

OREGON PYS 2022-2023 (MOD)

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## I. WIOA STATE PLAN TYPE AND EXECUTIVE SUMMARY

### A. WIOA STATE PLAN TYPE

This is a combined plan

#### COMBINED PLAN PARTNER PROGRAM(S)

Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))

Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))

Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))

### B. PLAN INTRODUCTION OR EXECUTIVE SUMMARY

#### COVID-19 Acknowledgement

Oregon's 2020-2023 WIOA State Combined Plan was prepared prior to the COVID-19 global pandemic. There has not been an opportunity to adjust any of the Plan elements to reflect responses to the COVID-19 emergency. Oregon expects to make modifications to the 2020-2023 WIOA State Combined Plan at an appropriate time. Since all states will likely be in a similar situation, Oregon requests Guidance regarding the content and process of COVID-19-related modifications.

#### Introduction to Oregon's 2020-2023 WIOA State Combined Plan

Oregon's Combined State Plan reflects the work of multiple agencies and organizations. Each of these entities have their own missions, visions, and values and this Plan weaves these together on behalf of the broader workforce development system to realize equitable prosperity for all Oregonians. Delivering on this requires keen attention to the employment and skill needs of business and industry both now and into the future and requires access to timely education and training for all individuals that is both valued in the marketplace and also results in or creates a pathway to self-sufficiency. This Plan demonstrates Oregon's commitment to continuous improvement in the workforce development system to ensure increasing alignment of priorities and strategies to maximize resources currently within the workforce development system and to leverage additional resources not yet a part of the system.

#### **MOD:**

#### Introduction to the Oregon's Combined Plan Modification

This document contains additions and modifications to Oregon's 2020-2024 WIOA Combined State Plan. Unless specifically called out, the original plan submitted remains accurate and valid. Some specific language has been revised, but most of the modifications included below are additions reflecting changes that have occurred since the original plan was submitted and/or those addressing the U.S. Department of Labor Training and Employment Guidance Letter (TEGL) No. 4-21 - Modification Requirements for Workforce Innovation and Opportunity Act (WIOA) State Plans for Program Years (PYs) 2022 and 2023.

The public comment period was February 3 through March 4, 2022. The recommended modification was approved by the Oregon Workforce and Talent Development Board for revision and approval at their March 11, 2022 meeting.

## II. STRATEGIC ELEMENTS

### A. ECONOMIC, WORKFORCE, AND WORKFORCE DEVELOPMENT ACTIVITIES ANALYSIS

#### 1. ECONOMIC AND WORKFORCE ANALYSIS

##### Introduction to Oregon's Economic and Workforce Analysis

Oregon's economy is strong as it wraps up its ninth year of job growth and third year of record low unemployment. Job growth is strong, with 27,800 jobs added in the past 12 months. Oregon is adding jobs at about the same pace as the nation. This long-run of job growth has helped to lower the unemployment rate to record lows for the state.

The unemployment rate dropped to record lows three years ago, with Oregon's rate dipping to 4.6 percent in October 2016. It has remained in record low territory ever since, ranging between 4.1 percent and 4.4 percent. Most recently, Oregon's unemployment rate was 4.1 percent in October 2019. Oregon's historical average unemployment rate is 7.0 percent, so the current level of low unemployment presents much tighter labor force conditions than typical for the state.

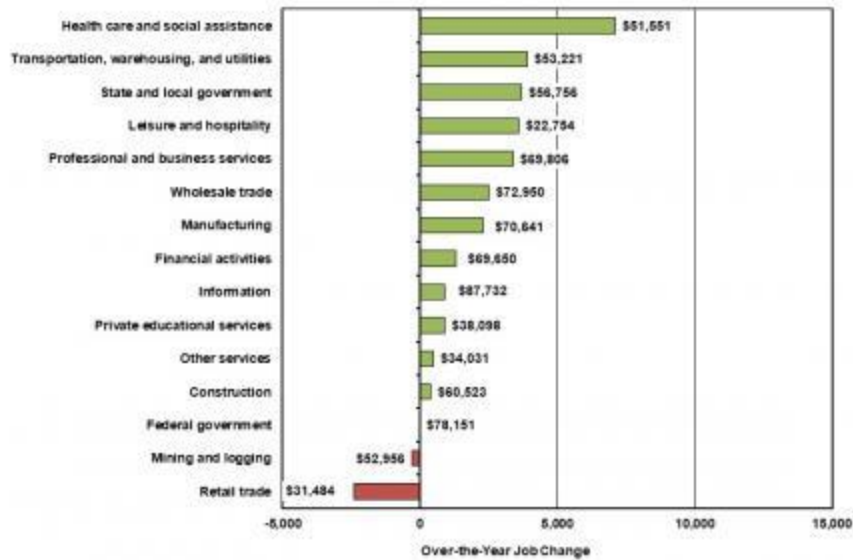
Oregon's economy faces many of the same demographic challenges seen across the nation, such as the aging of the workforce and baby boomer retirements, fewer young people participating in the labor force, and slower job growth in rural areas. Oregon's labor force growth has been relatively slow during the past three years, stabilizing around 2.1 million people. Population growth has driven labor force growth in recent years. This is a result of natural increase (births minus deaths) and net migration. As labor force participation trends down due to increased retirements and lower participation among youth, future labor force growth could be limited to the rate of population growth.

Current forecasts indicate Oregon's economy will continue to see similar job growth over the next few years, before slowing significantly in 2023 and beyond. The December 2019 Oregon Office of Economic Analysis' Economic and Revenue Forecast projects the state will gain 121,300 jobs by 2025. The unemployment rate is expected to stay close to where it is, with the annual average for 2020 forecasted to be 3.8 percent. The rate is expected to rise to 4.0 percent in 2022, before stabilizing around 4.3 percent through 2025.

