

Welcome to The Able Trust Zoom meeting!  
The New Landscape of Florida's Workforce for Today and  
Tomorrow – Trends & Data

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>> Good morning, and welcome. My name is Allison Chase. I'm the vice president at The Able Trust. I'm going to be your host and moderator for today's event. We are really excited to be leading this discussion today. It's one that the Able Trust believes is important to the recovery and the strengthening of Florida's economy. So, we are excited that we have over 300 people registered today from across the state. This includes business leaders, HR professionals, employment service providers, and policy makers. We recognize that many of you may be new to the world of The Able Trust. I'm going to give you a brief background on the organization. It's an independent non-profit endowment foundation, dedicated to providing Floridians with disabilities opportunities for successful

employment. The Able Trust support numerous workforce development projects and career preparation programs for students and adults with a broad range of differing ability. We also provide assistance to businesses as they are seeking to employ people with disabilities. Our business leadership network and resource library are designed to help businesses remove barriers and to engage with all of Florida's talent pool. We have a long history of charitable giving, we were established in 1990, we have worked with organizations in every county in Florida to put literally thousands of people with disabilities to work. We consider ourselves the community foundation for the disabled community and we always invite you to be a part of our very important work.

>> So, today's event, the new landscape of Florida's workforce for today and tomorrow is the first of many business webinars we have planned. It happens to coincide with the 30 the anniversary of the ADA, the Americans with Disabilities Act, which is officially marked on this Sunday, July 26th. So, we know that much progress has been made toward fulfilling the promises of the ADA, we also recognize there's still so much work to go done, we are going to be focusing on the labor market and how this affects you, and more specifically as professionals working to achieve an inclusive works for here in Florida. And we will here from the HR leaders and how they are continuing

value and emphasize diversity inclusion even during the most challenging times. Today, during our discussion, we invite you to tweet it out using @Abletrust and the hash tags for this event which are #NewFLLandscape, #AbleNetwork and #FutureofWork. We also encourage you to engage in the discussion using little Q&A feature here on Zoom. We will address as many questions as we possibly can at the end of today's presentations, just in case we don't have time to get to all of your questions, I want to remind you to submit your questions using your name and not anonymously so that we can follow up with you individually after the webinar to make sure that we address your questions.

We also invite you to use the chat feature and make sure that you have it set to all panelists and attendees so that everybody attending today can see your comments.

Before I introduce our first speaker, I wanted to take a moment to thank all of you who participate in the recent disability inclusion and employment trends survey that we did here at the Able Trust. We believe it yielded a very valuable amount of information about Florida's commitment to a diverse and inclusive workforce. As a participant, you will receive a full report in August. This morning we are going to give you a few sneak peeks at the highlights. Florida currently has 4.98 million people living with a disability, which is just under 23 percent of the total population. We had over 600 responses to the employment

trends survey which we are really excited about and appreciate all of you helping us get the word out. Of those responses, 48 percent or just less than half said that their organization has formal policies in place for diversity and inclusion. And 81 percent of those who have diversity inclusion policies said their policies provide guidance on hiring people with disabilities. So, now it's my pleasure to introduce our first speaker. As our survey data reflects, this is really important time for our human resources leaders to be speaking out and talking action on how diversity and inclusion can help bring about change in Florida's workforce. We are all planning for what's next, we know that diversity and inclusion is a critical part of the solution, would us today, a very respect leader, Heather Deyrieux, Heather is the president of the society of human resources managers throughout the State. She is affectionately known as HD, and I'm really thrilled to welcome her here today to learn from her insights as she is leading Florida's HR professionals through the myriad of decisions they are having to make and new policies, and the many questions that continue to arise from the new COVID-19 workplace. HD, I welcome you and the floor is yours.

>> Thank you, Allison, and good morning, everyone. I'm going to pull up my slides here as we transition.

Okay. So, as Allison shared, I'm part of the HR Florida State Council to serve as a volunteer leader as the president of

the association and we work as a liaison, the global mother ship for HR, and our 28 chapters as you see on the map here. Florida is a very large state, we have chapters all the way from the pan handle all the way down to the keys. If you are not involved in your local chapter, I invite you to our website to get more information as they are a wonderful resource for you.

If you are not familiar with HR Florida, we updated our vision, I want to share that here, the HR Florida mix is to serve, advise, and empower Florida workforce communities through education, partnerships, and connections, which is exactly what we are doing here today. HR Florida's vision is to lead the way and make Florida the best place to work.

