

THE  
**FAMILIES &  
WORKERS**  
FUND

REIMAGINING JOB QUALITY MEASUREMENT

# APPENDICES

NOVEMBER 2022



# APPENDIX 1: ABOUT THE JOB QUALITY MEASUREMENT INITIATIVE

The Job Quality Measurement Initiative (JQMI) was launched in early 2022 by the Families and Workers Fund, Ford Foundation, Irvine Foundation, Lumina Foundation, Omidyar Network, and Schmidt Futures—in collaboration with the U.S. Department of Labor (DOL)—to better measure the quality of American jobs.

Through the spring and summer of 2022, the JQMI convened more than 70 leaders and data experts from across fields to analyze current measurement systems, identify gaps, and develop bold, actionable recommendations for government, philanthropy, business, and the nonprofit sector to collaborate toward improving job quality measurement.

A subset of 40 JQMI leaders with deep technical expertise in key datasets were asked to serve as working group members. The four working groups were organized by data category, as follows:

## Administrative Data:

Federal and state program data, particularly state wage and workforce data (e.g., unemployment insurance wage records, Internal Revenue Service data).

## Performance Data:

Program performance data gathered from state and local agency grantees and public and private contractors as part of workforce programming and public procurement.

## Commercial/Employer Data:

Private sector data gathered through online platforms, worker surveys, or other data collection efforts (e.g., Glassdoor, the Shift Project, Burning Glass, Indeed, LinkedIn, etc.).

## Federal Statistical Data:

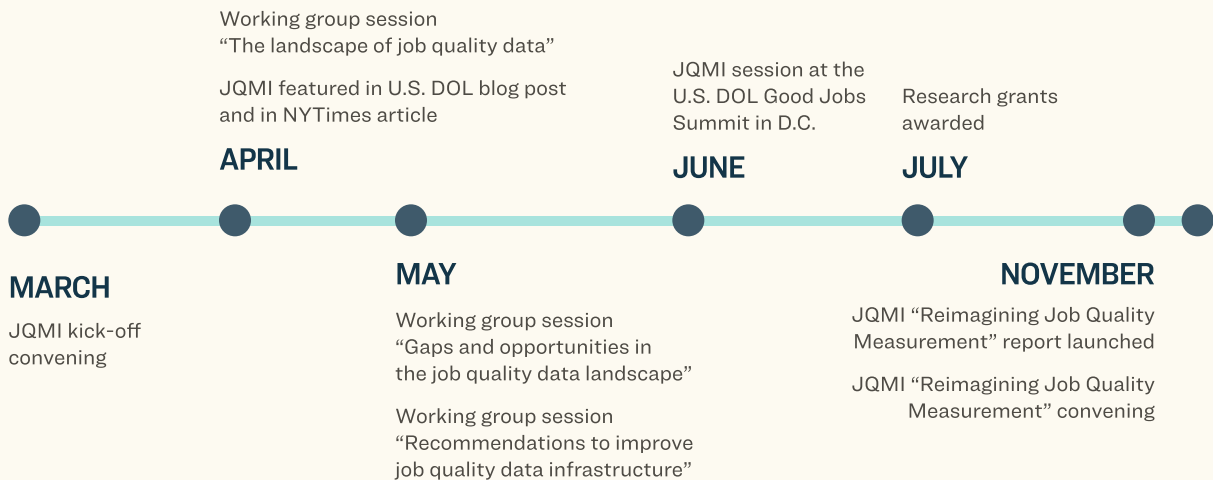
Large-scale federal surveys and datasets such as data collected and disseminated by the U.S. Census Bureau and the U.S. Bureau of Labor Statistics.

In addition, the JQMI engaged more than 30 advisors representative of core users of job quality data, including workforce development practitioners, investors and lenders, state government leaders, academic researchers, racial equity practitioners, and representatives of major commercial data platforms. Advisors provided guidance to the working groups, asked questions to help clarify assumptions, and worked to ensure that recommendations were responsive to practical needs and opportunities on the ground.

JQMI working groups and advisors surfaced bold, actionable ideas. For example, what if monthly federal government jobs reports expanded beyond unemployment statistics to include data on job quality? What if the public agencies that spend billions each year buying goods and services used data to ensure that their spending aligns with their goals to create and support good jobs and workforce equity? What if we created a standardized employer scorecard so that everyone from workers to investors and consumers could compare companies based on job quality and make data-informed choices about how they invest, what they buy, and where they work?

