

The background is a collage of geometric shapes and icons in teal, orange, and green. Icons include a document with a checkmark, a handshake, a bar chart with an upward arrow, a lightbulb, a target, a person with arrows, and a gear. There are also circles with dots and various lines and arrows connecting the elements.

2022-2023

NATIONAL ABLE NETWORK, INC.
CLIENT SURVEY RESULTS

able!
National Able Network®



This year, we reflected on National Able Network's history, current impact on communities, and our legacy for the change we want to see in the world. Through this introspection, we are thrilled to announce a **new mission statement** to guide our organization into the future:

WORKFORCE SOLUTIONS AND CAREER PATHWAYS FOR AN EQUITABLE FUTURE

We thank our Executive Team, Board of Directors and brilliant staff for this truly inspired mission statement.



2022-2023 CLIENT SURVEY RESULTS



In May 2023, Able surveyed all Able clients about their experiences in the program and their current job search. What we learned was not totally unexpected, but it is of critical importance as Able develops service delivery strategies that address inequities in the individuals and communities in which we work. Far too many job seekers face barriers to obtaining quality jobs because of their individual circumstances, whether that is race, gender, age, or others. Even worse, **41% of clients recently surveyed said that they experienced employment discrimination.**

Workforce participation remains below pre-pandemic levels. There are 1.9 million fewer Americans working today compared to February of 2020.¹ Yet currently there are more than 10.4 million job openings with about 1.2 million **adults in their 40s, 50s and 60s**, many of whom seek assistance through National Able Network's administration of public workforce programs such as the **Workforce Innovation and Opportunity Act** (WIOA) and the **Senior Community Service Employment Program** (SCSEP), who make up **half of the long-term unemployed.**²

And there are promising opportunities for aspiring information technology professionals who participate in our signature IT Career Lab program. Overall employment in computer and information technology occupations is projected to grow 15 percent from 2021 to 2031, much faster than the average for all occupations; this increase is expected to result in about 682,800 new jobs over the decade.³ In addition to new jobs from growth, opportunities arise from the need to replace workers who leave their occupations permanently. About 418,500 openings each year, on average, are projected to come from growth and replacement needs.⁴ Of the clients surveyed, we asked if they identified with demographics that typically experience greater challenges to employment.

¹ <https://www.uschamber.com/workforce/understanding-americas-labor-shortage>

² <https://www.dailynews.com/2023/04/30/10-things-to-know-about-older-workers-and-the-labor-shortage/>

³ <https://www.bls.gov/ooh/computer-and-information-technology/home.htm>

⁴ <https://www.bls.gov/ooh/computer-and-information-technology/home.htm>

AT A GLANCE: WHO WE SERVE

WHO WE SERVE⁵

4%

Identify with LGBTQ+

More than
1 in 5

Reported a disability

9%

Have a prior arrest record or were formerly incarcerated

9%

Identify as a Veteran

54%

Are senior citizens (55 years of age or better)

3X

Higher unemployment rate for those who identify as LGBTQ+

Unemployment rate for people with a disability (7.6 percent) was about **twice as high** as the rate for people with no disability (3.5 percent).⁶

27%

National unemployment rate for formerly incarcerated⁷

In May 2023, the **veteran unemployment rate was 2.6%, up from 2.2% the previous month.**⁸

31 weeks

Average time spent by 55+ looking for work⁹

WHAT THEY EXPERIENCE IN THE JOB MARKET

NATIONAL ABLE NETWORK SERVES:

SENIORS

CAREER CHANGERS

VETERANS

LGBTQ+

REFUGEES

YOU!

⁵ Identification reported by National Able Network 2023 survey respondents.

⁶ U.S. Bureau of Labor Statistics, 2023

⁷ U.S. Bureau of Labor Statistics, 2022

⁸ U.S. Bureau of Labor Statistics, 2023

⁹ <https://www.bls.gov/web/empsit/cpseea36.htm>

IS WORK WORKING FOR OUR CLIENTS?

Each client's journey to employment and self-sufficiency is unique. At Able, we aim to understand and address these needs while connecting participants with solutions that address personal and professional goals. As an organization that leads its mission through the lens of equity, Able is pleased to share that **94% of survey respondents say they value employment opportunities that have well-defined diversity, equity, and inclusion practices**. This shared set of priorities serves as a guidepost for the development of subsidized and unsubsidized employment opportunities for individuals not proportionally represented in the IT sector, as Able's team prioritizes partners with well-defined diversity, equity, and inclusion practices.

Navigating career options can be daunting; but **1 in 5 clients said that they were not sure** about which industry or occupation they wanted to pursue, and **70% said they were not willing to relocate for a job opportunity**. Able spends a significant amount of time helping clients build an understanding of current labor market conditions and works to match seniors' skills to open opportunities. With a promising 10-year employment outlook, **69% of clients said they feel more confident about the job market** than they did 6 months ago.

TELL US ABOUT YOUR JOB SEARCH

89%

Say they value employment opportunities that have well-defined diversity, equity, and inclusion practices

1 in 5

Say they were not sure which industry or occupation they wanted to pursue

69%

Feel more confident about the job market than they were 6 months ago

80%

Are seeking job search assistance because they need critical resources to support their household

70%

Are not willing to relocate for a job opportunity

Able asked clients to rank the top qualities they look for when applying for jobs, and not surprisingly compensation was the highest priority with employee benefits and flexible work options among them. This information is of critical importance as Able seeks strategies that help address historic inequities in salary and compensation packages that far too many workers of color have faced.

