



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

BUSINESS SERVICES COMMITTEE MEETING

Wednesday, July 26, 2017

8:30 a.m. - 10:00 a.m.

LOCATION CHANGE

EDC-VC

1601 Carmen Drive #215

Camarillo, CA 93010

AGENDA

8:30 a.m.	1.0 Call to Order and Agenda Review	Jesus Torres
8:32 a.m.	2.0 Public Comments <i>Procedure: The public is welcome to comment. All comments not related to items on the agenda may be made at the beginning of the meeting only.</i>	Jesus Torres
8:35 a.m.	3.0 Approval of Minutes: May 31, 2017	Jesus Torres
8:40 a.m.	4.0 Committee Chair Comments	Jesus Torres
8:45 a.m.	5.0 Business Services Committee <ul style="list-style-type: none">– Mission– Vision– Plan	Committee Members
9:30 a.m.	6.0 WIOA Business Services Committee Strategic Implementation <ul style="list-style-type: none">– In-Demand Industry Sectors– Data Analysis– Identify Priorities– Career Pathways	Committee Members
9:55 a.m.	7.0 Committee Member Comments	Committee Members
10:00 a.m.	8.0 Adjournment <u>Next Meeting</u> September 27, 2017 (8:30 a.m. – 10:00 a.m.) Ventura County Community Foundation 4001 Mission Oaks Blvd., Camarillo	Jesus Torres

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BUSINESS SERVICES COMMITTEE MEETING

May 31, 2017

MINUTES

Meeting Attendees

Business Services

Jesus Torres* (Chair)
Stephen Yeoh*
Heidi Hayes
Greg Van Ness*
Paula Hodge
Tracy Perez*

WDB Administration

Talia Barrera

Guests

Marybeth Jacobsen (Workforce Education Coalition)
Hilary Howard (Ventura County Office of Education - VC Innovates)

**WDB Members*

1.0 Call to Order and Agenda Review

Jesus Torres called the meeting to order at 8:43 a.m. No changes were made to the agenda.

2.0 Public Comments

No comments.

3.0 Approval of Minutes: September 28, 2016
Motion to approve: Heidi Hayes
Second: Greg Van Ness
Motion carried

January 25, 2017
Motion to approve: Greg Van Ness
Second: Stephen Yeoh
Motion carried

4.0 Committee Chair Comments

Committee chair Jesus Torres asked members and guests in attendance to make self-introductions.

5.0 WDB Sector Committee

Committee members reviewed data related to the Business Sectors. Data reviewed was from EconoVue, and Employment Development Department (EDD). Members provided feedback and agreed that reviewing labor market data is important, in order to analyze the workforce needs in the region. It was also discussed the need of technical curriculum in schools, in order to meet the needs of businesses in the region. Committee would like to continue to review workforce reports which show job growth in the region. In addition, the Committee reviewed data for Industry Employment Projections and Fastest Growing Occupations and will continue to explore areas of

opportunity to identify industry sector requirements for WDB regional and local planning under the Workforce Innovation and Opportunity Act (WIOA).

By analyzing data, the committee will be assessing the needs and will make proper recommendations to focus their efforts in the areas of need. Committee discussed the importance of basic skills needed to perform even the most entry level jobs, which will then allow the skilled workforce to move towards higher level jobs with higher wages. Committee would like to have some additional information on what career pathways are currently being offered in the region, to help them in their analysis and recommendations. Committee will be reviewing the Readiness Skills Categories worksheet, and identify the top workforce service priorities that are important for business services in the region.

One category that the members would like to include is Information Technology and how technical competencies can be embedded into the employability skills. There was discussion on the importance of bridging the operational and the technology into the basic employability skills.

VC Innovates (VCI) is currently developing an entry level project management program, which includes basic communication and risk management training, as well as the fundamentals of leadership skills. At the next meeting, the committee members will be receiving information on the current VCI career pathways.

