



Preparing Jobseekers for a Digital Economy:

What ConnectHomeUSA Teams, Public Housing Leaders and Resident Services Staff Need to Know

February 23, 2021



Agenda

- 1. Welcome and introductions**
- 2. Overview: Preparing Jobseekers for Digital Economy**

Amanda Bergson-Shilcock, Senior Fellow, National Skills Coalition

Dina Lehmann-Kim, Program Manager, ConnectHomeUSA

- 3. Deep dive conversation:**
- 4. Q&A: Submit your questions live!**

[Agenda](#)

Topic #1

Topic #2

Q&A

Amanda Bergson-Shilcock, Senior Fellow National Skills Coalition



Our vision

- Jobs that require skills training are the backbone of our economy.
- **National Skills Coalition** fights for a national commitment to inclusive, high-quality skills training so that more people have access to a better life, and more local businesses see sustained growth.

What we're not going to cover today

- Specific program models or curricula
- Lists of job titles or occupations or credentials that are in demand
- Digital device or broadband/wifi access issues

Instead, you can check out the Resources slides at the end of today's webinar for recommendations

People need all three legs of the digital inclusion stool

- ***Digital access*** (home broadband internet)
- ***Digital devices*** (up-to-date laptop, tablet, etc.)
- ***Digital skills*** (ability to use device effectively)



The pandemic
has brought
home a new
reality:



Everyone
needs digital
skills.



Businesses have fast-forwarded 10 years of technological change in just 10 months.



 **NATIONAL SKILLS COALITION**
Every worker. Every industry. A strong economy.

 **ConnectHomeUSA**

**Restaurant workers
are being trained
with VR goggles.**



Health workers are registering telehealth patients with tablet computers.



Photo credit: County of Los Angeles/KCRG

Grocery workers are completing online training.



Construction workers are using mobile apps to flag work-order changes.



Manufacturing workers are using Augmented Reality (AR).



But workers have crucial digital skill gaps.

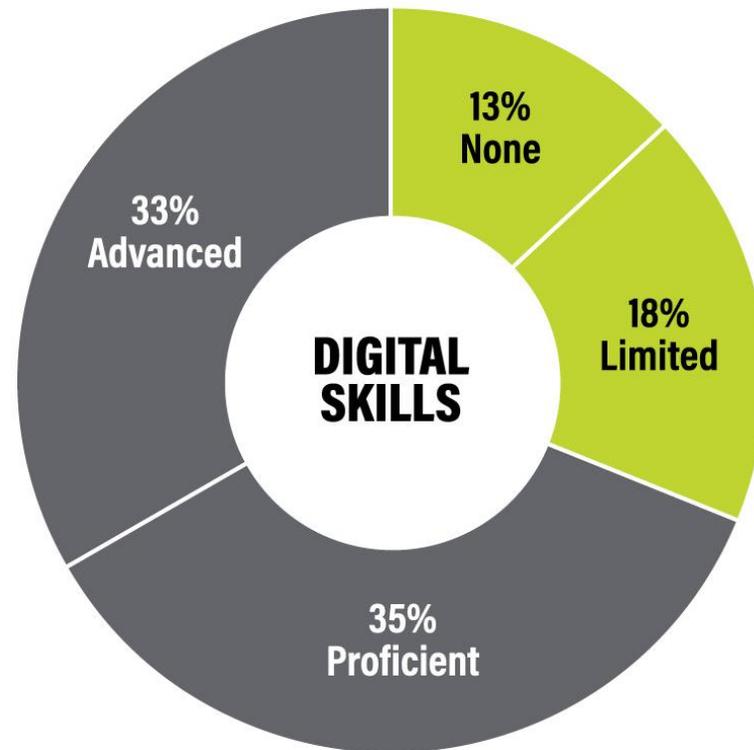


What can you do?

