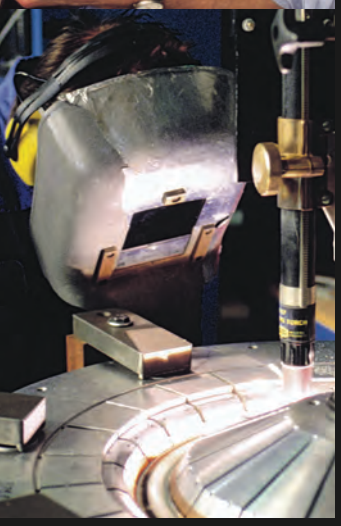
WorkSource Oregon

Annual Report 2008



Oregon's Workforce System

WORKSOURCE OREGON

As Governor of Oregon, it is my pleasure to share with you the 2008 WorkSource Oregon annual report.

My passion is to make sure Oregon has the best skilled, best trained, best educated workforce in America. Fifty-four percent of General Fund revenue goes to education. It is a big number – and it has a big purpose: To keep Oregon on track toward a powerful, diverse, high-wage economy when the recession breaks and a national recovery begins.

I am passionate about creating jobs and ensuring that Oregonians have the skills to compete for every job in this state and in the global economy. My workforce strategic plan, Winning in the Global Market, will increase the number of Oregonians prepared for high-demand, high-wage jobs and make our state's economy stronger

My vision is that Oregon's businesses have a competitive advantage in the global marketplace due to their highly skilled, innovative workers. That means we must invest in education and workforce training so Oregon becomes a magnet for companies that want to hire skilled workers, and workers have good jobs that fully utilize their skills and talents. Oregon needs competitive companies, productive people and innovative ideas to grow and keep stable, high-paying jobs in our state.

Oregon's WorkSource Centers have recently reorganized themselves to provide more relevant and valuable employment services to Oregonians based on skill development. These services are even more relevant in the economic downturn in which we now find ourselves. The success stories in this annual report illustrate the remarkable partnerships and innovative strategies we are using around the state to ensure Oregonians have the skills needed to make businesses thrive.

Please join me and my workforce, labor, education and business partners in our efforts to bring greater opportunity to all Oregonians.

Sincerely,

Dear friends and partners:

As Chair of the Oregon Workforce Investment Board (OWIB), I am pleased to present the 2008 WorkSource Oregon Annual Report. The OWIB continues to lead and encourage partnership initiatives to transform Oregon's workforce and education training system so that all employers and workers can compete in the global market. This report shows real people and businesses and how partners, working together, can assist them with their workforce challenges.

WorkSource Oregon partners are working together to produce better employment outcomes for Oregonians. We are streamlining the operations of the WorkSource Centers so that all who come in for help will know their skills, have an opportunity to improve their skills, and get a better job with their skills. We use the latest technology and labor market information to make effective matches between employers and job seekers.

The workforce system in Oregon is made up of the OWIB, state agencies, Local Workforce Investment Boards with hundreds of business and labor volunteer board members, workforce and education providers, and other essential partners around the state. We are a coordinated, functioning system working to meet the needs of Oregon employers, workers and job seekers.

In these difficult economic times it is easy to lose sight of our vision for a high-skill, high-wage workforce in Oregon. Yet we continue to build partnerships to increase the competitiveness of Oregon businesses in health care, manufacturing, green jobs for clean technology, and regional high-wage, high-demand occupations. We are a system ready and willing to step up to the challenges of the current economy and to strategically position Oregon's workforce for the future.

Sincerely,

David R. Williams
NW Natural
Chair, Oregon Workforce Investment Board

Design and layout of this publication was created by: Oregon Employment Department's Communication Section

Recognition and gratitude goes to all the partners (agencies, organizations and individuals) that continue to develop innovative and responsive methods for meeting the demands of our ever-changing economic climate.

For an electronic version of this document, please go to:
www.oregon.gov/CCWD/

To request additional copies, or if you have questions regarding this report's content, please contact:

Kurt Tackman
Oregon Department of Community Colleges and Workforce Development
503.378.8648
Kurt.tackman@state.or.us

WorkSource Oregon is an equal opportunity program/employer. The following services are available free of cost upon request: Auxiliary aids or services and alternate formats to individuals with disabilities and language assistance to individuals with limited English proficiency. To request these services contact your local WorkSource Oregon Center for assistance.

Contents:

Introduction 9
How this report is organized 10

The Road to Integration 11
A Single Registration Process, Paperless Records, and a Common Skills Review

Helping People and Making a Difference 12
Assisting Jobseekers – How WorkSource Oregon partners combine skill matching, job search, assessment, training, and support services

Analysis, Alignment and Planning 18
Meeting the Needs of Employers – Using labor market information, economic trends and innovations to serve business and improve sustainability

WorkSource Oregon Partners 25

Federal Workforce Programs 26

By the Numbers 27
Statewide and Regional Performance and Forecasts
Statewide Employment Results 28
Current and Projected Employment by Region and Industry Sector 33

WorkSource Oregon:

- *Provides businesses with their skilled workers, making hiring and training as simple as possible,*
- *Helps job seekers find jobs through skill matching, job search assistance, skill assessments, training and support services,*
- *Collaboratively leverages resources to align initiatives in the education, workforce and economic development arenas,*
- *Provides leadership to shape the education programs and workforce services that benefit individuals, businesses, and communities in Oregon,*
- *Broadens public access to skills, knowledge, and career opportunities.*
- *Fosters innovation in instruction, delivery, and data collection and dissemination, and,*
- *Meets public stewardship and accountability expectations to federal, state, and local funders and partners.*

The Oregon Workforce Investment Board (OWIB) is the Governor's advisory board on workforce matters and is made up of leaders representing private sector businesses, labor, local governments, and state agencies. The OWIB is the state level business voice, defining a demand-driven public workforce education system.

Introduction

Governor's Vision for Education and Workforce

The Governor's Vision for Oregon's Workforce states, "We must invest in education and workforce training so Oregon becomes a magnet for companies that want to hire skilled workers, and workers have good jobs that fully utilize their skills and talents. Oregon needs competitive companies, productive people and innovative ideas to grow and keep stable, high-paying jobs in our state."

As the effects of a recession continue to spread across the state, country, and globe, it is critical that this vision becomes a reality for Oregon. Having a highly skilled workforce means Oregon businesses have a competitive edge and Oregon workers have stable jobs.

Oregon's Workforce System

The state workforce development agencies and community partners have moved to a unified, simplified approach in delivering services to job seekers and employers through the implementation of the federal Workforce Investment Act.

Oregon's workforce system serves Oregon workers by:

- helping people update their workplace skills,
- launching them toward higher wages, and
- referring them to jobs or educational career paths based on new technologies or innovations.

By bringing private industry together into a partnership with public providers, state agencies and educational institutions, Oregon offers a diverse array of workforce services throughout the state. This statewide network of public and private partners and services is collectively referred to as WorkSource Oregon.

Customers can access services at WorkSource Oregon Centers, community college campuses, via the Internet, and at many other locations.

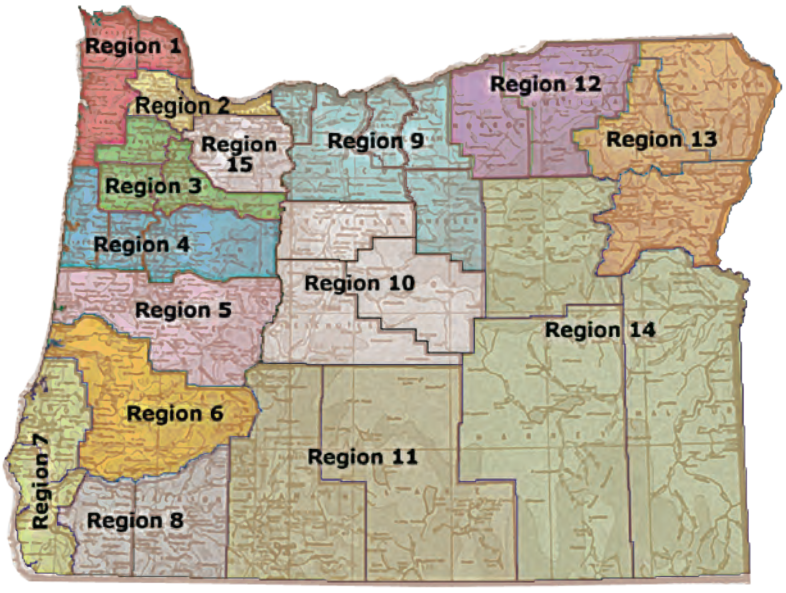
WorkSource Oregon

WorkSource Oregon (WSO) matches businesses and workers with the resources they need to succeed, stimulating job growth and talent development. WSO connects Oregonians with agencies, businesses, education, training, jobs, childcare, and a wide range of related services.

How this report is organized

Following this introduction are stories of real Oregonians that illustrate the impact and effectiveness of WorkSource Oregon. You will find examples of how WSO uses data, trends, and analysis to strategize and implement processes and innovations to help meet the needs of businesses and job seekers in Oregon. Statewide and regional data is included to show the similarity and diversity that WorkSource Oregon experiences, and their effects on local areas and the state as a whole.

Behind every number is the face of an Oregonian. We measure our effectiveness and performance using aggregate data, composed of many individual results, and these are only a few of the stories capturing the challenges, and successes that occur every day at WSO centers, community colleges, partner sites and businesses across the state. Programs and partnerships are the tools; people – the staff, partners, and customers of WorkSource Oregon – are the real reason WSO works for Oregon.



Oregon's Workforce Regions

The Road to Integration

A Single Registration Process, Paperless Records, and a Common Skills Review

In October of 2007, state workforce and education partners met to discuss ways to integrate federal workforce service delivery (Workforce Investment Act and Wagner-Peyser). Benefits of integrating services and staff:

- Less duplication and an increase in the quality of services delivered,
- No "wrong door" for Oregonians – a more streamlined process for customers seeking assistance with job placement, improving skills, advancing their education, etc.,
- A focus on skill and talent development that will ultimately result in more Oregonians getting and keeping first, next, and better jobs.

Two state agencies, the Oregon Department of Community Colleges and Workforce Development (CCWD) and the WorkSource Oregon Employment Department (OED), are spearheading the ongoing integration efforts. An unprecedented degree of cooperation and coordination between two major state agencies and fifteen local Workforces Regions is occurring to develop a truly integrated seamless delivery system that will benefit all Oregonians.

To date their efforts and accomplishments include:

- A "Compass" document the outlines the vision and goals of integrated service delivery,
- Joint state-level policies that apply to staff, regardless of funding source,
- Cross-functional workgroups exploring barrier removal and the subtraction of cumbersome procedures,
- Developing a Common Intake that combines electronic data and staff services to create a common, shared customer pool,
- Implementing a statewide initial skills assessment, available to all customers,
- A statewide Menu of Resources and Services – skill-building and other tools available at every physical site, with online options as well,
- Elimination of paper (hard) copy files for most participants,
- Progress towards a single, statewide data Management Information System (MIS),
- The redesign and redefinition of service delivery components, with a focus on skill development,
- A statewide customer flow process, adaptable to local areas, to ensure consistent, effective service delivery, and
- Developing cross-functional teams and staff to focus on three primary areas of customer interaction: Welcoming and Registration, Employment Services, and Skills Services

Integration will enhance the use of limited and declining funding through a more efficient use of resources and elimination of program duplication and requirements. Integration will systematically improve the coordination of Workforce Investment Act (WIA) and Wagner-Peyser Act (WPA) funded services to achieve improved customer outcomes and more efficient and effective customer service. –Compass Policy

Helping People and Making a Difference

Assisting Jobseekers – How WorkSource Oregon partners combine skill matching, job search, assessment, training and support services

WorkSource Oregon helps job seekers find jobs through skill matching, job search assistance, assessment, training and support services.

Sobeyda Luque dropped out of high school when she was pregnant with her son. After his birth, she had difficulty returning to earn the credits needed to graduate. The team at the Training and Employment Consortium (TEC) in Ontario met Sobeyda in September 2007. As a 19-year-old single mother of an energetic 4-year-old son, and one of three children of a single parent herself, she faced great obstacles, but did not lose sight of her dreams to provide a stable future for herself and her son.

She enrolled in the Malheur Education Center, an alternative school, to pursue her high school diploma. She applied for the Oregon Youth Conservation Corps (OYCC) youth crew, and with guidance and support, she became the lead crewmember and a positive role model for the other youth. Her term on the crew earned Sobeyda a $1,000 OYCC scholarship to pursue higher education. Her commitment and dedication to achieving her diploma was evident when she earned Valedictorian of her class in May 2008.

