

# OREGON

## WorkSource Oregon Annual Report

Program Year 2009

*“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.”*

- Governor Kulongoski

# WORKSOURCE

# OREGON



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*As Governor of Oregon, it is my honor to share with you the 2009 WorkSource Oregon Annual Report.*



Oregonians should be proud of the workforce development system we have put in place over the past eight years. Because of the past year's economic challenges, the WorkSource Oregon Centers around the state served more Oregonians than ever before. The system was extremely responsive, putting on extra staff, and staying open extra hours around the state to respond to the crisis. And throughout this trying time, the dedicated WorkSource Oregon staff provided the help that our citizens needed.

This has been a crisis not only in delivery of workforce services, but also in the individual lives of Oregonians. A time of unemployment is a real crisis for workers and their families. Many Oregonians, some for the first time in their lives, had to worry about how they were going to pay the mortgage and provide for their children. The WorkSource Oregon system was there to help. In addition to providing unemployment insurance benefits, the dedicated WorkSource staff was able to help many Oregonians find employment, even during the Great Recession.

We Oregonians are a resilient people. We look for ways to turn hardship into opportunity. Our WorkSource Oregon Centers were able to help many people find the resources to go back to school to improve their skills, not only to get another job, but to be prepared for an even better, higher-paying job once the economy turns around. These increased skills will make these members of Oregon's workforce less vulnerable to the next economic downturn.

In the future, we must continue to invest in education and workplace 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. Our businesses have the globally competitive edge when they have access to a highly-skilled workforce. And Oregon needs competitive companies, productive people and innovative ideas to build and sustain stable, high-paying jobs in our state.

I invite you to review our accomplishments and challenges of the past year. And please join me and our workforce, labor, education and business partners as we strive to bring more opportunity to all of our citizens.

Sincerely,

A handwritten signature in black ink that reads "Theodore R. Kulongoski". The signature is written in a cursive, flowing style.

Theodore R. Kulongoski  
Governor

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*Dear friends and partners:*

As Chair of the Oregon Workforce Investment Board (OWIB), I am pleased to present the 2009 WorkSource Oregon Annual Report. Over the last year, all the partners that make up Oregon's workforce system have worked hard to bring about real change in workforce program delivery while serving a record number of job seekers in the worst recession since the Great Depression. Working together, we can transform Oregon's workforce and education training system so that all employers and workers can compete in the global market.



The OWIB continues to lead the effort to create a world-class, globally competitive workforce. The workforce system in Oregon is made up of 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.

A lot has happened over the last year. WorkSource Oregon partners are continuing to streamline the operations of the WorkSource Centers to produce better outcomes for Oregonians, both job seekers and employers. Last summer, the Local Workforce Investment Boards convened their local partners in record time to carry out an effective summer youth employment program, which has produced numerous positive outcomes for Oregon youth and their families. We have begun an effort to grow green jobs in the state, so that Oregon can continue to prosper and compete in the future.

Oregon remains one of the states with high unemployment. In times like these, with extraordinary pressures on our resources and delivery systems, it is easy to lose sight of our vision for a high-skill, high-wage workforce in Oregon. Yet we continue our efforts because we know that the current economic challenges will end, and that we will have had a part in increasing the competitiveness of Oregon businesses and workers for our collective future success and prosperity.

Sincerely,

A handwritten signature in blue ink that reads "David Williams". The signature is fluid and cursive.

David Williams  
NW Natural  
Chair, Oregon Workforce Investment Board

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## 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 have affected our state, our country, and the 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) is a statewide workforce development system – a network of public and private partners that stimulate job growth by connecting businesses and workers with the resources they need to succeed.

Oregon's workforce system serves Oregon workers by helping people update their career skills, launching them toward higher wages, and referring them to jobs or educational career paths based on new technologies or innovations. Oregon businesses have a competitive edge when they have access to a highly

#### *WorkSource Oregon:*

- Provides businesses with 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.

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skilled workforce.

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.

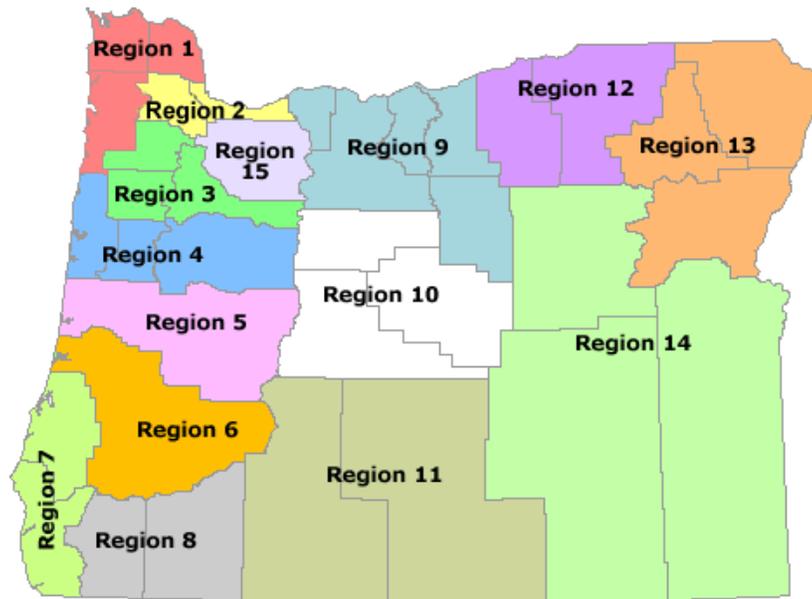
### *How this report is organized*

Although we measure our effectiveness and performance using aggregate data, composed of many individual results, we never forget that behind every number is the face of an Oregonian.

Following this introduction are stories that illustrate the effectiveness of WorkSource Oregon and the ways that Oregon’s workforce system touches the lives of real Oregonians. There are examples of how WSO uses and analyzes economic data and trends to implement processes and innovations that help meet the needs of businesses and job seekers in Oregon.