Committee members will review the role of the sector committee, begin working on a 2-year plan and align with the components of the plan which analyze gaps between education and training available in the region. Members agreed to work together to identify regional economic indicators, regional data related to business services, and sector priorities for workforce development in targeted occupations.

Members agreed to work together to identify regional economic indicators, regional data related to business services, and sector priorities for workforce development in targeted occupations. The committee received updated workforce/occupational data, and workforce skills charts. Next steps include:

- Review the sources of information shared at the meeting, identify initial priorities, and collaborate on innovative approaches to meet the ever-evolving needs of the businesses.

6.0 Committee Member Comments

Committee members agreed that the most important component of the committee at this time is discussion for a mission, vision and strategy for the committee. Members, also commented on the importance of having data to analyze workforce needs and be able to reference workforce/occupational data for planning purposes. Committee members also suggested that in the future it would help to have educators visit the committee meetings to share their feedback as needed.

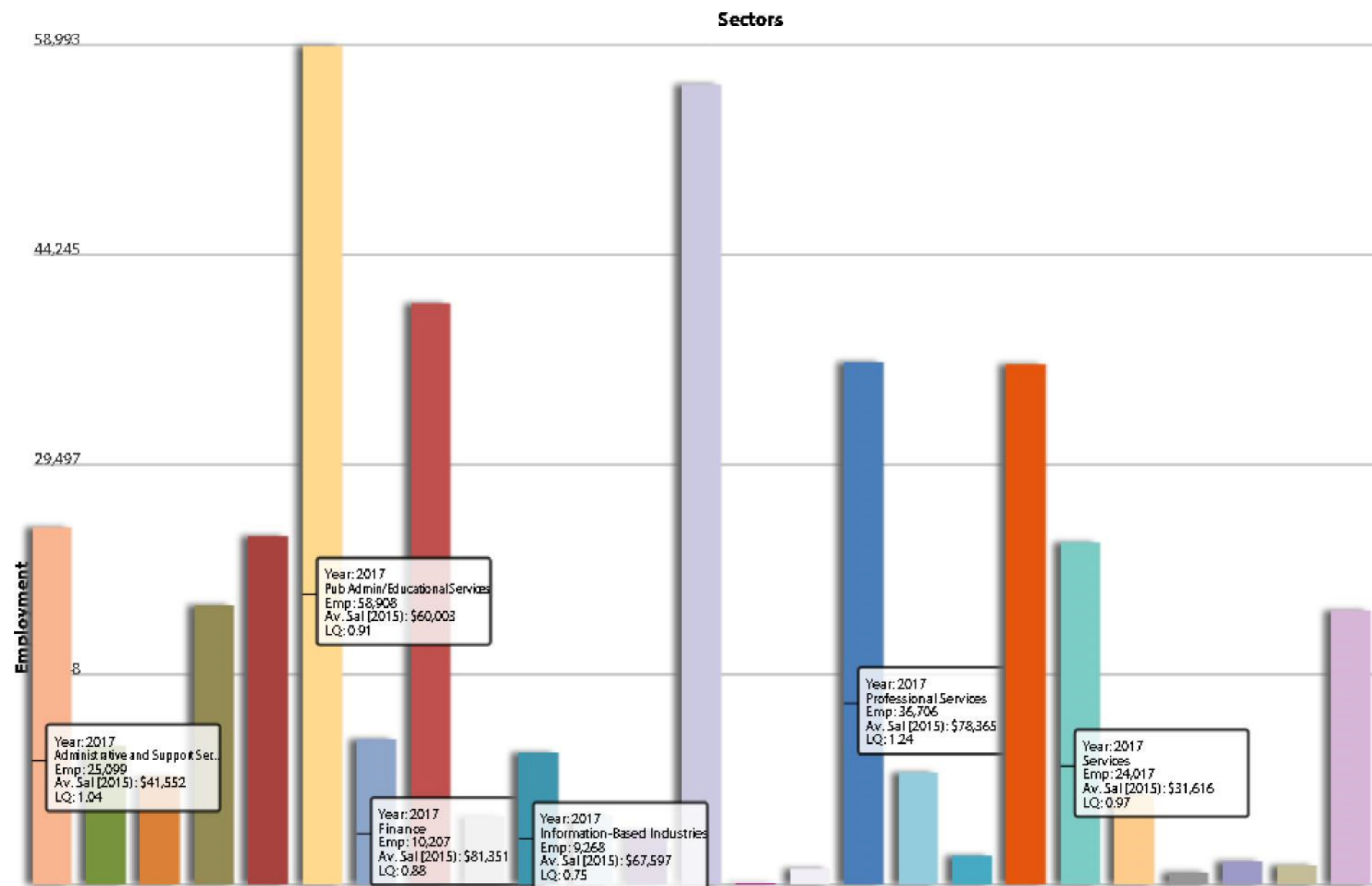
7.0 Adjournment

Jesus Torres adjourned the meeting at 10:00 a.m.

Next Business Services Committee Meeting:

July 26, 2017 (8:30 a.m.-10:00 a.m.)
Economic Development Collaborative of Ventura County
1601 Carmen Drive, Camarillo

Industry Sectors in Ventura County, CA, 2017, All Sectors



Ventura County Regional Planning Unit (RPU)
Professional and Business Services Industry Occupational Employment Data Growth Projections
WDB BUSINESS SERVICES COMMITTEE

Working Document