As a recipient of Temporary Assistance for Needy Families (TANF) through the Oregon Department of Human Services (DHS), Sobeyda participated in temporary employment-preparation activities through the JOBS Program. She was hired as a Program Assistant at the TEC office, providing administrative support and customer service, developing new skills and enhancing existing ones.

In October 2008, Sobeyda applied for and was accepted as a LINKS AmeriCorps volunteer member and was placed as Assistant Crew Leader for the OYCC youth crew, where she will be earning scholarship funds to pay for additional schooling.

With the support of the WIA Adult program, DHS, and her OYCC scholarship, she enrolled in the Certified Nursing Assistant (CNA) program at Treasure Valley Community College (TVCC). TEC and the WorkSource Oregon Employment Department assisted as she began her job search. With this team effort, Sobeyda was hired as a CNA. She plans to work as a CNA and continue with her studies to become a registered nurse.

Sobeyda Luque

Oregon Youth Conservation Corps Programs (OYCC) – Program participants conserve, rehabilitate, and improve the natural, historical, and cultural resources of the state. OYCC supports two types of programs that combine to provide alternative education opportunities for disadvantaged and at risk youth – these programs increase educational, training and employment opportunities by improving work skills, instilling the work ethic, and increasing employability.

Sobeyda is a wonderful example of a youth who has overcome hardship by making positive choices and drawing on her enthusiasm and initiative. The Oregon Youth Authority in Salem was so impressed with Sobeyda that they selected her to serve on the Youth Panel at the Governor's Summit.

WorkSource Oregon provides resources to help Oregon's unemployed and under-employed connect with the employers that are right for them, find the jobs they are looking for, and get trained for jobs they want.

In early 2006, the Royal Oak Enterprises Charcoal Briquette Plant closure in White City, Oregon triggered a Rapid Response outreach effort in Region 8. David E. Brown Jr. was one of the many employees affected by this closure brought on by the one-two punch of a regional decline in the wood products industry and national increases in rail transportation costs.

The Trade Adjustment Act (TAA) programs are available to assist individuals who have become unemployed because of increased imports from, or shifts in production to, foreign countries. The goal of the Trade Act Programs is to help trade-affected workers return to suitable employment as quickly as possible by providing a variety of services and benefits.

David had been working in the plant as a Millwright for 24 years prior to the closure. Through WSO, he connected with The Job Council's WIA Title IB Dislocated Worker services, and immediately made the choice to return to school and complete his GED. David went on to complete a year of college coursework in preparation for his second year's work, one in which he earned a certificate in Manufacturing Technology from Rogue Community College (RCC).

He wisely combined the benefits of the TAA, WIA, and Wagner Peyser partner programs to assist him along his educational path, and his determination and focus earned him a 4.0 GPA. His decision to build on his past set of traditional milling machine and millwright skills, and augment them with the advanced skills he would learn in the college's Computer Numeric Control (CNC) and Manufacturing Technology programs, helped him reach his occupational goals.

David E. Brown Jr.

After attaining his certificate, David found it very challenging to find employment in his industry of choice, one where he could apply his new high-tech skill-sets. Then he connected with Region 8's PowerUp Program. This innovative pilot program was initially funded using the Governor's Strategic Training Fund (GSTF) and focuses on creating a pipeline between traded sector manufacturing businesses with career pathway opportunities and job seekers looking for long term careers with industries and occupations in demand.

PowerUp helped David connect with Hy Speed Machining, Inc. in Grants Pass, where he was hired in March of 2008 as a CNC Machinist. Mike Mills, Hy Speed Machining General Manger, told the local Economic Development Business Manager that he was so impressed with David that he will be looking more closely at RCC Manufacturing Programs, and their graduates, in the future.

Hy Speed Machining Inc. is currently paying David's tuition to return to the Manufacturing Program and learn CNC Computer Programming, so that he may increase his skills while increasing his contributions to the company.

Don came to the Adult Basic Education (ABE)/ GED department at Southwestern Oregon Community College (SOCC) seeking study assistance to complete the GED test.

He was in his mid-fifties and had multiple learning barriers; however, as often is the case with adult students, they were not documented. Don may have lacked some of the skills needed to be a successful learner, but he did not lack perseverance. He was determined to persist until he reached his goal of earning his GED.

Don suffered from severe post-traumatic stress syndrome from his years of military service in Vietnam, during which time he earned three Purple Hearts and was on complete disability. The first year was very stressful for him – when he came to class, he sat in the corner of the room where he could see all the windows and doors. If more than eight or ten students entered the room, he would feel overwhelmed and leave.

SOCC's ABE Team used computer-based instruction, small group instruction, instructor led classes, one-on-one tutoring, and encouragement to help him progress. They assessed and tested Don's reading, math, and learning ability levels. Unfortunately, without documented learning disabilities, he did not qualify for help from college disabilities services and no agency was able to pay for it.

Don finally realized that testing for disabilities would likely be the key to help him achieve his goal and paid to have the testing done himself. Don discovered that he suffers from dysgraphia, dyslexia, and hyperlexia. The ABE Team was then able to connect him with disabilities services, get him a tutor and apply to the state for accommodations on his final GED tests. After three long years, Don successfully passed all five of his GED subtests and achieved his goal of earning his GED certificate.

Now, Don volunteers every afternoon as an aide in the ABE/ GED classrooms. He is a valuable helper and an incredible inspiration to SOCC students, especially those that struggle with learning disabilities.

In November, 2007 more than 800 veterans and their families turned out for the Military Job and Benefit Fair hosted by Clackamas County and Clackamas Community College in partnership with the Oregon National Guard.

More than 60 employers and 20 veteran service organizations took part in the job fair. The event provided an opportunity for service members to network with

The General Educational Development (GED) Program provides Oregonians without a high school diploma a second chance to achieve a high school equivalent credential, pursue higher education, and enhance career opportunities. Nationally, 97 percent of colleges accept the GED credential for undergraduate admission and 95 percent of employers view the credential positively in hiring.

The Disability Navigator Initiative makes job search easier for those with disabilities. Created by Oregon workforce partners, each of Oregon's 15 regions has at least one DPN to connect individuals with disabilities with the resources and services they need to find and retain work.

Veteran's Programs – WorkSource Oregon partners are involved in a number of innovative activities to serve veterans. Major activities include working with the Oregon National Guard to provide information and employment services to returning Oregon Guard veterans through detailed briefings, transition assistance classes, focused job fairs and coordinated efforts with state agencies and private employer partners to raise awareness of veterans as a workforce solution.

iMatchSkills® is the state's labor exchange system, connecting business and job seekers. Customers can access iMatchSkills via the internet or at WSO centers, where staff can assist them with a wide range of services. Go to www.workinginoregon.org for more information.

potential employers, apply for veteran benefits, and explore educational and career opportunities. "They have a high level of professionalism, discipline, and self confidence," said one partner in the event, "They have what it takes to succeed."

The event was a true collaboration of efforts resulting in the following outcomes:

- Distributed over 1,000 workforce marketing material "blue bags" to attendees,
- Collected 131 reply cards with veteran's contact information
- Conducted needs assessment to gather data regarding career, job and family resource needs,
- Enrolled 239 veterans into iMatchSkills® for employment assistance, and
- Sent follow-up letters to the 100 Clackamas Community College Veterans to inform them and their families about services available through WIA funded Workforce Services

Veterans Career & Benefits Fair

Since collaborating on the Veterans Career & Benefits Fair, this group of service and benefit providers now meets regularly to discuss existing programs and services and develop new ones on behalf of veterans.

Members of the team include:

- Clackamas County Veterans Service Office
- Community Solutions of Clackamas County
- Clackamas County One Stop and Resource Center
- DHS Vocational Rehabilitation
- Oregon National Guard Career Training Assistance Program (CTAP) and Reintegration Teams
- Oregon National Guard Family Support Services for Clackamas County
- Clackamas Community College:
  - Veterans Services Coordinator
  - Scholarship/Financial Aid & Academic Advising
  - Workforce Development Services

WorkSource Oregon broadens public access to skills, knowledge and career opportunities.

For José Valerio-Soto, working with the Albany WorkSource Center and Ray Kopzynski, Community Services Consortium's (CSC) Project Instructor, has meant success not once, but four times over an eight-year period.

When José's company closed in 2001, he went to the Albany WorkSource Center eager to learn new skills for a better job. José completed a series of skill and interest evaluations and, armed with that information, he and Ray mapped out a path to achieving some learning and career goals. José soon found a part-time temporary job.

He returned to the center for Ray's help designing a résumé and cover letter aimed at securing a Pesticide Specialist position through the EPA National Pesticide Information Center at Oregon State University. José was hired and was with EPA/OSU for 5 months until the funding ended.

On his third return to the WorkSource Center, José needed only minor assistance in reworking his résumé and cover letter to acquire a job at Hynix in Eugene as a Manufacturing Technician. He spent the next five years at Hynix, until it closed.

José returned to the WorkSource Center. He wanted help securing a position as a Team Leader at the Albany Target Distribution Center. He was already a superior candidate – Ray helped José describe and promote the skills and learning he had acquired over the years. José is now a successful employee at Target, where he reports that the company places a high value on the ability and willingness to learn in addition to skills already attained. He is looking forward to a long career with Target and has high praise for the Albany WorkSource Center, Community Services Consortium and Ray Kopzynski.

"I appreciate all the help and encouragement I've received at the Albany WorkSource Center and CSC over these years," he said. " They are great resources for anyone to use when trying to find a job."

CSC and the WorkSource Centers in Linn, Benton and Lincoln counties are focused on helping customers like José assess their current skills and match them with the existing job market. They have piloted the two newest statewide skill assessment tools and are working with clusters of local industries to support the changing workforce needs of our counties.

Moreover, like José, WorkSource Oregon Centers are committed to lifelong learning because, as his experiences show, you can lose your job, but your skills can never be taken away. Everyone who enters a WorkSource Center receives coaching and an opportunity to learn the skills they need to land their next best job.

Healthcare is one of the fastest growing sectors in Oregon. In Lane County it has a projected growth rate of 33percent, creating an additional 5,400 jobs in Lane County by the year 2016. With already critical shortages of an employment-ready and skilled workforce in health care, this data presents a serious impact on the 350,000 citizens living in Lane County.

Recognizing that no single organization has the knowledge or resources to address this issue, the Lane Workforce Partnership (LWP), as a convener and investor in workforce development, brought together leaders in the health care industry to begin to discuss the future workforce needs in health care for Lane County. LWP

Unemployment Insurance (UI) – Administered by the WorkSource Oregon Employment Department, the state's UI Program supports local economies by providing income support to unemployed Oregonians. It facilitates the creation and implementation of workforce and economic development initiatives by stabilizing the workforce. When workers can count on UI benefit payments to support their families they can then focus on the search for their next job.

José Valerio-Soto

established a coalition of health care stakeholders, known as the Community Healthcare Education Network (CHEN). The Network is made up of healthcare organizations, education, and workforce development professionals.

"Being part of the Community Healthcare Education Network and working with the Lane Workforce Partnership creates opportunities to collaborate with our community partners and develop enhanced workforce solutions," said Cathleen Coontz, Human Resources Supervisor for PeaceHealth, a network of community healthcare service providers serving the Northwest.

With the collaborative efforts and partnerships among the members, and staff support from the Lane Workforce Partnership, the Community Healthcare Education Network has successfully:

- Leveraged and distributed workforce scholarships targeting training in areas of shortage,
- Developed an entry-level worker wage progression and career pathway program with McKenzie-Willamette Medical Center, Oregon Medical Laboratories, Peace Harbor Hospital, and PeaceHealth, and
- Leveraged state lay-off aversion funds to retrain individuals in the industry to move them from jobs in decline to jobs in demand

Over the last seven years, the Lane Workforce Partnership has invested approximately $1.5 million in federal, state, and local workforce and economic development funds to address the workforce challenges in the health care industry. Today over 50 incumbent workers from entry-level health care jobs have successfully completed training and have moved up to higher paying jobs. Some of the most notable success stories include:

– – Amanda

A single mom with an 8-year-old son, Amanda came into the program as a CNA (Certified Nurses Assistant). She has worked hard to get where she is today. "Without the support and child-care assistance I received from the Lane Workforce Partnership, going to classes and studying would have been impossible," said Amanda.