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**



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## Integrated Service Delivery

*“Integration will enhance the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. Integration will systematically improve the coordination of Workforce Investment Act and Wagner-Peyser Act funded services to achieve improved customer outcomes and more efficient and effective customer service.”*

- Compass Policy for Alignment and Integration

The state workforce development organizations and community partners have moved to a simplified, unified approach in delivering "market driven" services to job seekers and employers through the implementation of the federal Workforce Investment Act. At the same time, a collaborative approach to the delivery of technical assistance, training and capacity building to support state workforce development partners also is occurring among state agencies

Oregon has taken the first steps to implement an *integrated service delivery system*, involving the design of a new service delivery model and the creation of a data-sharing infrastructure. These efforts at system and service integration affects the major workforce partners [Local Workforce Investment Boards (LWIBs), Oregon Employment Department (OED), Oregon Department of Community Colleges and Workforce Development (CCWD)] by:

- Moving beyond partnership to multi-disciplinary service integration
- Establishing integration minimums that are expected in all local areas
- Requiring that LWIBs convene the partners and are accountable for the development of an integrated service delivery system with OED and the LWIB

*Integration Minimums:* Multi-disciplinary service integration for all customers who come to a WorkSource Oregon physical location will:

- Increase the quality of services being delivered through OED and CCWD
- Focus on skill and talent development of job seekers as well as current workers
- Increase the wages, retention and advancement of Oregonians
- Positively impact the economic well being of the State

This is a substantial endeavor, affecting state and local policies and procedures, service delivery, staff training, resource management and sharing, cross-agency alignments, and multiple, often shifting, priorities based on federal and state requirements and customer and staff needs.



### ***Progress and Innovation***

On October 6, 2008, Oregon implemented the first stage of an electronic system designed to standardize customer enrollment and eligibility determination for multiple program funding streams [Workforce Investment Act (WIA) Title I-B Adult, Dislocated Worker,

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Wagner-Peyser Act, and Trade Adjustment Act (TAA)]. One of the goals of this common intake process is to create a “common customer pool” of WIA and Wagner-Peyser (W-P) participants in a single application accessible by all authorized WorkSource Oregon staff.

This first stage is planned to result in a multi-application, statewide customer data and information system designed to move the current WorkSource Oregon functions [Customer Registration, Program Eligibility Determination, iMatchSkills (labor exchange), TAA, WIA Service Tracking, and other customer service and resources] to an integrated and consolidated system.

### *State Evaluation*

WorkSource Oregon continues to evaluate the impacts of the workforce system. The state has undertaken or plans to undertake the following efforts in the area of program evaluation:

- Data from our 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](http://www.prism.state.or.us). The site includes analysis of the data. Current discussions include changing some of the definitions of the indicators to more closely reflect Federal measures.
- Oregon is increasing the emphasis on developing the “next generation” data system. Efforts include connecting with a planned data warehouse for Oregon’s K-20 education system, a desire for more flexible reporting on system wide data, and warehousing data for the reporting of common measures for federal compliance.
- State staff review local area and statewide performance quarterly. Local areas are contacted about various aspects of their operations and their effect on performance. In-depth analysis of local performance includes the continued use of Performance Matters, a performance management on-line service, which has greatly improved efforts to analyze WIA IB performance.
- Annual quality assurance reviews address multiple aspects of program compliance and program improvement.
- Oregon’s Labor Market Information system continues to be responsive to state and local Workforce Investment Board needs, and supplies information and analysis to assist with evaluation initiatives. Recent studies have included job and industry growth analysis, industry cluster analysis, studies of the occupational needs and growth of various industries and industry groupings, and local/regional profiles, all of which assist in the evaluation of the effectiveness of workforce programs in the state.

### *Uniform Reporting*

Progress is being made towards a single, statewide data Management Information System (MIS). Ongoing state and local users’ groups continue to review the MIS functionality for

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consistency and needed changes. At the state level, MIS elements are being reported uniformly, and Oregon's goal is standardization of reporting elements at the local level as well.

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## **Helping People and Making a Difference**

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

### ***Crewmember Britney finds OYCC work a rewarding challenge***

In the blistering afternoon heat, Umatilla County Oregon Youth Conservation Corps (OYCC) Corpsmembers flattened a new gravel road next to the Hermiston Family Aquatic Center in Hermiston, Oregon. The gravel road will be used to provide a traffic pathway to Butte Park, one of Hermiston’s ten community parks. The crewmembers on this Umatilla crew have worked at five of those ten parks this summer.



Crewmember Britney claims she definitely got the type of job she set out for this summer, “I wanted a summer job, but I was tired of working in fast food or at grocery stores. Pouring concrete was so different. It was cool.”

The OYCC crew pulled weeds, laid rock and bark, and poured concrete. This work provided the experience that allowed youth to work full time in a variety of locations in Umatilla County. Like Britney, the other Corpsmembers were all happy to be doing something unique that challenged them physically while teaching them new skills.

This OYCC crew was funded in part with an OYCC grant. Other partners included: Community Action Program of East Central Oregon subgrantee to the Oregon Workforce Alliance, Hermiston City, and Blue Mountain Interagency Type II Fire Team.

### ***Youth Crew Research Yields Large Dividends***

When Joe Jensen and Tim Luna applied for positions on Community Services Consortium’s (CSC) Natural Resource Summer Crew program in Lincoln County, they were hoping to earn some spending money and have an activity to fill the summer hours. They ended up with that and much more...

Joe, Tim, and the rest of their six-youth crew were trained in CPR, First Aid, kayak safety, GPS/ GIS, tool safety, and science lab protocols. The primary focus of their crew was studying and mapping mud shrimp beds. They would gather, drive to the site, don their wetsuits and haul equipment to the mudflats. There they collected

**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.

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core samples, logged GPS coordinates, and returned to the lab to analyze and document findings, under the direction of Dr. John Chapman, researcher at the Hatfield Marine Science Center and an expert in invasive marine species.

In August, all of the crews presented their work at a Youth Summit in Lincoln County. In October, CSC was selected to present at a national Youth Symposium at a national workforce conference. In their first trip out of the Northwest (funded by private and public contributions) Joe and Tim flew to Chicago in early December, accompanied by staff and community partners, where they successfully presented their work to a large, interested audience.



For Joe and Tim, this summer was not just about “a job” – they received high school science credit, demonstrated work readiness and leadership skills, satisfied their Career Related Learning Experience (a graduation requirement), and garnered great reviews at a national conference. The scientific data they recorded has been added to a larger body of ongoing research into the decline of mud shrimp on the Oregon coast. [Photo, left to right, Joe, Tim and Dr. Chapman]

*WorkSource Oregon provides resources to help Oregon’s unemployed and underemployed connect with the employers that are right for them, find the jobs they are looking for, and get trained for jobs they want.*

***Grant to serve Monaco Coach laid off workers***

In March 2009, the Lane Workforce Partnership (LWP) received \$3.3 million in a National Emergency Grant (NEG) to provide re-employment services to 1,355 workers laid off from Monaco Coach. Recognizing the demand for job placement and training services created by this and other layoffs and closures, LWP created the *Help Line* to provide job seekers with information on community resources, job assistance and training opportunities. The *Help Line* is now an integral part of LWP – since its inception over 4,200 callers have received assistance.

