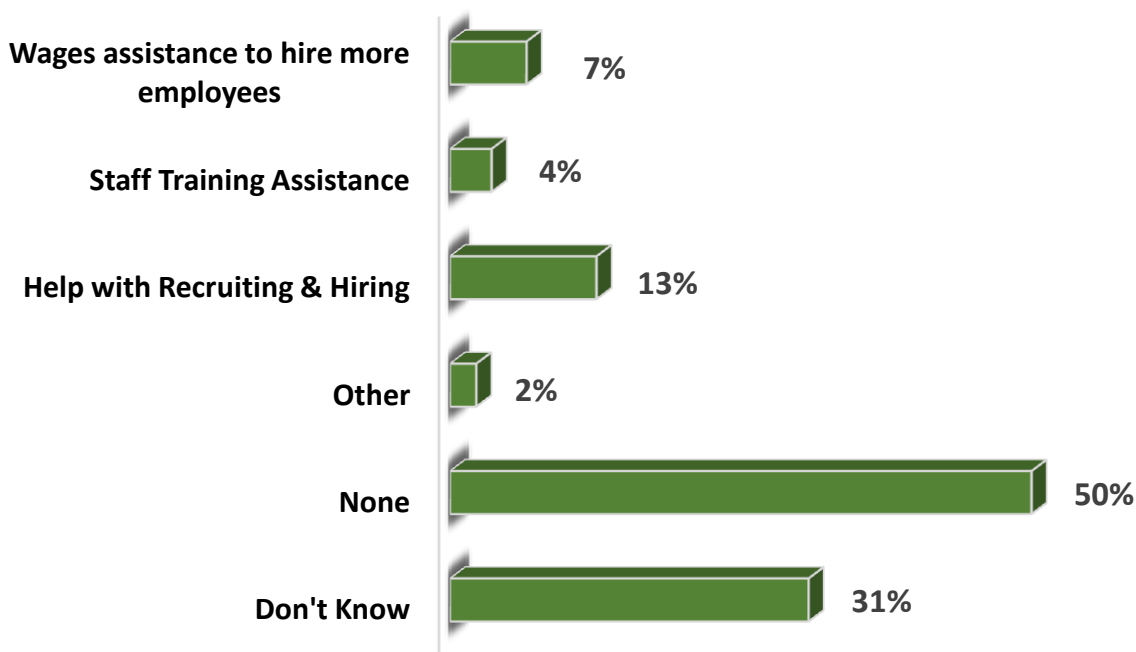


Foothill Workforce Investment Board Services of most Interest to Local Businesses

During the Survey local businesses were asked *"The Foothill Workforce Investment Board offers No Cost services to local employers. Which of the following services would be of most interest to you?"* Multiple answers were allowed for this question.

FETC and WIB staff should focus on the 23% of employers who responded positively to this question. Those who answered "don't know" are also a target group to reach out to providing information on services that can help employers.

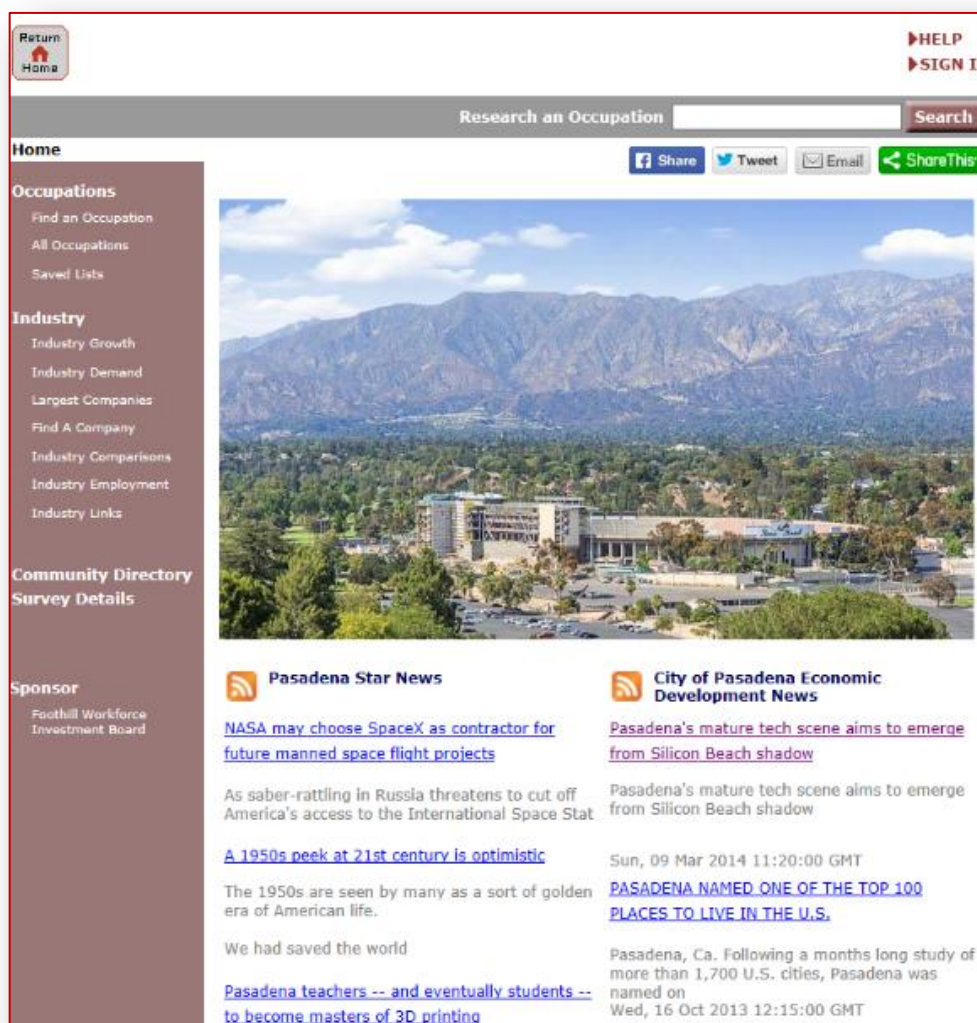
The Foothill WIB offers No Cost Services to local employers. Which of the following services would be of most interest to you?