Amanda

Amanda completed her Registered Nurses (RN) degree and was hired as an RN at PeaceHealth, more than doubling the hourly wage she earned when entering the program.

– – Scott

The first graduate in the career pathways program developed with PeaceHealth Oregon, Scott joined the program as a dislocated worker laid off from Sony. He was seeking a job that had career stability to support his family. His first step was to take healthcare classes at Lane Community College. Following completion of his coursework, PeaceHealth hired him as a specimen processor. While employed, he

attended Linn-Benton Community College and obtained his Radiology Technology certification. The Lane Workforce Partnership awarded him a $3,000 training grant that helped him with tuition and fees, as well as providing childcare support services. Today, Scott is a Radiology Technologist and says, "Life is good!"

Scott

Analysis, Alignment and Planning

Meeting the Needs of Employers – Using labor market information, economic trends and innovations to serve business and improve sustainability

The WorkSource Oregon Employment Department's Workforce and Economic Research Division provides information, analysis, and expertise to a wide range of customers. The Division collects, analyzes, and disseminates information on unemployment, industry and occupational employment, wages and income, educational requirements in the workforce, skills, program performance and related subjects. Workforce and economic trends are measured for historical time periods, for the present, and are forecast into the future. Reports are developed for Oregon statewide and for the state's counties, workforce regions, and other geographic areas. Most information can be found at the award-winning Web site, www.QualityInfo.org.

Labor Market Information (LMI) from these and other studies is used to help statewide and local area efforts to plan for economic development, skills training, and the investment of resources, as shown by the following example from Region 3:

In March 2007, the Enterprise for Employment and Education helped publish an economic analysis of Mid-Willamette Valley. Business leaders interviewed for the 2007 Marion, Polk, & Yamhill Counties Regional Economic & Strategic Assessment stated they were optimistic about the future but concerned about whether they would have enough new workers in the pipeline to fill current and future job openings.

As the Local Workforce Investment Board, the Enterprise began working on a state of the workforce report to analyze the situation and make recommendations to fill the workforce pipeline. In the intervening year, the local and national economy took a dramatic turn – the region faced a six percent unemployment rate by the time data had been collected and analyzed, and local businesses stated that they were no longer as concerned about the pipeline.

The Enterprise's role is to understand the dynamics of the local labor market, so it used WorkSource Oregon Employment Department's ten-year projections, which tend to be a more reliable predictor of long-term economic trends, for its inaugural State of the Workforce Report. The WorkSource Oregon Employment Department's projections were coupled with its most current vacancy survey, which looks at jobs currently available and unfilled as well as reports on the emerging renewable/green industries; demographic data from Northeastern University; and interviews with local companies.

The Enterprise found that even in tough economic times, the number of job vacancies far exceeds the number of laid off workers. The WorkSource Oregon Employment Department's vacancy survey showed that the state had more than 50,000 job vacancies in May, the same month that Oregon lost over 6,000 jobs. While many vacancies were for entry level, low skilled jobs, a significant proportion required a high school diploma plus additional education. It became apparent that the real pipeline issue for the region relates to a mismatch of skills to job openings.

The Enterprise also learned that Marion, Polk and Yamhill counties are projected to grow at a higher rate than the rest of the nation, and tend to have a more stable economy, due at least in part to the presence of the food processing industry and state government. A large and growing young population assures that there will be enough people to fill the workforce pipeline. Local businesses have implemented high performance techniques that allow them to reduce inventory, increase efficiency and respond more flexibly to changes in the economy.

Providing this type of data will help program providers find the right balance between reacting to immediate employer needs and building a system that will support and sustain the community in the long run.

WorkSource Oregon provides leadership in shaping the education programs and workforce services that benefit individuals, businesses, and communities in Oregon. Region 2's efforts in meeting the needs of the Bioscience sector show how WorkSource Oregon provides businesses with their workforce needs, making hiring and training processes as simple as possible.

The Employer Workforce Training Fund (EWTF) is a public-private investment plan designed to strengthen Oregon's competitive position in the global marketplace. The EWTF is unique in the country in that it creates three distinct but complementary focus areas that:

- Provide customized workplace training to workers currently on the job but struggling to keep pace with technological change,
- Build the capacity of Oregon's workforce development system to address statewide challenges due to skilled worker shortages in targeted industries, and
- Support retention and expansion of companies critical to regional economies across the state.

All regions and boards have Workforce Response Teams (WRTs) that play a vital part in implementing the EWTF implementation.

Engagement with Bioscience

Worksystems, Inc. (WSI) funded development of a Master's level program in Management in Bioscience at OHSU in 2006-07, and has been working with the Oregon Bioscience Association (OBA) on training initiatives over the last several years. The partnership is a perfect match at a time of increasing interest in Bioscience in Oregon. The Oregon Economic Development Department was instrumental in helping to bring a Genentech plant to Oregon and several workforce, economic

development, and community college partners collaborated to develop a 13-week training course that provides a pipeline for the production workforce for Genentech.

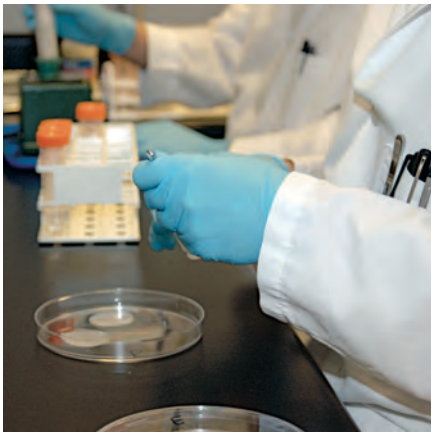
In September 2007, WSI allocated a training fund of almost $2 million for targeted industries, including bioscience and other advanced manufacturing sectors, software, healthcare, and construction. That fund consisted of WIA funds and the Governor's Employer Workforce Training Fund (EWTF), which targets incumbent workers. What set this fund apart from other training was WSI's requirement that industry skill panels develop training plans that serve multiple companies and select the training providers.

A skill panel of about a dozen bioscience industry leader volunteers identified training priorities for incumbent and pre-hire workers. Courses include: regulatory environment, quality system management, inspection, corrective and preventive actions, production and process control, lean principles, statistics, technical writing, planning/time management, team building, and project management.

From February through June 2008, 319 workers from 25 companies participated in 39 classes held in company or OBA training rooms. Each class concludes with a basic post-test and successful completers receive an OBA certificate, important to Oregon bioscience companies.

The skill panel also plays a role in pre-hire training and "priming" the pipeline. This is critically important for the sustainability of the program. Having several companies recruit graduates keeps the program supported, vital, and relevant to the industry. Companies have a role in curriculum development, through the skill panel, and they are confident in the skills of graduates.

This training partnership between an industry association and a workforce board is helping to grow the bioscience cluster. BioPro has made training more accessible, companies are more engaged with each other and with regional workforce, economic development, and training partners, and the training helps with employee retention goals. This development and engagement of industry skill panels is also going on for metals, semiconductors, solar manufacturing, software, healthcare, and construction. It appears to be on track for meeting training needs and it has helped establish the relevance of the publicly funded workforce system for industry.



WorkSource Oregon fosters innovation in instruction, service delivery and information collection and dissemination, as these stories show.

The High Desert Enterprise Consortium (HiDEC) is a manufacturing and technology industry group composed of 26 Central Oregon member businesses (representing 3,500 employees), with staff and administrative support provided by Economic

Development for Central Oregon. HiDEC focuses on developing shared training and professionally developed curriculum in productivity and process improvement, lean waste reduction, and other continuous improvement training.

The Central Oregon Workforce Response Team (WRT) has provided grants to HiDEC to train workers in Lean and continuous improvement. In 2007, the WRT grant helped pay for Kaizen "Blitz" events at five member companies. A Kaizen Blitz is a short-term, hands-on approach to solving a limited scope problem utilizing the power of the people who perform the work in the area. This differs from a management or engineering led initiative to improve some process in the distant future.

A three-day Kaizen Blitz event at Keith Manufacturing, a producer of walking floors that employs 215 people in Madras, allowed department members to be hands on, creative, and involved with the decision-making and implementation process.

Successes include:

- Reduced non-value added product movement by 50%
- Reduced floor space by 30%
- Eliminated overhead handling/Improved safety practices
- Proposed a new floor plan
- Other production improvements

By awarding grants to the High Desert Enterprise Consortium, the WRT maximizes its investment for the greatest efficiency while supporting the consortium model as a means to strengthen the region's economy. Check the website at www.hidec.org.

Parks Bronze located in Enterprise, Oregon, has produced quality bronze artwork for artists throughout the United States since 1986.

Parks Bronze used an Employer Workforce Training Fund grant, administered by the Training and Employment Consortium, to cross train employees in every step of the foundry process. Written curriculum made training easier and more efficient – therefore reducing costs. Parks Bronze was then able to move employees from other departments within the foundry to keep production smooth, in some cases increasing production to meet artist's demands. The training also allows the company to temporarily transfer employees to assist in busier departments, helping to eliminate operating delays and saving the company money.

WorkSource Oregon aligns initiatives in the education, workforce and economic development arenas across the state.

Tillamook County Career Pathways and local Perkins Programs team up to create opportunities and alliances between education, industry, community development, and workforce. The Industrial Maintenance Technology (IMT) /Youth Limited Maintenance Electrical Apprenticeship (YLME) programs work with local school districts, Tillamook Bay Community College (TBCC), and industry leaders to meet the challenges of educating a workforce that will take Tillamook County into the future.

The IMT Program began out of a need to find qualified workers within the forest product sector. Hampton and Stimson Lumber needed highly skilled technicians to manage their increasingly automated processes. According to Hampton Lumber Mills Plant Manager Mark Elston, "Skilled maintenance and electrical positions are at a critical shortage in this country. By training our local youth and our present employees on the intricacies of these trades…we have the ability to enact change."

Students admitted into the Registered Youth Apprenticeship program are hired and receive wages and benefits from their employer while attending classes. Both Youth Apprentices and IMT students complete in-class college credit course work through TBCC, safety training, and on-the-job training.

Students in the IMT program can earn an Associate of Applied Science (AAS) Degree in Industrial Maintenance Technician and a state certified journeyman millwright certification from the State of Oregon. The program is funded by TBCC, Tillamook School District #9, local industry partners, Oregon Workforce Investment Board (OWIB) funds, and BOLI grants.

The Industrial Maintenance and Electrical Programs continue to gain momentum as they grow and expand to meet the needs of industry and workforce shortages. Students have obtained family wage jobs with Stimson, Hampton and the Tillamook County Creamery Association. The program has recently received the Tillamook Futures Council award for excellence in Youth Education and is seen by industry leader Mark Elston as a "win-win-win for education, the community, and its citizens."

In addition to the IMT and electrical programs, the Tillamook County Hospitality, Tourism and Recreation (HTR) program continues to train a qualified workforce for the local tourism industry.

The HTR program began through cooperation between the three local school districts, TBCC, and the Economic Development Council of Tillamook County. Students within the program develop the skills to prosper in the growing tourism industry. The program offers dual credit in the Culinary Arts and Hospitality, Tourism, Recreation Management programs at TBCC. Students learn under the tutelage of a

Certified Executive Chef and Culinary Educator. Their learning follows a nationally recognized curricula focused on practical applications and skills used in the field. A local advisory committee keeps the program's curricula focused on Tillamook County's needs.

The Douglas County Regional Workforce Investment Board (DCRWIB) partners play a vital and on-going role in WorkSource Douglas' workforce and economic development issues. Private-sector members communicate their workforce needs regularly, and the willingness to discuss workforce issues openly and honestly has created a stable and trustworthy environment for planning.

As partners worked toward developing training programs and educational opportunities for business and industry, private sector members directed their attention to the workforce of Douglas County. The goal, "All residents within the workforce of Douglas County will have the basic skills and employability skills they need to succeed in obtaining and retaining a job and to meet business needs." Recent efforts include:

Employability Skills Panel

Employability Skills Panel: Key county employers spoke to students about the importance of using academic years to develop soft skills, and obtain their education. The Panel reached students with a strong and consistent message about the importance of developing the skills to acquire and retain employment, and the skills to be a valuable employee. Employer participants worked with local educators to learn how to engage high school students in dialogue. Participating high schools included Glide, North Douglas, Roseburg, and Yoncalla.

Career Exploration Fair: Business owners and human resource managers met with students to discuss local industries, employment opportunities, education or training needs, soft skill requirements, and other topics of interest. Forty employers, including Umpqua Community College, Umpqua Training & Employment, and WorkSource Oregon Employment Department provided direction, encouragement, and possible employment or volunteer opportunities to over 600 students.