Additionally, in partnership with Monaco, LWP established the *Career and Training Exploration Center*. Monaco donated 1400 square feet of space, fourteen computers, internet connection, phones, a copy machine and printer, and IT support staff. The

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Center, staffed by LWP, provides Monaco employees with a central place to meet with peers and work on career plans with career advisors. Of the 1,355 laid off Monaco employees planned to be served by September 30, 2011, over 1,118 have received services. It is anticipated that 300 individuals will pursue training.

***“Rapid Response” to major layoffs in Clackamas area***

In Region 15, "Rapid Response" became the catchphrase for 2009 as the Workforce Investment Council of Clackamas County (WICCO), WorkSource Clackamas, and Clackamas Community College (CCC) were challenged with nearly 1,000 laid off workers, tied to three major employers: Joe's Sports, Cleanpak and Blount/Carlton all announced closures within weeks of each other.

Assisting the laid off workers were peer advocates hired from these companies via National Emergency (NEG) grants. Their goal was to serve as liaisons to former co-workers, introducing them to job resources while building trust and hope amidst the pain of unemployment.

CCC Rapid Response Coordinator John Blanton started in April with 190 employees at the Wilsonville-based distribution center and headquarters of Joe's Sports. He enlisted former Operations Manager Mike Shelley to work with warehouse peers, while tapping Kim Hikade, Joe's Risk and Safety Manager, to seek out office and retail staff. Together, the trio targeted over 350 area employees. They contacted 220 individuals, enrolled 132 in WorkSource services, helped register 41 in CCC courses and placed 9 in new jobs, with many more "in the pipeline." Shelley notes that workforce needs vary widely, from iMatchSkills postings for employers and job seekers to interview workshops and computer classes to college enrollment for career transition. As Hikade added, "We received immediate calls from younger workers; the older staffers really needed 'career coaching' before they could talk about their next move."

Warehouse worker Rob Feickert found leaving Joe's after more than 30 years "traumatic." Following months of consulting with peer advocates, Feickert moved from anger to hope by turning a hobby into a career path. He enrolled in CCC's Collision Repair & Refinishing Program. "The classes and teachers are great, and I've learned the right way to do what I've been doing all these years!" Graduating this spring, Feickert is pursuing a position with an expanding company as an aircraft painting technician.



Former Joe's Sports worker Rob Feickert, left, in Clackamas Community College's auto refinishing class with instructor/department chair, Dave Bradley.

### ***Roseburg Holds Employer Expo***

The annual event was held at the Douglas County Fairgrounds with 250 students in the morning and over 1,000 general public attendees in the afternoon. Twenty-five employers exhibited with nine tables occupied by veterans groups, including:

- Services to job-seeking military veterans
- Instructions for the state application process and job listings
- Occupational and career information to businesses, students, and job seekers
- A laptop computer lab for job seekers.

In addition, the Society for Human Resource Management (SHRM) performed individual resume reviews and had an interviewing tips workshop. Umpqua Community College had sessions to discuss apprenticeship programs. Staff from OED, Umpqua Training and Employment (subgrantee to the Oregon Workforce Alliance), and DHS Self- Sufficiency were also available. Roseburg Manager Shirley Pyle noted that all Roseburg staff worked at least two hours at the Expo. Umpqua Indian Development Corporation was the sponsor and Douglas County Employer Council coordinated the event.

#### **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.

### ***Lane Workforce Partnership (LWP) internships – health care focus***

LWP's year round youth program provides paid internships to youth who have developed excellent work readiness skills and are ready for occupational skills training. Placements are focused on targeted interested clusters and youth earn current minimum wage working up to 30 hours a week in a "learn and earn" model. Last year, thirty-two youth were placed in internships, in health care, computer, business, and education occupations. Of the original thirty-two, eleven returned to school on track to graduate, nine are in post secondary education, five found unsubsidized employment and the rest are continuing with the program or are in job search.

As an example, Eduardo Montero, a Springfield High School student, was having a difficult time with his grades and was enrolled in the WIA year-round youth program. LWP staff Judy Rocha worked with him to get his grades up to graduate. "Judy kept pushing me," said Eduardo. "If it wasn't for her and Lane Workforce Partnership's program I don't know where I would be today." He tried to find work but was unsuccessful. Acknowledging his Spanish bilingual skills, Judy developed a paid internship for Eduardo at Volunteers for Medicine. "All the time, patients tell me how much they appreciate me



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being there,” said Eduardo, “They say I make them feel more at ease and are happy I am able to translate for them. It makes me feel so good.”

Recognizing Eduardo’s dedication and hard work, Volunteers in Medicine hired him as a part-time pharmacy coordinator earning \$13 an hour. “I can hear the brand name of a drug and can tell you the generic name of the drug,” said Eduardo, “It’s cool!” Eduardo graduated in February 2010, and started taking classes related to a pharmaceutical career at Lane Community College. “I know what I want to do with my life now...I have a goal. I want to do bigger things,” Eduardo says. “I used to hear (from people) that you can do whatever you want, but I didn’t believe them...Now I do.”

***Despite an extraordinarily challenging year, Region 2 achieves some remarkable results***

Like the rest of the state, Worksystems, Inc.’s Region 2 (the City of Portland, Multnomah and Washington Counties) experienced an extraordinarily challenging year working with an unprecedented unemployment rate. Despite these challenging times, the region has achieved some remarkable results:

- Serving over 100,000 people through the regional WorkSource system.
- 1,276 low-income kids getting summer jobs and contributing \$2 million to the regional economy.
- Partnering with industry & labor to provide "green" training to hundreds of employees and union members.
- Expanding rapid response services to laid-off workers.
- Partnering with Multnomah County to jointly serve 289 clients of the County's Action for Poverty Program.
- Helping bring in \$9 million in competitive grant resources.
- Bringing in \$2.3 million to serve laid-off workers, support the metals manufacturing industry and expose youth to careers in science, technology, engineering and math.

**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.

***With overseas quality and technology now more on par with those in the U.S, cost has become the main driver in determining where companies base their manufacturing.***

XpanD, a creator of 3D glasses and related products, bases its production in Beaverton. The production division is faced with the constant challenge of staying competitive with foreign-sourced production. As a manufacturer of a niche product, XpanD needed to develop its operation and bring new hires quickly up to speed.

WorkSource Oregon helped XpanD bring down the cost of hiring and training employees by helping



recruit qualified candidates and connecting them to on-the-job training funds. The ability to affordably grow labor talent allowed XpanD to keep payroll in Oregon and increase their employees' skills and earning power. Andrew Bauroth, Director of Manufacturing said, "When we first found out the training services offered through WorkSource, I said, 'Why isn't everyone doing this?' It gave us the opportunity to provide our workers with higher pay and a higher level of skill with less financial risk. And they accommodated our schedule making them easy to work with."