##### Oregon's Economic Analysis

Graph 1 shows the number of jobs by industry added during the previous year and the average annual pay in those industries in 2018. The gains have been in industry sectors with high-, middle-, and low average pay. Health care and social assistance added 7,100 jobs, the most for any sector. Other sectors driving Oregon's job growth are transportation, warehousing, and utilities (3,900), state and local government (3,700), leisure and hospitality (3,600), and professional and business services (3,400 jobs). Retail trade was the only large sector with significant losses during the past year and is down 2,400 jobs. Retail trade job losses are occurring nationally, not just in Oregon.

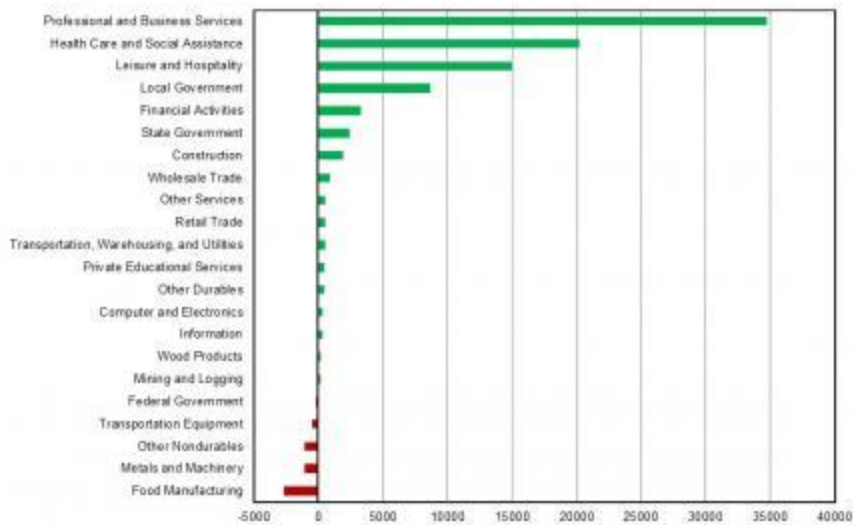
Graph 1. Oregon Job Growth and Average Pay by Industry Comparing October 2018 to October 2019 and Displaying 2018 Average Pay.



Source: Oregon Employment Department

Graph 2 shows the projected net job change from the fourth quarter of 2019 to the fourth quarter of 2020. Net job gains are expected across all the major private industries. Professional and business services is expected to continue adding a lot of jobs (+11,600), followed by health care and social assistance (6,800), leisure and hospitality (5,000), and local government (2,900), which includes public K-12 schools and public higher education.

Graph 2. Expected Job Changes by Industry Sector Over the Year Comparing the Fourth Quarter of 2019 to the Fourth Quarter of 2020.



Source: OED analysis using OEA Forecast, December 2019

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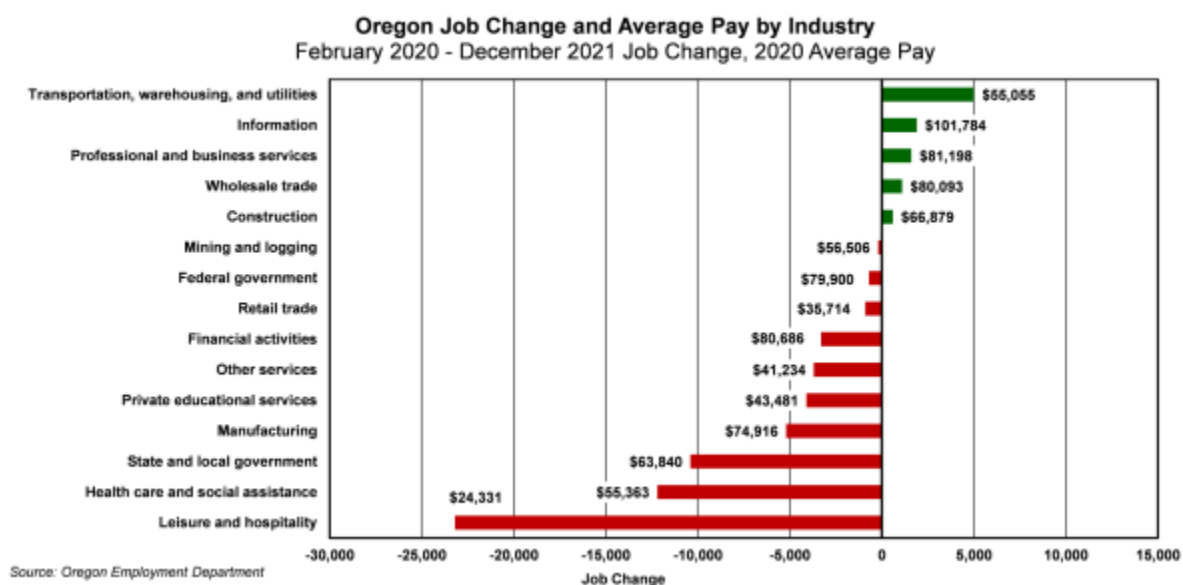
Introduction to Oregon’s Economic and Workforce Analysis

Oregon experienced a strong economic rebound in 2021. Employers added 107,000 jobs during the year. Oregon’s trends have been similar to the U.S.; both have recovered four out of five jobs lost in the spring of 2020.

Unemployment rates have also improved dramatically, and are nearing record lows again. Oregon’s unemployment rate was 4.1% in December 2021. Oregon’s historical average unemployment rate is 6.8%. So although there has been tremendous disruption in the labor market, Oregon is experiencing a tight labor market similar to conditions in the year or two prior to the pandemic.