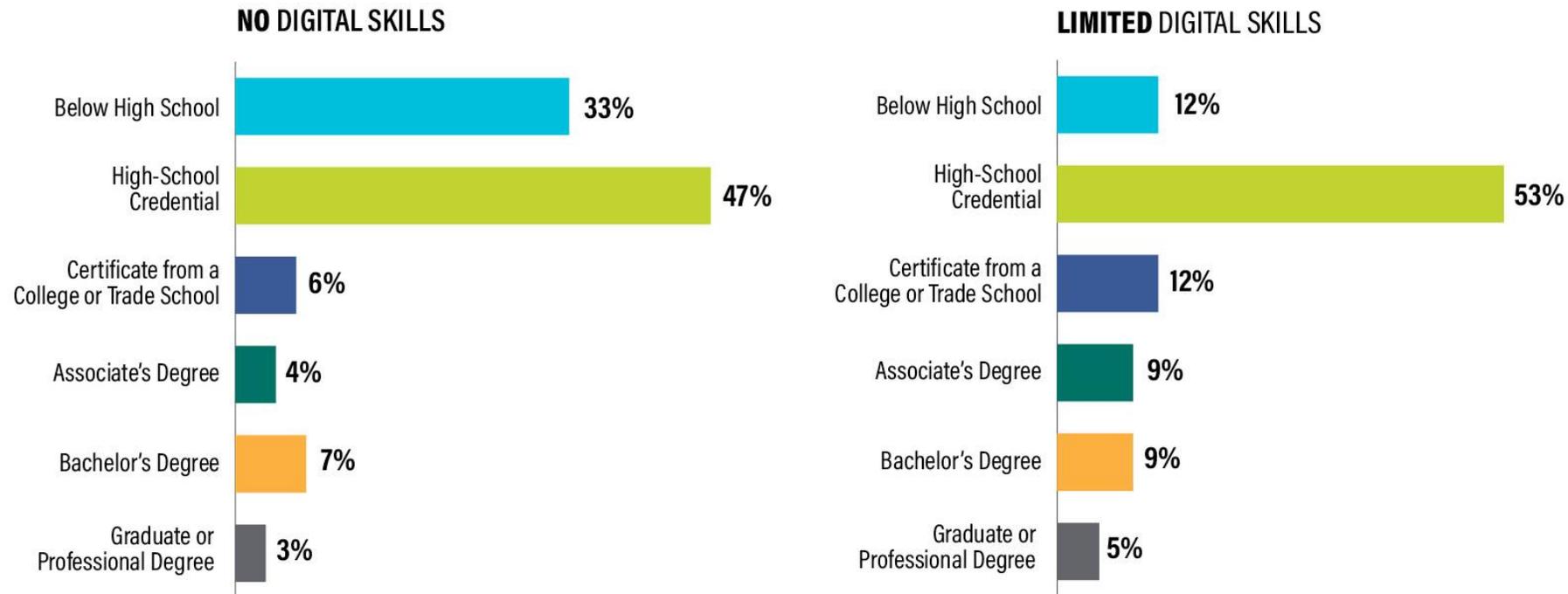
1. Use data to inform your colleagues and partners about digital skills challenges and opportunities
2. Strengthen partnerships with adult education and workforce development providers
3. Capitalize on opportunities to use federal funding to boost digital skills
4. Replicate program models that can help your residents build in-demand skills