***Even with physical and education challenges, Mark persists to start a new transition to a new higher-paying career in diesel mechanics***

When Mark Hoffman came to Community Action Program of East Central Oregon (CAPECO), subgrantee to the Oregon Workforce Alliance, he had only minimal income from working a survival job. Mark had many years of experience as a truck driver and was knowledgeable in this area of mechanics. Unfortunately, some physical limitations prevented Mark from continuing to drive trucks; so he enrolled at Blue Mountain Community College (BMCC), in the Diesel Technology Program, to make changes in his vocation. Mark had some additional training and work barriers; he was basic skills deficient and



lacked the necessary resources to get through school. Mark obtained his GED on his own in 2007, but struggled in reading when he started college courses. He needed assistance with fuel, tools and books – plus tutoring – while in the program.

Vocational Rehabilitation (VR) and CAPECO worked closely to see that

Mark eventually met the goals he set. For two years, CAPECO provided needed assistance. Mark graduated from BMCC and started working for Jim's Pacific as a Diesel Mechanic making \$16 an hour and received a pay increase at the completion of his probationary period. Mark says he was initially very nervous about starting school again due to dropping out of school in eighth grade. With assistance from CAPECO and VR he has this to say: "If there is anybody out there that is intimidated to start school due to a lack of previous education, don't worry, it is possible! With help, I graduated with honors having only an eighth grade education."

***Janet***

Janet, a 52-year-old single mother with one child, did not have a high school degree and was out of the job market for several years while caring for her elderly parents. She had great difficulty finding work, and was discouraged about her circumstances and was losing confidence in her ability to find employment.



**The Disability Program Navigator Initiative** creates valuable support strategies for job seekers with disabilities by providing services such as Career and Resource Planning Workshops and Integrated Resource Teams designed to blend and braid resources around individual customers employment needs by identifying and eliminating barriers and coordinating services to assist customers in helping them find and retain work. Created by Oregon Workforce partners each of Oregon's 15 regions employs at least one full-time Navigator.

Lane Workforce Partnership (LWP) worked with her, building up her self-esteem and informing her about opportunities for employment. Staff coached her on interview skills and job search. Emphasizing her caregiver experience and prior experience working in shipping and receiving, staff were able to arrange an interview with Next Step Recycling. Janet’s positive energy, enthusiasm and willingness to learn impressed the Director at Next Step Recycling. She is now their Volunteer Coordinator. “I am so grateful to LWP and Next Step for giving me the chance to prove myself,” says Janet. “I can now provide for my son and life looks so much brighter.”

***Bryer gets GED and successfully completes weatherization training***

Bryer Thompson came to Community Services Consortium (CSC) after dropping out of high school. Bryer received integrated job search assistance through Worksource Oregon with both the Employment Dept. and CSC. He earned his GED at Linn Benton Community College while in CSC’s skill remediation class. After Bryer earned his GED he spent 6 months job hunting, with no luck. Bryer realized he needed to try something different.

Bryer returned to CSC and learned about a weatherization training class and summer youth employment program for older youth. After

**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.



touring the Weatherization Training Center where the classes would be held, Bryer was even more interested to learn how to use the tools and props he saw there. During the eight-week training class, Bryer learned about energy conservation through building science, and how to completely weatherize homes. This program gave him the skills and confidence he needed to be able to complete weatherization work on real people’s homes. Bryer was so successful that he was offered an Instructional Assistant position for Weatherization Training Program. Bryer says the most important thing that he got out of the training is a career path. He knows he wants to weatherize homes and to teach as many people as he can

about weatherizing their homes to lower their energy bills and to cut down on overall energy use in America.

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## **Analysis, Alignment and Planning**

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

The 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](http://www.QualityInfo.org).

Labor Market Information (LMI) from these and other studies is used to help statewide and local area efforts plan for economic development, skills training, and the investment of resources.

### ***Mid-Willamette High Performance Consortium- manufacturing***

The Question: How will the Enterprise for Employment and Education help our tri-county manufacturers embrace high performance systems and thrive in an ever-changing globally competitive market? The Answer: The Mid-Willamette High Performance Consortium (MWHPC) which began in 2006, with a small seed grant from the governor and a group of six motivated manufacturers, economic development, and workforce development professionals. This group was charged with motivating their peers and competitors to start the journey toward "LEAN," the systematic and relentless elimination of waste, commonly referred to as the Toyota Production System (TPS).

With the Enterprise providing staff and low cost training through the Governor's Employer Workforce Training Fund, the original group of six is now thirty-eight members. The mission of the MWHPC membership is to ensure all Mid-Willamette manufacturers, large and small, are high performing, profitable, and thriving in the global economy.

The member companies are committed to continuous improvement and elimination of waste in:

- production
- transportation
- motion (of equipment and people)
- waiting (by line staff and customers)



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- processing
  - inventory, and
  - defects (rework).

LEAN High Performance systems can be used in any industry that produces a product or service, ranging from coil hose extrusion plants and metal fabrication job shops, to test laboratories, hospitals, academic institutions and even cookie baking companies.

Manufacturing is one of the largest employment sectors in the Mid-Willamette Valley, behind state government, so the impact of the current economic condition hit our local manufacturers hard. Many companies closed, had large lay-offs, and cut back on all line items including staff training and travel costs.

“The power of the consortium is in the networking and the sharing,” commented one manufacturing member of the MWHPC. Members discuss how they are adapting to the challenging economy by doing more with less such as inventory control and reduction, cross training staff, energy waste, and reducing outside services such as janitorial maintenance. Consensus on the overall goal is to mitigate employee fear by keeping morale and production up. [Editors Note: In early 2010, the Enterprise for Employment and Education became Job Growers, Inc.]

**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](http://www.workinginoregon.org) for more information.

### ***Apprenticeship Grads Receive Services***

WorkSource Central Skills Team staff in North Portland provided services to Evening Trades and Apprenticeship Program (ETAP) graduates during an evening session. Approximately eighteen ETAP-CAWS (Construction Apprenticeship & Workforce Solutions, Inc.) graduates attended. Staff met with them to get them fully registered with WorkSource Oregon and iMatchSkills®. Some signed up for services such as specific workshops, training opportunities, Job Corps, and job referrals.