U.S. D.O.L. SOC Code*	Occupations	2016 VENTURA COUNTY Median Annual Wages***	2024 VENTURA COUNTY Employment Growth Projection %	2014 VENTURA COUNTY Average Annual Job Replacement Openings	2024 CALIFORNIA Employment Growth Projection %	2016 Education and Training Level**
43-9061	Office Clerks, General	\$35,490	8.2	126	1.0	H.S. Diploma + OJT
11-1021	General and Operations Managers	\$123,907	14.1	147	1.6	Bachelor's Degree
43-3031	Bookkeeping, Accounting, and Auditing Clerks	\$47,565	-0.2	41	-0.2	Some college + OJT
43-1011	First-Line Supervisors of Office and Administrative Support Workers	\$59,917	16.7	50	1.4	H.S. Diploma
13-2011	Accountants and Auditors	\$84,631	17.9	60	1.8	Bachelor's Degree
43-6011	Executive Secretaries and Executive Administrative Assistants	\$62,465	-1.2	18	0.2	H.S. Diploma
13-1111	Management Analysts	\$95,131	15.3	22	2.3	Bachelor's Degree
23-1011	Lawyers	\$168,771	8.6	20	1.2	Doctoral Degree
11-3031	Financial Managers	\$131,766	13.3	27	1.3	Bachelor's Degree
17-3011	Architectural and Civil Drafters	\$60,596	0.0	2	0.1	Associate's Degree

California data only. No data was provided for Ventura County

*2010 Standard Occupational Classifications and Occupational Information Network provided by the Department of Labor

**Occupational training and education classifications were developed by the Bureau of Labor Statistics (BLS).

50 percent earn wages above the median wage.

workers.

****Average Annual Job Openings includes new jobs and replacement jobs.

Data Source: State of California Employment Development Department - Labor Market Information Division

Additional Information:

Living Wage in Ventura County as of December 2013 (California Budget

\$34,109.00 Single Adult

\$79,549.00 Single-Parent Family*

\$64,203.00 Two-Parent Family* (one working)

\$85,713.00 Two-Working-Parent Family*

*All family types are assumed to have two children.