And we mean the best place to work for all people. So, diversity and inclusion is very important to us. So, let's talk a bit about inclusion and diversity. I like to put inclusion first. So, the definition of diversity, according to SHRM, is the elective mixtures of differences and similarities that includes, for example, individual and organizational characteristics, values, beliefs, experiences, backgrounds, preferences, and behaviors. Inclusion is the achievement of work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success.

Or, as Liz shared here, I think a lot of people have seen this

quote before, diversity is having a seat at the table, inclusion is having a voice, and belonging is having that voice be heard. And that's really the key, is to not only have the diversity, but to get to inclusion, and then move towards belonging.

As Allison mentioned, we have the 30th anniversary of the ADA, and it is also the 100th anniversary of the vocational rehabilitation program. So, very exciting times and certainly very timely for this webinar.

As a resource, to HR professionals and business leaders across the State of Florida, I wanted to share some things that you might not be aware of or might not be taking advantage of at this time. There's a great program through employ Florida, called Florida Abilities Work. You can find more information at [AbilitiesWork.EmployFlorida.com](http://AbilitiesWork.EmployFlorida.com). You will see the link there. They offer recruitment services, tax credits, and apprenticeships and on the job training. This is a great way to get more people into your organization. Recruiting is also an interesting area, and they are certainly here to help.

Last year HR Florida also partnered with NAMI, the National Alliance on Mental Illness. They have a Florida chapter as well as representatives around the state. If you are interested in more information about them, their website is at the bottom of the screen. Last year as HR Florida partnered with NAMI, we had stigma free Florida and the stigma free campaign is still active

today. You can sign up to take the pledge. It's their efforts to end stigma and create hope for those affected by mental illness. Through powerful words and actions we can shift -- for those living with mental health conditions.

Another that might be new, the SHRM Foundation, which is an arm of the SHRM National Society, has come up with a new certificate, Employing Abilities @ Work. You can go to their websites and find out more about the certificate, which is open to everyone, whether you are a business leader or a working professional. This provides wonderful information about the workplace initiative.

So, how to get started. If you don't currently have an inclusion and diversity plan within your organization, first you need to find out on out where you are. You need to find out where you are starting from in order to provide any sort of program within your company. Next, I suggest forming a committee. We are actually in the process of doing this with my paid employer right now. And we put out a application to our entire organization to find out why inclusion and diversity is important to you, and why they want to be part of that committee or advisory board. And next, you can establish some goals, the organization is coming up with their own goals of what we would like to do with our advisory group, but we want to make sure that the committee or advisory group is part of that goal setting so that

we can make sure we incorporate that into the plan as well.

Also asked to share some rehiring trends and re-opening of Florida. We will move to that next.

First, if you are not familiar, the Florida Chamber of Commerce has a relaunch Florida campaign going on at this time. You will see the snapshot here, and you can sign up for their news alerts. They have done a wonderful job of sharing information throughout our COVID climate that we have been in for many, many months now, and taking it to the next step. How can we really open Florida back up for business and save the companies that we have within our state?

They are also starting a Florida Business Leaders Summit. Their first of the five part webinar series was yesterday. But you can sign up for the rest of the courses. The one specifically about jobs and education is coming up on Wednesday, August 12th from 10 a.m. to noon as you will see at the bottom of the screen. These are free webinars and again, great information, and certainly encourage the partnership with the chamber.

And more information on their COVID-19 resources, not only is HR Florida and SHRM here as a resource for you, again, the Florida chamber has wonderful information about COVID-19. This is a snapshot specifically of their response pages with their frequently asked questions. And I encourage you to look at the

information here which is updated on a daily basis. You can also sign up for alerts via e-mail, too.

So, some new laws and workforce issues. FMLA has been around forever, but you might not be familiar, we now have EFMLA, which is part of the FFCRA, which came as the Florida Family Coronavirus Relief Act. These are ever changing as the information came out, they changed the laws and recommendations multiple times. I think we reached a point where things have settled out a bit. As we are still in the thick of this crisis, who knows what's going to happen next, that affects all of our employees throughout the state. So, if you are not familiar with this information, please take a look at the websites available or again, reach out to HR Florida or your local chapter for additional details. I-9 verifications was something that has provided some flexibility for some times, hopefully. As you all know, being in business or in HR, we have to confirm the identities of our new employees. And there's specific documents and timelines in which we need to do those. They provided some flexibility during our COVID crisis, and we were allowed to accept items electronically. The deadline for that stopped, but then as things normally do, they have extended that for another 30 days. So if you do not get that news alert, I wanted to share that good news, that we have 30 additional days, through August 19 now, so I guess a little bit less, to provide the electronic

verifications. Of course, we will need physical verifications later on, make sure that you are still keeping in touch with your employees so that you get that information and verify those identities.