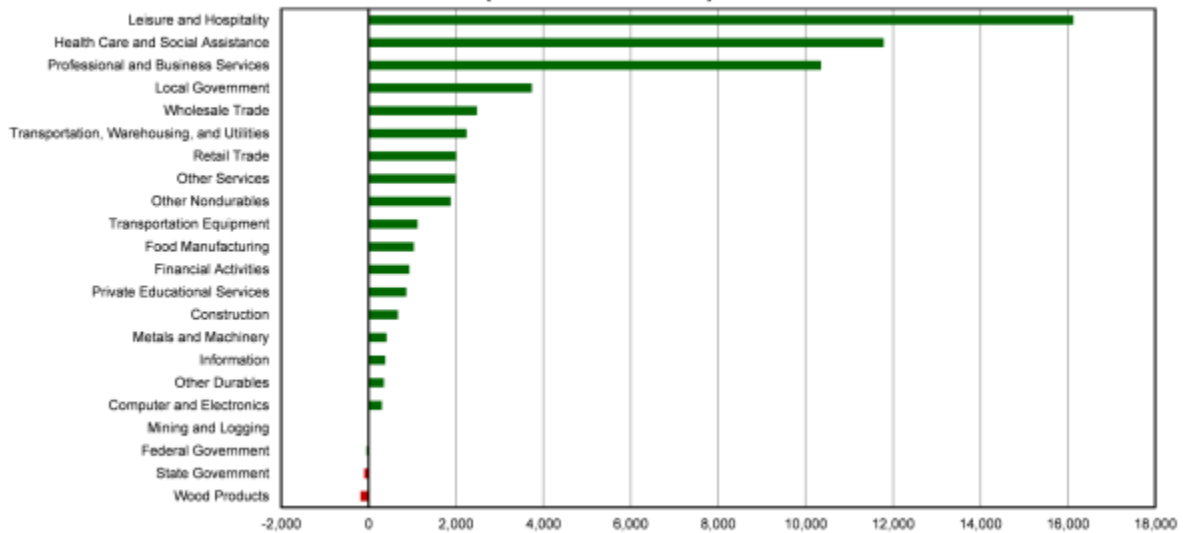
Oregon’s Economic Analysis

The graph below shows job gains by industry since the pandemic recession. Most sectors still had a jobs deficit at the end of 2021 compared to the pre-recession level. A few parts of Oregon’s economy ended 2021 at new, record-high employment though. They included construction; wholesale trade; and transportation, warehousing, and utilities. Professional and technical services also recently hit a new employment peak.



In the near term, job gains are expected to continue. Oregon’s Office of Economic Analysis forecasts that Oregon will achieve full jobs recovery from the pandemic recession slightly less than three years after it started. Job gains toward that full recovery are expected to be largest in leisure and hospitality (16,000), health care and social assistance (11,800), and professional and business services (10,400).

### Expected Job Changes by Industry Sector Over The Year (4Q 2021 - 4Q 2022)



Source: Oregon Employment Department analysis using Oregon Office Economic Analysis Forecast, December 2021

### Oregon's Workforce Analysis

The Portland-Vancouver-Hillsboro area is Oregon’s largest metropolitan area and is split along the Oregon and Washington state border. Most of the metro area’s residents and jobs are on the Oregon side. The Portland metro area has a labor force of more than 1.3 million people. Because Portland’s economic region crosses the state border, many workers in Oregon actually live in Washington. In 2017 there were about 85,000 people working in Oregon who lived in Washington. The area’s 3.9 percent unemployment rate was about the same as Oregon’s statewide unemployment rate in October 2019.

Unemployment rates tend to be about the same or slightly higher in Oregon’s other metro areas. The unemployment rate in the Bend-Redmond metro area is 4.1 percent, Eugene is 4.4 percent, Salem is 4.4 percent, Medford 4.6 percent, Albany is 4.7 percent, and Grants Pass is 5.4 percent. Although the unemployment rate is higher in Grants Pass, it too is at record low levels for the area. The exception is the Corvallis metro area, which is economically buoyed by Oregon State University. At 3.3 percent, Corvallis has the lowest unemployment rate in the state.

Unemployment is higher in the eastern and southern regions of the state. Grant County in eastern Oregon has the highest rate at 7.0 percent. Other counties with especially high unemployment are Klamath County (6.7%), Wallowa County (6.5%), and Lake County (5.8%). Overall, non-metro area unemployment was 5.1 percent in October 2019.

Figure 1. Map of Oregon Counties showing the Seasonally Adjusted Unemployment Rate for October 2019.



Source: Oregon Employment Department, Local Area Unemployment Statistics

As workers progress in their careers, they may change occupations. This creates an opening in the occupation they leave that can be filled by someone new to the occupation who may need training to fill that opening. Also, when a worker reaches the end of their career, they leave the labor force, again creating an opening that may require a trained worker to fill it.

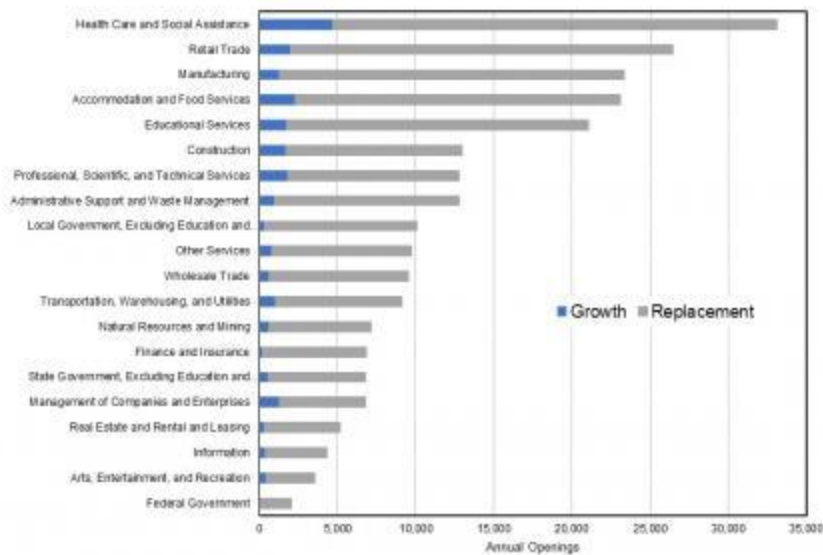
We use the phrase “replacement openings” for the total number of occupational openings due to people changing occupations or leaving the labor force. Far more workers are needed to fill replacement openings than for “growth openings” that are due to net job growth. Even in some occupational groups with little anticipated net job growth, replacement openings can be numerous.