In the summer of 2022, following the completion of this first phase of work, eight teams of JQMI leaders were awarded small grants to conduct a 3-month research sprint to further develop select recommendations into tactical and technical next steps, and lay the foundation for demonstration projects to test and scale the most promising recommendations. A summary of these projects is included in [Appendix 4](#).

## MEETINGS & MILESTONES



*From April through September, the JQMI team held a series of one-on-one and group conversations with a variety of experts to gather feedback and recommendations, in addition to the working group sessions.*

## DEFINING GOOD JOBS

The JQMI builds on work conducted by the Good Jobs Champions Group, convened by the Families and Workers Fund and the Aspen Institute Economic Opportunities Program, which brought together a coalition of leaders from business, labor, policy, philanthropy, and workforce development and solicited input directly from workers to develop and adopt a shared definition of job quality.

[The Good Jobs Champions Statement](#)<sup>1</sup> provided a common starting place for members of the JQMI, who relied on the definition below to assess the existing data landscape and opportunities to strengthen it.

## GOOD JOBS: A WORKING DEFINITION

### Economic Stability

- Stable, family-sustaining pay
- Sufficient, accessible, and broadly available benefits
- Fair, reliable scheduling practices
- Safe, healthy, and accessible working conditions

### Economic Mobility

- Clear and equitable hiring and advancement pathways
- Accessible, paid training and development opportunities
- Wealth-building opportunities



### Equity, Respect, & Voice

- Organizational and management culture, policies, and practices that:
  - are transparent and enable accountability
  - support a sense of belongings and purpose
  - advance diversity, equity, inclusion, and accessibility
- Ability to improve the workplace, such as through collective action or participatory management practices

Not every job will meet every standard included in this definition; market forces may drive even well-meaning employers to focus on short-term cost containment rather than long-term value creation through workforce investment. But members of the JQMI agreed that it is critical for business, government, labor, and nonprofits to together increase pathways towards good jobs, to increase the prevalence of good jobs, and to address the rampant disparities in access to and experiences within jobs based on race, gender, and other demographic characteristics.

## GUIDING PRINCIPLES

Shared definitions, standards, and metrics for job quality can help to inspire new action, accelerate existing collaboration, and measure progress toward good jobs. However, data collection and evaluation is not values- or impact-neutral. JQMI working group members surfaced a set of shared values to shape data collection, linkage and analysis, reflected across this report:

### Equity and Inclusion

Practices should be asset-based, acknowledge bias, and require disaggregation of data.

- Design metrics to shed light on inequities.
- Consider bias, including polarization, selection, and survey bias, in the design of data systems and make every effort to address it.

### People-first

The voices and experiences of directly impacted people should drive development and implementation of measurement.

- Include workers in the design of measurement tools and the collection and evaluation of data to mitigate disparate impact.
- Ensure communities feel safe and heard by using trusted communicators and engagement strategies.
- Design measurement to create mutual benefit or incentives for all involved, honoring both business and worker contributions.

### Privacy

Make protection of worker data and civil rights the building block for all measurement approaches.

- Prioritize privacy—along with the [legal, ethical, and purposeful](#)<sup>2</sup> use of data—above increased access or facilitation of data linking.
- Require consent before data are used for purposes outside of the program or survey in which they were collected.

### Burden reduction

Focus data collection on what is most meaningful; reduce or eliminate duplicative processes.

- Compensate and train service delivery organizations, and workers themselves, to carry out measurement work.
- Maximize use of existing data through linking before requiring additional data collection.

<sup>1</sup> The Families and Workers Fund and the Aspen Institute Economic Opportunities Program. A Shared Definition of Job Quality (2022). <https://www.aspeninstitute.org/programs/good-jobs-champions-group/>

<sup>2</sup> Actionable Intelligence for Social Policy, University of Pennsylvania. A Toolkit for Centering Racial Equity Throughout Data Integration. [https://aisp.upenn.edu/wp-content/uploads/2022/07/AISP-Toolkit\\_5.27.20.pdf](https://aisp.upenn.edu/wp-content/uploads/2022/07/AISP-Toolkit_5.27.20.pdf)

## **APPENDIX 2: DATA LANDSCAPE**

The charts below capture a sample of the analysis conducted by the performance and commercial working groups. They outline some of the key sources reviewed by the working group members; the metrics currently included in those sources and their use cases; as well as data and access gaps and limitations. While this information is not meant to be exhaustive, it offers a snapshot of some of the key data sources relevant to job quality and an understanding of how the working groups structured their analysis.