2014-2024 Industry Employment Projections
Oxnard-Thousand Oaks-Ventura Metropolitan Statistical Area
(Ventura County)

NAICS Code*	Industry Title	Projected Employment 2024	Numeric Change 2014-2024	Percent Change 2014-2024	Annual Average Percent Change
	Total Employment	396,200	53,500	15.6%	1.6%
	Self Employment (A)	27,200	4,400	19.3%	1.9%
	Private Household Workers (B)	600	100	20.0%	2.0%
	Total Farm	31,500	5,000	18.9%	1.9%
	Total Nonfarm	336,900	44,000	15.0%	1.5%
22,42-49	Trade, Transportation, and Utilities	67,300	9,300	16.0%	1.6%
42	Wholesale Trade	15,300	2,500	19.5%	2.0%
44-45	Retail Trade	45,100	5,900	15.1%	1.5%
445	Food and Beverage Stores	10,400	1,700	19.5%	2.0%
448	Clothing and Clothing Accessories Stores	6,400	1,100	20.8%	2.1%
452	General Merchandise Stores	7,100	500	7.6%	0.8%
51	Information	5,700	400	7.5%	0.8%
52-53	Financial Activities	20,500	1,800	9.6%	1.0%
52	Finance and Insurance	15,600	1,400	9.9%	1.0%
522	Credit Intermediation and Related Activities	9,900	1,100	12.5%	1.3%
524	Insurance Carriers and Related Activities	4,600	100	2.2%	0.2%
53	Real Estate and Rental and Leasing	4,900	400	8.9%	0.9%
54-56	Professional and Business Services	40,600	5,500	15.7%	1.6%
54	Professional, Scientific, and Technical Services	19,100	3,200	20.1%	2.0%
55	Management of Companies and Enterprises	1,600	-200	-11.1%	-1.1%
56	Administrative and Support and Waste Management and Remediation Services	19,900	2,500	14.4%	1.4%
561	Administrative and Support Services	19,200	2,600	15.7%	1.6%
5613	Employment Services	8,600	1,100	14.7%	1.5%
61-62	Educational Services (Private), Health Care, and Social Assistance	52,100	10,500	25.2%	2.5%
71-72	Leisure and Hospitality	44,100	9,300	26.7%	2.7%
72	Accommodation and Food Services	37,900	8,200	27.6%	2.8%
81	Other Services (excludes 814-Private Household Workers)	10,600	800	8.2%	0.8%
	Government	46,000	2,000	4.5%	0.5%
	Federal Government	6,100	-800	-11.6%	-1.2%
	State and Local Government	39,900	2,800	7.5%	0.8%
	State Government	3,000	200	7.1%	0.7%
	State Government Education	1,600	300	23.1%	2.3%
	Other State Government	1,400	-100	-6.7%	-0.7%
	Local Government	36,900	2,500	7.3%	0.7%
	Local Government Education	20,800	1,700	8.9%	0.9%
	Other Local Government	16,100	900	5.9%	0.6%

* The North American Industry Classification System (NAICS) is used by government agencies to classify business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.

** Data sources: U.S. Bureau of Labor Statistics' Current Employment Statistics (CES) March 2015 benchmark and Quarterly Census of Employment and Wages (QCEW) industry employment.
Industry detail may not add up to totals due to independent rounding and suppression.

(A) Self-employed persons work for profit or fees in their own business, profession, trade, or farm. Only the unincorporated self-employed are included in this category. The estimated and projected employment numbers include all workers who are primarily self-employed and wage and salary workers who hold a secondary job as a self-employed worker.

Employment Development Department
 Labor Market Information Division
 Published: December 2016

2014-2024 Industry Employment Projections
Oxnard-Thousand Oaks-Ventura Metropolitan Statistical Area
(Ventura County)

NAICS Code*	Industry Title	Projected Employment 2024	Numeric Change 2014- 2024	Percent Change 2014-2024	Annual Average Percent Change
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(B) Private household workers are employed as domestic workers whose primary activities are to maintain the household. Industry employment is based on QCEW.