I wanted to talk about the importance of a COOP plan or a continuity of operations. This is an exercise that again, we have done in my career with Sarasota County, where we have had plans for hurricanes and other emergencies and natural disaster and other things that could happen within our community. And there were certainly some information there about pandemics, but not to the extent of, we probably needed, based off of the situation that we are now in. So, if you don't have a COOP plan, or you are looking at updating yours, I definitely recommend you take a more global view of being able to incorporate pandemics and other situations into that planning.

Lastly, I wanted to mention our unions. Now, this varies per area, but a lot of the unions have provided some flexibility or the ability to press the pause button so to speak with negotiations and other things. But again, if you have any questions on this, please make sure that you are reaching out to your HR team, HR Florida, or SHRM, so that we can assist you there.

I wanted to open up a poll which we will do in a moment. And find out what concerns you most about the return to work. A, safety, B, employees back in the office, C, benefits, D,

compensation, or E, communication. And we will give everybody a few moments to respond.

>> Hello, everybody, you should see the poll now, if you are on a computer, we will give you guys about 30 seconds to answer the question. Fifteen more seconds for everybody.

Okay.

>> As expected, safety is number one, which is great to see, because that is one of our primary functions as businesses, but specifically in HR, we are going to talk about all five of these briefly here.

All right. So, some tips for safer return to work, safety is number one. A couple things to consider: Some organizations are doing health screenings. This is an interesting area to say the least. What kind of screenings do you do, and what are you allowed to do under the law, what's the best for your employees and customers? I'm an Orange Theory enthusiast, every time you walk into the gym, they do a screening, and they do that for their coaches as well as all of the members coming in for classes. I know some employers are putting in a scanning done by a humor a machine as you are coming into the office. Other companies are asking health questions as they are returning to the office. You know, how are you feeling today? Do you have any of these symptoms? Have you traveled to any of these areas? And it's important to keep up with the latest

information from the CDC, because again, it's changing, at least daily, if not more frequently.

The next consideration is PPE. We have been hearing a lot about PPE or personal protective equipment, in the news, and there is a shortage for a while, we caught up in most areas, for at least the basics. Is this something that you will provide for your employees? Can you do that as a resource so that it's free to them? Is this something that you can provide at a discount? What is your policy about wearing masks? And when to wear masks or gloves or other equipment. You need to make sure you have this information available to your employees to provide that piece of mind to them and your customers returning back.

I also recommend that you have an exposure response plan if you don't have one already. Unfortunately it's a question of when, not if, for most businesses, that someone, whether it's an employee or customer, is probably going to test positive, if you haven't had this already. So what is your response plan for each of those different scenarios? If you already have your plan in place, once that happens, you are able to activate that rather than trying to come up with a plan and then move into action.

Let's talk about the work. So, actually bringing employees back to the workplace, if you are recalling employees, you need to ask the five questions of who, what, where, when, and how. A lot of our employees were either sent to do remote work or might

have been laid off or other, cut down on hours or different scenarios. So, as you are bringing your employees back, will everyone come back? What does that look like? Are they working in the office or different locations? Are you doing split shifts or shared schedule throughout the week? And how will all of that work? These are the questions that your employees are going to ask, so it's better to have that plan ahead of time.

And again, remote work. If that wasn't already something that you have implemented, is that something you can do now or is it something that you can consider keeping as you move into the future? Even past Coronavirus time, is that something that has been worthwhile for your organization? Most companies are finding that they are getting more work and better work done by their employees at this time. And speaking about diversity and inclusion, this is a very easy way to provide accommodations. You might have great talent that already has accommodations set up in their home and is able to do great work for you. They already have their set up and they are ready and willing, so this is a great time to try them out and see, is this a good fit for them.