***WorkSource Oregon provides leadership in shaping the education programs and workforce services that benefit individuals, businesses, and communities in Oregon. WorkSource Oregon provides businesses with their workforce needs, including making hiring and training processes as simple as possible.***

### ***Job Fair for new employer***

Staff from four WorkSource Oregon Centers and Central Office assisted with the Job Fair held last June in Newberg for the Oregon wine country’s newest resort inn and spa opening this summer. Held in Newberg, WSO staff greeted job seekers, distributed applications, assisted with skills reviews, and helped monolingual Spanish candidates complete their applications. The recruitment event was a culmination of efforts begun by staff who worked directly with the





new resort's management. The event was marketed in a variety of ways, including the use of the iMatchSkills® Fast Pass process and the agency website. Over 1,400 job seekers attended, applications were accepted for 29 different occupations. Hundreds of candidates were interviewed during the Job Fair, and the new resort expects to have approximately eighty-five staff hired by the soft opening in August, and approximately 225 when fully staffed. The Human

Resource (HR) Director was especially pleased with the professional help provided by WorkSource Oregon and happy with the number of applicants that fit the available job openings.

### ***Southern Oregon Traded Sector Business Powers Up Their Workforce***

The Rogue Valley Workforce Development Council in Southern Oregon launched a powerful new incumbent-worker training model bringing private and public partners together for success. Recognizing that the local traded sector represents the most career-pathway positions in the region, the PowerUp Academy was launched in early 2009 to identify and meet the training needs of traded sector businesses in Southern Oregon. The goal of PowerUp Academy is to improve the skills of current employees, thereby allowing the business to be more productive, expand operations, and increase their workforce. The PowerUp Academy Team is a close partnership between Rogue Community College and the Workforce Investment Board that listens to area business managers describe their critical training needs. The result is business-driven, short-form trainings with a quick response time offered to local businesses at low, or no, cost that are funded in part with EWTF monies.

One area of critical need identified was Forklift Safety Certification. When the PowerUp Team first met Steve Moore, Plant Manager of Eaton Corporation in White City, all of his operators were due for their 3-year Forklift Safety Certification



renewal. Eaton graciously loaned the Academy two extra forklifts, enabling the PowerUp Team to create an immediate training and offer a class accommodating twice the typical number of students. With partnership from Eaton and two other large local employers,

**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.

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PowerUp has expanded its offerings to include regular *Forklift Safety Certification* trainings, *Forklift Train the Trainer* classes, and *Forklift Training for the Spanish-speaking Workforce*.

“PowerUp has produced successful results for us all. As I attended these classes and experienced the participation of other local companies I realized the importance of this program. There are several companies looking to help employees increase business skills locally.” Eaton Corp.’s Manager Steve W. Moore (at right) and Ted Minahan, Forklift Trainer, Eaton Corp.)

*WorkSource Oregon fosters innovation in instruction and service delivery as these stories show.*

### ***New Computer Workshop in Spanish***

Staff in the WorkSource Woodburn Center recognized a need for additional computer skills among some of the monolingual Spanish speaking customers that frequent the center for services.

They successfully partnered with The Oregon Human Development Corporation (OHDC) to assist those customers that qualified as Migrant Seasonal Farm Workers (MSFW), but the need is more widespread. WorkSource Woodburn Center staff instituted a Basic Computer Skills Class in Spanish. They worked with other Woodburn Center staff, OHDC, and Chemeketa Community College and successfully launched their first class.



Although they expected only a few customers would take advantage of the class, each of the first two sessions had 20 participants. Most attending said it was first experience with a mouse – or computers at all. Dan Quinones said, “We were really able to take away the fear of using a computer.” Partners shared that customers who took the class were actually excited to use a computer and get online. There is currently a waiting list and staff plan to provide classes each month – relative to the need.

*WorkSource Oregon aligns initiatives in the education, workforce and economic development arenas across the state, with a focus on “green jobs.”*

### ***A Bright (Green) Spot in the Economy***

A bright spot in the midst of these very difficult economic times is Oregon’s growing leadership in the development of a green economy. In June 2009, in response to one of Governor Kulongoski’s four workforce development focus areas, green jobs, the Oregon Employment Department released *The Greening of Oregon’s Workforce*. Developed under an Oregon Workforce Investment Board (OWIB) grant, the report

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found that green jobs were spread across many industries and occupations and paid wages that tended to be slightly higher than the average for all jobs in the state. Businesses also indicated they expected the number of green jobs to grow faster than the overall economy between 2008 and 2010. The report defines a green job as a job that provides a service or produces a product that:

- increases energy efficiency;
- produces renewable energy;
- prevents, reduces or mitigates environmental degradation;
- cleans up and restores the natural environment; or
- provides education, consultation, policy promotion, accreditation, trading and offsets, or similar supporting services for any activities identified above.

**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.

***Pew Study***

A June 2009 Pew Charitable Trust Study, *The Clean Energy Economy*, states “Oregon’s large and fast-growing clean energy economy has dwarfed the growth of overall jobs in the state, expanding by an average of 4.8 percent compared with an average of less than 1 percent annually... Oregon’s jobs in the clean energy economy have experienced marked growth during the past 10 years in all five of Pew’s categories.”

***Green Jobs Growth Plan***

In 2009 the Oregon Legislature passed House Bill (HB) 3300 calling for the creation of a plan for a green jobs growth initiative to promote the development of emerging technologies and innovations relating to family wage green jobs. This is the Oregon Green Jobs Growth Plan (GJGP). One GJGP objective is to strengthen our state’s position as a leader in green economic activity through training the workforce and strong tax and cash incentives. Despite the severe impacts of the current recession, Oregon has gained an international reputation for focusing on green economy practices. To develop this plan, Governor Kulongoski convened a Green Jobs Council consisting of representatives from diverse sectors of the green economy, including business, government and non-profit entities. The Council submitted the plan’s first draft to the Legislature in January 2010, with the final plan to be submitted in January 2011.

***Labor Market Information Grant – Green Jobs***

In late 2009, the U.S. Dept. of Labor awarded Oregon \$1.25 million to strengthen labor market information regarding green jobs. “Oregon’s green industry sector is growing – and it hasn’t been by accident. State policies have encouraged this growth, establishing Oregon as a place where businesses know they can locate and thrive,” Governor Kulongoski said “Now, with even more data, we will be able to continue to attract companies that create green jobs by ensuring that we have a workforce ready to go to work.” The new grant award will allow the Employment Department and other workforce partners to take a more in-depth look at the green jobs information, particularly at those occupations which have the highest number of green jobs.

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### *An Industry Example – Wind Turbine Blade Repair*

Making fiberglass parts for RVs was a good business. The steady demand kept paychecks coming to Miles Fiberglass workers. Then the recession hit. Demand for RVs crashed. As president of Miles Fiberglass, Lori Luchak knew it was time to find new markets.