Supersector Professional and Business Services 54-56 Industry Breakdown

Supersector Group Professional and Business Services: NAICS 54-56 is a group of three sectors

(Professional, Scientific, and Technical Services; Management of Companies and Enterprises; Administrative and Support and Waste Management and Remediation Services)

Supersector Professional, Scientific, and Technical Services: NAICS 54

Subsector

Professional, Scientific, and Technical Services: NAICS 541 is a single subsector

Industry groups

Legal Services: NAICS 5411

Accounting, Tax Preparation, Bookkeeping, and Payroll Services: 5412

Architectural, Engineering, and Related Services: NAICS 5413

Specialized Design Services: NAICS 5414

Computer System Design and Related Services: NAICS 5415

Management, Scientific, and Technical Consulting Services: NAICS 5416

Scientific Research and Development Services: NAICS 5417

Advertising and Related Services: NAICS 5418

Other Professional, Scientific, and Technical Services: NAICS 5419

Employment by Occupation

Accountants and auditors: 13-2000, 13-2010, 13-2011

Architectural and civil drafters: SOC 17-0000, 17-3011

Lawyers: SOC 23-0000, 23-1011

Management analysts: SOC 13-1110, 13-1111

Supersector Management of Companies and Enterprises: NAICS 55

Subsector

Management of Companies and Enterprises: NAICS 551 is a single subsector

Industry groups

Management of Companies and Enterprises: NAICS 5511 is a single industry group

Employment by Occupation

Accountants and auditors: 13-2000, 13-2010, 13-2011

Bookkeeping, accounting, and auditing clerks: SOC 43-000, 43-3031

Financial managers: SOC 11-0000, 11-3031

First-line supervisors/managers of office and administrative support workers: SOC 43-0000, 43-1011

General and operations managers: SOC 11-0000, 11-1021

Supersector Professional and Business Services 54-56 Industry Breakdown

Supersector Group Professional and Business Services: NAICS 54-56 is a group of three sectors

(Professional, Scientific, and Technical Services; Management of Companies and Enterprises; Administrative and Support and Waste Management and Remediation Services)

Supersector Administrative and Support and Waste Management and Remediation Services: NAICS 56

Subsector (consist of two subsectors)

Administrative and Support Services: NAICS 561 (1 of 2)

Industry groups

Office Administrative Services: NAICS 5611

Facilities Support Services: NAICS 5612

Employment Services: NAICS 5613

Business Support Services: NAICS 5614

Travel Arrangement and Reservation Services: NAICS 5615

Investigation and Security Services: NAICS 5616

Services to Buildings and Dwellings: NAICS 5617

Other Support Services: NAICS 5619

Employment by Occupation

Executive secretaries and administrative assistants: SOC 43-0000, 43-6000, 43-6010, 43-6011

Janitors and cleaners, except maids and housekeeping cleaners: SOC 37-0000, 37-2010, 37-2011

Laborers and freight, stock, and material movers, hand: SOC 53-0000, 53-7000, 53-7060, 53-7062

Landscaping and grounds keeping workers: SOC 37-0000, 37-3000, 37-3011

Office clerks, general: SOC 43-9000, 43-9060, 43-9061

Security guards: SOC 33-9000, 33-9030, 33-9032

Subsector

Waste Management and Remediation Services: NAICS 562 (2 of 2)

Industry groups

Waste collection: NAICS 5621

Waste Treatment and Disposal: NAICS 5622

Remediation and Other Waste Management Services: NAICS 5629

Employment by Occupation

Hazardous materials removal workers: SOC 47-0000, 47-4000, 47-4040, 47-4041

Laborers and freight, stock, and material movers, hand: SOC 53-0000, 53-7000, 53-7060, 53-7062

Refuse and recyclable materials collectors: SOC 53-0000, 53-7000, 53-7080, 53-7081

Septic tank servicers and sewer pipe cleaners: SOC 47-0000, 47-4070, 47-4071

Heavy and tractor-trailer truck drivers: SOC 53-0000, 53-3000, 53-3030, 53-3032

Supersector Professional and Business Services 54-56 Industry Breakdown

Supersector Group Professional and Business Services: NAICS 54-56 is a group of three sectors

(Professional, Scientific, and Technical Services; Management of Companies and Enterprises; Administrative and Support and Waste Management and Remediation Services)

NAICS = National American Industry Classification System is the standard used by the Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. economy.

