

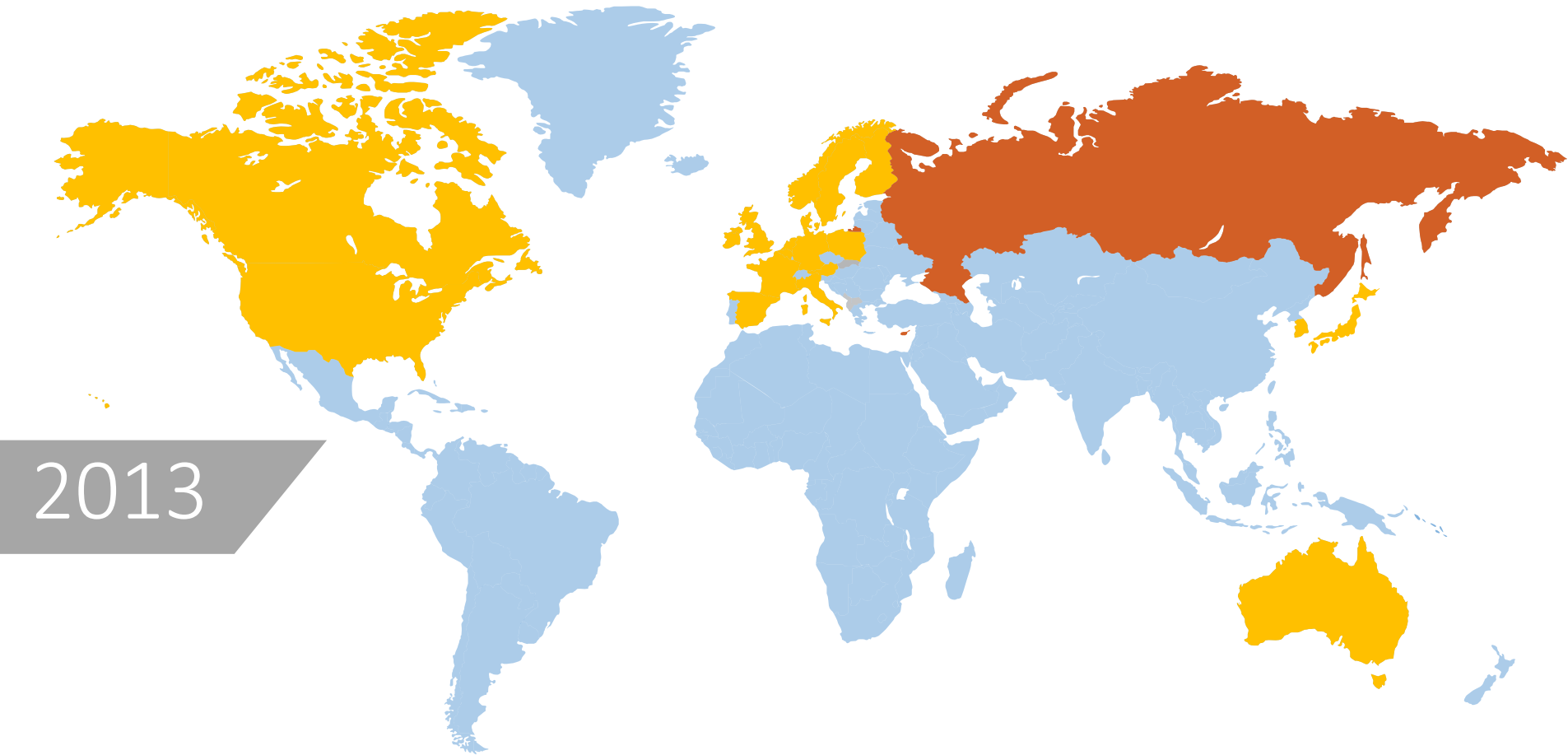


Time for the U.S. to Reskill  
National Engagement Process  
*Adrienne Will—U.S. Department of Education*



## What Is PIAAC?

# Survey of Adult Skills - Participating countries



# Survey of Adult Skills – In brief



166 thousand adults...

Representing 724 million 16-65 year-olds in 23 countries/economies

... took an internationally agreed assessment...



in literacy, numeracy and problem solving in technology-rich environments.



Also surveyed were generic skills such as collaborating with others and organising one's time, and how adults use their skills



# PIAAC: The Survey of Adult Skills

- Administered in 2011-12 in **23** countries
- **16- to 65-year-olds**, non-institutionalized, residing in the country, irrespective of nationality, citizenship, or language status
- Laptop computer or paper-and-pencil:
  - In the U.S., 80% took the computer tests and 15% took the paper-and-pencil tests.
- Conducted in English in the U.S.:
  - Background survey in English or Spanish. About 4% could not complete the questionnaire because of language difficulties or learning or mental disabilities, and 1% could not complete it for other reasons.

