A Report to the Region

Navigating today, shaping tomorrow.

St. Louis region employers and workforce have faced challenges during the pandemic, but a sense of resilience remains, and a surprising sense of optimism is growing.

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Resilience</th>
<th>Surprising Optimism</th>
</tr>
</thead>
<tbody>
<tr>
<td>22% Closed entirely for a period</td>
<td>48% Finding new ways to serve customers</td>
<td>51% of businesses having navigated COVID-19 thus far indicate a desire to hire in 2021</td>
</tr>
<tr>
<td>24% Furloughed or laid off employees</td>
<td>42% Focusing on employee cross-training and knowledge transfer</td>
<td></td>
</tr>
</tbody>
</table>

stlcc.edu/STLworkforce
## Finding The Right Skills

### Methods for Skills Acquisition

<table>
<thead>
<tr>
<th>Training</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-the-job Training</td>
<td>83%</td>
</tr>
<tr>
<td>In-house Classroom Training</td>
<td>46%</td>
</tr>
<tr>
<td>Flexible Schedule for Continuing Education</td>
<td>44%</td>
</tr>
<tr>
<td>Online Courses</td>
<td>32%</td>
</tr>
<tr>
<td>Vendor Training</td>
<td>27%</td>
</tr>
<tr>
<td>Tuition Reimbursement</td>
<td>17%</td>
</tr>
<tr>
<td>Apprenticeship Programs</td>
<td>15%</td>
</tr>
<tr>
<td>Vocational Training</td>
<td>11%</td>
</tr>
<tr>
<td>Community College Customized Training</td>
<td>11%</td>
</tr>
</tbody>
</table>

### Top Basic Skills
- Communication
- Teamwork/Collaboration
- Organizational
- Physical Abilities
- Detail-oriented
- Problem-solving
- Planning
- Microsoft Excel
- Microsoft Office
- Writing

### Top Specialized Skills
- Customer Service
- Scheduling
- Sales
- Patient Care
- Budgeting
- Customer Contact
- Retail Industry Knowledge
- Project Management
- Cleaning
- Repair

### Top Certificates
- Driver's License
- Registered Nurse
- Security Clearance
- Commercial Driver's License
- First Aid CPR AED
- Basic Life Support (BLS)
- Advanced Cardiac Life Support
- Certified Public Accountant
- Project Management
- Licensed Practical Nurse

### Top Software & Programming Skills
- SQL
- Java
- Software Development
- Oracle
- Python
- SAP
- JavaScript
- Software Engineering
- Linux
- Scrum

### Methods to Add Workers

- 66% Hire New Full-Time Employees
- 47% Hire New Part-Time Employees
- 13% Recall Furloughed Workers
- 13% Recall Workers from Lay-off List
- 8% Use a Temporary Agency
- 7% Hire Contract Workers

### Skill Shortages by Business Functional Areas

- 60% Skilled Trades
- 53% Patient Care
- 40% Manufacturing Maintenance
- 40% Accounting Finance
- 32% Customer Service
- 21% Business Management
- 15% Information Technology

### Skill Levels Needed to Meet Skill Shortages

<table>
<thead>
<tr>
<th>Skill Levels</th>
<th>Patient Care</th>
<th>Accounting Finance</th>
<th>Skilled Trades</th>
<th>Information Technology</th>
<th>Manufacturing Maintenance</th>
<th>Business Management</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Skill</td>
<td>14%</td>
<td>34%</td>
<td>14%</td>
<td>9%</td>
<td>31%</td>
<td>31%</td>
<td>14%</td>
</tr>
<tr>
<td>Middle Skill</td>
<td>55%</td>
<td>54%</td>
<td>51%</td>
<td>41%</td>
<td>38%</td>
<td>38%</td>
<td>38%</td>
</tr>
<tr>
<td>Low Skill</td>
<td>31%</td>
<td>12%</td>
<td>35%</td>
<td>50%</td>
<td>31%</td>
<td>49%</td>
<td>49%</td>
</tr>
</tbody>
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**How has COVID-19 impacted our region’s workforce?**

Watch *Living St. Louis* on Nine Network

Monday, Dec. 14 at 7 p.m.
Employer Outlook

Employment Levels during the Last 12 Months

- **2020**: 24% Increased Employment
- **2019**: 37% Remained the Same
- **2020**: 29% Decreased Employment
- **2019**: 29% Remained the Same