Projections by the Oregon Employment Department indicate that Oregon will have about 25,000 job openings each year due to economic growth between 2017 and 2027. However, there are going to be an additional 238,000 replacement job openings annually from workers permanently leaving their occupations, mostly due to retirements.

Projected growth and replacement job openings by industry are shown in Graph 3. Health care and social assistance will have the most openings through 2027, but of the 33,000 expected openings each year, 86 percent will be due to replacement needs. In fact, most job openings across industries will be from replacements as more workers enter retirement. As the labor force continues to age, replacement openings are likely to become more numerous and the associated need for training is likely to grow.

Graph 3. Projections for 2017-2027 of Average Annual Job Openings by Industry in Oregon.





Source: Oregon Employment Department

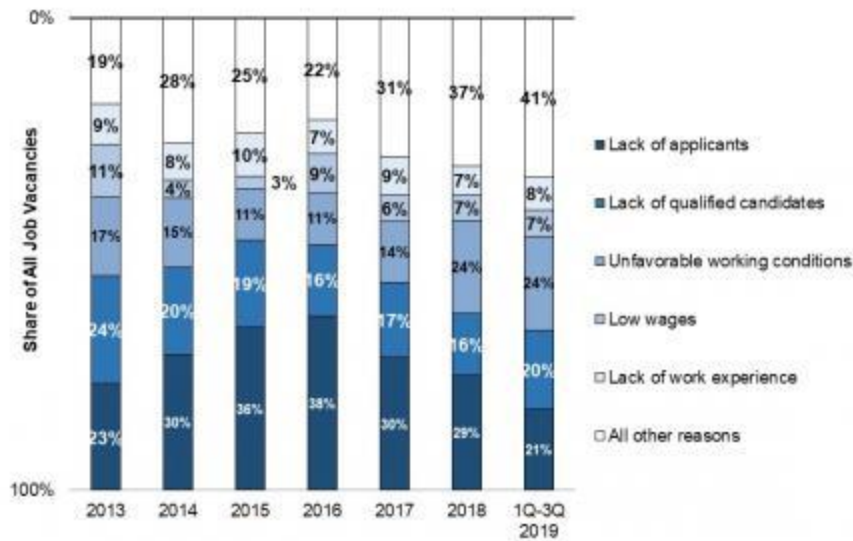
### Key Labor Market Trend - Shifting Hiring Conditions Among Oregon Employers:

Throughout the year, the Oregon Employment Department surveys private employers from all industries and areas of the state to ask about the job vacancies they are actively trying to fill. Employers provide the job title, starting wage, and education and experience requirements for each of their vacancies. They also specify whether their vacancies are for full or part-time positions, and permanent or seasonal jobs. If they face hiring challenges, employers also write in the primary reason for difficulty filling each job opening.

The Oregon Job Vacancy Survey has included an open-ended question about employers' difficulty filling job openings since 2013. In that year, businesses cited a lack of qualified candidates as the most common hiring challenge. This difficulty finding workers with a specific mix of education and experience accounted for 3,600 (24%) of all hard-to-fill vacancies with reasons provided.

As hiring demand strengthened, employers' hiring challenges shifted. Each year from 2014 through 2018, a lack of applicants was the most common reason businesses gave for difficulty filling vacancies. The share of difficult-to-fill vacancies with either too few or no applicants peaked during 2015 and 2016, the period of the strongest annual job growth in Oregon during this expansion (3.4% and 3.0%, respectively). In 2016 alone, a lack of applicants accounted for 12,100 (38%) of all difficult-to-fill job openings.

Graph 4. Profile of the Reasons for Difficult-to-Fill Job Vacancies in Oregon for 2013 through the Third Quarter of 2019.



Source: Oregon Employment Department, Oregon Job Vacancy Survey

As Oregon reached its record low unemployment rate (4.0%) in November 2016, and has maintained that low unemployment for three years, a new hiring challenge has emerged. “Unfavorable working conditions” includes part-time, on-call, overnight, or inconsistent work schedules, as well as difficult physical working conditions. Employers reported unfavorable working conditions as the primary hiring challenge for 3,100 (or 11%) of the difficult-to-fill vacancies in 2015 and 3,600 in 2016 (11%). That grew to 5,000 (14%) in 2017, and rose again to 6,500 (24%) in 2018. During the first three quarters of 2019, the share has remained stable at 24 percent.

At the same time, the lack of applicants has declined, and other reasons have become slightly more prominent as businesses’ primary hiring challenges. Among those has been an increase in difficulty filling jobs because of the work location. This challenge tends to occur in rural areas of the state. More businesses have also reported difficulty filling job openings due to a lack of affordable housing in the area – particularly along the North Coast, in Central Oregon, and in the Columbia Gorge.

Oregon’s private employers have reported nearly 53,000 job vacancies at any given time through the first three quarters of 2019. While that’s a decline of about 9 percent from nearly 58,000 job vacancies in 2018, hiring demand is still relatively strong. To date in 2019, the number of job openings looks similar to the levels seen during the strongest job growth in this expansion during 2015 (48,000 vacancies) and 2016 (51,000).

With three years of unemployment rates at or near record lows and continued demand for labor, employers offering jobs with difficult physical or scheduling conditions are increasingly reporting these challenges as the primary difficulty filling vacancies. Offering higher wages, employee perks, or benefits may be strategies to broaden interest in vacancies. Jobs with unfavorable working conditions also tend to require relatively less training or experience. This could open opportunities for workforce development organizations to help connect job seekers amenable to tough physical jobs or alternative work schedules with businesses struggling to fill those types of jobs.