1. Let's look at some data:

Nearly one-third of America's workers lack digital skills

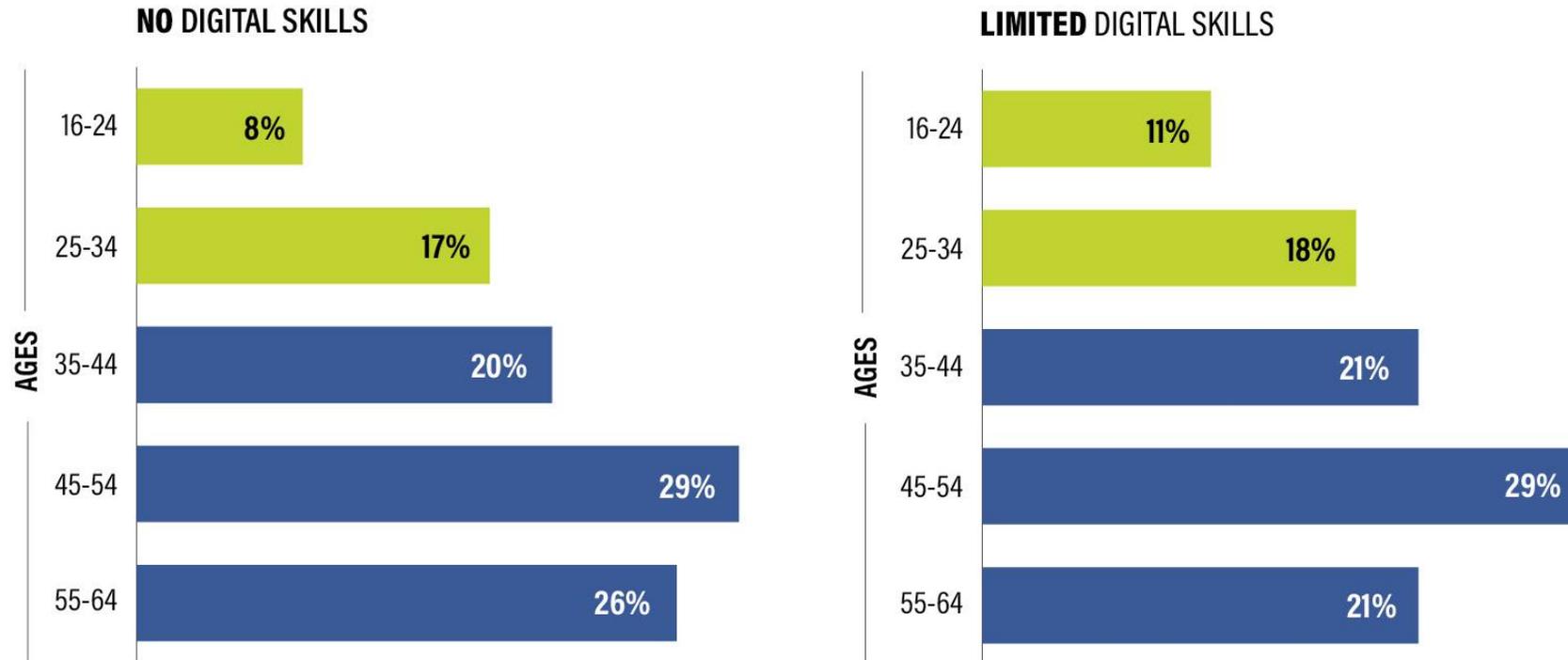


Most workers with digital skill gaps have a high school education or less



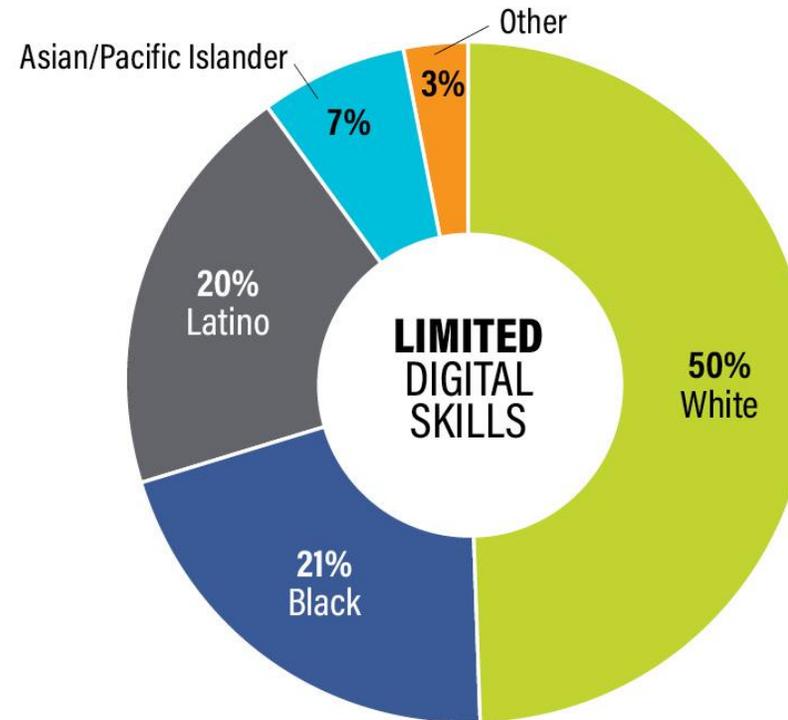
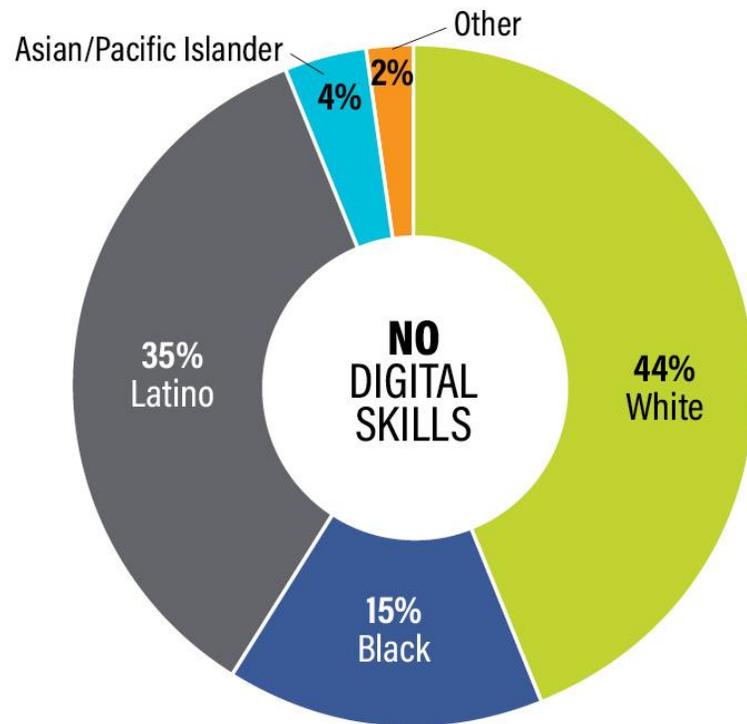