Programs and Training: DCRWIB workforce partners and private-sector members meet regularly to discuss educational and training needs for incumbent and transitional workers. Umpqua Community College (UCC) has had the majority of workforce and community focused programs.

During 2007-08, UCC launched two new career-technical programs, Medical Billing and Coding and Paralegal, and Employer Workforce Training Funds were disbursed to three local businesses to enhance the skills of their incumbent workers.

When the Central Oregon Employer Council chose the theme, "Future's So Bright," there was no way of knowing that the future was actually a precarious one for businesses in Oregon and the nation.

The Oregon Employer Council (OEC) held its annual state conference for business at Bend's Riverhouse Conference Center in early May. Almost 175 people convened to hear world-class speakers present on topics of interest to business owners, managers, supervisors and HR professionals.

For two days, employers and workforce professionals learned together and networked at social events, like the business-to-business trade show and the awards banquet.

These stories of real people, challenges, and successes illustrate the efforts and effectiveness of staff and partners at WSO centers, community colleges, partner sites and businesses. WorkSource Oregon is proud that we are making a real difference for Oregonians.

More stories and information can be found at www.worksourceoregon.org.

The Oregon Employer Council (OEC) is a 32-year-old nonprofit corporation dedicated to fostering a partnership between Oregon employers and the Oregon Employment Department. There are 21 local councils throughout Oregon. Teams of volunteer employer representatives serve as advisors to the Oregon Employment Department to identify and address local, regional, state and national workforce challenges. For information: www.workinginoregon.org/oec

Author and professional speaker Greg Bell interacts with Oregon Employer Council members.

The Oregon Workforce Partnership (OWP) is a statewide association representing and advocating for the needs of local communities in the state through the Local Workforce Investment Boards (LWIBs) and the Regional Workforce Investment Boards (RWIBs). The seven WIBs and nine RWIBs are locally driven, business-led boards representing over 300 involved citizens from business, community organizations, government, organized labor and education.

WorkSource Oregon Partners

Governor's Office of Education and Workforce Policy

Oregon Department of Community Colleges and Workforce Development (CCWD)

WorkSource Oregon Employment Department (OED)

Bureau of Labor and Industries (BOLI)

Oregon Commission for the Blind (OCB)

Oregon Department of Education (ODE) – Career and Technical Education (CTE)

Oregon Department of Human Services (DHS) – including the Office of Vocational Rehabilitation Services and Children, Adults and Families, which administers Temporary Assistance for Needy Families (TANF)

Oregon Disabilities Commission (ODC)

Oregon Economic and Community Development Department (OECDD)

Oregon University System (OUS)

Oregon Workforce Investment Board (OWIB)

State Board of Education (SBE)

Region 2 - Worksystems, Inc. (WSI) (Multnomah, Washington counties and the City of Portland)

Region 3 - Enterprise for Employment and Education (Marion, Polk, Yamhill counties)

Region 4 - Linn, Benton and Lincoln County Workforce Investment Board (Linn, Benton, Lincoln counties)

Region 5 - Lane Workforce Partnership (Lane County)

Region 8 - Rogue Valley Workforce Development Council (Jackson, Josephine counties)

Region 15 - Workforce Investment Council of Clackamas County, Inc. (Clackamas County)

Regions 1, 6, 7, 9, 10-14 - The Oregon Consortium & Oregon Workforce Alliance (Baker, Clatsop, Columbia, Coos, Crook, Curry, Deschutes, Douglas, Grant, Gilliam, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Tillamook, Umatilla, Union, Wallowa, Wasco, Wheeler counties)

Federal Workforce Programs

Adult, Youth, and Dislocated Worker Programs (WIA Title IB) and **Wagner-Peyser/ Employment Services** (incl. WIA Title III)
These programs provide skill assessment, skill training, labor exchange information, and knowledge development necessary to be successful in the job market. Services available to adults (18 years of age and older) include core, intensive and training services. Local WorkSource Oregon Centers and local area providers collaborate on technical assistance, capacity building, identification of resources, leadership in policymaking and the coordination of discussions and continuous improvement efforts.

Adult Education and Family Literacy (WIA Title II)
The goal of the Adult Basic Skills Program is to provide and continuously improve the system of adult literacy services for Oregonians. These services assist adults in obtaining the knowledge, skills, and credentials necessary for post-secondary education, work, family self-sufficiency, and community and civic participation. Adult Basic Skills education includes preparation for the GED or the Adult High School Diploma, reading, writing, mathematics, speaking/listening in English, computer literacy, and critical thinking skills.

Vocational Rehabilitation (WIA Title IV)
The Office of Vocational Rehabilitation Services (OVRS) is a statewide resource for people with disabilities and is part of the Department of Human Services. They assist individuals with disabilities in getting and keeping a job. OVRS is a state and federally sponsored program. OVRS works in partnership with the community and businesses to develop employment opportunities for people with disabilities.

Older Americans Act (OAA) (incl. WIA Title V)
The OAA provides a wide range of community-based services and including transportation services, in-home supportive services and home health care, homemaker and chore services, nutrition education, exercise and physical fitness, residential repair, employment programs, respite care, crime prevention and many others.

Carl Perkins Career and Technical Education (secondary and post-secondary education)
These programs develop the academic, career, and technical skills of secondary and postsecondary students who enroll in career and technical education (CTE) programs. The focus of the state and local programs is to develop challenging academic standards, promote development of services/activities that integrate academic, vocational and technical instruction, and link secon-dary and postsecondary CTE education for participating students.

Temporary Assistance to Needy Families (TANF)
The TANF program provides cash assistance to low-income families with children while they strive to become self-sufficient. The program's goal is to reduce the number of families living in poverty, through employment and community resources.

Funding and resources flows through WSO via a series of interconnected partners:
Federal resources are distributed to Oregon - Oregon's governor and the governor's staff works with the Oregon Workforce Investment Board (OWIB) and state agencies - State agencies and the OWIB partner with local and regional workforce boards and other public and private partners (economic development, education, others) - WSO Centers and partners deliver services to customers onsite and via the internet

By the Numbers

Statewide and Regional Performance and Forecasts

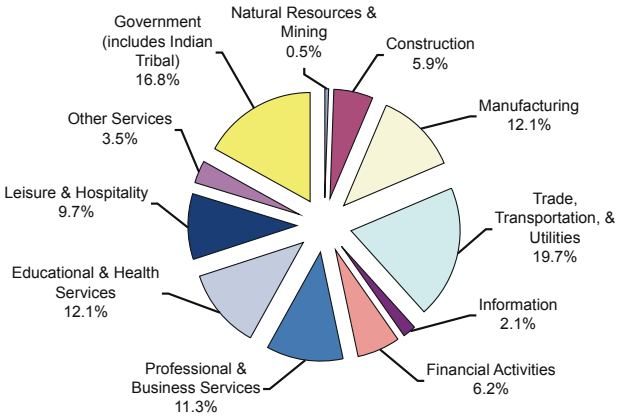
One of the primary functions of Oregon's workforce system is to help people get and keep jobs. Measuring performance helps us understand what is working and what needs our attention.

Oregon continues to evaluate the impacts of the workforce system and analyze trends in order to maximize the effectiveness of WSO:

- Data from system-wide performance measures continues to be available for the employment related indicators, basic skills attainment, and TANF caseload management. This system wide performance data is available at www.prism.state.or.us. The site includes analysis of the data.
- State staff reviews local area and statewide performance quarterly. Local areas are contacted about various aspects of their operations and their effect on performance.
- Annual quality assurance reviews address multiple aspects of program compliance and program improvement.

Outcomes are measured through PRISM (Performance Reporting Information System). Member agencies who submitted data to PRISM during the time period covered by this report are the Department of Community Colleges and Workforce Development (Title I-B and Title II), the WorkSource Oregon Employment Department and the Department of Human Services (Office of Vocational Rehabilitation Services and Children, Adults and Families, including Temporary Assistance for Needy Families).

2006 Nonfarm Employment by Industry Sector - Statewide



Total Nonfarm Payroll Employment = 1,702,500

Federal performance measures include the US Office of Management and Budget common measures that now affect WIA Title IB, WIA Title II, and Carl Perkins programs. Performance tables can be found at www.oregon.gov/CCWD .

Statewide Employment Results

(Definitions and time periods measured follow Regional Employment Results)

Placement Rate	74%
Employment Retention Rate	63%
Average Wage Gain	$1.11

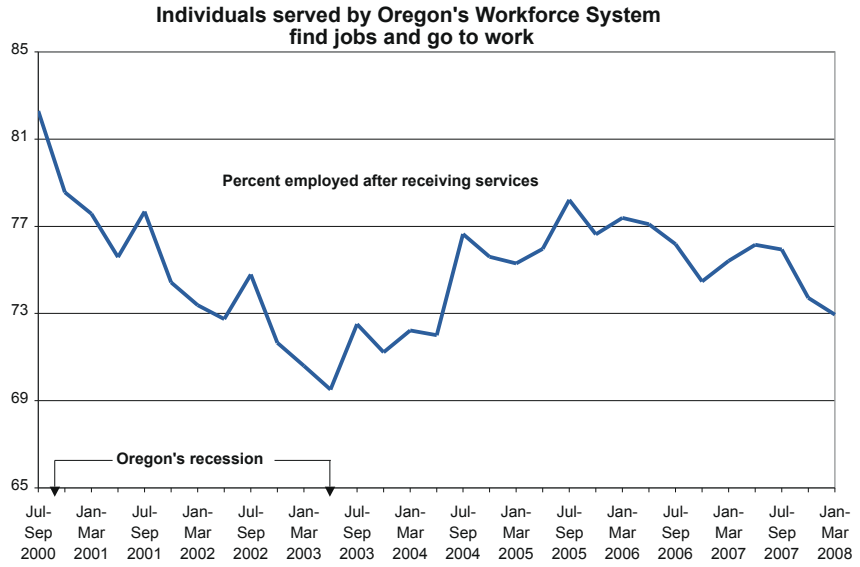
Regional Employment Results:

Results by Region				
Region 1 – Clatsop, Columbia, Tillamook		Region 6 – Douglas		Region 11 – Klamath, Lake
Placement Rate	72.90%	Placement Rate	72.67%	Placement Rate
Employment Retention Rate	62.37%	Employment Retention Rate	59.34%	Employment Retention Rate
Average Wage Gain	$1.35	Average Wage Gain	$0.88	Average Wage Gain
Region 2 – Multnomah, Washington		Region 7 – Coos, Curry		Region 12 – Morrow, Umatilla
Placement Rate	75.67%	Placement Rate	73.80%	Placement Rate
Employment Retention Rate	63.45%	Employment Retention Rate	59.48%	Employment Retention Rate
Average Wage Gain	$1.07	Average Wage Gain	$1.07	Average Wage Gain
Region 3 – Marion, Polk, Yamhill		Region 8 – Jackson, Josephine		Region 13 – Baker, Union, Wallo
Placement Rate	76.79%	Placement Rate	75.66%	Placement Rate
Employment Retention Rate	63.63%	Employment Retention Rate	59.35%	Employment Retention Rate
Average Wage Gain	$1.14	Average Wage Gain	$0.79	Average Wage Gain
Region 4 – Benton, Lincoln, Linn		Region 9 – Gilliam, Hood River, Sherman, Wasco, Wheeler		Region 14 – Grant, Harney, Mal
Placement Rate	75.93%	Placement Rate	76.52%	Placement Rate
Employment Retention Rate	66.10%	Employment Retention Rate	64.18%	Employment Retention Rate
Average Wage Gain	$1.38	Average Wage Gain	$1.24	Average Wage Gain
Region 5 – Lane		Region 10 – Crook, Deschutes, Jefferson		Region 15 – Clackamas
Placement Rate	74.40%	Placement Rate	78.24%	Placement Rate
Employment Retention Rate	62.91%	Employment Retention Rate	61.90%	Employment Retention Rate
Average Wage Gain	$1.15	Average Wage Gain	$0.98	Average Wage Gain

Placement Rate is the percentage with a goal of finding employment who found jobs during the year. Source: PRISM, July 1, 2007 -- March 31, 2008.
Retention Rate is the percentage who found work and were still employed a year later. Source: PRISM, July 1, 2006 -- June 30, 2007.
Wage Gain is the increase in hourly wage in a year's time. Source: PRISM, July 1, 2006 -- March 31, 2007.