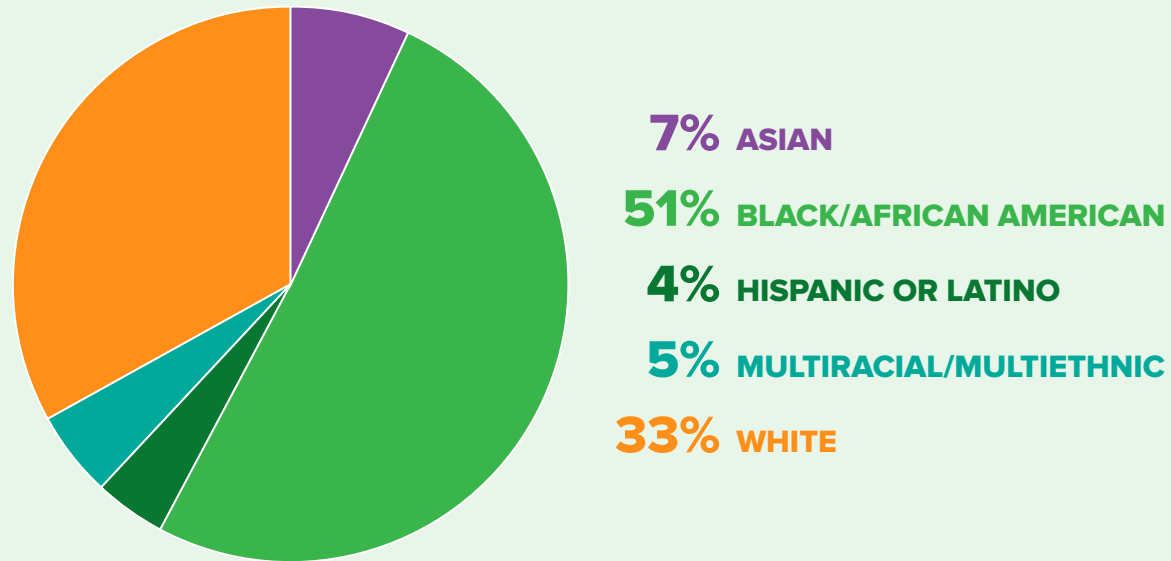
Rank the top qualities you look for when applying for jobs in order of importance

1. A salary that supports myself/my family
2. Employee benefits such as healthcare, paid time off, 401k, etc.
3. Flexible work options such as work-from-home, flex hours, etc.
4. Proximity to my home
5. Alignment with my personal values

DIVERSITY, EQUITY, AND INCLUSION

To create better futures for all workers, National Able Network engages in active and evolving diversity, equity, and inclusion practices each day. Our work and service to communities is strengthened by the value of diverse cultures, lived experience, and economic prosperity. As we continue our journey toward creating a more equitable future, we invite you to join us in building our resources, continually growing our base of knowledge, and pursuing the change that we want to see in our world.

NATIONAL ABLE NETWORK CLIENTS BY RACE & ETHNICITY¹⁰



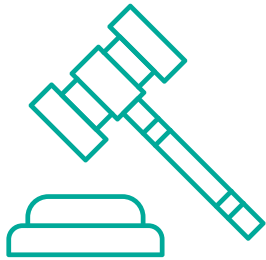
¹⁰ Race and ethnicity reported by National Able Network 2023 survey respondents.

RECOMMENDATIONS FOR OUR FUTURE: ADVOCATE, LEGISLATE, AND EQUATE



ADVOCATE

- ✓ Endorse workplace diversity plans that support the issues that impact all of us — ageism, gender identity, and racial and ethnic bias
 - ✓ Prioritize advocacy that brings federal investments into your community; contact your state and federal legislators and let your voice be heard
-



LEGISLATE

- ✓ Vote for critical investments in workforce development programming that help us compete in a global economy
 - ✓ Help us increase investments in core workforce programs such as the Senior Community Service Employment Program and the Workforce Innovation and Opportunity Act
-



EQUATE

- ✓ Invest in career mobility for workers by creating non-traditional learning approaches that offer opportunities for growth and learning
- ✓ Speak up for workplace advancements that level the playing field for all workers regardless of race, gender identity, age, post-secondary education level, and experience level



Since its founding in 1977, National Able Network, Inc. (Able) has maintained a reputation as a convener of community resources, a champion for bridging public and private investments in workforce development, and particularly during the past decade, a powerful advocate for creating a more equitable future for vulnerable populations and communities. Able leads and contributes to collaborative advocacy efforts with its workforce peers, including advocating for older workers (age 55+) and breaking down barriers to public workforce programs such as the Workforce Innovation and Opportunity Act (WIOA). For the better part of the past decade, National Able Network has guided its mission through the lens of equity, seeking to disrupt workforce practices that have historically impeded the career prospects and earnings of underrepresented job seeker populations including people of color, women, at-risk youth, older workers, non-native English speakers, and the working poor.



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