## The U.S. Sample

- Wave 1: 5,000 individuals ages 16-65
- Wave 2: Adds 5,000 individuals (in 2015) to expand sample with
  - Unemployed adults (16-65)
  - Young adults (16-34)
  - Older adults (66-74)
  - Incarcerated adults (16-74)



## What Does PIAAC Tell Us?

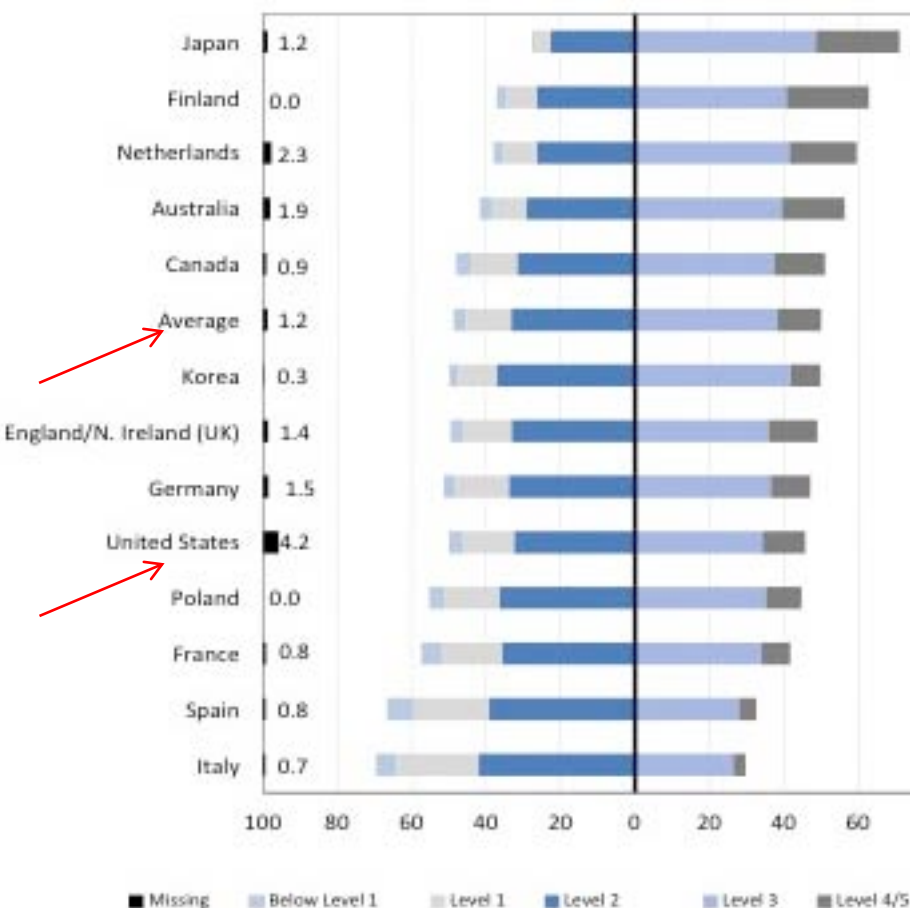
# Summary of U.S. Results

- Below international average in all subject areas
- Ranked better in literacy than in numeracy or problem solving in technology-rich environments
- Higher percentage at low proficiency levels than international average
- Percentages of top performers similar to or slightly lower than international average, depending on the subject
- Performance gap between young and older population smaller than the average gap internationally