Number of Individuals Served Increases – And More Get Jobs

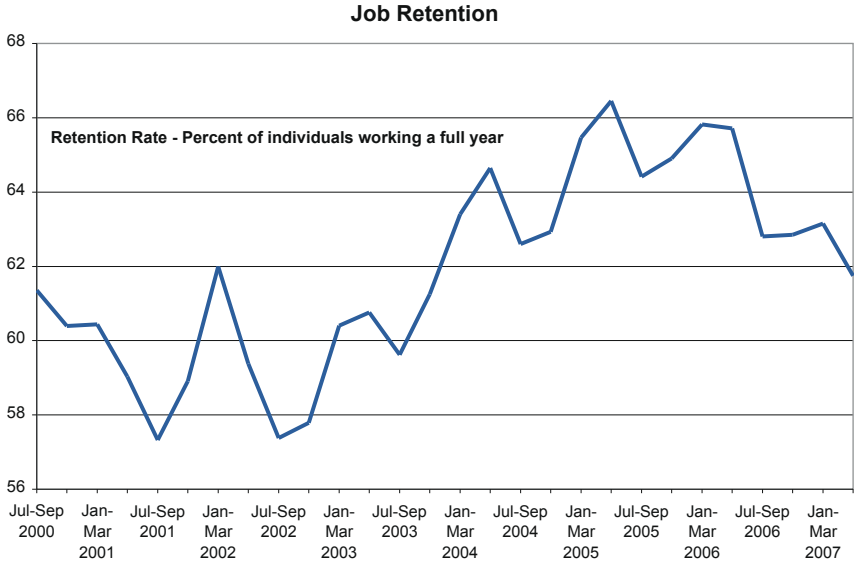
Data from July 1, 2007 through March 31, 2008, shows 234,969 people completed workforce development services with the goal of finding a job – an increase of over 7,400 individuals the year prior. Almost 4,000 more job seekers went to work compared with the previous year, and more than 74 percent of those seeking jobs through Oregon's workforce education system are finding them.



Source: PRISM

Job Retention

The data for job retention shows the percentage of people who worked a full year (four continuous quarters) after receiving services from WorkSource Oregon. Data from July 1, 2006 through June 30, 2007, shows 268,403 individuals went to work after receiving services and 168,193 (63 %) worked for a full year. The retention rate compared with July 1, 2005 through June 30, 2006 was 65 %, a year-over-year change of -2 percentage points.



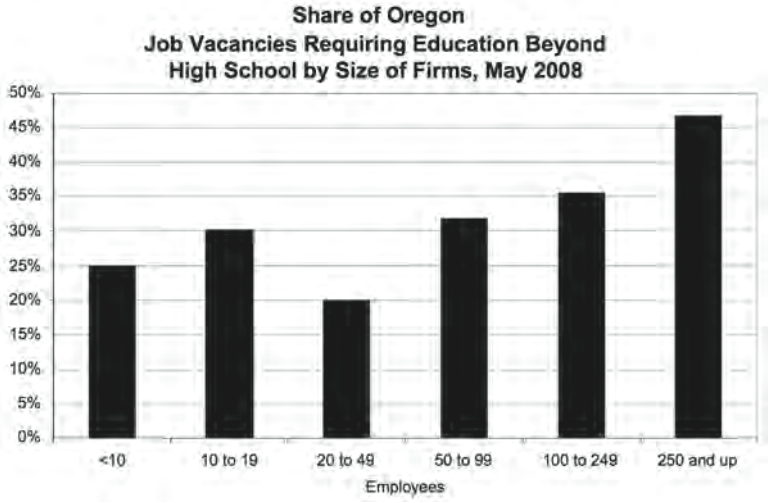
Wage Gain

Increasing the wages of people served by Oregon's workforce education system is also important. Wage gain is the amount wages increase over one year. For those individuals getting jobs between July 1, 2006 and March 31, 2007, average hourly wages after one year increased by an average of $1.11 per hour (up from $13.55 beginning wage to $14.66 per hour after one year), lower than the year before wage increase of $1.28 per hour.

Source: PRISM

Education and Employment

As the chart below illustrates, employers with the largest number of employees and job openings look for applicants with a higher level of educational attainment than high school/ GED only.



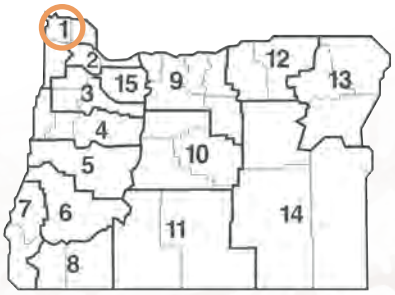
Education Pays

Educational attainment beyond the high school level is also key to obtaining higher wage employment:

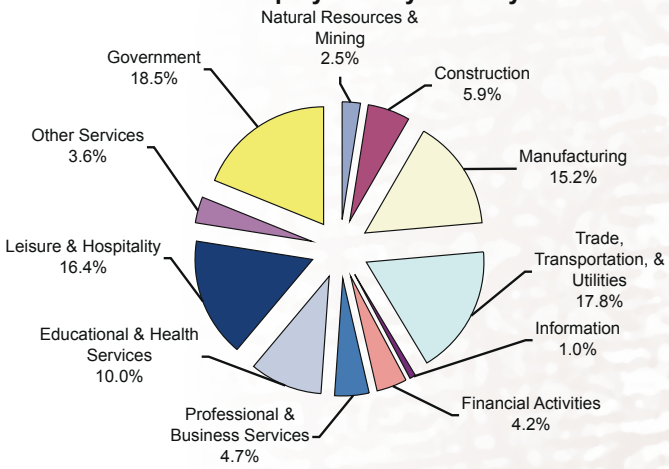
Current and Projected Employment by Region and Industry Sector

REGION 1

Clatsop, Columbia and Tillamook Counties

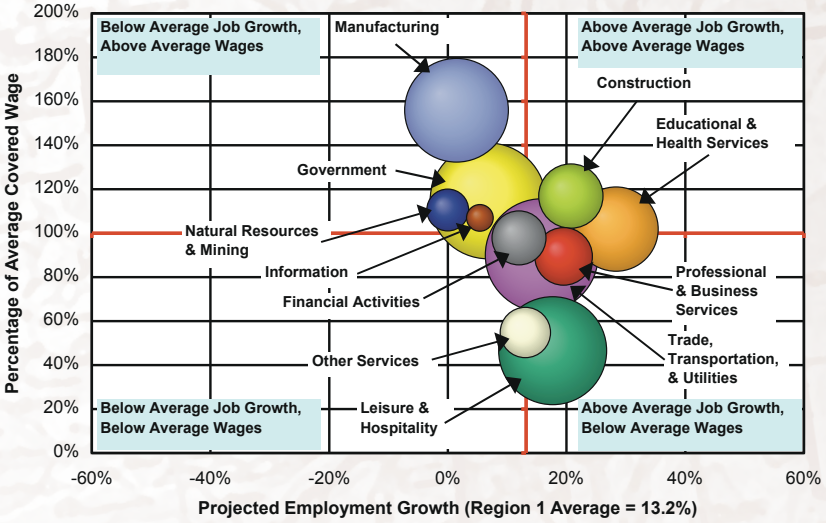


2006 Nonfarm Employment by Industry Sector



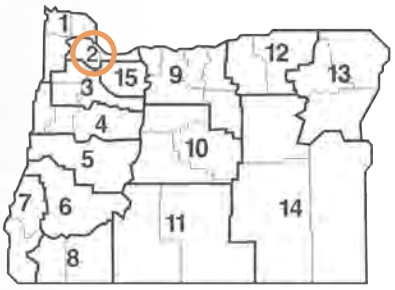
Total Nonfarm Payroll Employment = 36,140

Industry Growth and Wages 2006-2016

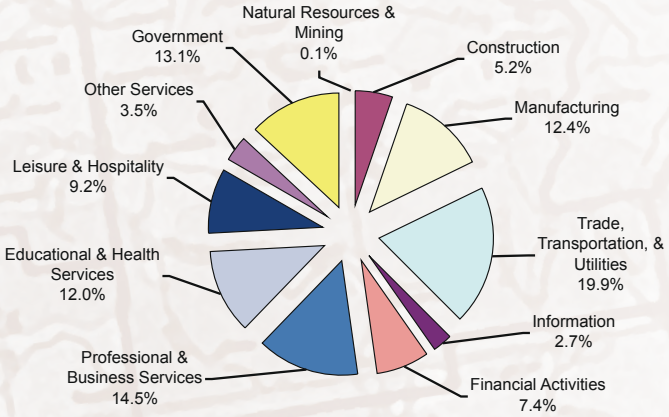


REGION 2

Multnomah and Washington Counties

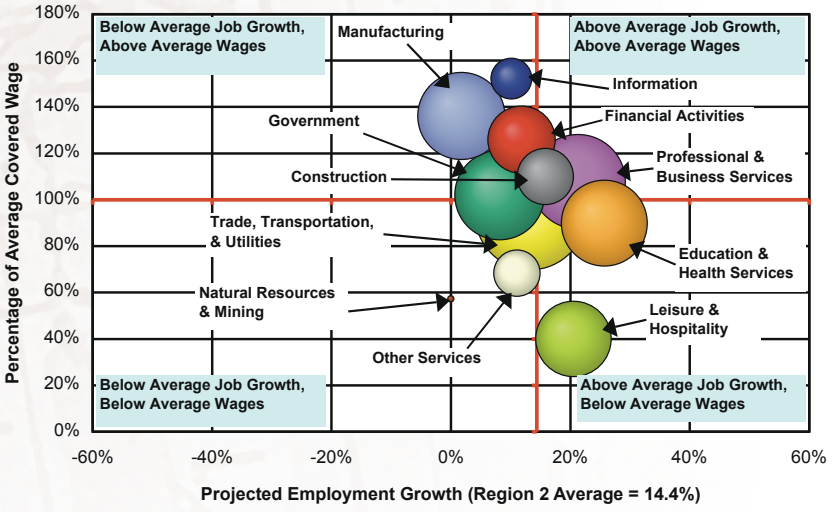


2006 Nonfarm Employment by Industry Sector



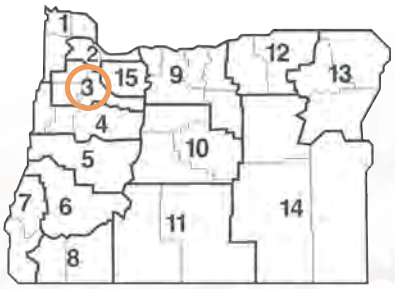
Total Nonfarm Payroll Employment = 692,700

Industry Growth and Wages 2006-2016

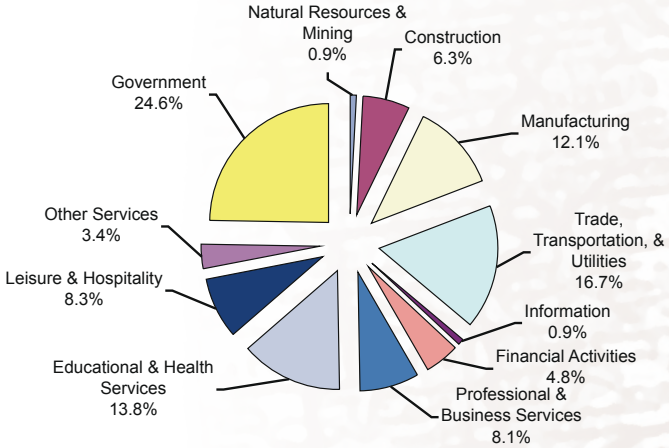


REGION 3

Marion, Polk and Yamhill Counties

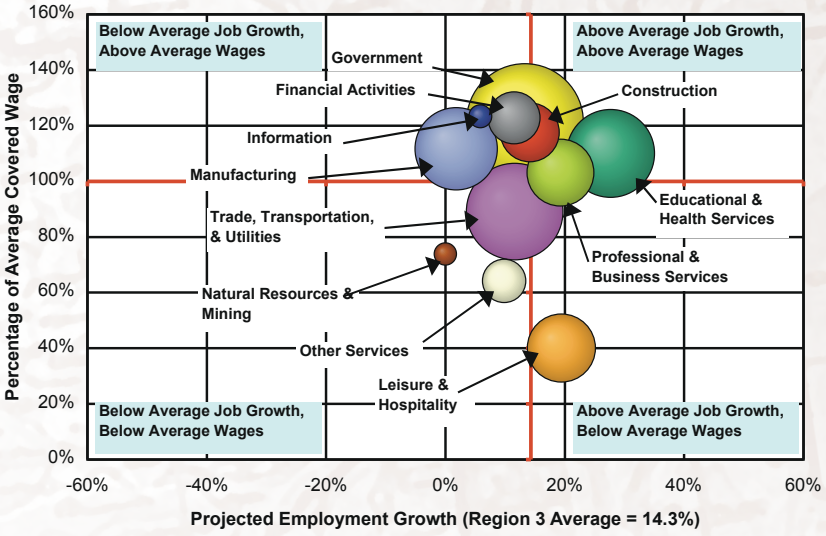


2006 Nonfarm Employment by Industry Sector



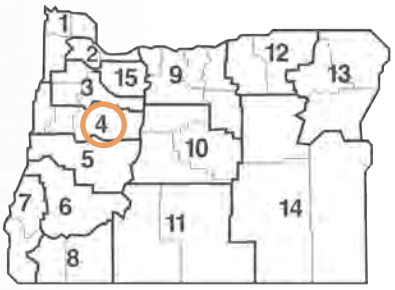
Total Nonfarm Payroll Employment = 179,800