Currently employed US workers ages 16-64. Source: *OECD Survey of Adult Skills (PIAAC) 2012-14.*

Younger workers are not immune to digital skill gaps



Currently employed US workers ages 16-64. Source: *OECD Survey of Adult Skills (PIAAC) 2012-14.*

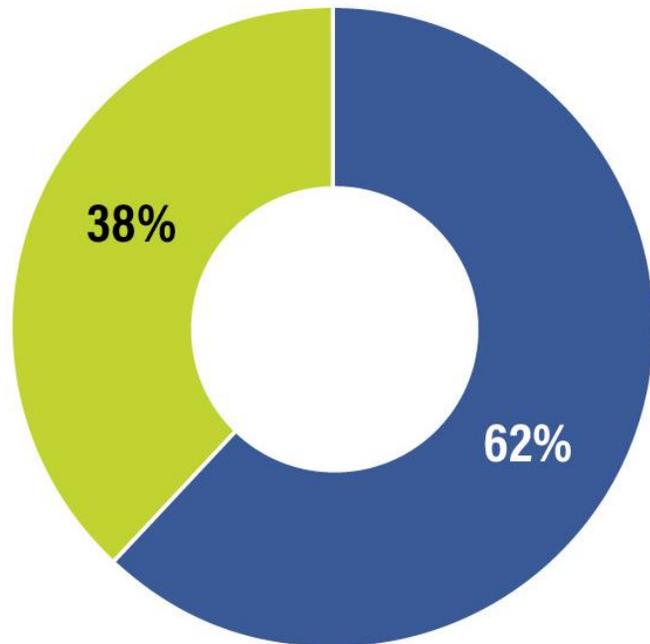
Digital skill gaps affect people of all backgrounds