USWorks Web Application

As part of the project, ERISS has deployed its unique local labor market web application at www.usworks.com/foothill/jobs where the general public, employers, job seekers, students and staff can access results of this survey, industry information, lists of employers, ultra-current, industry-specific information on careers and current job openings.

This web application is the only place on the web that provides current, comprehensive and in-depth data on the Foothill region; data that is EXCLUSIVE to the Foothill WIB and not found anywhere else. Additionally, this strategy of web information dissemination shows existing employers and prospective employers that this a region that cares about employer engagement and one that provides current relevant data to its citizens and businesses – data that is critical in helping jobseekers make informed choices and helping local businesses and colleges use data to remain competitive, job-driven and able to plan for the future.



Acknowledgements

ERISS Corporation would like to thank the Foothill Workforce Investment Board, the Board Chair and FWIB's local businesses for allowing us to play a part in providing critical data and services to the community over the years. We would especially like to thank Mr. Phillip Dunn, Mr. Steve Chase and Ms. Joumana Barakat for their leadership and commitment to employer engagement and job-driven training.

About ERISS Corporation

ERISS® is a Southern California-based, award-winning, certified small, woman-owned business founded in 1992. We are a national leader in employer engagement, employer surveys and workforce technology for public workforce agencies and colleges. We have conducted both large-scale labor market surveys and outreach projects for Workforce Boards and State Agencies covering state, regional and international, as well as targeted industry sector surveys, surveying over 2.5 million employers in the last ten years. ERISS's projects capture employer-specific information such as occupational growth, demand, brand awareness, knowledge of service offerings, services needed, and satisfaction rankings, current and forecasted hiring, planned layoffs, barriers to growth and preferences towards hiring special populations. Our latest technological advancements include a ground-breaking intelligent, two-way text client communications and tracking tool to help agencies and clients develop and maintain strong connections, plus a unique career assessment tool with special capabilities to assess functional capacities for persons with disabilities, complete with Social Security benefits calculators that demonstrate clearly the benefits of choosing the right career.

Our core competencies include using our proprietary workforce technology to conduct highly-efficient, targeted, exclusive labor market research that is not available anywhere else. We also provide innovative technology helping deliver valuable data via interactive web apps to employers, workforce and economic development professionals, Federal Reserve officials, health and human services professionals, career center staff, jobseekers and policy makers. Our customers span the range of local, regional and state workforce and economic development agencies to private companies such as Accenture, Fifth Third Bank and Wells Fargo.

For questions or more information contact Barbara Nyegaard, CEO, ERISS bjn@eriss.com or call 888-491-9222 x205

Appendix – Survey Questions

The following is the Survey Questionnaire used during this project. The Survey questions were created in collaboration with the Foothill Workforce Investment Board.



Part 1 - Contact Verification

During this phase of the telephone interview, contact information is verified and/or updated for responding employers. This includes the name and title of the person who answered the survey questions.

1. Currently, how many employees do you have at this <county> location?
2. How many do you expect to have at this time next year?
3. How many do you expect to have two years from now?
4. May I have your name?
5. May I have your title?
6. Email address

Part 2 – Staffing Questions

In this part, using ERISS's Computer Aided Telephone Interviewing CATI system, ERISS displays the Staffing Pattern for the employer based on their Industry.