Industry Growth and Wages 2006-2016

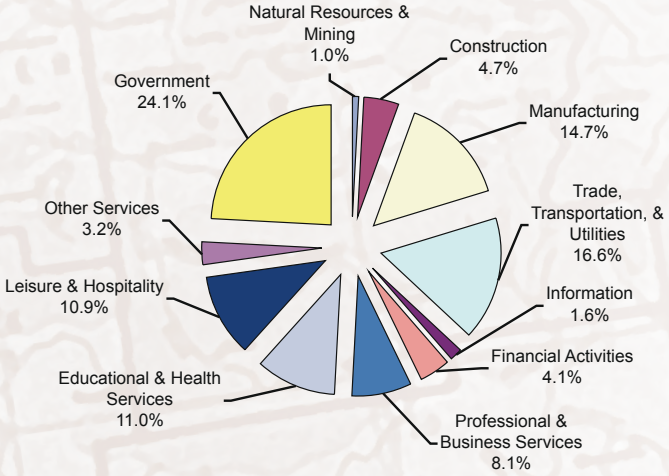


REGION 4

Benton, Lincoln and Linn Counties

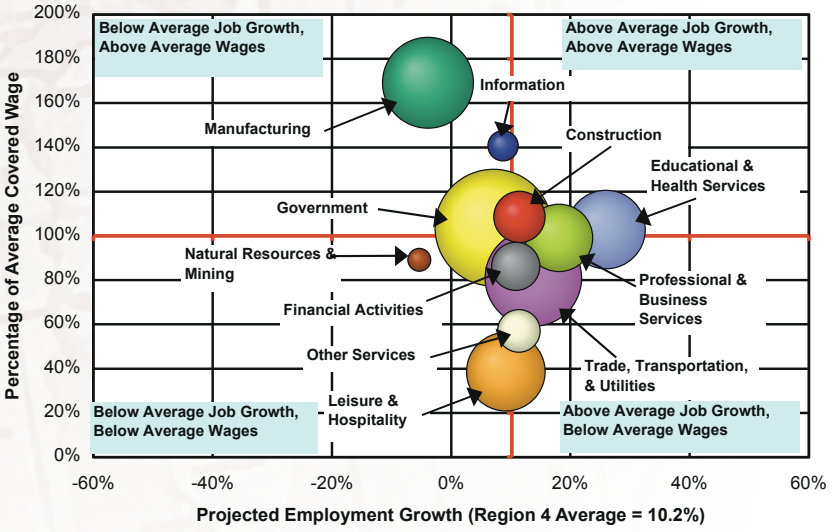


2006 Nonfarm Employment by Industry Sector



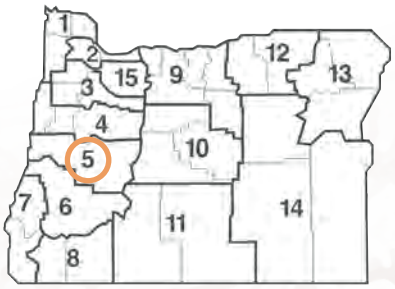
Total Nonfarm Payroll Employment = 98,480

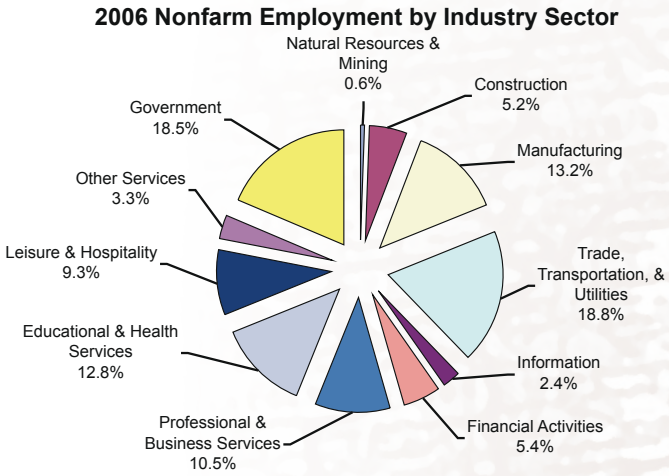
Industry Growth and Wages 2006-2016



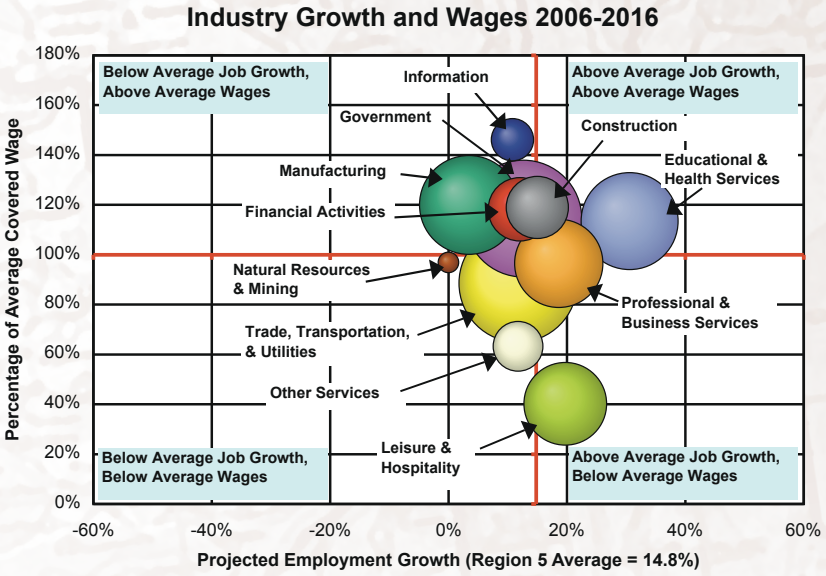
REGION 5

Lane County



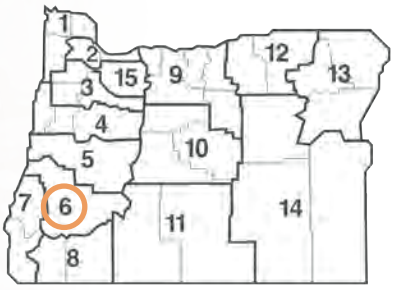


Total Nonfarm Payroll Employment = 153,400

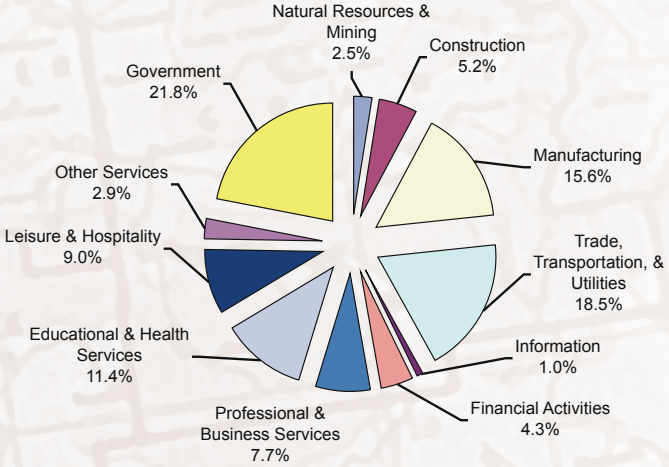


REGION 6

Douglas County

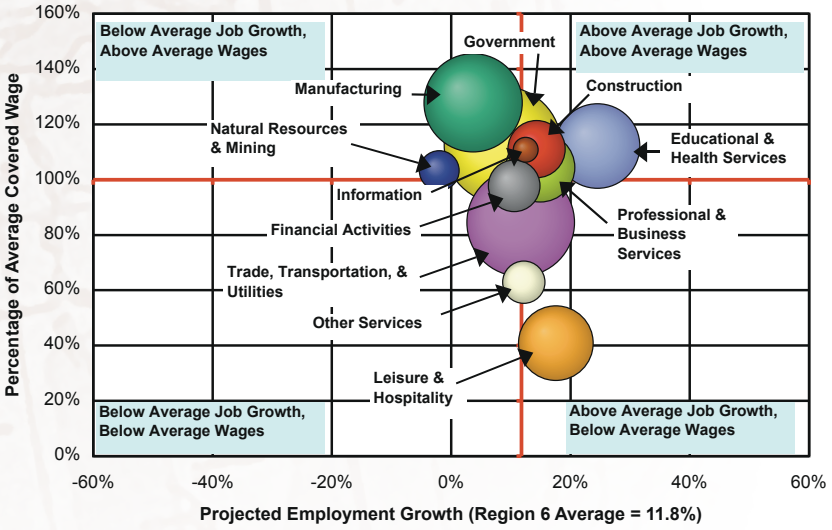


2006 Nonfarm Employment by Industry Sector



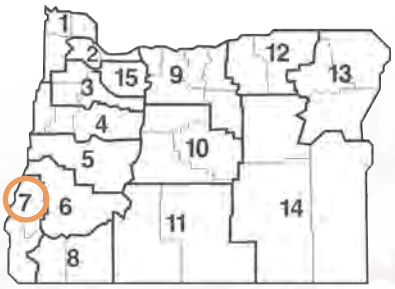
Total Nonfarm Payroll Employment = 39,840

Industry Growth and Wages 2006-2016

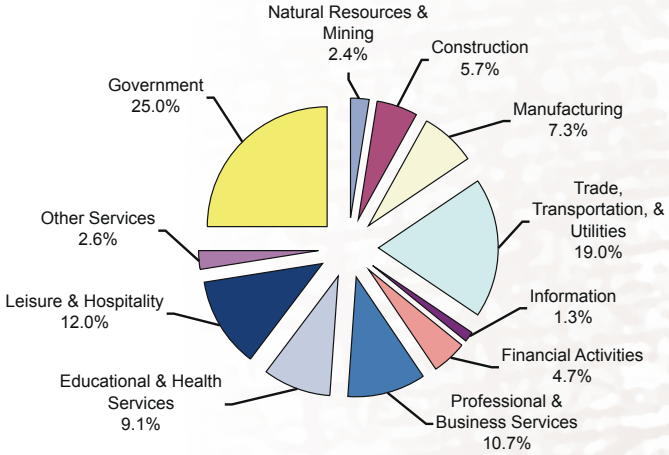


REGION 7

Coos and Curry Counties

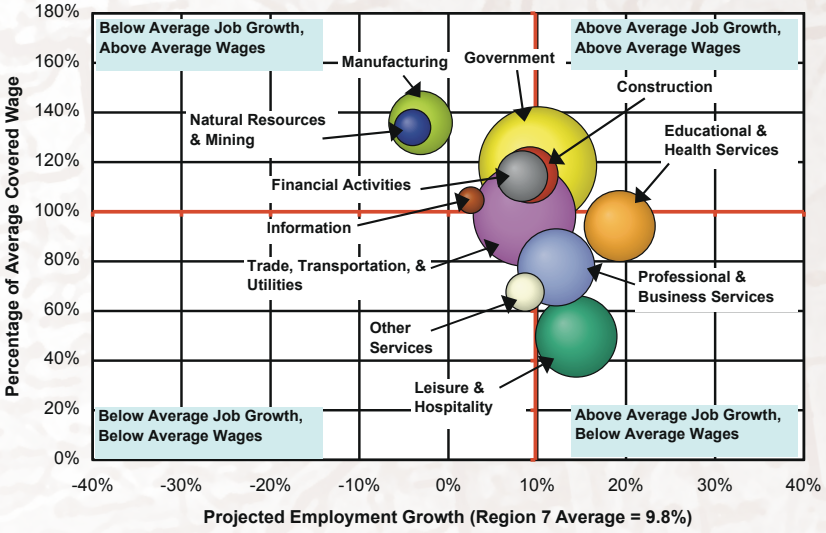


2006 Nonfarm Employment by Industry Sector



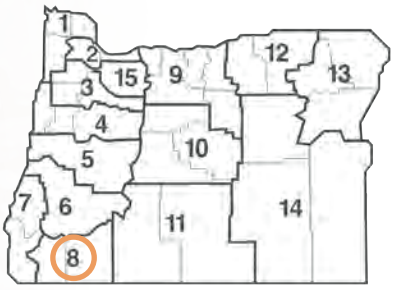
Total Nonfarm Payroll Employment = 30,620