**Key Labor Market Trend - Automated/Autonomous Vehicles:**

Oregon’s eight primary driving occupations and 14 secondary autonomous vehicle-affected occupations will account for 5 percent of total employment with 104,000 jobs in 2027. Over the following 10 to 15 years, various household autonomous vehicle (AV) adoption scenarios – either personal ownership or shared/fleet use – could affect between 11,700 and 14,700 jobs. That totals between 11 percent and 14 percent of all jobs in those occupations.

Commercial trucking scenarios for AV adoption could affect between 29,800 and 32,600 jobs in these occupations looking into the 2040s, depending upon the pace of implementation. Those impacts would be felt for between 29 percent and 31 percent of all jobs in primary driving and secondary affected occupations.

Table 1. Estimates of Oregon Jobs affected by 2040 under Various Household and Commercial Adoption Scenarios.

Combined Household and Commercial Adoption Scenario	Jobs Affected*
Personal Cars + Slow Trucking	41,500
Fleet Cars + Slow Trucking	44,400
Personal Cars + Fast Trucking	44,300
Fleet Cars + Fast Trucking	47,200

\* Affected does not always equal "lost". Some affected occupations may still exist, with notably different skills and responsibilities on the job.

Source: Oregon Employment Department calculations using framework from *Preparing U.S. Workers and Employers for an Autonomous Vehicle Future*, Groshen et al., June 2018.

Taken together, the various combinations of personal and commercial AV adoption scenarios could affect between 41,500 and 47,200 jobs in Oregon, starting around the year 2030. The largest impacts would occur for heavy and tractor-trailer truck drivers under the commercial scenarios, where 16,200 to 17,500 jobs could be affected. Under the household AV adoption scenarios, estimated job effects are largest for automotive service technicians and mechanics (4,000) and service station attendants (2,600 to 3,900).

Workers in primary driving jobs affected by AV adoption are slightly more likely to be workers nearing retirement. While one out of every four jobs in Oregon is held by a worker age 55 or older, about one-third of workers in primary driving jobs are at least 55 years old.

### Key Labor Market Trend - Forest Industry Sector:

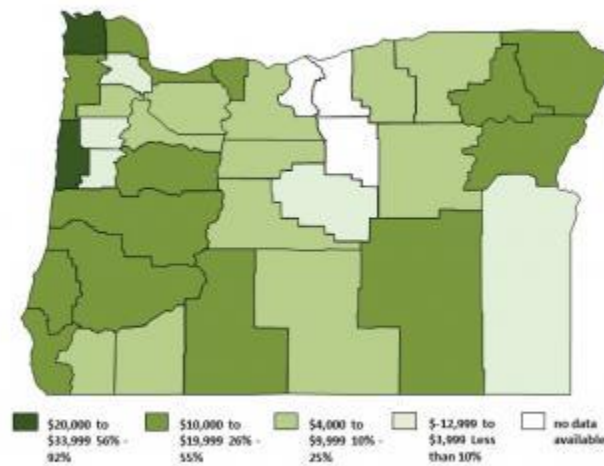
Forest sector-related employment in Oregon totaled 61,100 in 2017, which accounted for 3 percent of Oregon’s workforce. Forest-related jobs paid relatively well, with an annual average wage of \$54,200, roughly 6 percent more than \$51,100 for all jobs covered by unemployment insurance in 2017.

Although metros accounted for twice as many of these jobs, forest sector employment made up 7 percent of all rural employment, compared with 2 percent of all metropolitan area employment. In Grant County, one out of every five jobs (21%) was forest-related. The sector accounted for more than 10 percent of the total in Douglas, Jefferson, and Lake counties.

The forest sector also held relative importance to rural Oregon in terms of wages. In metropolitan areas, forest sector wages sometimes paid less than the annual average for all jobs, but could also pay as much as 35 percent more. Meanwhile, forest sector jobs in rural areas paid as much as 92 percent more than all jobs. That was the case in Clatsop County, where

forest sector jobs paid an average of \$70,600, compared with \$36,800 for all jobs. Lincoln County was similar, with an average annual forest sector wage (\$68,400) that was 86 percent above the all-job average (\$31,200).

Figure 2. Map of Oregon Counties showing the Forest Sector Wages relative to All Covered Jobs in 2017. All Covered Jobs in Oregon is \$3,100 (or 6%) Higher.



Sources: Oregon Employment Department, Quarterly Census of Employment and Wages; U.S. Census Bureau Non-employer Statistics

### Key Labor Market Trend - Maritime Industry Sector:

Oregon's maritime sector workforce totaled nearly 19,000 in 2017. Oregon's covered maritime industries paid a total of nearly \$608 million in wages in 2017. The average annual wage of covered jobs in Oregon's maritime industry was \$60,853. That is 19 percent higher than Oregon's overall annual wage of \$51,117. Average annual wages vary depending on industry, ranging from a low of \$27,850 in fish and seafood markets to a high of \$139,144 in sea and coastal transportation.

Table 2. Oregon's Maritime Workforce in 2017.

Maritime Workforce	Number of Jobs
Covered Maritime Sector Jobs	10,019
Commercial Fishing in Oregon	3,498
Commercial Fishing in Distant Waters	1,447
Mariners with a U.S. Coast Guard Credential	2,598
U.S. Coast Guard and Navy Service Members	1,653
<b>Total Maritime Workforce*</b>	<b>18,981</b>

\* Covered commercial fishing jobs excluded from the total to avoid double-counting.

Source: Oregon Employment Department from various sources.

Maritime sector jobs are prevalent on the Oregon Coast, of course, but maritime sector jobs can be found in 33 of Oregon’s 36 counties. The only counties without a measurable maritime workforce were Harney, Malheur, and Wheeler counties.