SOC = Standard Occupational Classification (SOC) system is used by Federal statistical agencies to classify workers and jobs into occupational categories for the purpose of collecting, calculating, analyzing, or disseminating data. The 2010 SOC system contains 840 detailed occupations, aggregated into 461 broad occupations. In turn, the SIC combines these 461 broad occupations into 97 minor groups and 23 major groups.

2014-2024 Occupational Employment Projections
Oxnard-Thousand Oaks-Ventura Metropolitan Statistical Area
(Ventura County)

SOC Code*	Occupational Title	Estimated Employment 2014**	Projected Employment 2024	Numeric Change 2014-2024 [1]	Percent Change 2014-2024	Annual Average Percent Change	Average Annual			2016 First		Education and Training		
							New Jobs [2]	Replacement Needs [3]	Total Jobs [4]	Median Hourly	Median Annual	Entry Level Education	Work Experience	On-the-Job Training
11-0000	Management Occupations	25,990	30,340	4,350	16.7%	1.7%	436	561	997	\$51.04	\$106,172			
11-1021	General and Operations Managers	5,800	6,620	820	14.1%	1.4%	82	147	229	\$50.32	\$104,658	3	≥5 years	None
11-3031	Financial Managers	1,130	1,280	150	13.3%	1.3%	15	27	42	\$56.99	\$118,545	3	≥5 years	None
13-0000	Business and Financial Operations Occupations	17,740	20,200	2,460	13.9%	1.4%	254	336	590	\$33.70	\$70,099			
13-1111	Management Analysts	1,570	1,810	240	15.3%	1.5%	24	22	46	\$42.32	\$88,018	3	<5 years	None
13-2011	Accountants and Auditors	2,230	2,630	400	17.9%	1.8%	40	60	100	\$36.33	\$75,564	3	None	None
17-0000	Architecture and Engineering Occupations	7,930	8,160	230	2.9%	0.3%	38	191	229	\$44.50	\$92,552			
17-3011	Architectural and Civil Drafters	200	200	0	0.0%	0.0%	0	2	2	\$27.97	\$58,181	4	None	None
23-0000	Legal Occupations	2,290	2,450	160	7.0%	0.7%	20	40	60	\$54.49	\$113,329			
23-1011	Lawyers	1,400	1,520	120	8.6%	0.9%	12	20	32	\$76.20	\$158,484	1	None	None
33-0000	Protective Service Occupations	4,390	4,560	170	3.9%	0.4%	20	103	123	\$28.22	\$58,686			
43-0000	Office and Administrative Support Occupations	46,740	50,850	4,110	8.8%	0.9%	446	936	1,382	\$18.11	\$37,680			
43-1011	First-Line Supervisors of Office and Administrative Support Workers	3,300	3,850	550	16.7%	1.7%	55	50	105	\$26.86	\$55,865	7	<5 years	None
43-3031	Bookkeeping, Accounting, and Auditing Clerks	4,150	4,140	-10	-0.2%	0.0%	0	41	41	\$22.80	\$47,422	6	None	MT OJT
43-6011	Executive Secretaries and Executive Administrative Assistants	1,690	1,670	-20	-1.2%	-0.1%	0	18	18	\$29.33	\$61,002	7	<5 years	None
43-9061	Office Clerks, General	5,850	6,330	480	8.2%	0.8%	48	126	174	\$16.02	\$33,300	7	None	ST OJT

* The Standard Occupational Classification (SOC) system is used by government agencies to classify workers into occupational categories for the purpose of collecting, calculating,

** Data sources: U.S. Bureau of Labor Statistics' Current Employment Statistics (CES) March 2015 benchmark, Quarterly Census of Employment and Wages (QCEW) industry Occupational employment projections include self-employed, private household workers, farm, and nonfarm employment.