Next you need to think about your benefits. Is there any change to healthcare eligibility if you cut down on worker hours? And when will they be eligible again? Do they have flexible spending accounts? And what kind of expenses are eligible under your FSA? With your 401K, your pension plans, were

there any changes based on their status with the company or the hours that they have done? Will you make any changes with your paid leave? Are they allowed to use paid leave? As we are in a tight time right now, and maybe you have had a hiring freeze or not able to hire as many people, are you allowing your employees to use their vacation? Or do they even want to use it because they can't go anywhere and they have already had a staycation? And how will that roll over? If you have an employee assistance program of any sort, now is a good time to make sure your employees are aware of that and all of the resources available. Most EAP's have some sort of counselor available and mental health options, maybe meditation or exercise, which are all great ways to cope with our current situation, as well as thinking from a diversity and inclusion standpoint as well.

Compensation. Again, I mentioned reduced hours, or did you reduce your pay for anyone? Will you be able to pay bonuses this year or merit increases? Will you be offering hazard paid as they come back to work, make sure you have a plan for each these things, I grant guaranty, your employees will be asking, and communication, communication, and communication, two of my favorite words are communication and expectations, it's important to put this information out in front of them ahead of time so that they are not asking these questions or

speculating on your answers. A couple other it's to consider with communication, make sure you are telling your employees to stay at home if they are not feeling well. That is the biggest tip at this time, that if you don't feel well, please, please, please stay at home. Make sure that you are providing training to your employees, and that can be done remotely at this time. And the training should be both on our COVID climate that we are in as well as diversity and inclusion and a variety of other topics. So training is a wonderful way for people to gain a better understanding of their colleagues, of the world in general, so if you have in-house training or access to training that your employees can take advantage of, make sure they have that detail. We talked about the exposure state plan and changes. The only thing constant in life is change. We are change agents working in HR; anything we can do to support them with changes that are coming within their organization is going to help them out.

And lastly, keep calm, and call HR. So, if you do have any questions, again, HR Florida is here as a resource for you. SHRM is here as a resource, or any of the other organizations that I highlighted today. If we can help you out in any way, please reach out to us or your local chapter.

>> Thank you so much, Heather. Really great information. I especially really appreciate the guidance that you have given to business leaders about how to start the conversation specific to

diversity and inclusion, and their work. And I also want to remind everybody, we have had a couple of questions, because you have so many great resources available to the audience, that the webinar recording as well as the slides will be available on our website next week, at the end of today's presentation, I will give you more contact information to the audience if you have a direct question for Heather. So -- moving on.

Before we move to our next speaker, we have some more survey results that we want to share. And as a reminder, we had over 600 people participate in the survey. One of the questions that was asked about the importance that Florida employers place on diversity and inclusion, and now hiring practices, I'm sorry, one of the questions that was asked about the importance that Florida employers place on diversity and inclusion in their hiring practices, 87 percent identified diversity and inclusion as important. And 49 percent reported it as significant to their hiring decisions. 23 percent said they would place more emphasis on diversity and inclusion as they are hiring and rehiring through the pandemic, and 63 percent said they would place about the same emphasis as they did prior to the pandemic. We see these results as really positive for continued emphasis on diversity and inclusion and also on bringing in a variety of talent to the workforce, including people with disabilities and older workers and others who are differently abled.

So, most of us are well aware that during times of high stress, such as what we are going through now, around the world and here in Florida, there's a sense of urgency that's related to decision making. And oftentimes the pace that we are having to make decisions can increase our risks, when we aren't fully considering all of the consequences. So one of the things that we know that can help us to mitigate risk and be better decision makers, particularly in stressful times, is having reliable data and information. So, today we are so fortunate to have a leader like Adrienne Johnson who serves as the chief of workforce statistics with the Florida Department of economic opportunity. Adrienne and her team are responsible for so much of the data that we are seeing every day on the news and that's helping to drive our economic recovery here in the state.

Adrienne's presentation today is going to focus on the current conditions of Florida's labor market, which includes industries that have been most impacted by COVID-19 and how they are recovering. She is will going to be explore how consumer have responded to sudden changes in income through the data on sentiment and spending patterns. So, I want to welcome Adrienne and I'm going to turn it over to you.

>> Hi, good morning. Let me just switch over to my screen, just a minute.

Okay. Good morning. And it's such a pleasure to be here

with you. As Allison mentioned, I'm the bureau chief of workforce statistics and economic research with the Department of economic opportunity. Our bureau is responsible for producing data and statistics related to Florida's labor market, including key economic indicators that we release monthly. I'm going to start with those indicators first. And then share some more broad economic information related to how individuals have reacted to the current environment from a consumer perspective.

