



REPORT PURSUANT TO CGS 31-11//

CONNECTICUT DEPARTMENT OF LABOR REPORTING USE OF UNIVERSAL INTAKE FORM

Submitted by Interim
Commissioner Danté Bartolomeo
Connecticut Department of Labor

To the Joint Standing Committee on
Labor and Public Employees

DECEMBER, 2021

LEGISLATIVE CHARGE

CGS 31-11//. Development and implementation of universal intake form. Reporting use of form. (a) The Labor Commissioner shall develop and implement a universal intake form to be completed by each person entering any American Job Center or Workforce Development Board facility. Such form shall request information from each such person as said commissioner deems necessary in order to report to the General Assembly in accordance with subsection (b) of this section.

(b) On or before December 1, 2017, and annually thereafter, the Labor Commissioner shall report to the joint standing committee of the General Assembly having cognizance of matters relating to labor and public employees, in accordance with the provisions of section 11-4a, the following:

- (1) The number of persons utilizing the job training programs and services provided by each American Job Center or Workforce Development Board facility,
- (2) the number of persons who obtained jobs subsequent to utilizing such job training programs and services,
- (3) the categorization of job skills indicated on the universal intake form and the number of persons with each of such skills,
- (4) a determination of the job skills necessary for employment in the state,
- (5) the number of persons in various directed pathways,
- (6) the average wage or salary of the positions of persons who obtain jobs subsequent to utilizing such job training programs and services,

Public Act 22-67: An Act Concerning Technical and Other Changes to the Labor Department Statutes repeals this statute as obsolete.

REPORT

- (1) During the time frame of July 1, 2019 to June 30, 2020, 56,135 individuals utilized the job training programs and services provided by the American Job Centers in Connecticut. This time frame was used so the same individuals are included in the outcome information included in this report.
- (2) Of the 56,135 individuals that received services: 16,574 were employed 6 months after their last service from an American Job Center service, 11,708 were not employed 6 months after their last American Job Center service, outcome data not required or not available for 27,853 participants.

- (3) The CT Department of Labor has identified the following as the top 50 occupations and skill sets of customers using the American Job Centers during July 1, 2019 and June 30, 2020.

Top 50 Occupations or Skill Sets of American Job Center Customers	
Bus Drivers, School or Special Client	975
Customer Service Representatives	922
Driver/Sales Workers	815
Construction Laborers	618
Laborers and Freight, Stock, and Material Movers, Hand	563
Nursing Assistants	538
Managers, All Other	503
Retail Salespersons	471
Landscaping and Groundskeeping Workers	455
Cashiers	444
Machinists	401
Home Health Aides	372
Packers and Packagers, Hand	342
Assemblers and Fabricators, All Other	324
Construction and Related Workers, All Other	317
Maintenance and Repair Workers, General	302
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	286
Sales Representatives, Services, All Other	282
Personal Care Aides	267
Stock Clerks- Stockroom, Warehouse, or Storage Yard	255
Heavy and Tractor-Trailer Truck Drivers	237
Security Guards	235
Carpenters	235
Office and Administrative Support Workers, All Other	229
Waiters and Waitresses	226
Healthcare Support Workers, All Other	219
Shipping, Receiving, and Traffic Clerks	217
Office Clerks, General	216
Receptionists and Information Clerks	214
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	208
Sales Managers	207
Administrative Services Managers	205
Transportation Workers, All Other	204
Accountants	198
Medical Assistants	178
Bookkeeping, Accounting, and Auditing Clerks	174
Production Workers, All Other	164

Manufacturing Production Technicians	160
Executive Secretaries and Executive Administrative Assistants	154
Chefs and Head Cooks	152
Food Preparation and Serving Related Workers, All Other	146
Teacher Assistants	145
Marketing Managers	142
Electricians	135
Information Technology Project Managers	133
Teachers and Instructors, All Other	132
Cooks, Restaurant	128
Registered Nurses	123
General and Operations Managers	121
Food Preparation Workers	121

(4) The CT Department of Labor utilized the Help Wanted Online (HWOL) database, which categorized approximately 273-thousand job ads in Connecticut, to determine the job skills necessary for employment in the state. These ads are categorized by industry, occupation, and various characteristics that include skills, educational requirements, and certifications. This brief outline of HWOL skills will examine the three skills categories across all job ads, the skills determination of the job skills necessary for employment in the state, Baseline, Specialized and Software Skills.

The top 25 baseline skills are shown in the table below and illustrate foundational or “soft” skills. These skills are consistently requested in job ads across a broad swath of industries and occupations and can be considered a baseline qualification in a job market. The top 25 baseline skills in SFY2020 Connecticut job ads include Communication Skills (34.5% of total ads), Teamwork/Collaboration (20.5%), Organizational Skills (15.9%), Physical Abilities (14.2%), among others.

Skill	Baseline	
	Skill Posts	% of Posts
Communication Skills	100,703	34.5%
Teamwork / Collaboration	59,804	20.5%
Organizational Skills	46,484	15.9%
Physical Abilities	41,515	14.2%
Detail-Oriented	39,073	13.4%
Problem Solving	38,741	13.3%
Microsoft Excel	32,355	11.1%
Computer Literacy	31,734	10.9%
Planning	31,476	10.8%
Microsoft Office	30,627	10.5%
English	27,707	9.5%
Writing	27,284	9.3%
Written Communication	24,810	8.5%
Building Effective Relationships	23,813	8.2%
Multi-Tasking	22,922	7.8%
Research	22,921	7.8%
Creativity	19,000	6.5%
Time Management	16,908	5.8%
Troubleshooting	14,313	4.9%
Verbal / Oral Communication	13,829	4.7%
Microsoft Word	13,754	4.7%
Leadership	13,173	4.5%
Microsoft Powerpoint	13,128	4.5%
Presentation Skills	10,891	3.7%
Listening	9,752	3.3%

Specialized skills are those that more specifically center on the duties of the job the job ad is advertising. They include Customer Service, Sales, Project Management, and specific skills such as CPR and Data entry. For the top 25 across all industries statewide, they are still relatively broad but are more descriptive of what the actual job entails than baseline skills. Software skills are specific programs noted in job ads. The most common are Microsoft office or windows-related and many involve database management such as SQL or C#.