The Staffing Pattern contains a list of all of the occupations one would likely find with the employer. ERISS Interviewers read each occupation in the list to the employer and the moment the employer states that they have that occupation the following questions are asked...

1. How many <insert occupation> do you have now?
2. How many do you expect to have in the next 12 months?
3. What is the approximate annual turnover for this position?

Part 3 - Occupational Specific Questions

- 1.) How long does it take to fill a vacancy for an experienced **<occupation>**?
 - ☐ Less than one month
 - ☐ 1-3 months
 - ☐ 3-6 months
 - ☐ More than 6 months
 - ☐ Don't know
- 2.) How long does it take to fill a vacancy for a non-experienced **<occupation>**? If answer is that they don't hire non-experienced, skip to next question
 - ☐ Don't hire non-experienced
 - ☐ Less than one month

- ☐ 1-3 months
- ☐ 3-6 months
- ☐ More than 6 months
- ☐ Don't know

3.) How much experience do you require for this occupation?

- ☐ None
- ☐ Under 6 months
- ☐ 6 months to under 12 months
- ☐ 1 to under 2 years
- ☐ 2 to under 5 years
- ☐ More than 5 years

4.) What is the required education level for this occupation?

- ☐ None
- ☐ High school/GED
- ☐ Vocational Certificate
- ☐ Associate degree
- ☐ BS/BA
- ☐ Graduate degree or above
- ☐ Don't know

5.) For this occupation, do you employ or would you employ?

Temporary workers:	Yes	No	Don't know
High school students:	Yes	No	Don't know
Part Time:	Yes	No	Don't know
Seasonal:	Yes	No	Don't know
Interns/apprentice:	Yes	No	Don't know
Workers ages 14-21	Yes	No	Don't know

Part 4 – General Survey Questions

1. In the next 12 months, does your company anticipate...?

- Expanding/Hiring (If selected then it would Trigger Question #3)
- Downsizing (If selected then it would Trigger Question #6)
- Relocating outside of the county
- Closing (If selected then it would Trigger Question #6)
- None/No change
- Don't know

2. If Expanding/Hiring, "You previously indicated that you anticipate Expanding/Hiring. Would you be interested in listing your job orders with the Foothill Workforce Investment Board and receiving no-charge candidate screening and referrals?"

- Yes

- No
- Don't know
- Already post with the Workforce Investment Board

If YES, "Who may we follow up with if not you?"

3. If Downsizing or Closing: "The Foothill Workforce Investment Board provides free workforce services to employers who are laying off workers, as well as services to the workers being laid off. Would you be interested in the Foothill WIB providing employment transition services for workers you may be laying off?"
- Yes
 - No
 - Company provides own transitioning services.
 - Not Sure

a) If YES, "Who may the Foothill Employment and Training Connection FETC follow up with, if not you?"

4. Does your company or would your company consider offering...
- On the Job Training
- Yes
 - No
 - Maybe
- Internships
- Yes
 - No
 - Maybe

5. Have you worked with the Foothill Workforce Investment Board in the past?
- Yes
 - No
 - Don't know

a) If "YES", "Were you satisfied with the services provided?"

- Yes
- No

6. Do most of your positions require:
- HS Diploma or equivalent
 - Vocational Certificate
 - Undergraduate Degree or

- Graduate Degree
 - Other
7. Which of the following recruitment methods have been effective for your positions?
- Newspaper
 - Hire from within
 - Social Networking
 - Referrals/word-of-mouth
 - Unsolicited walk-ins
 - Local Career Centers /State employment services
 - School placement offices
 - Recruiters
 - Internet Job Boards (Monster, Craigslist, etc.)
 - Job Fairs
8. Would you consider hiring and training veterans?
- Yes
 - No
 - Not Sure
9. What is the key barrier to finding qualified applicants to fill your positions?
- Lack of skilled labor
 - Traffic / Commuting Issues
 - Cost of Labor
 - Not enough qualified applicants to choose from
 - Not Sure
10. Would you be Interested in participating in a free Foothill Workforce Investment Board Job Fair
- Yes
 - No
 - Maybe
 - Don't know
11. The Foothill Workforce Investment Board offers No Cost services to local employers. Which of the following services would be of most interest to you?
- Wage assistance to hire more employees
 - Staff Training assistance
 - Help with Recruiting and Hiring
 - Other
 - None
 - Don't Know

(If yes to 11) What is the best method to reach you?

- *Phone*
- Email
- Other

12. Would your company be interested in participating in an advisory group created to help educational institutions prepare students in your industry?

- Yes
- No
- Maybe
- Don't know