Just a few miles from her manufacturing plant, construction was underway in the Columbia Gorge for some of the largest wind farms in the world. Those hundreds of turbines would require ongoing fiberglass replacement parts. Lori seized the opportunity and put together a business plan for Miles.

Problem solved. Almost.

To fulfill the contract, Miles Fiberglass would need specially trained technicians. It turns out that it also takes a village to raise the skill level of a local workforce to meet the demand of green technology and the business opportunities it offers.

An effort got underway with teamwork provided by the Workforce Investment Council of Clackamas County, Worksystems, Inc., the American Composites Manufacturers Association, and Clackamas Community College. Federal funding was available for just this type of project.

Kim Parker, Executive Director of the local board, the Workforce Investment Council of Clackamas County (WICCO) defined the project this way: “This is an excellent example of a public/private partnership. A collaborative, innovative use of federal funding (via a WIRED grant) provided public support, and Lori and Miles Fiberglass offered the individualized expertise and description of industry demand. Clackamas Community College stepped in to meet those needs. This is the workforce system at its best!”

Clackamas Community College will conduct the pilot training of these courses in the summer of 2010 and expects to have all of the courses available to the public by fall, 2010. Funding for the training will be through a grant by the OMEP (the Oregon Manufacturing Extension Partnership). The value of these courses is expressed by company president Lori Luchak who says, “The new Blade Repair Technician Course will bring standards and certification to the blade repair industry. With this proof of certification, customers will be assured they will receive quality repairs which are critical in this emerging industry.”

According to David Williams, Chair of the Oregon Workforce Investment Board, “This training program is only one example of an Oregon employer taking advantage of the many supply chain manufacturing opportunities that are expected to grow as Oregon continues to develop renewable energy projects around the state.” The community partnership that provided new training and new skills not only means that workers at Miles Fiberglass will continue to receive those steady paychecks, it means that Oregon and Clackamas County will play a key role in an emerging green industry.

### ***Oregon's National Career Readiness Certificate (NCRC)***

The National Career Readiness Certificate (NCRC) in Oregon will provide documented, transportable, skills-based certificates to Oregon citizens that assist them in obtaining employment within Oregon and across the nation. Employers will recognize the NCRC as a meaningful credential and will have confidence that certificate holders have the skills needed to be successful in the workplace. The NCRC will be easily accessible to young people and adults in one or more of the following location: WorkSource Oregon centers, community colleges, education service districts, high schools, or other access points.



Oregon's National Career Readiness Certificate will:

- Help Oregonians: identify their workplace skills and skill gaps and connect to a successful work experience, enhance and document their workplace skills and earn a portable skill-based credential that will assist in obtaining employment.
- Help employers: have confidence in this credential as a tool to build a workforce with documented skills necessary for success in the workplace.
- Create a return on investment by reducing hiring costs, training costs, and employee turnover.

### ***NCRC to benefit job seekers and employers in Central Oregon***

Challenges facing WorkSource Central Oregon partners include determining a job seeker's level of job readiness, matching qualified workers with employers, and highlighting Central Oregon's skilled workforce. Adding to these challenges is the need to determine if and how job seekers should receive training to improve their employability. With limited training resources, the WorkSource partners needed an efficient system to connect job seekers with employers.

In response, the Central Oregon Workforce Coordinating Council has built a partnership with the Employment Dept., Central Oregon Community College (COCC), Central Oregon Intergovernmental Council subgrantee to the Oregon Workforce Alliance, Redmond School District, Redmond Economic Development, and private businesses to implement the NCRC program in Region 10. The NCRC is a standardized method to evaluate and quantify a worker's foundational skills, identify areas where the worker must "skill up", and provides a platform for matching job seekers with employers. Supported by a pilot grant awarded by CCWD, the Council implemented NCRC testing and certification in Redmond whereby job seekers can test at the WorkSource center, COCC or Redmond HS.

**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](http://www.workinginoregon.org/oec)

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The Council's goal to award 250 certificates was exceeded with 268 certificates awarded, primarily to dislocated workers. At Redmond HS in October, 58 certificates were awarded to students. "We are excited that the Oregon Employment Department is granting preference to applicants with a CRC certificate," said Council Chair Wendy Schechter. "This is a great example of how the NCRC can benefit Central Oregon employers by providing an objective measurement of talent."

*The 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](http://www.worksourceoregon.org).*

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## **WorkSource Oregon** **Partners**

**Governor's Office of Education and Workforce Policy**

**Oregon Department of Community Colleges and Workforce Development (CCWD)**

**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 Business Development Dept. (previously the Oregon Economic and Community Development Dept.)**

**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)

**The Oregon Workforce Partnership (OWP)** is the statewide association of the Local Workforce Investment Boards leading Oregon's workforce training and job placement systems to meet the needs of job seekers and businesses. OWP is a public/private partnership driven by the leadership of more than 110 Oregon businesses that invests more than \$40 million annually throughout the state to prepare and train more than 16,000 citizens and assist thousands of employers.

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## **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, career

**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

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and technical instruction, and link secondary 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.

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## **By the Numbers**

### *Statewide and Regional Performance*

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](http://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.

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](http://www.oregon.gov/CCWD)

### *Statewide Employment Results*

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

#### **Statewide Results**

Placement Rate	71%
Employment Retention Rate	60%
Average Wage Gain	\$0.59

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 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).

## Regional Employment Results

(Definitions and time periods measured follow Results by Region)

Results by Region					
Region 1 – Clatsop, Columbia, Tillamook		Region 6 – Douglas		Region 11 – Klamath, Lake	
Placement Rate	71.95%	Placement Rate	65.80%	Placement Rate	66.86%
Employment Retention Rate	62.83%	Employment Retention Rate	56.00%	Employment Retention Rate	55.93%
Average Wage Gain	\$1.13	Average Wage Gain	(\$0.24)	Average Wage Gain	\$0.81
Region 2 – Multnomah, Washington		Region 7 – Coos, Curry		Region 12 – Morrow, Umatilla	
Placement Rate	72.03%	Placement Rate	68.17%	Placement Rate	76.55%
Employment Retention Rate	60.61%	Employment Retention Rate	58.17%	Employment Retention Rate	62.64%
Average Wage Gain	\$0.35	Average Wage Gain	\$1.14	Average Wage Gain	\$0.95
Region 3 – Marion, Polk, Yamhill		Region 8 – Jackson, Josephine		Region 13 – Baker, Union, Wallowa	
Placement Rate	72.45%	Placement Rate	70.79%	Placement Rate	74.17%
Employment Retention Rate	60.35%	Employment Retention Rate	56.03%	Employment Retention Rate	59.60%
Average Wage Gain	\$0.70	Average Wage Gain	\$0.29	Average Wage Gain	\$0.91
Region 4 – Benton, Lincoln, Linn		Region 9 – Gilliam, Hood River, Sherman, Wasco, Wheeler		Region 14 – Grant, Harney, Malheur	
Placement Rate	70.61%	Placement Rate	78.19%	Placement Rate	70.55%
Employment Retention Rate	62.84%	Employment Retention Rate	67.75%	Employment Retention Rate	56.13%
Average Wage Gain	\$1.05	Average Wage Gain	\$1.21	Average Wage Gain	\$0.46
Region 5 – Lane		Region 10 – Crook, Deschutes, Jefferson		Region 15 – Clackamas	
Placement Rate	67.46%	Placement Rate	70.41%	Placement Rate	71.46%
Employment Retention Rate	60.02%	Employment Retention Rate	57.47%	Employment Retention Rate	64.11%
Average Wage Gain	\$0.65	Average Wage Gain	\$0.22	Average Wage Gain	\$0.72