**DOWNLOAD THE DATA LANDSCAPE**

## **APPENDIX 3: IMPLEMENTATION DETAILS ON SELECT TOPICS**

For a handful of the more than 30 written recommendations developed during the Job Quality Measurement Initiative (JQMI), participants offered a high level of technical detail to guide implementation by government partners such as the U.S. Department of Labor (DOL) and Health and Human Services (HHS). Additional technical details for select recommendations are included below, to build on the recommendations outlined in the section titled “[Digging Deeper into the 10 Big Ideas](#).” If you would like to see the full list of recommendations developed by JQMI members, please contact the Families and Workers Fund.

RECOMMENDATION

# #1: Measure what matters to workers, capturing a full range of job quality indicators.

TACTIC

Refine existing survey modules to collect targeted job quality data.

JQMI AUTHORS

Susan Lambert, University of Chicago, Professor in the Crown Family School of Social Work, Policy, and Practice

Daniel Alpert, Cornell Law School, Senior Fellow in Financial Macroeconomics and Adjunct Professor; Westwood Capital, LLC, Managing Partner

## Details on Technical Implementation | Susan Lambert

Federal statistical surveys can be enhanced to capture a wider range of job quality measures such as work schedules and worker voice. Questions on work hour stability, predictability, and control have gone through cognitive testing by the Bureau of Labor Statistics (BLS) and NORC at the University of Chicago, so developing these items for inclusion in the CPS and other surveys may be more streamlined than developing entirely new questions.

## Example Questions

### Work hour fluctuations (NLSY97)

- In the last month [but could use past three months, past year], what is the greatest number of hours you worked in a week, at all paid jobs? Please consider all hours, including any extra hours, overtime, work you did at home for your job, and time you spent on work that may not have been directly billable or compensated.
- In the last month, what is the fewest number of hours you worked in a week, at all paid jobs? Please do not include weeks in which you missed some or all hours because of illness, vacation, or other personal obligations.

Advance notice (predictability) (GSS 2016; and similar one in NLSY97)

- How far in advance do you usually know what days and hours you will need to work?
  - 1 day or less in advance
  - 2 to 3 days in advance
  - 4 days to 7 days in advance
  - Between 1 and 2 weeks
  - Between 3 and 4 weeks
  - 4 weeks or more
  - My schedule never changes

The Current Population Survey (CPS), as well as other surveys, are currently using questions that seem outdated and do not collect any data on schedule predictability (such as advance notice) which is of both policy and public interest.

## Details on Technical Implementation | Daniel Alpert

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In order to gain a better understanding of the percentage of full-time employment—as well as associated wages—in the economy, federal agencies could deploy a series of regular, monthly calculations using existing data, and the presentation of the results in easily-consumed tabular formats. Specifically:

- The BLS can calculate a simple supplemental Household Survey data point by including in the output the percentage of respondents reporting that they have been employed full-time in jobs offering regular hours of less than 35/week. This would clarify the portion of workers who report themselves as being at work full-time but whose full-time work results in, arguably, a form of underemployment. On the Establishment Survey side, another simple data point can report “FTE Equivalent Jobs” by simply dividing aggregate hours of work reported across all jobs in each subsector, by the total number of jobs in each sub sector. This number can then be translated into a series of ratios used to compare one subsector to another by calculating FTE Equivalent Jobs as a percentage of all jobs in each sub sector for further comparison. Movement in these ratios over time would prove a useful analytical tool both over short- and long-term horizons, and all of these calculations can be immediately introduced and back-generated as a series (to at least 1990).



- Regarding incremental jobs added or lost in any period, the BLS should report the average hours and wages for such jobs based on the sub sectors to which they are coded. It is possible that these data may have to be reported with a one-month delay given analysis limitations. The resulting output can be assembled into an earnings index offering an inter-periodic look at the quality of job creation (or destruction) from the standpoint of their impact on both workers and aggregate demand throughout the economy. This would also give a window into possible slack in the labor markets even when other data indicates tightness, or vice versa.

RECOMMENDATION

## #4: Link public and private data to gain new insights into the quality of jobs.

TACTIC

Aggregate job quality to family level measures so that earnings, benefits, schedules and working conditions of multiple workers are considered.