# U.S. Rankings Internationally

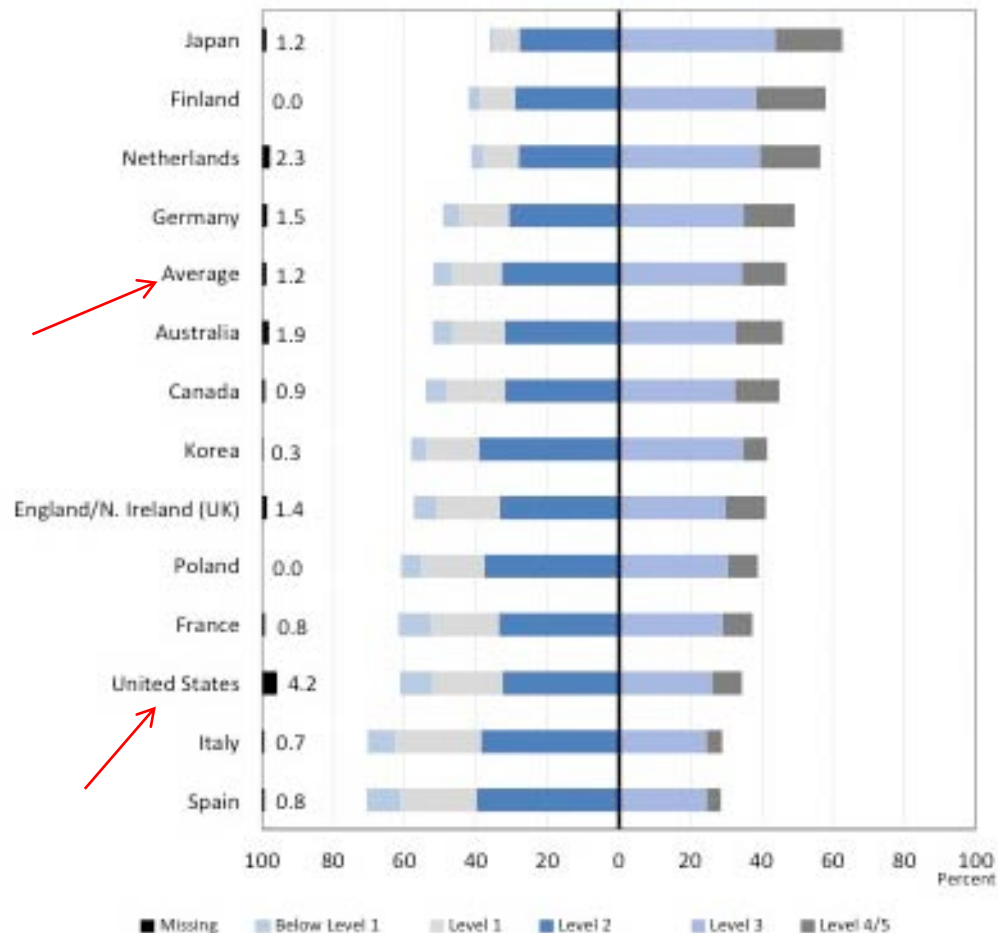
Literacy proficiency among adults

Percentage of adults scoring at each proficiency level in literacy

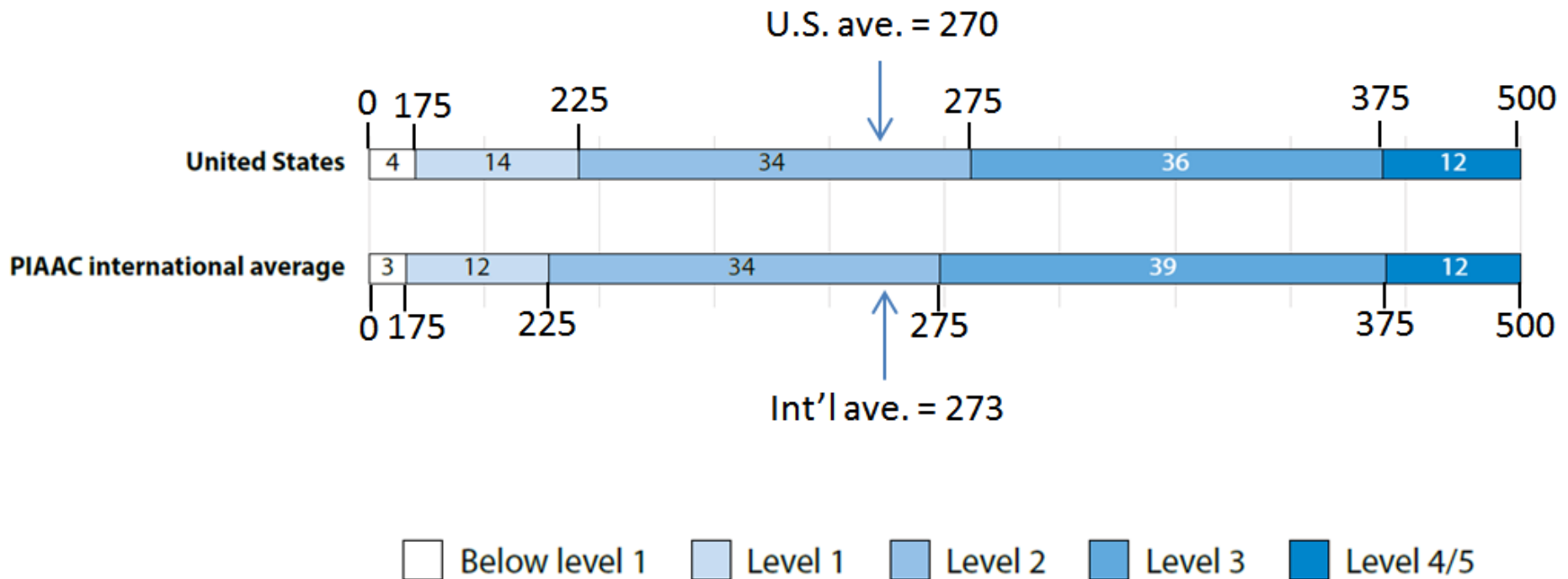


Numeracy proficiency among adults

Percentage of adults scoring at each proficiency level in numeracy



# The U.S. Has a Very Large Low-skilled Population



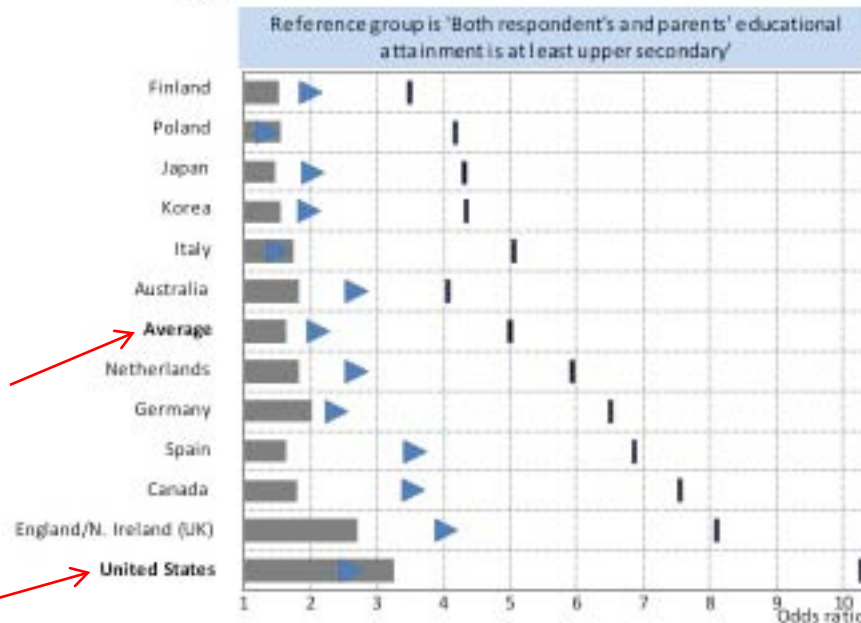
Source: IES Presentation

# Adults from low-educated families are 10X more likely to have low skills.


## Likelihood of lower literacy proficiency among low-educated adults

Adjusted odds ratio of scoring at or below Level 2 in literacy, by respondent's and parents' level of education

- Respondent's education at least upper secondary, neither parent attained upper secondary
- Respondent's education below upper secondary, neither parent attained upper secondary
- ▶ Respondent's education lower than upper secondary, at least one parent with upper secondary or higher



Source: Time for the U.S. to Reskill?



# Time for the U.S. to Reskill?

*What the Survey of Adult Skills Says*

OECD



# Who Are the Low-skilled in the U.S.?

- One-third are under 35 years.
- One-third are immigrants.
- More than half are black or Hispanic.
- Two-thirds of young low-skilled adults (16-24) are men, with the difference reversing among older age groups.
- Three out of ten report “fair” to “poor” health.
- Nearly two-thirds work, but they earn low wages.

# Recommendations from OECD

1. “...improve basic skills and tackle inequities.”
2. “Strengthen initial schooling for all....”
3. “Ensure effective and accessible education opportunities for young adults...”
4. “Link efforts to improve basic skills to employability...”
5. “Adapt to diversity.”
6. “Build awareness of the implications of weak basic skills [and the] links with other social factors...”
7. “Support action with evidence.”

Source: Time for the U.S.  
to Reskill?



What Is the Administration  
Doing About This Problem?

# Skills Are Everybody's Business

- National Engagement Process

- Education in partnership with Labor, Health and Human Services and Commerce.
- Five regional sessions (Completed).
- Series of stakeholder focus groups (Ongoing).
- Multiple state and local engagement sessions (Tool Kit).

- National Action Plan

- To be released in spring 2014.
- Will include game changing action items to expand access, promote equity, improve quality, and increase effectiveness.
- Will reflect shared responsibility of various stakeholder groups in implementing the plan.