At first we have here the State's unemployment rate, and this is a historical view of what our unemployment rate has looked like in Florida, back to 1999. And as you can see, we just announced that Florida's unemployment rate in June was 10.4 percent. And this is a decline of 3.3 percentage points from May, but this shows that we basically went from an historic low, below 3 percent, to a historic high, even higher than the great recession, in just a couple of months. It really shows a dramatic -- in a very short period of time. I also wanted to point out, so our statistics are produced through a cooperative agreement with the US Bureau of Labor Statistics. And they have been very up front and transparent about the fact that the estimates for unemployment rate have actually been lower than they probably should be, so they have had some misclassification issues on their survey. And so we know that even as this is a very dramatic change and a relatively high unemployment rate in our state, and in the

country, it's actually probably a little bit higher than what we are reporting here. I just wanted to share that with you. I think that that's just an important factor to know.

I also want to highlight another data point that we released on Friday, and that's our total employment data. So while we track the unemployment rate, which is related to individuals and how they are connected to the labor market, this particular data set focuses on the employer, and it gives us a sense of how businesses are doing. This is the top level trend, and you can see, again, a very dramatic decline in April, where we lost about a million jobs. And that represents about five years of job gains that we had after the great recession.

The good news is that as of June, the jobs started to come back. As the State started to reopen, we actually saw that half of those jobs that were lost in April and May had actually come back, so we made significant gain there. And we will know, of course, a lot more about how things are progressing when we release the July data. We had towards the end of June some businesses were closing back down, particularly bars. But we also had large employers in our state reopen. So a lot of the theme parks started to open up in July. So we will see how that impacts both the unemployment rate and employment data in the middle of August.

One of the nice things about this particular data set is it lets

us break things down by industry and understand which particular businesses were impacted most. So this particular, this graphic here shows us very clearly that it was leisure and hospitality businesses that had the largest losses of employment due to COVID-19. Following that we had professional businesses services and a lot of that was driven by temporary work. But also other businesses that were impacted. You can see retail trade and I think interestingly, education and health services were significantly impacted.

What's interested about that, we often talk about healthcare as a big driver of growth and employment in our state. It's an extremely important industry and we focused a lot of attention on building a talent supply in that industry, and a lot of that is because not only is it growing, and responding to the growth in our population, but it tends to be relatively resistant to recessions. So what wasn't different for this particular event is that we actually saw quite a bit of disruption in the healthcare industry. Most of that is probably temporary, as we are already seeing that coming back. But it's just important to notice that this is clearly something we have never seen before. We have never seen job losses like that in healthcare services in particular.

So that was the, over the year change between June, 2019 and 2020. So you can see the impact of COVID-19 on the negative side. And this is the over the month change in jobs by

industry from May to June. So this shows how we are coming back, so this is more detail on what I was showing at the top line level. And obviously with leisure and hospital being the largest impacted, that's where we are seeing the most gains, followed by retail trade and professional business services and healthcare. So as I mentioned, businesses clearly started to open back up, and you can see that impact between May and June.

I wanted to share another data set with you, so those are kind of our two core data sets that we release monthly. This is a new data set. I think it's going to be really important as we move forward in understanding how COVID has impacted businesses. This data set is called the job openings and labor turnover survey. And it's produced by the US bureau of labor statistics. Right now we only have data through March, so it's right before COVID really started to have an impact on our state. And you can see Florida is the orange line in the middle. And you can see that it was really growing, so businesses were advertising for jobs, they were hiring. Over the last decade at an increasing rate, and then it kind of leveled off in 2019, a reflex of the labor market. So it will be interesting to see how businesses have responded to COVID. And we know from, kind of anecdotal evidence that we have had a mixture of businesses that are you know, having to layoff employees, but will businesses that are finding new opportunities and need employees. So we will be able to drill

down into this and really see some great information in a couple of months.

So, next I wanted to share some work that we are doing at the Department of economic opportunity. I won't spend a whole lot of time on this particular graphic, but one of the most important data sets we have in understanding the impacts of COVID and realtime is our reemployment assistance claims data. This is the dashboard that's available on our website, it provides details on the number of claims DEO has received and processed. We update this dashboard daily. And you can see it shows which claims have been filed for each program. And how much money we are able to pay individuals who are claiming their benefits.

But where we find a lot of value in this data for understanding labor market impacts is on how the reemployment assistance claims are distributed by industry. We can actually see which industries are impacted and have individuals claiming for benefits at higher rates. So this gets a little bit more granular than what we shared before from our monthly survey data. You can see very clearly that as of mid June, it was the arts, entertainment and recreation industry that was impacted most followed by accommodation and food services. So we continue to look for ways to use this information to understand where people are, and how they are impacted. So this also is looked at by county across the state. We can see which counties were

actually impacted the most. There were additional information that break this information down and allow us to see what those trends are, both by industry and for local areas.