Figure 3. Map of Oregon Counties showing the Maritime Sector Covered Jobs and Maritime Non-employers. The Total for Oregon is 12,036 (0.06% Share of All Jobs).



Source: Oregon Employment Department (2017) and U.S. Census Bureau, Nonemployer Statistics (2016)

In some communities, maritime sector jobs are a large portion of the total workforce. The counties with the largest portion of workforce in the maritime sector are Sherman (12.9%), Lincoln (6.5%), Clatsop (5.2%), Coos (4.1%), Curry (3.6%), and Tillamook (2.3%).

The maritime sector workforce tends to be older than Oregon’s overall workforce. About 27 percent of jobs in Oregon’s covered fishing, maritime manufacturing, and transportation jobs are held by workers age 55 years and over. That’s a higher share than the 23 percent of the overall workforce.

### Key Labor Market Trend - Defining a True Wage:

The Oregon Workforce and Talent Development Board (WTDB) aims to support Oregon workers as they pursue careers that allow them to prosper and provide for themselves. To this end, the board sought additional information about the current definition of “high-wage jobs” in Oregon and whether it meets the threshold of self-sufficiency, especially for all regions of the state and for all family types. To review the relevant issues and develop possible recommendations, the board formed a task force to review how the current definition of high-wage occupations was used by workforce partners and state agencies, and compared that definition with definitions used in other states.

Oregon is currently using an “above median wage” definition of high wage jobs, comparing an occupation’s median wage with the median across the state or local workforce area. Oregon’s definition is similar to other states that currently have definitions for high-wage jobs; in most cases either a median or a mean wage is used to define occupations or industries with high wages.

The True Wage Task Force defines a “true wage” as a wage that meets or surpasses the threshold of self-sufficiency in all regions of the state and for all family types. Defining a true wage is a complicated endeavor. It includes analysis of the compensation and benefits for many different occupations compared with a broad analysis of cost-of-living components in all regions of the state and for all family types.

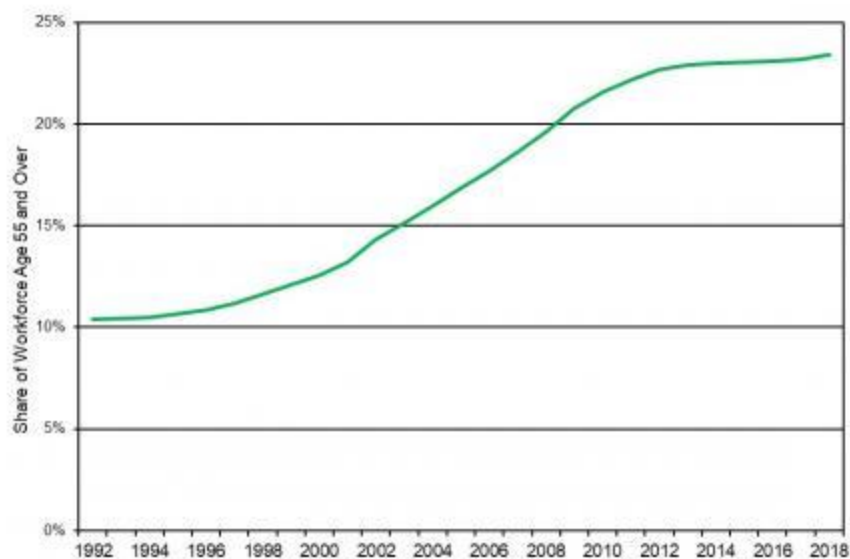
A review of existing regional and national initiatives to measure self-sufficiency showed that many of these measures focus on identifying a spectrum of thresholds which describe what income level it takes for a household to be self-sufficient. Our staff also provided information about the benefits offered by employers based on original survey research, collected data about the state’s housing market, and provided U.S. Department of Education student debt data for Oregon post-secondary institutions.

The resulting report *Understanding the True Costs of Self-Sufficiency* helped define the problem, provided some related data and analysis, and helped the task force lay the groundwork to develop recommendations so that the board can coalesce around a “true wage” definition. Two key policy areas arose out of this report related to housing and childcare which are acknowledged as key workforce issues. This foundational work will underpin future research and support the development of tools and resources that would assist business and policy stakeholders as they track self-sufficiency in Oregon.

### **Workers with Barriers - Older Workers:**

Baby boomers have dramatically changed the age structure of Oregon’s workforce. In 1998, the oldest baby boomers were just 52 years old and the overall workforce was much younger. Two decades ago, just over 10 percent of Oregon’s workforce was age 55 years or older. In 2018, 23 percent of Oregon’s workforce was 55 years and over (Graph 5).

Graph 5. The Share of Oregon Workers Who are 55 or Older between 1992 and 2018. Nearly One out of Four Workers in Oregon is 55 or Older.



Source: U.S. Census Bureau, Local Employment Dynamics

The number of workers in Oregon who were 55 years and over reached nearly 439,000 in 2018. Of those workers 124,000 were age 65 years and older and working past the traditional age of retirement.

Older workers can be found in jobs in all industries, of course, but some industries have a large concentration of older workers. In Oregon, the industry sectors with a larger than average share of workers 55 years and older are mining (32%), utilities (31%), agriculture and forestry (31%), real estate (29%), transportation and warehousing (29%), public administration (28%), other services (28%), educational services (28%), wholesale trade (26%), manufacturing (25%), health care (24%), and finance and insurance (24%). These industries may face a tougher time finding enough replacement workers as these older workers head toward retirement. At the same time, older workers looking to remain in the workforce may find job opportunities in these sectors if they have relevant experience.

Rural areas in Oregon also have a large concentration of older workers. In fact, the only counties with a smaller share of older workers than the statewide average are Washington County (21%), Multnomah County (21%), and Deschutes County (22%).