JQMI AUTHORS

Pamela Joshi, Brandeis University Institute on Children, Youth and Families, Associate Director and Senior Research Scientist

### Details on Technical Implementation

Federal agencies could use existing surveys (such as BLS and the Census Bureau report that uses the annual CPS/ASEC data) to generate family-level estimates by:

- Including family-level job quality in the BLS annual Employment of Families publication.
- Adding estimates of living/family-sustaining earnings to the Census Bureau's Income and Poverty publication; an additional table based on Table A-7 can present family-level earnings and an additional table based on Table A-07 can be estimated for family earnings compared to poverty thresholds.

- Adding the proportion of families with low earnings to the BLS' A Profile of the Working Poor (based on Table 8 wage and salary workers with low earnings), as well as estimates of working families' access to employer-provided health insurance and pensions.
- Estimating the earnings and access to employer-provided benefits (health insurance and pensions) for working families, disaggregated for subgroups and included in the appropriate publication, given BLS' annual reports on employment and earnings for women and immigrants by race and ethnicity.
- Commissioning and/or developing a report on job quality for workers and working families using existing measures across multiple federal data sets. The BLS and the Census Bureau could commission this publication which can set the stage for monitoring existing measures and suggest new measures to fill in gaps.
- Routinely disaggregating data by family and work composition (family composition, number of earners, e.g., Table POV-07) and presence of children to account for equity and the heterogeneity of families. All job quality estimates should also be disaggregated by race/ethnicity and/or nativity.

## Employer-provided benefits

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### Short-term strategy:

- A quick way to collect missing information about access to employer-provided paid leave (family, medical, and sick) is to add three existing questions from other government surveys to the Pulse Survey. Given the policy discussions about the decline in women's labor force participation during and post-pandemic recovery, especially among mothers with children 0-5 and 6-12, and the discussions about how to build childcare infrastructure (through employer tax credits, child care subsidies, etc.), this information is crucial for a data-driven debate about the role of the public and private sector investments in work supports.

### Long-term strategies:

- Existing employer-provided benefit questions and other measures of job quality, work-related stress and tasks, can be added to the SIPP because all household members over 15 are interviewed, meaning there is less concern over proxy measurement of job quality.
- Employer-provided benefit questions can be added to the main CPS/ASEC (March survey) and/or add a job quality supplement, similar to the work schedules supplement last fielded in 2004. A combination of survey questions from existing government surveys (past or present) can be used and new questions that need to be field-tested.
- Since family-level weights need to be developed for the CPS supplements, the initial results can be released for workers, and then a second data release can follow focused on working families.
- Existing measures of employer-provided benefits such as sick days, vacation time, paid leave and childcare included in other federal surveys (or newly developed) can be field tested to understand whether proxy measurement is reliable. These measures could be field tested in the SIPP panel.
- New job quality measures could be developed as part of the new NLS26 cohort. The NLS is currently soliciting special interest modules in 2022 that will be tested in 2023.
- Given the focus on employment as a social determinant of health in the [Healthy People 2030 goals](#),<sup>1</sup> better employment and job quality measures should be added to government-sponsored health surveys. For example, the NHIS could field a subset of CPS/ASEC employment and earnings questions and include additional employer-provided benefits beyond the currently available sick leave and health insurance questions. Similar to the CPS, respondents should be asked about household members' employment and access to benefits.

<sup>1</sup> Economic Stability, Healthy People 2030, U.S. Department of Health and Human Services. <https://health.gov/healthypeople/objectives-and-data/browse-objectives/economic-stability>

## **APPENDIX 4: SUMMARY OF GRANTS AWARDED**

The cross-sector leaders involved in the Job Quality Measurement Initiative (JQMI) surfaced several exciting recommendations, prompting the initiative’s co-funders to invest in further exploration through a set of small grants. A diverse group of experts was selected to conduct additional research in the summer and fall of 2022 towards developing tactical and technical next steps, and laying the foundation for demonstration projects to test and scale promising recommendations.

### **DEVELOPING A JOB QUALITY METRICS SCORECARD FOR FEDERAL AGENCIES**

#### **JOBS FOR THE FUTURE**

Jobs for the Future (JFF) developed a standard set of key performance indicators and metrics for assessing and reporting job quality in a way that is feasible for and relevant to multiple stakeholders across the workforce system (including government, employers, and workers). JFF drew on its close partnerships with workforce boards across the country, and considered potential demonstration projects that could create a pathway to integrate these metrics into U.S. Department of Labor (DOL) and other federal agency programs.

