



**Advisory Council Meeting Minutes
January 20, 2005**

Members:

Gary Barnes

Northwest Food Employers, Inc.
Business

Diane Boly

Boly/Welch Inc.
Management

Al Dorgan

United Steelworks of America
Labor

Faith Dubin

Serena Software
Public

Margaret Hallock

Wayne Morse Center for Law and Politics
Public

Gwyn Harvey, Chair

Oregon Workforce Investment Board
Public

Sonja Henning

Tonkon Torp LLC
Public

Tim Nesbitt

Oregon AFL-CIO
Labor

Linda Rasmussen

Communications Workers of America
Labor

Bob Shiprack

Oregon State Building and Construction Trades Council
Labor

Lisa Trussell

Associated Oregon Industries
Business

Vacant

Management

Present

Gary Barnes, Al Dorgan, Gwyn Harvey,
Linda Rasmussen, Faith Dubin,
Margaret Hallock (via telephone)
and Tim Nesbitt.

Not Present

Bob Shiprack, Lisa Trussell & Sonja Henning

Employment Department Staff

Tammy Adkins, Tamara Brickman,
Tom Byerley, Rebecca Gamez
Greg Hickman, and Debbie Lincoln

Old Business

The minutes from 12/3/04 were accepted.

Minutes

The minutes will be submitted via email,
prior to the next meeting of 2/24/05.

Place

Portland Metro UI Call Center
4560 International Way
Milwaukie, Oregon

The meeting began at 9:15 am.

COUNCIL BUSINESS

Gwyn Harvey – Welcomed all to the meeting and called for introductions of all members.

MOTION: **Gary Barnes** - Moved to accept the minutes of 12/3/2004.
Linda Rasmussen - Affirmed.
Gwyn Harvey – Motion carried. The minutes of 12/3/2004 were unanimously approved and accepted by the Advisory Council.

ADVISORY COUNCIL VACANCIES

Tamara Brickman – Gave an overview of background and qualifications for the newest council member, **Sonja Henning**. Tamara indicated that there was currently one (1) management vacancy and one (1) public vacancy available. It was noted that **Gwyn Harvey**'s seat will soon expire. **Bob Shiprack** was not present at this meeting, but it was indicated that **Pat Smith** would assume Bob's labor position and would probably be at the next meeting.

FORMAT OF MINUTES

Opinions and comments were solicited from the Advisory Council members with regard to reformatting the minutes to a more concise version. Tamara Brickman indicated that the format of the minutes was previously changed at Pat Maberry's request because she preferred a more detailed version, but mentioned that Greg Hickman has recently proposed a different style which would be similar to that of the Employment Department's Executive Team minutes.

ACTION: It was noted that the minutes are public record and all agreed to the concise version as long as more in-depth information could be provided when necessary.

STRATEGIC PLAN UPDATE

Greg Hickman gave an overview of the Employment Department's strategic plan:

Bend UI Call Center

The Bend UI call center is on target with an anticipated start up date of April 2005. Because one-stop center partners have indicated that they will not need as much space, we will be vacating the current space in Bend. The Business & Employment Services

(B&ES) office will relocate to a space near Pilot Butte, which will be closer to town and more geographically convenient. Overall, 50 positions have been eliminated. Fewer than 10 employees chose not to continue in current positions with less than five employees going back to their previous offices.

Flex Schedules

Flex schedules are now in place with 98% of employees receiving their first choice of flex schedules.

iMatchSkills

The iMatchSkills system is still making progress and continues to do well. It is available via internet 24/7 and we have received good comments from both job seekers/employers. We are still working on the system, revising as we go. There is also an indication that the State of Oregon is considering the use of iMatchSkills to fill state positions in the future.

B&ES Assistant Director

Larry Hanson is the Acting Assistant Director of Business & Employment Services but we are current recruiting for a permanent replacement.

Salem Field Office Location

The location of the Salem field office is currently being reconsidered. It is possible that the Salem office may need to move to a new location that would better suit the needs of our customers.

Consolidation of Other Offices

With the installation of the Portland Metro UI Call Center, workforce and one-stop partners may be able to move into the empty space at the Beaverton and Gresham offices.

ACTION: Long term, we are looking at the consolidation of the state system with the iMatchSkills system. One problem with doing this is that the iMatchSkills system talks about “skills,” whereas the state system talks about “experience.” We are currently making an effort to educate agencies on what they can do now to place job listings.