### **Workers with Barriers - Long-Term Unemployed:**

Nearly a decade ago, in the early stages of the economic recovery from the Great Recession, the number of long-term unemployed Oregonians spiked to nearly 102,000, the highest number of record. Long-term unemployed are those who have been unemployed for at least six months. The longer an unemployed worker remains unemployed, the less likely they are to find a steady full-time job, and the more likely they are to leave the labor force. Researchers have found that long-term unemployment can lead to a decline in the workers' knowledge, skills, and abilities, making it harder for them to qualify for available jobs. Other studies show that employers discriminate against the long-term unemployed, making it less likely for an unemployed worker to receive an interview. These barriers to employment exist even in a strong economy.

The total number of unemployed Oregonians has been very low recently, hovering around 90,000 for the last three years. Long-term unemployment has also returned to levels last seen prior to the Great Recession. Over the past year, the number unemployed for longer than six months averaged 16,300 – less than one-fifth of the long-term unemployment peak reached in 2010. Still, even amidst the lowest unemployment rates on record in Oregon, one out of six unemployed Oregonians has been unemployed for six months or longer.

Although the number of long-term unemployed Oregonians has fallen below pre-recession levels, it took about seven years of economic recovery to reduce long-term unemployment to its present level. In addition to how persistent long-term unemployment was post-recession, it's unclear from the data whether most of the improvement came from long-term unemployed finding work, or if many left the labor force altogether.

### **Workers with Barriers - Race and Ethnicity:**

The population of Oregon has grown to almost 4.2 million. Our median age is slightly higher than the national average, at 39.6 years, compared with 38.2 years across the U.S. More than nine out of 10 Oregonians ages 25 and over have completed high school or more education, a slightly higher rate than the 88 percent in the U.S. One-third of the Oregon population age 25 and over have at least a bachelor's degree.

Oregon's population has become more racially diverse over the last two decades, but continues to have a much larger share of the population reporting their race as "white alone" than the national average. In 2018, whites accounted for 84 percent of Oregon's population, compared

with 72 percent of the population across the U.S. In Oregon, Asians made up close to 5 percent, blacks and African Americans accounted for 2 percent of the state's population, and other races made up the remaining 9 percent.

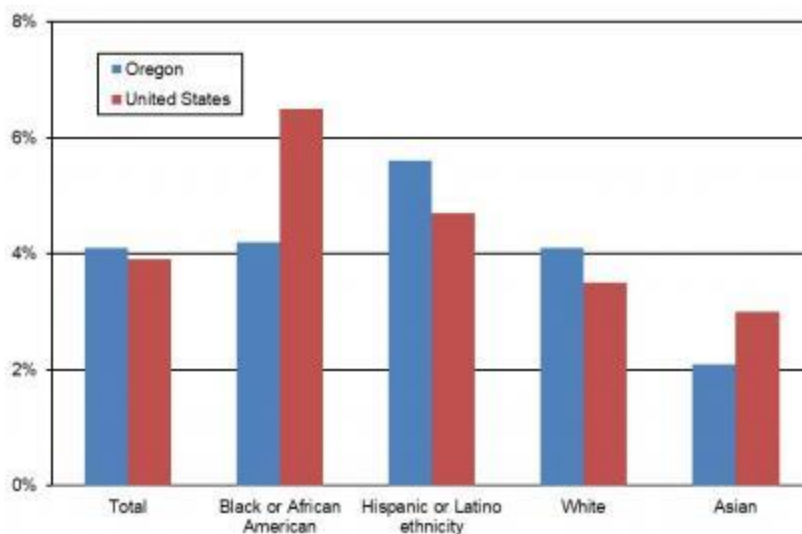
Oregon's population has also grown more ethnically diverse, as seen in the growth of the Hispanic population over the last two decades. By 2018, Hispanics and Latinos made up 13 percent of Oregon's population. This compares with 18 percent of the United States' population, indicating that Oregon still has a small Hispanic population relative to the national average.

Just about 10 percent of 2018 Oregonians were born in another country. Nationally, foreign-born residents make up 14 percent of the population. English is by far the most prevalent language in Oregon. In 2018, 84 percent of residents were accustomed to speaking only English at home. Nine percent of residents speak Spanish at home. Three percent speak an Asian or Pacific Island language at home.

Across racial and ethnic groups, unemployment rates have fallen to very low levels in recent years. While unemployment does vary across groups, the range in 2018 was within 2 percentage points of the overall average of 4.1 percent. Graph 5 shows the 2018 unemployment rates by race and ethnicity. The unemployment rate among people of Hispanic or Latino ethnicity was higher than average, at 5.6 percent. Unemployment among Oregon's Asian residents was lower than average, at 2.1 percent.

The Great Recession had a lingering effect on the unemployment rates of some groups. While overall unemployment peaked above 11 percent in 2009, the unemployment rate of Oregon's black and African American residents spiked to 21 percent by 2011 and stayed well above the overall rate through 2014. Oregon Hispanics and Latinos had a rate of 14.0 percent in 2009 and hit 13.5 percent again in 2011. Oregon's Asian residents, in comparison, never came close to double-digit unemployment rates throughout the Great Recession and the long recovery since.

Graph 6. 2018 Annual Average Unemployment Rate by Race and Ethnicity for Oregon Compared with the United States.