Industry Growth and Wages 2006-2016

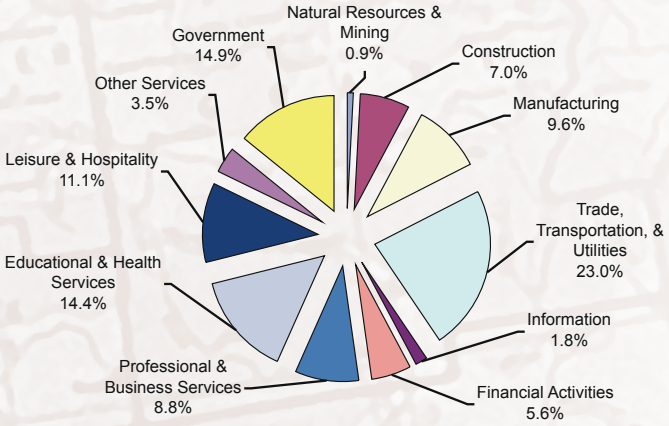


REGION 8

Jackson and Josephine Counties

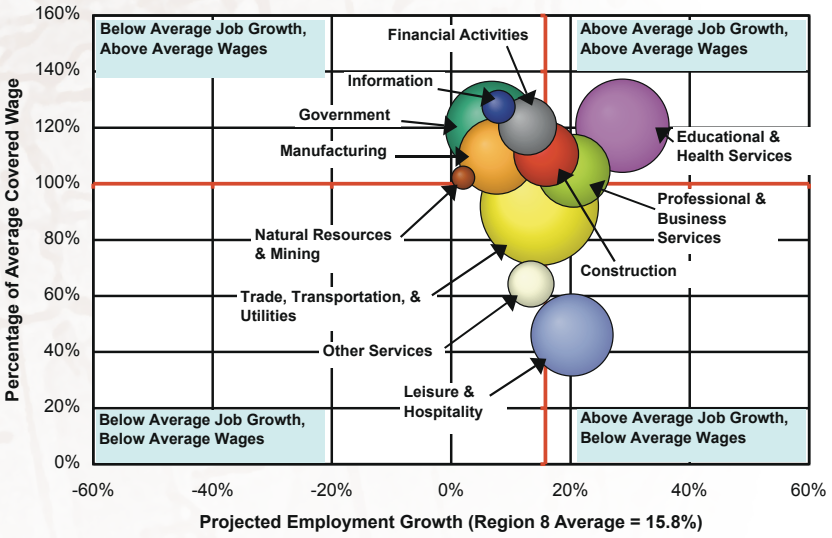


2006 Nonfarm Employment by Industry Sector



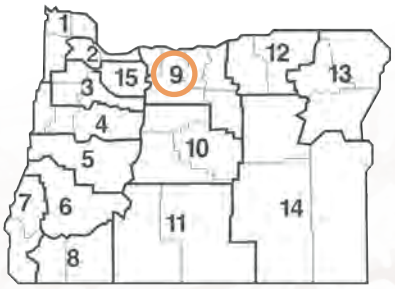
Total Nonfarm Payroll Employment = 108,880

Industry Growth and Wages 2006-2016

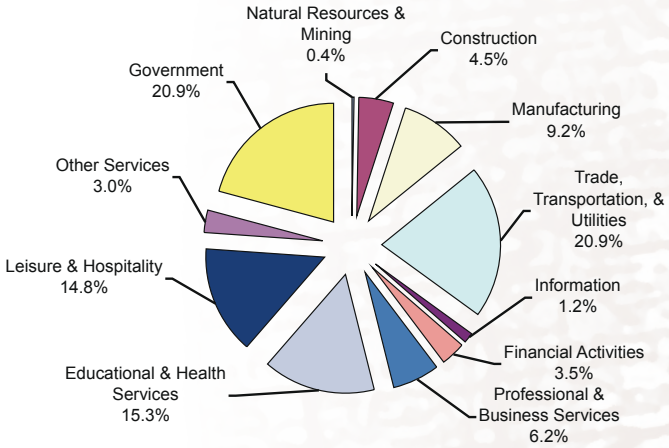


REGION 9

Gilliam, Hood River, Sherman, Wasco and Wheeler Counties

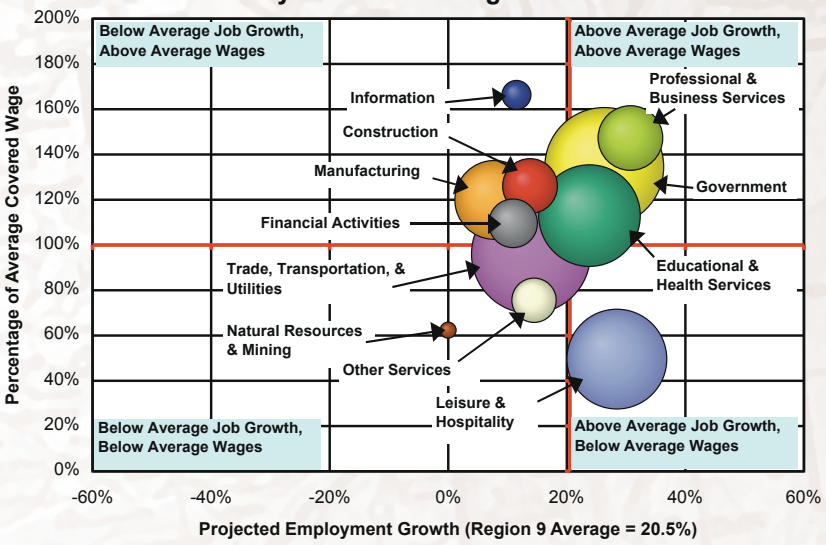


2006 Nonfarm Employment by Industry Sector



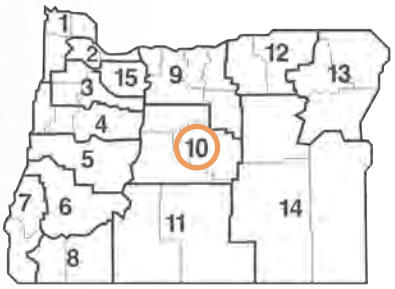
Total Nonfarm Payroll Employment = 20,860

Industry Growth and Wages 2006-2016

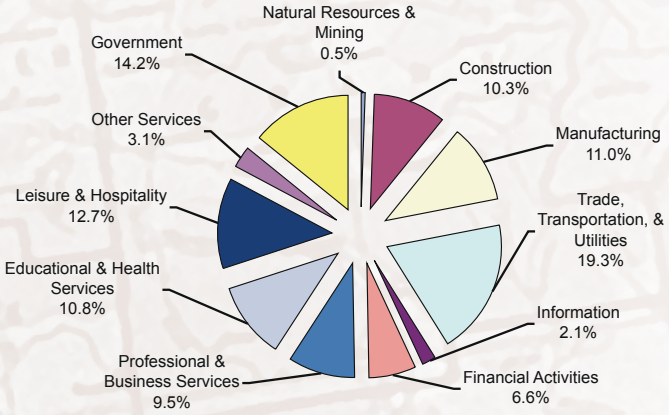


REGION 10

Crook, Deschutes and Jefferson Counties

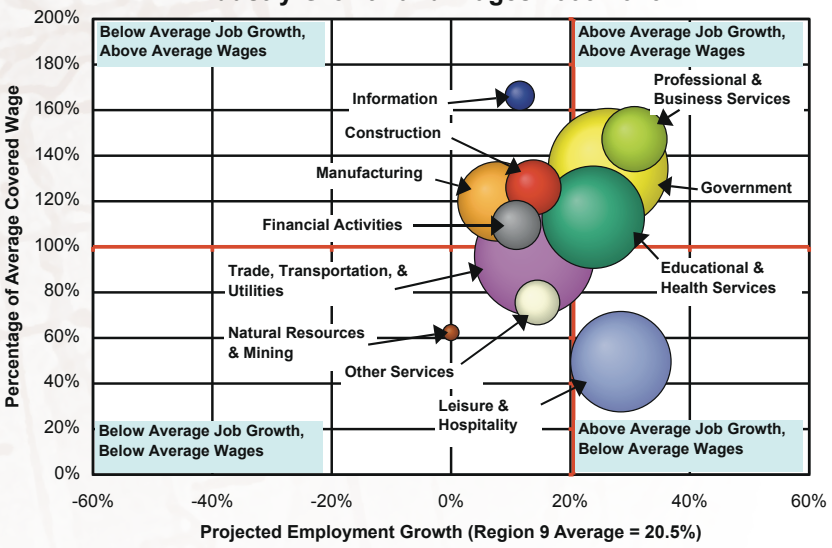


2006 Nonfarm Employment by Industry Sector



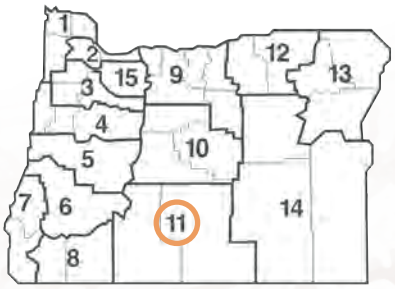
Total Nonfarm Payroll Employment = 82,780

Industry Growth and Wages 2006-2016

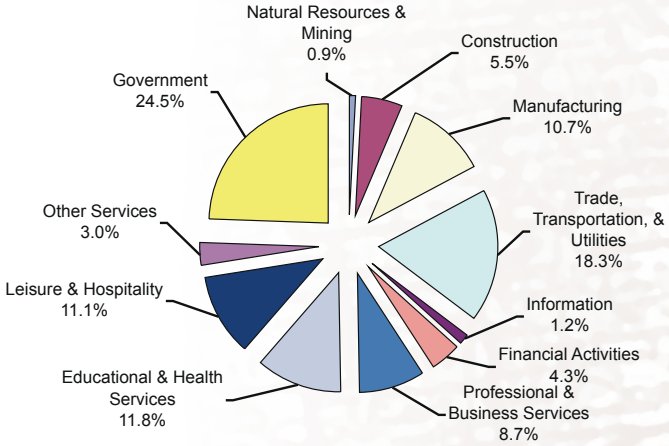


REGION 11

Klamath and Lake Counties

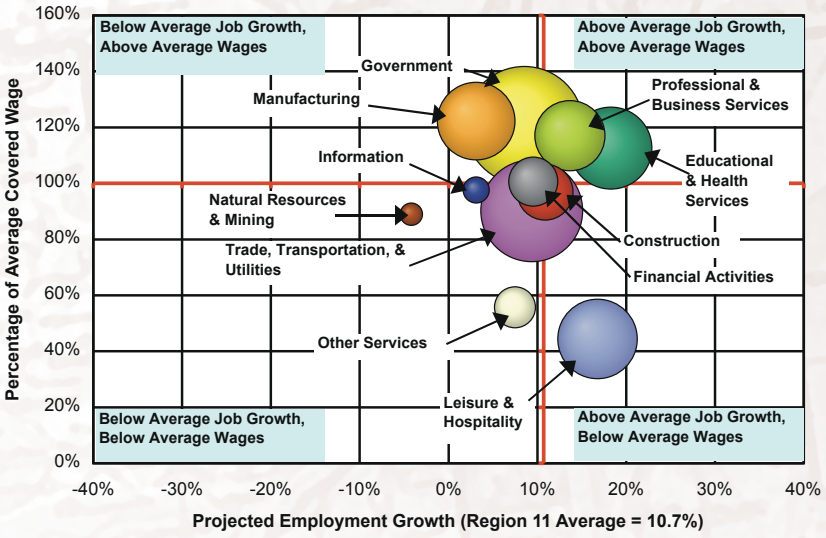


2006 Nonfarm Employment by Industry Sector



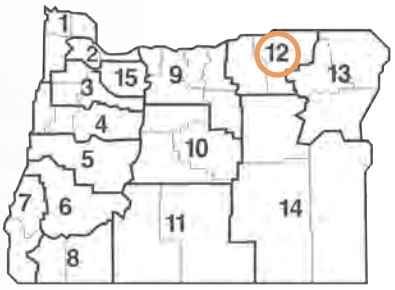
Total Nonfarm Payroll Employment = 26,790