## **STANDARDIZING JOB QUALITY METRICS FOR USE IN AN EMPLOYER/INVESTOR SCORECARD**

**KAVYA VAGHUL, JUST CAPITAL AND MATT WALSH,  
LIGHTCAST (FORMERLY EMSI BURNING GLASS)**

Kavya Vaghul and Matt Walsh, the co-chairs of the JQMI Commercial/Employer working group, took steps to address the lack of publicly available data on companies by (1) developing a standard set of employer-level job quality metrics that can be leveraged by businesses and investors, and (2) identifying a methodology by which to aggregate those metrics into a composite score to easily measure and compare company performance on key job quality issues. They also proposed next steps to pilot the proposed employer scorecard with key users.

## **CROWDSOURCING OF EMPLOYER DATA**

**RICK WARTZMAN, DRUCKER INSTITUTE**

Rick Wartzman of the Drucker Institute explored how crowdsourcing of employer data can strengthen and scale existing job quality data infrastructure in the absence of mandated disclosure, including identifying potential shortcomings in current crowdsourcing indicators, such as data bias, and strategies to address those issues. The project produced an inventory of existing crowdsourced and worker-provided job quality metrics (such as the data collected via Glassdoor, the Shift Project, and PayScale) and a set of recommendations for collecting and utilizing such data.

## **BUILDING JOB QUALITY STANDARDS INTO PROCUREMENT**

**THE CENTER FOR AMERICAN PROGRESS**

The Center for American Progress (CAP) developed a set of recommended implementation steps for government partners to collect job quality data as part of Infrastructure Investment and Jobs Act (IIJA) procurements in order to help agencies evaluate and monitor bidders for discretionary funds. This included exploring potential standard disclosures on job quality and equity for use in federal agency procurement, accompanying data collection approaches, and potential tools and technical assistance to support adherence to standards.

## **CAPTURING WORKER VOICE**

**THE WORKER EMPOWERMENT RESEARCH NETWORK**

A team of academic researchers from MIT and Cornell developed a set of validated survey questions to better capture worker voice in public and commercial data collection. They recommended a set of questions to assess workers' ability to exercise voice and create change within their workplaces through both individual and collective action, and offered tactical pathways to implementation in both federal statistical and commercial surveys.

## **STRENGTHENING DATA COLLECTION THROUGH UNEMPLOYMENT INSURANCE (UI) WAGE RECORDS**

**THE URBAN INSTITUTE**

The Urban Institute conducted a landscape scan of UI wage records at the state level and provided recommendations to strengthen and standardize collection of job quality data across the United States, leveraging the unique benefits of employer-reported UI data. Bill Congdon, a co-chair of the JQMI Administrative working group, spearheaded this project, which mapped the current UI records data landscape, identified key constraints to developing standard and enhanced records, and identified promising directions for enhancements that better capture job quality and workforce equity.

## UPDATING MEASURES OF WORK SCHEDULES IN NATIONAL SURVEY DATA

SUSAN LAMBERT, UNIVERSITY OF CHICAGO

Susan Lambert, a co-chair of the JQMI Federal Statistical working group, led a research team to develop a standard set of validated survey questions focused on worker schedules as a key aspect of job quality, in order to measure dimensions of scheduling quality that are not currently captured in federal statistical data. This included exploring questions focused on measuring work hour stability, predictability, and control in order to track changing configurations of scheduling practices across occupations and industries and to estimate disparities in the quality of work schedules by worker characteristics. The researchers also provided technical recommendations about pathways to implementation in federal statistical surveys.

## GATHERING REFUGEE AND IMMIGRANT WORKER VOICE TO STRENGTHEN JOB QUALITY MEASUREMENT

INTERNATIONAL RESCUE COMMITTEE

The International Rescue Committee (IRC) conducted focus groups and interviews with diverse refugee/immigrant workers (representing a range of regions, nationalities, languages, genders, ages, industries of employment, and lengths of time spent in the U.S.), capturing the voices of communities that are under-counted in government surveys. IRC gathered workers' perspectives on job quality and job quality measurement, including human-centered research on convenient and comfortable ways to share data (e.g., via text message, phone interview, or online surveys). This project also established feedback loops with other JQMI research teams, to help ensure that the data collection processes and questions developed across the initiative are responsive to worker priorities and preferences.

This report was produced solely by staff of The Families and Workers Fund. Its content is not intended to formally represent any official view or policy of the U.S. Department of Labor.