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So we talked about how industries help businesses have been impact by COVID. I wanted to switch my focus a little bit here to something that we talk about quite a bit, and this is what our future expectations are for employment growth. So this was actually produced last year, so it doesn't include any impacts from COVID-19. But this is a sense of the fastest growing industries in our state, and where we expect employment to grow over the next decade.

So as I mentioned earlier, healthcare and social assistance is a very large industry, it's a fast growing industry in our state. And it's still important to come back to this and see where the growth potential is going to continue to be even as we recover from COVID-19.

So, I wanted to switch gears a little bit here and talk about just how individuals are impacted by COVID-19 and what we have seen with some broader economic indicators. So one thing we are tracking is the loss of income individuals have seen since, about mid March in Florida. So we can look at it in a variety of ways. We wanted to look at how individuals are impact based on their education level. You can see clearly those with bachelor's

degree or higher, they are impacted less than those who have less than a high school. That's reflect in the industry data that we looked at earlier, since many individuals who are employed in the leisure and hospitality industries are going to be at high school or less than high school, many of them are students. So that just makes a lot of sense, but you can clearly see it here. And we can watch this over time to see how those trends change particularly in light of the different economic stimulus benefits that have been provided. We closely track the Florida consumer sentiment index, this is something that gives us a sense of how individuals perceive economic conditions and how that might play into their own household decisions. This shows you the trends over time. You can see that it's a pretty noisy series. It moves around a lot. And we take a month to month change with a grain of salt, but those trends are important to look at and can often indicate a greater economic shift. You can see it starts to decline right before a recession. Pretty much every time. So, consumers are really good at predicting recessions and, in some ways. So, we have highlight the top line index value, and then also if it's a good time to buy a major household good. And I have kind of zeroed in on more recent data here and you can see February, things were looking really good, people were really optimistic. And then as of April, they were, the most pessimistic they have been in term of purchasing a major household item.

Things are starting to move back up, though. So as of June, the index is coming back, and this is something that's pretty sensitive to news and changes and other economic conditions. So we will continue to monitor this and see how positive individuals are about their prospects for major purchases and their economic conditions in the future.

Finally, one of the, I think most interesting and probably most important things for us to focus on as we understand the impacts to consumers is consumer spending. This chart highlights how individuals have changed their spending patterns since COVID-19 started to impact businesses in our state. So we started January, 2020, at zero, and then you can see relative to that time period, how individuals have change their spending. So, dramatic declines in April. People really tightened up. This would include even spending on line.

So, really a lot of uncertainty during that period. And that continue through the month of April. Till about the last week of the month. And then folks became a lot more optimistic as stimulus payments were distributed, and people had a better sense of what their income would be over this period. So, you can see a major jump there, and a continued increase in consumer spending, which continues to show some level of encouragement and sense that things are going to continue to improve. So this is, again, something that we will continue to

monitor, but I think you can see something I wouldn't have expected as that consumer spending is pretty close back to the January 2020 level. It's about five percent down from that level as of, just a few days ago.

So we will continue to monitor, and I think this is a great economic indicator on how folks are actually responding to their situation, both from an employment perspective, but then also from a sense of how things are going with recovery from the pandemic.

So that's all that I had to share with you. Happy to answer any questions, and feel free to reach out to me if you are interested in more local data or have any other questions or data needs.

>> Thank you, Adrienne. Just doing a little bit of technical switch over here.

I, for one, am excited to see some of the positive trends in the data, particularly the rebound that some of the industries that have been most affected and also the consumer spending, that's not something that I would have ever really thought about. But I think that that's really great and positive for our state. So, thank you for that.

We have had several questions come in that we are going to address in just a few minutes, and also some questions about whether the slides will be available, and I wanted to remind

everybody that yes, we will have the recording of the webinar, which will include the slides, which will be posted on our website next week, and we will let all of you know when that occurs.

So, before we get into questions and answers, we have just a little bit more of the data highlights from our disability and inclusion -- disability inclusion and employment trends survey. So, again, just to remind you, we had over 600 responses to the survey. And 81 percent of the people who responded feel that people with disabilities perform the same as persons without disabilities on the job.