Placement Rate is the percentage with a goal of finding employment and who found jobs. Source: PRISM, July 1, 2008 -- March 31, 2009.

Retention Rate is the percentage who found work and were still employed a year later. Source: PRISM, July 1, 2007 -- June 30, 2008.

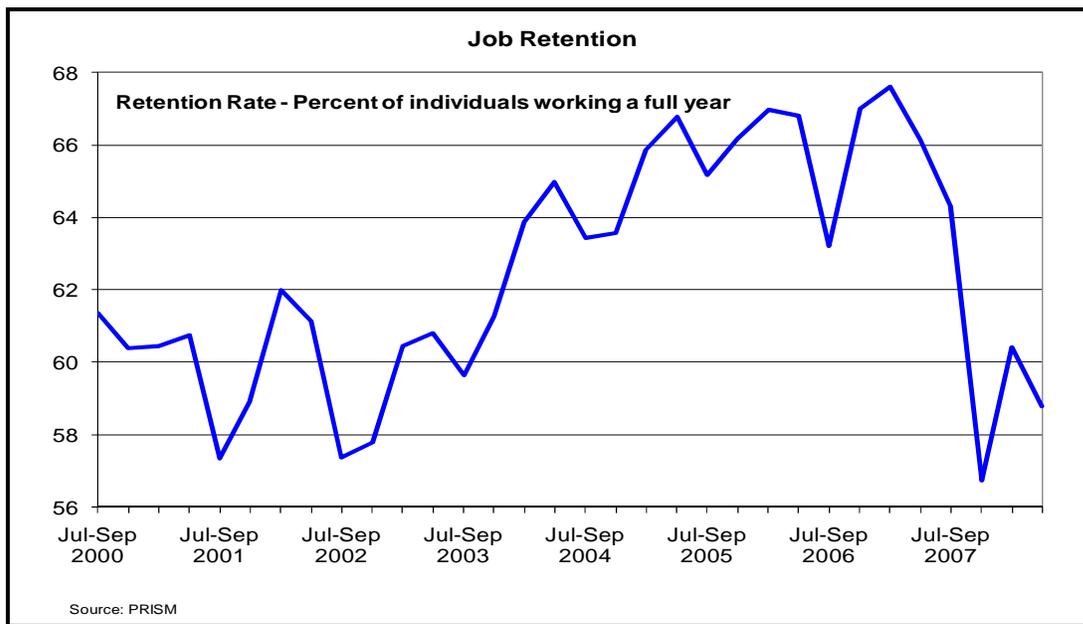
Wage Gain is the increase in hourly wage in a year's time. Source: PRISM, July 1, 2007 -- March 31, 2008.

## Number of Individuals Served Increases Significantly During Recession – And More Get Jobs

As a result of the recent recession, the number of individuals served by Oregon's workforce system increased significantly compared with the prior year. As the unemployment rate climbed upward from 6.3 during July 2008 to 11.9 during March 2009, an increase of 5.6 percentage points over the period, more people turned to Oregon's workforce system for assistance after losing their jobs. Data from July 1, 2008 through March 31, 2009 shows 353,868 people completed workforce development services with the goal of finding a job – an increase of over 104,074 (+41.7%) individuals compared with the year prior. Over 53,100 (+26.8%) more job seekers went to work compared with the previous year, and 71 percent of those seeking jobs through Oregon's workforce education system are finding them.

