

## **FCA QUARTERLY REPORT JANUARY 2020 THROUGH APRIL 2020**

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The Detroit at Work team remains committed to identifying, preparing and supporting Detroit residents in securing the 4,950 new positions created as a result of the Fiat Chrysler Automobiles (FCA) expansion in Detroit. The 4,218 production operator positions will be filled through two job application windows, the first in September 2019 and the second originally slated for Q2 2020. Below is a summary of the work completed to date on this project, including adjustments related to COVID-19.

### **Outreach and Recruitment**

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The Detroit at Work team designed and implemented a pre-registration platform and pre-screening process to identify and prepare FCA candidates for the application process. Detroit residents interested in applying for FCA Production Operator positions were invited to create a profile at DetroitatWork.com which included contact information, residency, basic FCA requirements (age, education, etc.) and demographics. More than 40,000 Detroiters have created a profile on Detroit at Work as a result of this effort. Once profiles are completed, Detroiters can sign up to attend an FCA Pre-Application Event.

#### **Round 1: June 17 – September 7, 2019**

The first round of Pre-Application Events ran from June 17 – September 7, 2019. During that time, Detroit at Work marketed, staffed and executed over 400 events, including 26 large events hosted at community locations throughout the city and daily events at Career Centers. Nearly 12,000 residents attended an event and completed the eligibility process in the first round. Events were staffed by DESC and City of Detroit employees, contracted partners, and over 500 volunteers.

As a result of the first round of outreach and events, approximately 12,000 Detroiters were referred to FCA, who contacted candidates, inviting them to apply. Over 3,500 residents were invited to interview based on the results of their applications. All candidates have been notified by FCA and/or Detroit at Work of their status. FCA has not yet scheduled candidates for interviews, with the exception of a small group (approximately 30 candidates) who were interviewed in December, 2020.

From October – December, 2019 the Detroit at Work team reviewed the pre-application process and implemented minor improvements to prepare for the second round.

#### **Round 2: January 15, 2020 - Present**

The second round of Pre-Application Events was launched on January 15, 2020. Between January 15 and March 19, all eight Detroit at Work Career Centers as well as one partner location each hosted 8-10 events per week. In addition, the Detroit at Work team hosted 11 large community events across the city. Events were available every weekday, including several evening options throughout the week, as well as most Saturdays.

All residents who had previously expressed an interest in FCA and did not advance to an interview were contacted and invited to participate in the second wave. This includes:

- 20,000 residents who registered but did not attend a Pre-Application Event in round 1
- 500 residents who did not meet all of the eligibility requirements in round 1

- 8,500 residents who attended an event but did not advance to an interview (an applicant may not have advanced due to not completing the application, incorrectly answering one or more pre-screen questions, or not performing sufficiently well on the application assessment)

In response to the COVID-19 health crisis, all in-person events were discontinued as of March 19. A virtual version of the Pre-Application Event was developed and made available on-demand through Detroit at Work's jobseeker portal. Currently, candidates can complete a basic eligibility screen, view a recorded pre-application presentation, and take a practice mechanical reasoning and behavioral assessment online using their phones or personal computers.

Interviews for the first round of candidates as well as the second application window were scheduled to take begin in April, 2020. Both have been delayed until further notice. As a result, the second round of Pre-Application Events has been extended in virtual form to allow as many residents as possible to become eligible to apply in the second round.

### **Readiness and Support Services**

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In addition to the pre-application events, DESC and contracted partners designed a series of services to support candidates in preparing for the FCA application and interview process, including:

- Intensive tutoring designed to prepare candidates for the application assessment. *Tutoring is available 6 days per week at 3 times per day. In response to COVID-19, classes have been transitioned to a virtual platform, however, live instructors are still available at every class time. Tutoring is optional, and participants can attend any or all of 3 modules:*
  - *Online Assessment Skills*
  - *Quantitative Skills (Process Monitoring and Problem Solving)*
  - *Positive Attitude and Teamwork Skills*
- Free access to reliable Internet and computers for completing the online application process. *More than 750 computers were made available at a range of locations during the first application window.*
- Interview Workshops tailored to the FCA interview structure and content. *Workshops were held at all Detroit at Work Career Centers at a variety of dates and times through mid-March. A virtual version of the interview workshop is currently under development.*
- Transportation assistance to and from interviews. *All interview candidates have been contacted to identify eligibility for assistance.*
- Soft skills coaching and additional job readiness training for candidates identified during the interview process. *Training provider has been procured and curriculum has been developed.*

As a result of COVID-19, all in-person services have been discontinued, including tutoring and interview workshops. Detroit at Work has implemented virtual options for a number of FCA services and will continue to expand virtual and online options based on further updates from FCA regarding application, interview and hiring expectations.

## Snapshot of Current FCA Hiring Pipeline

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The current status of Detroiters in FCA's Production Operator pipeline as of April, 2020 is summarized below:

Detroiters Referred to FCA by Detroit at Work	12,181
Detroiters initiating FCA application process	7,235*
Detroiters invited to interview from first round	3,531
Interviews completed	32
Conditional offers extended	N/A
Detroiters eligible to apply in second round	10,923

*\*This figure is an estimate based on application data from FCA as of 9/23/2019.*