And 15 percent reported that people with disabilities perform better than people without disabilities. Only 12 percent of the thought it was more expensive and 85 percent of hiring a people with disabilities would cost the same as a person without a disability. So, I want to thank each of you who took the time to take the survey and who pushed this out to your audiences. We believe that the results we got can help to inform all of or work for years to come. You can expect to see a full report of the results in August, we encourage to you share the data and use it in your own decision making around hiring, rehiring, and rebuilding the Florida's hiring. So, I'm going to give you a second to come off of mute, Adrienne, our county unemployment data shows initial claimants by industry with the category, none given, as the highest claimant.

>> That's a great question. As soon as we knew that we are going to have to then influx of claims come into our system, we wanted to create a dashboard that in realtime, as much as realtime as week do, would provide that kind of information. So, to do that, we are relying on the information reported by individual claimants. And they self-report the business that they were employed in prior to separation. Some of those claimants are unable to identify their employer or they choose not to at the time of registration. Some of them are self-employed, and so that system works a little bit differently. So right now we do not have an employer or an industry for them. However, our plan is to go back and match claimants to their employer and pull that information in the future. So stay tuned. We do plan to kind of shore that up and show what that true distribution looks like in the future. Thanks, Adrienne, I have a quick follow up. As this question pointed out, you all have data available at the county level. For those who are on the webinar that may not know how to access that, can you give them a little bit of instruction on that?

>> Absolutely, our website is [Florida jobs.org](http://Florida.jobs.org). If you go to our website, there is a link at the very top for workforce statistics, and you can find all of our information there.

>> Wonderful. Thank you so much, Adrienne. So, I have a couple of questions for Heather. So I will give you a second to come off of mute while I'm asking the questions. We had a

question specifically about older workers, age 50 and above. If you have any information about specific supports, for supporting older worker that are already in the workforce and also helping them get back into the workforce.

>> Great question. One thing to consider, age discrimination actually starts at 40. So while most people will think of 50 or older as our old are workforce, be careful about who you might assign to that area.

As far as information for the older workers who are in the workplace or getting back into the workplace, I certainly recommend training options for them. I think that's one of the hurdles with or without truth behind it, depending on the jobs that you are looking at, that they might not have the technology skills as an example, or might not be as up to speed with certain platform or systems. So if that's something that your organization can offer, either in-house or provide resources to those worker, I certainly recommend that.

With our older workforce, or our seasoned employees, as we like to call them, they bring an amazing amount of those soft skills, which are critical to any position.

So while there might be some training that needs to be done, what they bring in experience and from their past in different positions that they have held is going to be a great benefit to any organization.

>> Thanks, Heather. I have one more question. One of the data points that I didn't highlight that I will tell you about from the survey, is that respondents said 21 percent of the respondents said that they are actively recruiting people with disabilities, so, Heather, I wanted to get your perspective on what you would recommend to the HR professionals that are here on the call today, as well as the employment service providers who are hoping to connect with the HR professionals on some ideas for increasing recruitment of people with disabilities.

>> Absolutely. So the first resource that I showed of employ Florida with their abilities at work program, as well as the local career source office, will be wonderful resources for you. And again, I recommend reaching out to your local SHRM chapter across the state because they will know about individual organizations right in your community, or in other communities if you have multiple locations, and might not be as familiar with recruiting in other parts of the state or country.

>> Thank you, so much. And I have one other question. I haven't introduced today -- Tony is the president and CEO of the Able Trust, and I wanted to ask him to come off of mute and maybe give us any special insights that he had, but I also wanted to ask Tony, was there any particular data point that indicated to you where more focus work needs to be done here in the state by both employers and employment service providers in working

towards diversity and inclusion?

>> Allison, I thank you so much for asking that question. And I don't want to miss the opportunity to thank Adrienne and Heather here, they have done a great job. And there are a few other questions that we may not get to before the end of this program, but we will stay in touch with anybody that has something. And hopefully if you are on this call, you are very interested in the idea of hiring persons with disabilities. I was excited about 600 folks that participated in this. At a high level, the most exciting was how broad the range of industries, size of end enterprises was, we had private and public employers, and we could provide guidance to the Able Network, which you will probable talk about in a little while, but it's our B to B, peer to peer tool. You asked the question, is there anything that I noticed that maybe encourage had me but also things that we might work on. I think the data about how intensely people are focused not only on diversity and inclusion, as a key part of their hiring, but particularly disability inclusion in that hiring, that interest there, was very, very encouraging. I have done enough surveys that we can talk about biases and stuff, but still, it was fact to hear so many folks express that interest. On the other side of that, when we asked the question why might somebody not hire somebody with a disability, I think we really start seeing what we all know is the big challenge, and that is how do we raise awareness about