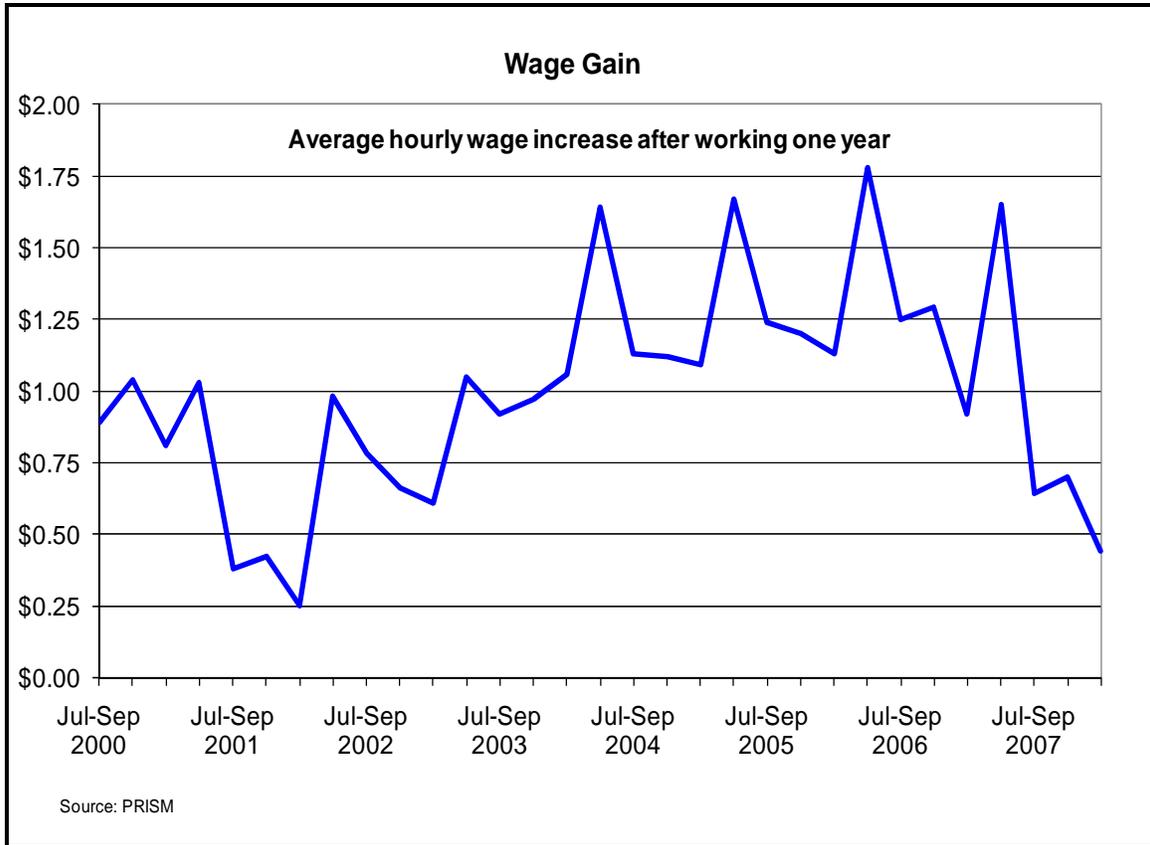
### ***Job Retention***

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, 2007 through June 30, 2008, shows 287,281 individuals went to work after receiving services and 172,674 (60 %) worked for a full year. Many Oregon employers downsized their workforce during the recent recession. As a result of this downsizing, fewer individuals served by Oregon’s workforce system worked one full year compared with the prior year. The retention rate compared with July 1, 2006 through June 30, 2007 was 66 percent, a year-over-year change of -6 percentage points.



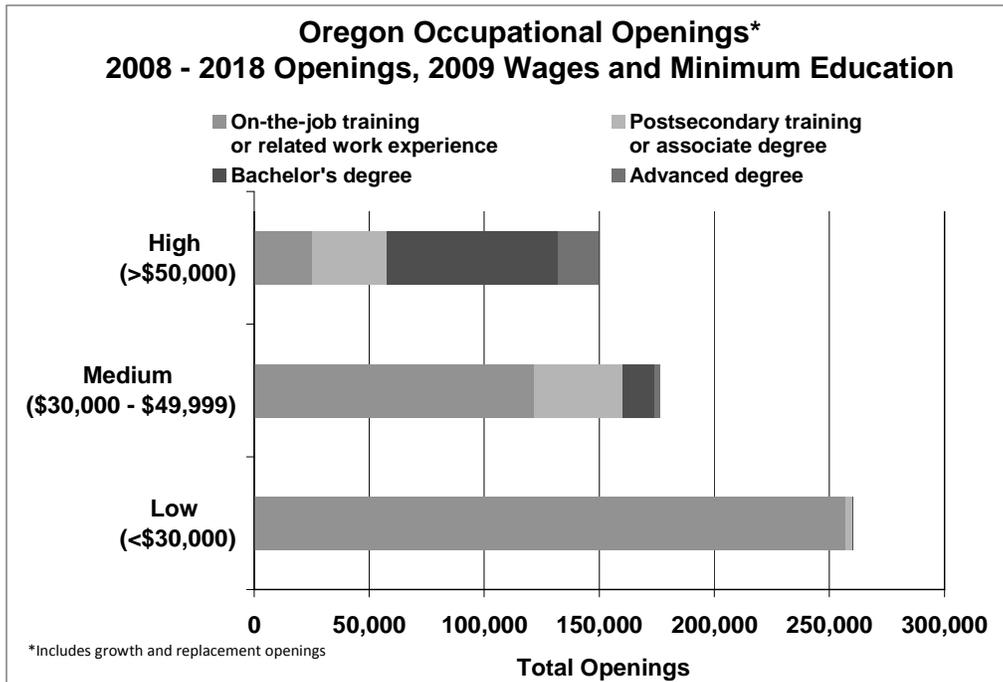
### Wage Gain

Increasing the wages 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, 2007 and March 31, 2008, average hourly wages after one year increased by an average of \$0.59 per hour (up from a \$14.99 beginning wage to \$15.58 per hour after one year). This wage gain was \$0.54 lower than the year ago wage increase of \$1.13 per hour.

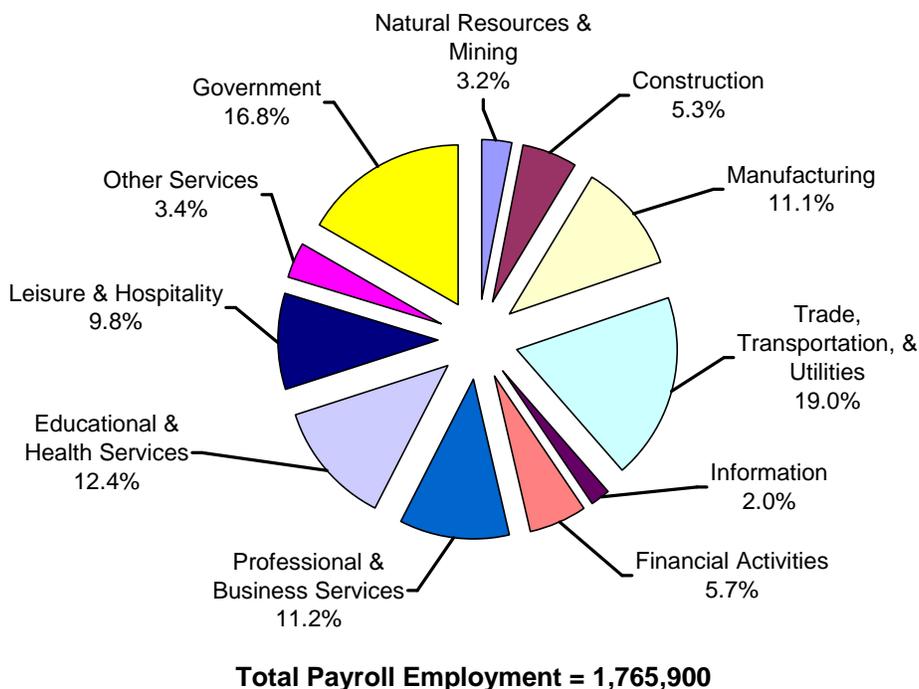


**Education and Employment**

The chart below shows the relationships between the minimum education level generally required by employers and average wages paid for job openings, as projected from 2008 to 2018. The data shows, for example, that the higher paying jobs generally require relatively higher education levels.



**2008 Payroll Employment by Industry Sector**





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*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.*

To conserve resources, this report was published in an online-only format. For the electronic version of this document, please go to:

[www.oregon.gov/CCWD/](http://www.oregon.gov/CCWD/)

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**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.**