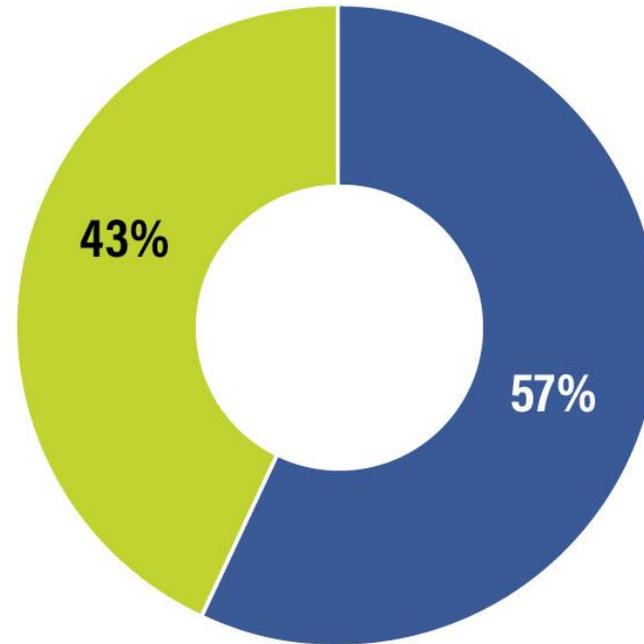
Currently employed US workers ages 16-64. Source: *OECD Survey of Adult Skills (PIAAC) 2012-14.*

Many workers who lack digital literacy have jobs that require substantive computer skills