# State & Country Data Graphics

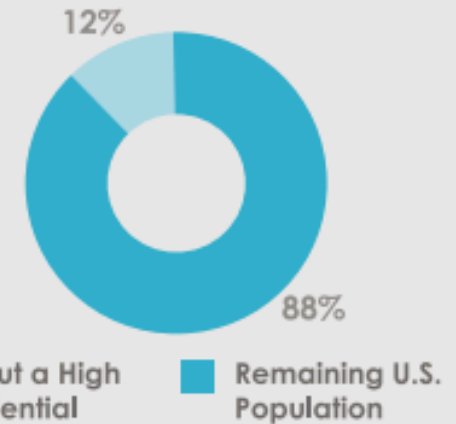
(Find these on the [www.ed.gov/OVAE](http://www.ed.gov/OVAE)  
Facts and Figures page)

# Tapping the Potential UNITED STATES

## Profile of Adult Education Target Population



**37,097,554** adults or **12%** of the total U.S. population are adults without a high school credential.



### Investments in Adult Education

	2009	2010
<b>Federal</b>	\$545,863,879	\$617,216,465
<b>State</b>	\$1,690,250,572	\$1,653,900,827
<b>Total</b>	\$2,236,114,452	\$2,271,117,293

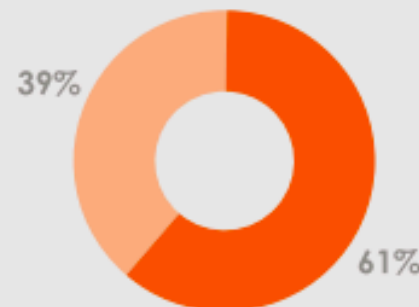
### Students Enrolled in Adult Education

Program Type	2009	2010*
<b>Adult Basic Education</b>	982,756	926,165
<b>Adult Secondary Education</b>	275,430	246,599
<b>English Literacy</b>	921,595	839,399
<b>Total enrollment</b>	2,179,781	2,012,163

\* 2010 is the most recent year for which both enrollment and fiscal data are available.

**12,391,077** adults or **4%** of the total U.S. population are adults who do not speak English well or at all.

**Of those 4%** who do not speak English well or at all:



High School Credential+  
No High School Credential

**39%** had a high school credential or more.

**61%** had no high school credential.



## How Are Libraries Making a Difference?

# Library Leadership Matters

- Libraries provide unique literacy services:
  - One-to-One tutoring
  - English conversation groups
  - Homework assistance
  - Family literacy programs
  - Classroom space
  - Computer and Internet Access
  - And more.
- Steps Libraries Have Taken/Can Take:
  - Convene all stakeholders in public and private sectors.
  - Create a plan.
  - Launch a campaign.
  - Start an initiative.
  - Leverage and align resources.
  - Other



# Time for the U.S. to Reskill:

Engagement Process for Developing a National Action Plan to Improve the Foundation Skills of U.S. Adults



- Read about the recent Survey of Adult Skills and what it says about learning in the United States.
- Find out what this means for our workforce.
- Learn more about the U.S. Department of Education's strategy for creating a national action plan.
- Get involved.

[www.TimeToReskill.org](http://www.TimeToReskill.org)



# U.S. Citizenship and Immigration Services

**USCIS Resources and Support for Libraries  
American Library Association Midwinter Meeting**

**January 26, 2014**

# About the Office of Citizenship

## Strategic Goals

Established by the Homeland Security Act of 2002, the Office of Citizenship engages and supports partners to welcome immigrants, promote English language learning and education on the rights and responsibilities of citizenship, and encourage U.S. citizenship by:

- Providing immigrants with opportunities and tools to become vested citizens;
- Building community capacity to prepare immigrants for citizenship; and
- Promoting dialogue and collaboration on civic integration and citizenship and raising awareness of its importance to society.



**U.S. Citizenship  
and Immigration  
Services**

# USCIS-IMLS Partnership

## Objective

Support libraries through public information and engagement opportunities and the distribution of educational materials and training resources on immigration and citizenship.

## Key Focus Areas

- Tailored training opportunities for librarians
- Dedicated information on the Citizenship Resource Center
- Joint events at local libraries
- Dissemination of public education materials



**U.S. Citizenship  
and Immigration  
Services**



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## Citizenship Resource Center

### Educational Tools and Information for Citizenship Preparation

Providing learners, teachers, and organizations with a one-stop resource for locating citizenship preparation materials and activities.



LEARNERS

TEACHERS

ORGANIZATIONS



### Prepare for U.S. Citizenship

- Should I Consider U.S. Citizenship?
- Learn About Naturalization
- Apply for Citizenship
- Study for the Test
- Find Help in Your Community
- Attend an Information Session
- Understand Rights and Responsibilities
- Naturalization Resources in Spanish



### Welcome Teachers

- Educational Products
- Lesson Plans and Activities
- Training Seminars
- Training and Professional Development
- Naturalization Information
- Add Your Program to America's Literacy Directory
- Supplemental Resource Links



### Information for Organizations

- Grant Program
- Promising Practices
- Training and Professional Development
- Add Your Program to America's Literacy Directory
- Supplemental Resource Links
- Citizenship Public Education and Awareness Initiative
- Civics and Citizenship Toolkit

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# USCIS Webpage for Libraries



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Home > Organizations > Libraries [Print This Page](#)

## Libraries

Through its partnership with the [Institute of Museum and Library Services \(IMLS\)](#), USCIS is providing libraries with information, educational materials, and training resources on immigration and citizenship. This collaboration is founded on the idea that libraries play a critical role in serving immigrant communities. Through our [joint effort with IMLS](#), we plan to educate librarians, and in turn their immigrant patrons, on topics ranging from naturalization, the unauthorized practice of immigration law, and the importance of digital literacy.