Skill	Specialized		Skill	Software	
	Skill Posts	% of Posts		Skill Posts	% of Posts
Customer Service	53,398	18.3%	Microsoft Excel	32,355	11.1%
Scheduling	41,677	14.3%	Microsoft Office	10,627	10.5%
Sales	33,293	11.4%	Microsoft Word	13,754	4.7%
Cleaning	25,462	8.7%	Microsoft Powerpoint	13,128	4.5%
Retail Industry Knowledge	21,999	7.5%	SQL	8,589	2.9%
Customer Contact	20,516	7.0%	Python	4,843	1.7%
Budgeting	20,079	6.9%	Software Development	4,464	1.5%
Patient Care	18,856	6.5%	Java	4,305	1.5%
Project Management	16,991	5.8%	Salesforce	4,125	1.4%
Repair	16,763	5.7%	SAP	4,034	1.4%
Teaching	15,243	5.2%	Microsoft Outlook	3,866	1.3%
Cardiopulmonary Resuscitation (CPR)	12,315	4.2%	Oracle	3,363	1.2%
Quality Assurance and Control	12,200	4.2%	Software Engineering	3,086	1.1%
Merchandising	12,184	4.2%	Enterprise Resource Planning (ERP)	3,001	1.0%
Staff Management	11,896	4.1%	JavaScript	2,967	1.0%
Lifting Ability	11,874	4.1%	Microsoft Access	2,916	1.0%
Personal Protective Equipment (PPE)	11,394	3.9%	Word Processing	2,671	0.9%
Product Sales	10,002	3.4%	Scrum	2,660	0.9%
Appointment Setting	9,980	3.4%	Linux	2,334	0.8%
Customer Billing	9,678	3.3%	Microsoft Windows	2,191	0.7%
Treatment Planning	9,610	3.3%	Tableau	2,127	0.7%
Administrative Support	9,181	3.1%	Microsoft Sharepoint	2,121	0.7%
Data Entry	8,665	3.0%	SQL Server	2,110	0.7%
SQL	8,589	2.9%	Facebook	2,014	0.7%
Sales Goals	8,466	2.9%	SAS	1,962	0.7%

(5) Utilizing training provider data of American Job Center customers that have participated in training, the table below represents the number of individuals in various directed pathways.

Number of Participants in Directed Pathways	
Management Occupations	93
Business and Financial Occupations	37
Computer and Mathematical Occupations	261
Architecture and Engineering Occupations	125
Life, Physical, and Social Science Occupations	8
Community and Social Services Occupations	55
Legal Occupations	10
Education, Training, and Library Occupations	35
Arts, Design, Entertainment, Sports, and Media Occupations	17
Healthcare Practitioners and Technical Occupations	179
Healthcare Support Occupations	550
Protective Service Occupations	45
Food Preparation and Serving Related Occupations	77
Building & Grounds Cleaning & Maintenance Occupations	0
Personal Care and Service Occupations	23
Sales and Related Occupations	64
Office and Administrative Support Occupations	280
Farming, Fishing, and Forestry Occupations	0
Construction and Extraction Occupations	85
Installation, Maintenance, and Repair Occupations	18
Production Occupations	245
Transportation and Material Moving Occupations	525

(6) The average quarterly wage for participants who obtain employment 6 months subsequent to utilizing such job training programs and services from an American Job Center is \$8,103.11. The Workforce Innovation and Opportunity Act, WIOA, is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA requires all States and direct grantees of the Departments to collect and report information on all the participants receiving service from these major programs offered at the Connecticut American Job Centers. These programs are Wagner-Peyser, WIOA Adult, WIOA Dislocated Worker and WIOA Youth.

There are five indicators of performance for individuals receiving services from WIOA programs. These indicators are:

- Employment Rate 2nd Quarter after Exit, for WIOA Youth Education and Employment Rate 2nd Quarter after Exit
- Employment Rate 4th Quarter after Exit, for WIOA Youth Education and Employment Rate 4th Quarter after Exit
- Median Earnings 2nd Quarter after Exit

- Credential Attainment
- Measurable Skill Gains

The in-depth reports linked below include details and metrics which provide a picture as to the demographics of the participants as well as their success in these programs at our American Job Centers.

The results can be accessed at <https://www.dol.gov/agencies/eta/performance/results> .

(7) The industry sectors, utilizing the North American Industry Classification System (NAICS), in which American Job Center customers obtain jobs 6 months subsequent to utilizing such job training programs and services.

NAICS Industry	Customers Placed
11: Agriculture, Forestry, Fishing & Hunting	93
21: Mining, Quarrying, and Oil and Gas Extraction	8
22: Utilities	19
23: Construction	1516
31 - 33: Manufacturing	1427
42: Wholesale Trade	495
44-45: Retail Trade	1740
48-49: Transportation & Warehousing	2078
51: Information	136
52: Finance and Insurance	397
53: Real Estate Rental and Leasing	187
54: Professional, Scientific, & Technical Services	679
56: Administrative & Support & Waste Management & Remediation Services	2526
61: Educational Services	563
62: Health Care & Social Assistance	2592
71: Arts, Entertainment, & Recreation	180
72: Accommodation & Food Services	1208
81: Other Services (except Public Administration)	423
92: Public Administration	193