Among Workers with **No** Digital Skills



Among Workers with **Limited** Digital Skills

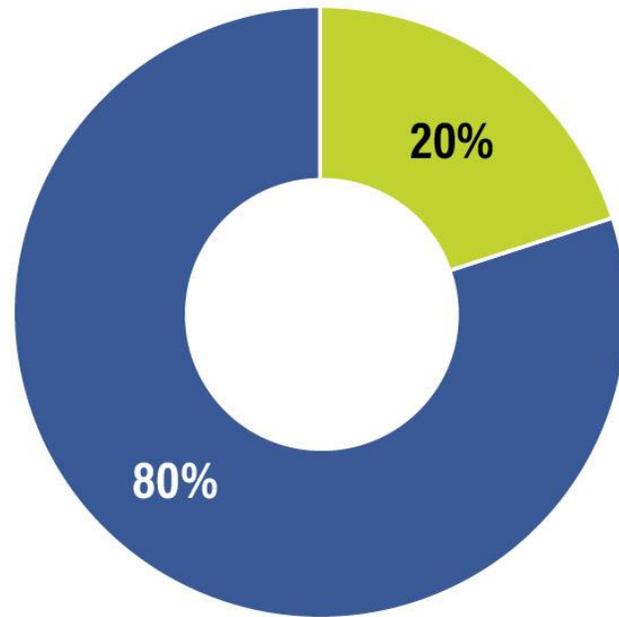


■ Moderate or complex computer skills needed for current job

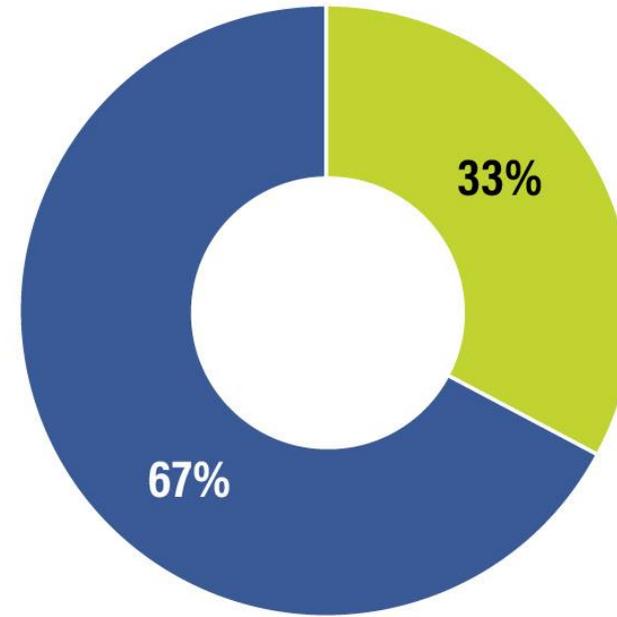
■ Straightforward computer skills needed for current job

Low digital skills aren't just a problem for workers themselves; many are also supervising others

One-Fifth of Workers with **No** Digital Skills are Supervisors



One-Third of Workers with **Limited** Digital Skills are Supervisors



■ Supervising other employees ■ Not supervising

Currently employed US workers ages 16-64. Source: *OECD Survey of Adult Skills (PIAAC) 2012-14.*

2. These partners can be valuable allies

- Local workforce boards
- Community colleges
- Nonprofit adult education providers
- Public libraries
- Digital inclusion advocates
- Labor-management training funds

3. These federal policies can support digital inclusion

- CARES Act and other Covid relief legislation
- SNAP Employment & Training
- Workforce Innovation and Opportunity Act (WIOA)
- Temporary Assistance for Needy Families (TANF)
- Institute of Museum and Library Services (IMLS) grants

4. These are key elements of emerging models to build digital skills



More details in the full report:
www.tinyurl.com/BoostingDL

- **Contextualized** and integrated learning
- **Rapid prototyping** of new programs
- **Partnerships** between educational institutions and employers

Deep dive conversation





Q & A



The New Landscape of Digital Literacy

How workers' uneven digital skills affect economic mobility and business competitiveness, and what policymakers can do about it.

**Borrow charts and graphs from this data report:
<https://tinyurl.com/NewLandsDL>**



Other NSC publications

- [*Applying a Racial Equity Lens to Digital Literacy*](#) (6-page fact sheet)
- [*Digital Skills for an Equitable Recovery*](#) (report with federal policy recommendations)
- [*10 State Policy Recommendations*](#) for Digital Inclusion
- [*Digital Skills for a Digital Age*](#) (transition memo for Biden-Harris administration)
- [*What is “rapid prototyping”*](#) and how does it help workers develop digital literacy? (blog post)



Additional resources

National Digital Inclusion Alliance: 500+ local affiliates providing refurbished computers, help obtaining broadband access, etc. Useful listserv where questions may be posted. Handbook for training digital navigators. digitalinclusion.org

World Education's Ed Tech Center: Numerous webinars and professional development resources for teachers edtech.worlded.org

Digital US coalition: Alliance of organizations trying to raise the profile of digital inclusion issues. digitalus.org

Curricula and tools for teaching digital literacy: [Blended Learning Guide](#) by David Rosen and Jen Vanek; [GoogleDoc](#) from Ed Tech Center

Additional resources (continued)

National Coalition for Literacy: Alliance of adult educators working on federal education policy. Their listserv can be a useful place to post questions and get off-list responses from expert practitioners. <https://national-coalition-literacy.org/>

Open Door Collective: Small, all-volunteer group of highly experienced adult education advocates. Cutting-edge conversations on learning circles, technology ethics, trauma-informed work, media/information literacy, and more. www.opendoorcollective.org/

Information on different types of credentials: [Credential Engine](#) database of 730,000 credentials

Resources on competency-based education and hiring: [Skillful.com/](#), [College for America](#), [Urban Institute brief](#), [Opportunity@Work](#).

Contact information

Amanda Bergson-Shilcock

215-285-2860 (mobile)

amandabs@nationalskillscoalition.org