N/A - Information is not available.

Occupations with employment below 50 in 2014 are excluded.

Occupation subtotals may not add to the totals due to rounding and the suppression of data.

The use of occupational employment projections as a time series is not encouraged due to changes in the occupational, industrial, and geographical classification systems;

[1] Numerical employment change is the net difference between the base and projected year employment and reflects job growth or decline. The base and projected year employment

[2] New jobs are only openings due to growth and do not include job declines. If an occupation's employment change is negative, there is no job growth and new jobs are set to zero.

[3] Replacement needs estimate the number of job openings created when workers retire or permanently leave an occupation and need to be replaced.

[4] Total jobs are the sum of new jobs and replacement needs.

[5] Median hourly and annual wages are the estimated 50th percentile of the distribution of wages; 50 percent of workers in an occupation earn wages below, and 50 percent earn

[6] In occupations where workers do not work full-time all year-round, it is not possible to calculate an hourly wage.

[7] The Bureau of Labor Statistics develops and assigns education and training categories to each occupation (see tables below). For more information please see

**2014-2024 Occupational Employment Projections
Oxnard-Thousand Oaks-Ventura Metropolitan Statistical Area
(Ventura County)**

SOC Code*	Occupational Title	Estimated Employment 2014**	Projected Employment 2024	Numeric Change 2014-2024 [1]	Percent Change 2014- 2024	Annual Average Percent Change	Average Annual			2016 First		Education and Training		
							New Jobs [2]	Replace- ment Needs [3]	Total Jobs [4]	Median Hourly	Median Annual	Entry Level Education	Work Experience	On-the- Job Training

http://www.bls.gov/emp/ep_education_training_system.htm

Entry Level Education	
1-	Doctoral or professional degree
2-	Master's degree
3-	Bachelor's degree
4-	Associate's degree
5-	Postsecondary non-degree award
6-	Some college, no degree
7-	High school diploma or equivalent
8-	No formal educational credential

Work Experience Codes	
≥5 years	5 years or more experience in a related occupation or field is common.
<5 years	Less than 5 years experience in a related occupation or field is common.
None	No work experience is typically required.

On-the-Job Training	
I/R	Internship/Residency
APP	Apprenticeship
LT OJT	Long-term on-the-job training
MT OJT	Moderate-term on-the-job
ST OJT	Short-term on-the-job training
None	None



BUSINESS SERVICES WORK READINESS SKILL CATEGORIES

Workforce Development Board of Ventura County

INTERPERSONAL	SELF MANAGEMENT	PROBLEM SOLVING	COMMUNICATION
<ul style="list-style-type: none"> • Adaptable • Team Player • Customer service • In-person • On-phone • Online • Flexible • 	<ul style="list-style-type: none"> • Task Prioritization • Self-development • Motivation • Accountability • Organizational • • 	<ul style="list-style-type: none"> • Self-starter • Planning • Analytical • Creative • Responsiveness • Anticipation • 	<ul style="list-style-type: none"> • Written – <i>spelling, proper grammar</i> • Oral • Listening • • •
CUSTOMER SERVICE SKILLS	MATH CONCEPTS	EMPLOYABILITY SKILLS	TECHNOLOGY
<ul style="list-style-type: none"> • Knowledge of Product • Ability to “Read” customer’s needs • Innovation • <i>Listening</i> • <i>Empathy</i> • • • 	<ul style="list-style-type: none"> • Addition, subtraction, multiplication and division • Ratios, proportions • Percentages • • • • 	<ul style="list-style-type: none"> • Basics of interviewing • Work ethic • Continuous Improvement skills • Basic company policy understanding • Worker, supervisor, manager etiquette and protocol basics • Dependability • <i>Attention to detail</i> • 	<ul style="list-style-type: none"> • Excel • Word • Computer navigation • Computer security • Computer etiquette • Social Networking • •