- 29% of companies cut employees in the last 12 months
- But 24% continued to hire

Employment Plans for the Next 12 Months

- **2020**: 51% Increase Employment
- **2019**: 38% Remained the Same
- **2020**: 4% Decrease Employment
- **2019**: 5% Remained the Same

- 51% plan to hire in the next 12 months

Barriers to Expanding Employment

- Shortage of Workers with Knowledge or Skills: 41%
- General COVID-Related Issues: 29%
- Economic Conditions: 24%
- Lack of Childcare Access: 14%
- Lack of Transportation Access: 14%
- Government Policies or Regulations: 12%
- Shortage of Available Training Programs: 9%
- Lack of Information on the Occupation: 7%
- Inability to Comply with CDC Recommendations: 3%

Companies Requiring Background Checks

- Criminal check: 75%
- License/certification check: 55%
- eVerify check: 44%
- Social media: 32%
- Financial check: 21%
- Outside service used: 41%

Hiring Justice-Involved Individuals

- 20% Would not consider for any job
- Depends on the felony: 54%
- 13% Some jobs
- 13% Any job qualified

Top Concerns for the Future

- Employee concerns about COVID
- Consumer concerns about COVID
- Financial impacts on operations
- U.S. or global recession
- Supply chain disruptions
- Decreased consumer spending
- Attracting or retaining talent
- Cash flow and finding capital
- Employee mental health issues or stress
- Lower productivity

Top 2021 Workforce Initiatives

- New ways to serve customers
- Increased hiring to accommodate demand
- Cross-training and knowledge transfer
- Increased agility in product/service offerings
- Increased employee care and engagement
- Technology investments
- Reskilling to new ways of working
- Flexible working
- New learning/skill training delivery methods
- Succession planning

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Prior to COVID-19, the 2019 State of St. Louis report questioned if our region had achieved a full-employment economy and discussed who had been left behind. Our 2020 report has expanded to explore the shorter-term impacts of COVID-19 on our region’s workforce and the implications of what lies ahead. While many employers and workers in the St. Louis region have faced challenges during the past 12 months, a sense of resiliency remains for many, and hints of optimism are starting to emerge. – Dr. Jeff Pittman, Chancellor

Impact of COVID-19

Remote Work

- 34% Experienced some remote work challenges
- 24% No challenges to remote work encountered

38% of firms have no employees working remotely
48% have job roles not suitable for remote work

More than half (52%) need work process changes for successful remote work

Jobs Available at Specified Experience Levels

Far fewer jobs available to those with no experience

- 2017: 62%
- 2019: 56%
- 2020: 36%

Jobs Available with Short-Term Training

And fewer jobs available to those with short-term training

- 2017: 30%
- 2019: 31%
- 2020: 28%

Top Operational Changes

- Enhanced workplace cleaning and disinfection
- Continued operations, with changes in delivery
- Provided special arrangements for vulnerable employees
- Cross-trained employees to ensure continued operations
- Changed the layout of public-facing facilities
- Reduced hours or consolidated shifts
- Have employees work remotely
- Modified products and services offered
- Added new employees
- Continued operations, but closed to the public
- Furloughed or laid off employees
- Closed business temporarily

Impact on Employers & Workforce

- Concerns about workforce becoming ill
- Supply chain disruptions
- Cancelled orders, slow sales or no sales
- Need to adjust work schedules and locations
- Increase in demand for certain products
- Decrease in demand for certain products
- Employee absenteeism
- Concerns about ability to retain skilled workers
- Need for technology upgrades or changes
- Anticipate canceling or postponing an expansion

Top Remote Work Challenges

- Changes in work processes are required
- Jobs roles that are not suitable for remote work
- Team communication and collaboration issues
- Broadband issues
- Tracking tasks or productivity
- Technology training or support
- Systems capability for remote work
- Lack of equipment for remote use
- Company policies or culture
- Mental health issues due to social isolation
- Employee retention or satisfaction
- Building and maintaining trust

The State of St. Louis Workforce report and events are produced annually by St. Louis Community College's Workforce Solutions Group. Workforce Solutions Group connects job seekers with employment providers through customized and accelerated training, and offers opportunities for lifelong learning through continuing education. Visit us at stlcc.edu/workforce.