**USCIS/IMLS Partnership Goals**

- Provide citizenship and other immigration-related educational materials to libraries.
- Offer training opportunities for librarians on a variety of immigration topics.



U.S. Citizenship  
and Immigration  
Services

# USCIS Office of Citizenship

## Review of Citizenship Education Resources



U.S. Citizenship  
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# Helpful Online Shortcuts

## Citizenship Resource Center and USCIS.gov

- **Citizenship Resource Center:** [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship)
- **Naturalization Resources in Spanish:** [www.uscis.gov/ciudadania](http://www.uscis.gov/ciudadania)
- **Naturalization Information Sessions:** [www.uscis.gov/citizenshipsessions](http://www.uscis.gov/citizenshipsessions)
- **Multilingual Resources:** [www.uscis.gov/multilingual](http://www.uscis.gov/multilingual)
- **USCIS Forms:** [www.uscis.gov/forms](http://www.uscis.gov/forms)
- **USCIS Fee Schedule:** [www.uscis.gov/fees](http://www.uscis.gov/fees)
- **InfoPass Appointments:** <http://infopass.uscis.gov>
- **Unauthorized Practice of Immigration Law:** [www.uscis.gov/avoidscams](http://www.uscis.gov/avoidscams)

**\*USCIS Toll-Free Phone Number: 1-800-375-5283**



**U.S. Citizenship  
and Immigration  
Services**

# Next Steps

## Finding More Information

- Visit the USCIS Citizenship Resource Center library page under the Organizations tab at [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship)
- Subscribe to the IMLS newsletter (*Primary Source*) at [www.imls.gov/signup.aspx](http://www.imls.gov/signup.aspx)
- Visit the USCIS-IMLS partnership page at [www.imls.gov/about/serving\\_new\\_americans.aspx](http://www.imls.gov/about/serving_new_americans.aspx)
- Register for the USCIS free email alert service at [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship) and click on “Email Updates”
- Participate in the first USCIS-IMLS webinar, “USCIS Customer Service Tools and Resources – An Overview for Libraries” on **February 4, 2014 at 1:00 pm EST**.



**U.S. Citizenship  
and Immigration  
Services**

# Goal 1: Learning



**IMLS places the learner at the center and supports engaging experiences in libraries and museums that prepare people to be full participants in their local communities and our global society.**

# Goal 2: Community



**IMLS promotes museums and libraries as strong community anchors that enhance civic engagement, cultural opportunities, and economic vitality.**

# Goal 3: Content

A large digital display in a museum setting shows a school of jellyfish swimming in a blue environment. Several people, including children and adults, are standing in front of the display, looking at the jellyfish. The display is a large wall or screen that fills the background of the image.

**IMLS supports exemplary stewardship of museum and library collections and promotes the use of technology to facilitate discovery of knowledge and cultural heritage.**

# Goal 4: Equitable Access to Knowledge



**IMLS advises the President and Congress on plans, policies, and activities to sustain and increase public access to information and ideas.**

# Goal 5: Public Management Excellence



**IMLS achieves excellence in public management and performs as a model organization through strategic alignment of its resources and prioritization of programmatic activities, maximizing value for the American public.**

January 26, 2014

# Community Financial Education Pilot Project

Making public libraries community hubs for financial education

# Consumer Financial Protection Bureau's Vision

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A consumer finance marketplace...