TOM BYERLEY – arrived at 9:40 am

MARGARET HALLOCK – excused at 9:45 am

PORTLAND METRO UI CALL CENTER UPDATE

Rebecca Gamez, UI Operations Manager, gave an overview of the implementation and challenges of getting the Portland Metro center up and running. The current Portland Metro site was the old JC Penney call center and it seems to be working very well.

Challenges

Rebecca indicated this was a massive undertaking because they had an entire system change and could not use the same vendor as the Eugene office. One trunk line was

down the first week of January and it was not discovered until one week later, but since additional trunk lines were installed, things have been running pretty smoothly.

Benefits

Now that calls and information is being taken via telephone, the volumes of paper previously received for UI claims are no longer necessary. For the most part, the only information being submitted via mail are documents such as pay stubs, alien status information and an occasional paper claim. Otherwise, most claims are now being received via telephone and internet.

Training

Employees seemed to have quite a bit of UI experience, but not much telephone experience, however, all employees have now been trained. In fact, new employees were interviewed via telephone to see how comfortable they would be in this aspect of their job.

Call Statistics

Statistics show that the Portland office handled more than 15,000 calls in the first week, with 4,000 calls being received in one day (includes Spanish, Russian and Vietnamese languages). Inquiry calls were streamlined and redirected so that calls could be quickly dealt with and automated answers received. Rebecca reports that average wait times for initial claims filing calls are now 2-3 minutes. The Portland office also receives calls regarding extended benefits and many other types of calls which require referrals to local offices, partners, social services, veteran representatives, etc. B&ES managers have reported that business to their offices have increased with the installation of the UI call center. In fact, a number of partners have even asked to have dedicated phone lines to partner & field offices at Employment Department expense.

LEGISLATIVE UPDATE

Tamara Brickman indicated that over 600 bills were introduced for the 2005 legislative session and briefly discussed bills potentially affecting the Employment Department. It was noted that 85 bills are being tracked in Mr. BILL for the 2005 legislative session, as opposed to the 230 bills that were tracked in the 2003 legislative session.

***** BREAK *** 10:24am - 10:30am**

MARGARET HALLOCK - rejoined meeting via telephone at 10:30am.

TIM NESBITT – joined meeting at approximately 10:30 am.

SUPPLEMENTAL UNEMPLOYMENT FOR DISLOCATED WORKERS

Tim Nesbitt discussed Supplemental Unemployment for Dislocated Workers (SUD Program) and the need for Advisory Council's support to extend the program to returning National Guards men and women and military reservist. Senate Bill 690 requires an extended period of benefits (up to a total of 1 year) when dislocated workers are being retrained. This will affect 165 claimants as well as 1/3 of the National Guard employees who are returning from active duty. Other categories that should be captured were discussed. It was noted that there is a 6.8% unemployment rate of veterans over 20 years old.

ACTION: The Advisory Council was asked if there was a consensus for making SUD permanent, whether the SUD program should be expanded to include veterans who are otherwise eligible and to consider a \$12 million per biennium permanent cap.

Motion #1: DO WE HAVE SUPPORT?

- Linda Rassmussen – Motion
- Al Dorgan – Seconds Motion

**** MOTION UNANIMOUSLY CARRIED ****

Motion #2: SHOULD SUD BE EXPANDED TO INCLUDE VETERANS?

- Al Dorgan – Motion
- Tim Nesbitt – Seconds Motion

**** MOTION UNANIMOUSLY CARRIED ****

CLOSING BUSINESS

Tamara Brickman will provide Helmetstohardhats.org presentation information to Advisory Council. Jim Booker, Employment Department Veteran's Representative indicates that there will be a large number of vets returning from Iraq, but will get the numbers by the end of next week.

Next Meeting

The next meeting is scheduled for 2/17 @ 9am-11am in Salem. Faith Dubin and Diane Boly will be unable to make this date and time, so it was agreed that the next meeting would be moved to **2/24 @ 10am-12pm in Salem.**

Agenda Items for Next Meeting

- Apprenticeship
- Legislative Update
- House Bill that was dropped / consolidated
- WIA Reauthorization
- Strategic Plan Update

MOTION: **Linda Rasmussen** - MOVED to elect Gwyn Harvey as Chairperson.
Tim Nesbitt and Al Dorgan – SECONDS MOTION.

MOTION CARRIED. Gwyn Harvey accepted the position of Advisory Council Chairperson.

***** MEETING ADJOURNED @ 10:55am *****

TOUR of Portland Metro UI Center