Industry Growth and Wages 2006-2016

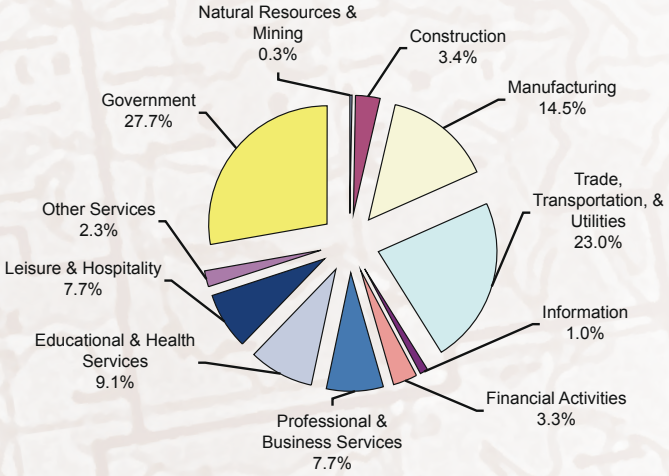


REGION 12

Morrow and Umatilla Counties

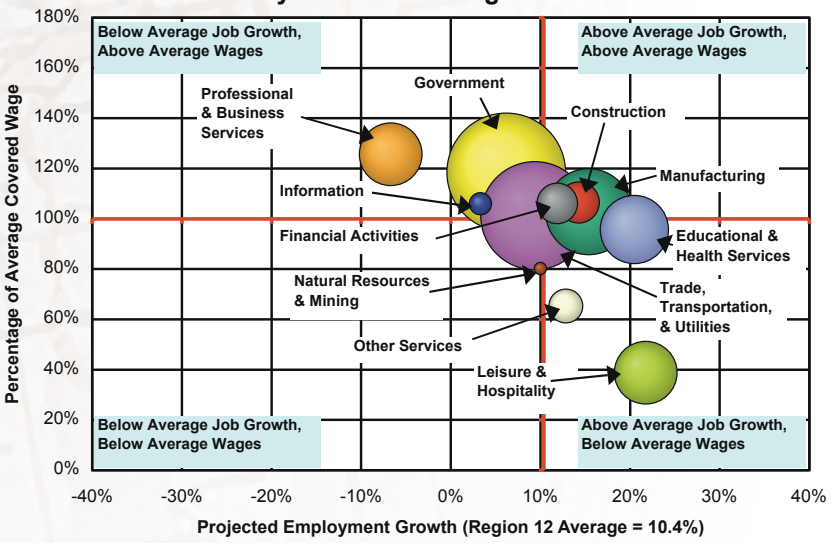


2006 Nonfarm Employment by Industry Sector



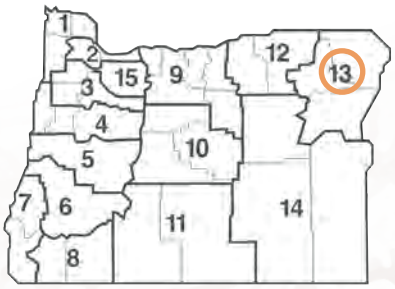
Total Nonfarm Payroll Employment = 30,940

Industry Growth and Wages 2006-2016

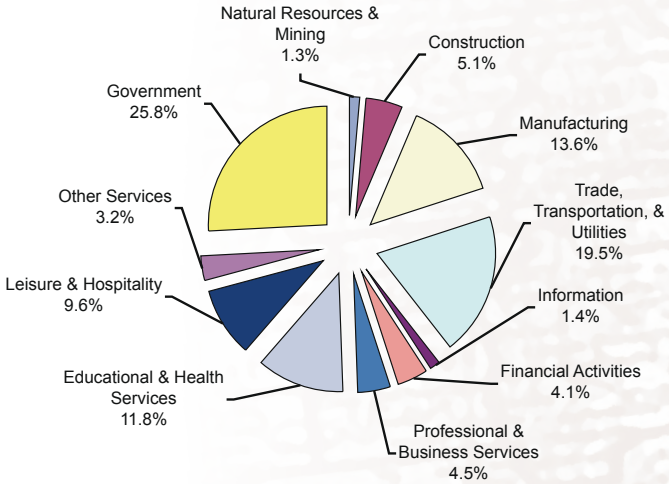


REGION 13

Baker, Union and Wallowa Counties

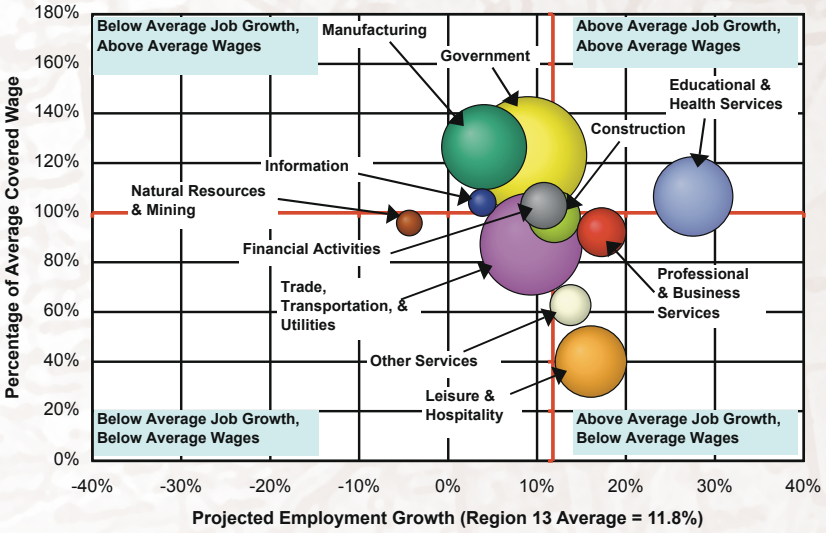


2006 Nonfarm Employment by Industry Sector



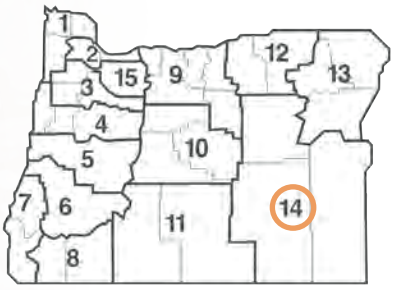
Total Nonfarm Payroll Employment = 18,080

Industry Growth and Wages 2006-2016

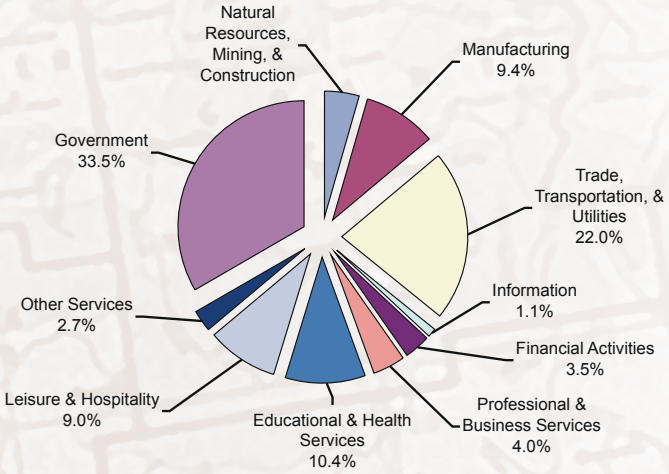


REGION 14

Grant, Harney and Malheur Counties

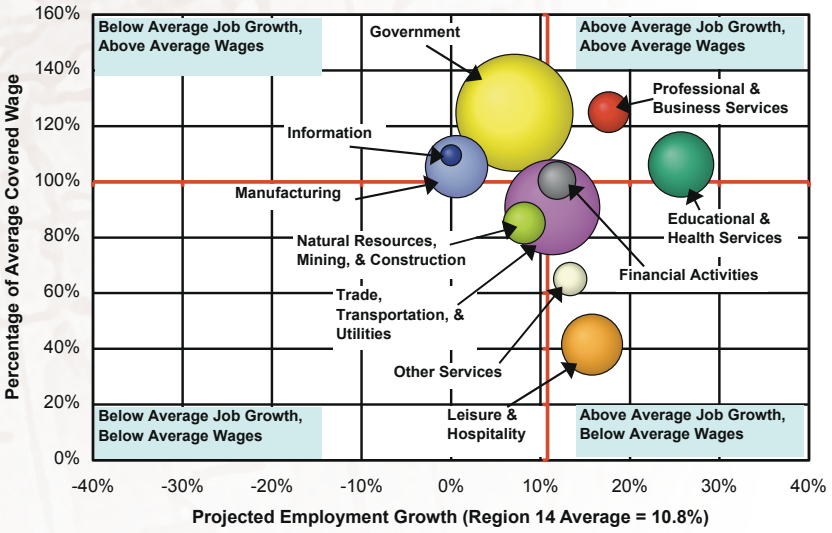


2006 Nonfarm Employment by Industry Sector



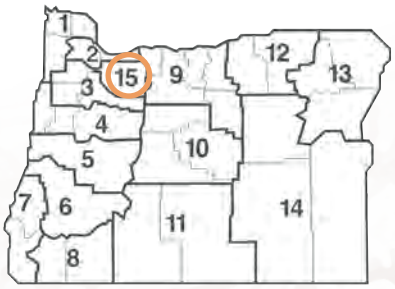
Total Nonfarm Payroll Employment = 16,790

Industry Growth and Wages 2006-2016

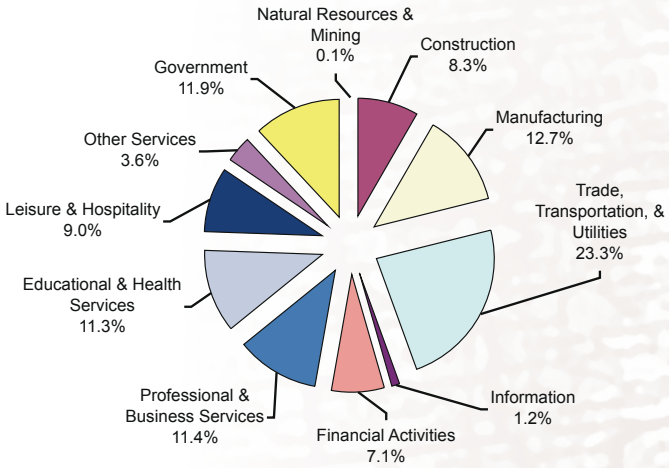


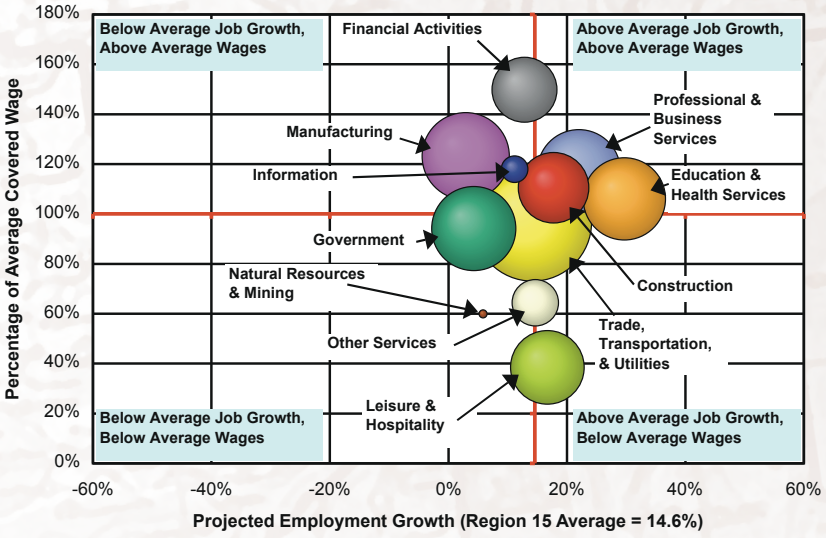
REGION 15

Clackamas County



2006 Nonfarm Employment by Industry Sector



Total Nonfarm Payroll Employment = 144,200

Industry Growth and Wages 2006-2016