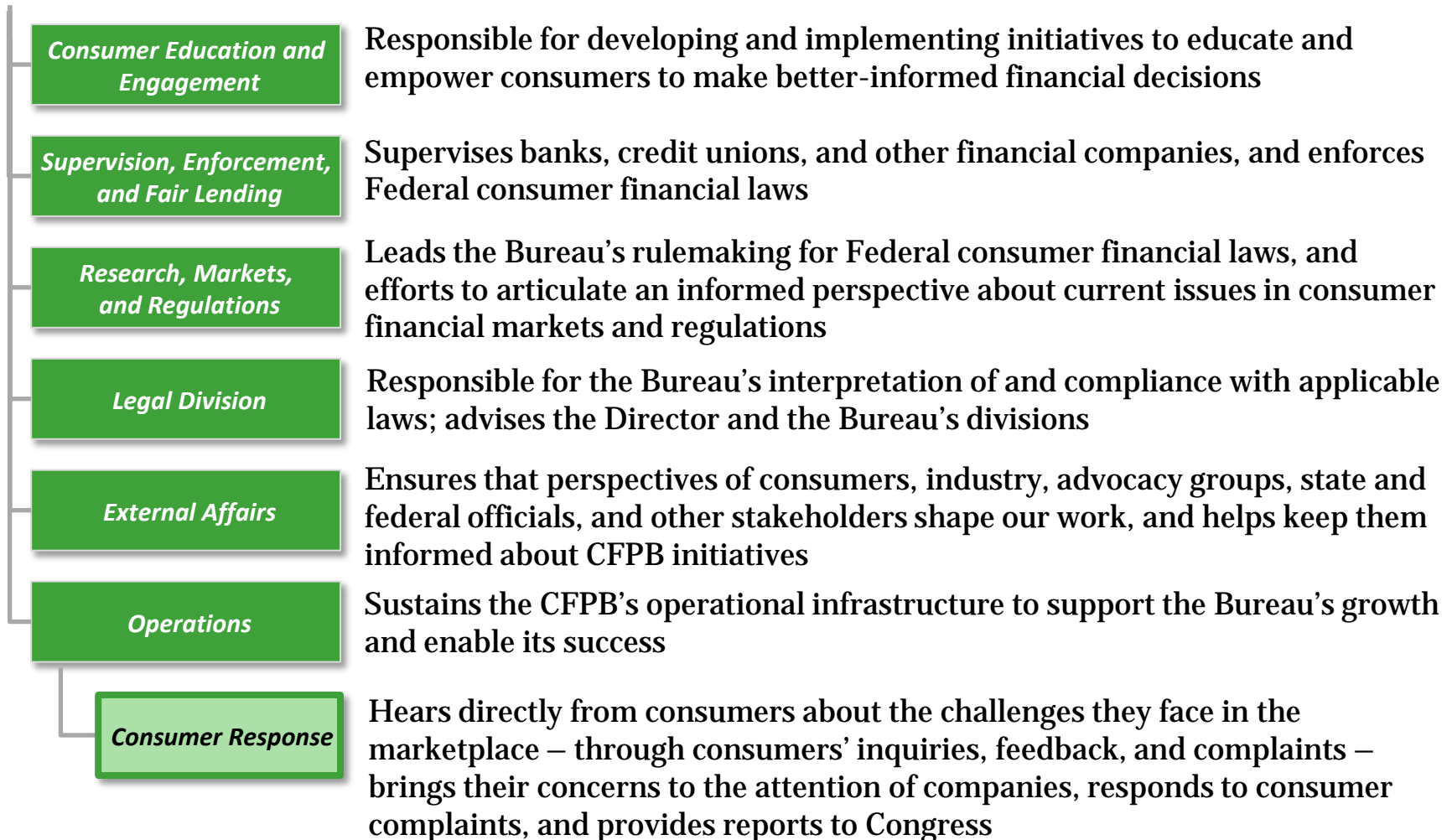
*where customers can see prices and risks up front and  
where they can easily make product comparisons;*

*in which no one can build a business model around  
unfair, deceptive, or abusive practices;*

*that works for American consumers, responsible  
providers, and the economy as a whole.*

# CFPB Overview: Organization

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# Consumer Education and Engagement

## Financial Education

- Provide targeted educational content
- Identify and promote effective financial practices

## Consumer Engagement

Create interactive, informative relationship with consumers

### Servicemembers

- Improve financial protection
- Monitor Service members complaints
- Coordinate w/ DoD, etc.
- 2.2 million military personnel
- 22 million veterans

### Older Americans

- Protect against financial abuse
- Improve financial literacy
- Planning for life events
- 50 million aged 62+

### Students

- Increase awareness of debt when selecting a college
- Monitor students complaints
- Build campus awareness
- 22-28 million (age 16-26)

### Financial Empowerment

- Improve financial stability for low-income & other economically vulnerable consumers
- 68 million unbanked or underbanked
- 33% of Americans earn less than twice the poverty line
- Approximately 50 million have thin or no credit files

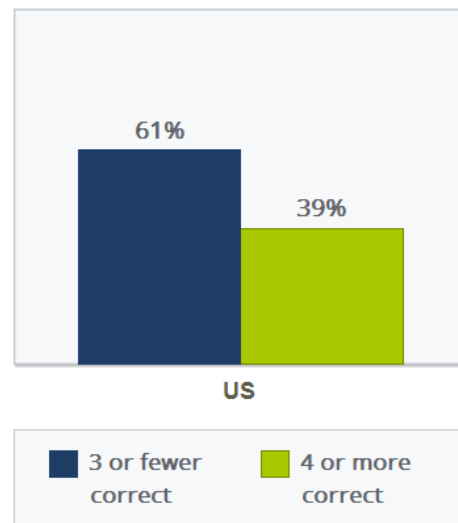
# Why is financial education important?