the importance of diversity and inclusion in the workplace, and how to change perceptions about people with disabilities in particular. Let me highlight a few things. I was listening to a good friend of mine, JR Harding, which many of you on this webinar may know, he talked about there is a 575 billion-dollar marketplace waiting to be accessed, Allison, you highlighted this by saying one in four people have a disability, sometimes that's not visible. So they are not only a, probably very likely already part of our workforce but most certainly part of our marketplace. When respondents were asked why they might not hire somebody, was the work may not be done by people with disabilities, there are clearly some industries where not every individual is perfect for every opportunity. There's concerns about liability and accommodations costing too much, but we already know as most people responded that accommodations actually are not all that expensive. And then there were some issues about the concern about the comfort of customers and this one really hit me, no buy in from management. We are going to addressing these things and we want to work with our businesses that are on this webinar as well as organizations across the state to keep sharing awareness. Somebody in the chat mentioned something that really keeps me up at night, and that is as we are in this high unemployment rate right now, how do we keep the hiring focus on people with disabilities, the reality goes we all

have to be thinking about everything we can do about getting every Floridian back to work and competing for every opportunity that we can. We have got a lot of advantages as a state. I loved how Adrienne highlighted not only where the stresses were but some of the opportunities were, and Heather highlighting some of the training tools and opportunities there. I think working together, we are going to keep the focus on diversity and inclusion and particularly disability inclusion, but we need you to stay engaged with us. If you want to reach me it's Tony@AbleTrust.org. Allison, hopefully I have given this as much as I could. I can't end without thanking our partners, the vocational rehabilitation and the interpreters as well as the closed captioning support from them. Thank you, vocational rehabilitation, here in Florida, and so many other partners that work with us day in and day out. Allison, I will turn it back over to you.

>> Thank you, Tony. I want to say a final thank you and echo what Tony said about Adrienne and Heather, for your powerful thought leadership around the current State of Florida economy and how it's more for than ever to keep a focus on diversity and inclusion, we know that a diverse and inclusive workforce is nice to have but it's imperative for the strength of our organizations and the overall economy of Florida. I want to say thank you, also, to everyone who joined us today, close to 200

people on the call today, business leaders, service providers, and we know you all have a piece in helping us recover through the pandemic, and make Florida's workforce even more inclusive for people with different abilities, older workers, all of the people we need to have in our work forces to make us more healthier and more vibrant. I have the slides will be available on the website. You will be notified through e-mail, and we encourage you to share this information with your staff, with your leadership teams, and with your partners as you are working to recover through the pandemic. So, as I mentioned earlier, we have a series of business related webinars that are coming up, two of which are here posted on the screen. The first is scheduled for August 13th at 1 p.m. And it will address working remotely. Our speaker will go Jeff Zbar, Chief Home Officer. The next one is communicating in a crisis, our presenter will be Karen Moore from the Moore Agency.

So, finally, and last reminder, we will have the recordings for today's discussion including the slides which will include Adrienne's slides and Heather's slides, because there's lot of good information, data, and resources we know you want to access. We will also be providing a key take-away summary from today's event, which will be posted on our website as well. As Tony mentioned, we are building the Able Network, a business leadership exchange, which is a peer to peer business to

business group, groups throughout the State based at the local level, and also we will have statewide focus as well. We encourage to you reach out to us if you want to be a part of the Able Network, but we will also be reaching out to you to provide invitations to join us, particularly if you are interested in being part of the grass roots leadership level at your local level.

We will also be providing a full report of the disability and inclusion and employment trends survey in August. Tomorrow you will receive a report of the highlights and we encourage to you share that and use that in your own decision making as we are moving through the pandemic and recovery here in Florida.

Finally, you are invited to contact with our panelists, Adrienne Johnson, who could be reached at [Adrienne.Johnston@DEO.MYFLORIDA.COM](mailto:Adrienne.Johnston@DEO.MYFLORIDA.COM), and Heather, I want that say thank you for joining us today, please reach out to us today at [info@AbleTrust.org](mailto:info@AbleTrust.org). We want to continue to get your questions and your ideas but even more importantly, we want to hear your success stories about how you are building a more diverse and inclusive workforce here in Florida. We want to celebrate your success and the important work you are doing. That's all we have for you today. We wish you a good rest of the day. Thanks for being here.