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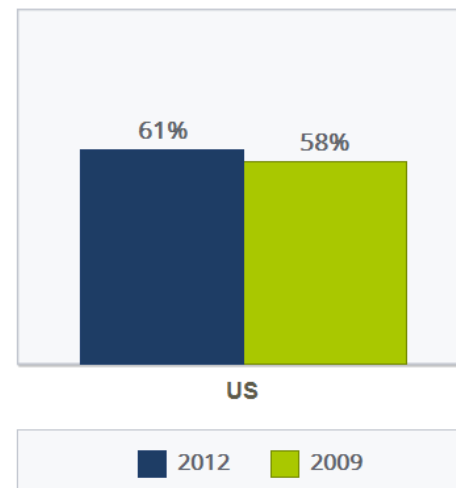
## 2012 National Financial Capability Study:

*Study participants were asked five questions covering aspects of economics and finance encountered in everyday life. In the U.S., 61% are unable to answer more than three of the five questions correctly.*

U.S.  
2012 Financial Literacy



U.S.  
% 3 or Fewer Correct



# Why is financial education important?

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- 59 percent have not planned for retirement
- 56 percent have no money set aside for emergencies
- 49 percent carry balances on their credit cards
- 63 percent have not saved for their child's college education
- 22 percent have overdrawn on a checking account

# Why libraries?

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- Consumers may not know where to turn for unbiased help when facing a financial decision or problem.
- Public libraries served 297.6 million Americans in 2010\*.
  - On average, 5.3 visits per year per American\*.
- Program attendance is increasing despite declining budgets, operating revenue, service hours and staffing\*.
- Important resource for parents and LMI households.
- In one year, 19 million or 25 percent of all public access computer users logged on for commercial needs or to manage their personal finances\*.

\* Institute of Museum and Library Services 2012 Study

# What we learned

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- More people are using library resources (job search, free internet, computer skill development, etc.)
- Libraries are a highly trusted source of information
- Libraries would like to be able to quickly and easily access vetted information
- Libraries need help identifying effective community partners who can help them establish, host, present and market financial education programs
- Marketing and outreach are primary needs for libraries
- Library staff is generally not comfortable providing financial help or guidance
- Librarians prefer to learn from each other; and tend to share best practices and successful programs at conferences and other national events

# Community Education Pilot Project – Strategy

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1. Provide librarians with a collection of financial education programs, resources and tools
2. Help libraries identify and connect with local partners in their communities
3. Build an online community for local financial education librarians
4. Provide marketing support for financial education in libraries
5. Provide trainings for library staff and managers

# Community Financial Education Project - Goals

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- Build a community financial education infrastructure in coordination with libraries and national partners to reach consumers in their neighborhoods, while capitalizing on existing programs and resources already in the field.
- Use that infrastructure to fill consumers' critical financial knowledge gaps by providing and distributing easy-to-understand, behaviorally-informed financial education content through participating public libraries.
- Expand existing financial education efforts already occurring in communities.
- Encourage and amplify the sharing of best practices.

# Current Partner libraries

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- ✓ Brooklyn Public Library, Brooklyn, New York
- ✓ Orange County Library System, Orlando, Florida
- ✓ Florence County Library System, Florence, South Carolina
- ✓ Georgetown County Library, Georgetown, South Carolina
- ✓ Pelham Public Library, Pelham, Alabama
- ✓ Fresno County Public Library, Fresno, California
- ✓ San Francisco Public Library, California
- ✓ Menominee Tribal College, Wisconsin
- ✓ Columbus Metropolitan Library, Ohio

# Resources and Opportunities

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- To join the discussion in LinkedIn: <http://www.linkedin.com> - CFPB financial education discussion group
- To find answers to common consumer questions about financial products or services, visit "Ask CFPB" at [www.consumerfinance.gov/askcfpb](http://www.consumerfinance.gov/askcfpb)
- You can also find answers, in plain-language Spanish to their most common financial questions at [www.consumerfinance.gov/es](http://www.consumerfinance.gov/es)
- To order CFPB publications, visit: <http://promotions.usa.gov/cfpbpubs.html>. Publications are available in English and Spanish.
- Libraries are invited to participate in the Money Smart Week @ Your Library hosted by the Federal Reserve Bank of Chicago (April 5-12, 2014), <http://www.moneysmartweek.org/ala>

Questions?  
[financialeducation@cfpb.gov](mailto:financialeducation@cfpb.gov)



Consumer Financial  
Protection Bureau