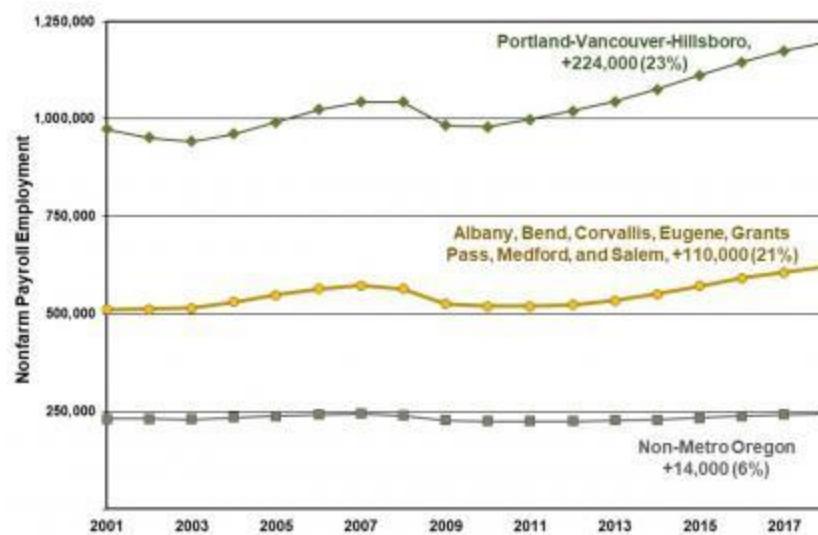
Source: Bureau of Labor Statistics, Current Population Survey



## Workers with Barriers - Rural Workers:

It took rural areas of Oregon much longer than it took the Portland area to begin adding jobs following the Great Recession. By 2018 the number of jobs in rural Oregon had barely budged above the levels seen back in 2001; rural Oregon gained just 14,000 jobs, adding 6 percent. Meanwhile, job growth in Oregon's metro areas has been much stronger since 2001. Job growth in the Portland-Vancouver-Hillsboro metro outpaced the rest of the state, with a 23 percent gain between 2001 and 2018, amounting to an additional 224,000 jobs. All other metro areas combined gained 21 percent, adding 110,000 jobs.

Graph 7. Nonfarm Payroll Employment Comparing the Portland Area, Other Oregon Metro Areas, and Combined Oregon Non-Metro Counties between 2001 and 2017. Rural Oregon is Adding Jobs at a Slow Pace.



Source: Oregon Employment Department, Current Employment Statistics

Job growth in some areas of rural Oregon is hampered by changes in the economy and an aging population. These are long-term slow-growth trends that were made worse by the Great Recession. Rural areas with less diverse industrial bases are also potentially more vulnerable to the effects of another recession.

Job growth trends have diverged at the county level. Oregon has 23 rural counties and 13 urban counties. There's tons of diversity among the 23 rural counties, and that shows in job growth trends. In general, more remote areas have had a tougher time growing, and are in some cases outright declining in terms of the job base, while rural counties in close proximity to metro areas have grown more quickly. Grant County and Harney County in far eastern Oregon have lost more than 10 percent of their job base since 2001. Wheeler, Crook, and Malheur counties have also lost a few jobs since 2001, but remain within 5 percent of their 2001 employment levels.

On the other end of the job growth spectrum, Morrow County employment grew 58 percent since 2001, while Hood River County gained 38 percent and Sherman County added 33 percent – all of these counties are along Oregon's northern border and the Columbia Gorge, linked to the prosperous Portland Metro by I-84. The north Oregon coast fared better than the central and south coast in terms of job growth – again showing the power of proximity to the state's largest metro area. Clatsop County employment grew 22 percent since 2001 and Tillamook added 16

percent. Lincoln gained 8 percent, while Coos added 7 percent and Curry gained 2 percent. In south central Oregon, on the state’s southern border, Lake and Klamath counties’ employment levels are virtually the same as in 2001.

Table 3. Oregon Job Growth by Area, 2001 to 2018.

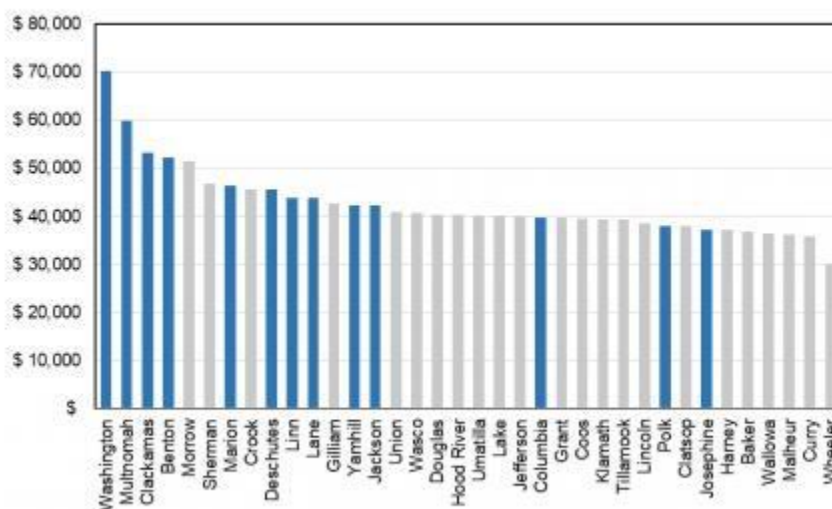
Area	2001	2018	Number Change	Percent Change
Oregon	1,605,200	1,911,700	306,500	19%
<b>Metropolitan Areas</b>				
Albany, OR MSA	40,220	46,020	5,800	14%
Bend-Redmond, OR MSA	53,740	84,920	31,180	58%
Corvallis, OR MSA	37,480	43,620	6,140	16%
Eugene, OR MSA	142,900	161,800	18,900	13%
Grants Pass, OR MSA	22,560	27,150	4,590	20%
Medford, OR MSA	74,960	88,730	13,770	18%
Portland-Vancouver-Hillsboro, OR-WA MSA	974,400	1,197,900	223,500	23%
Salem, OR MSA	139,300	168,500	29,200	21%
<b>Non-Metropolitan Counties</b>				
Baker	5,300	5,450	150	3%
Clatsop	15,500	18,900	3,400	22%
Coos	21,170	22,660	1,490	7%
Crook	6,200	5,930	-270	-4%
Curry	6,450	6,580	130	2%
Douglas	37,950	38,090	140	0%
Gilliam	745	790	45	6%
Grant	2,690	2,340	-350	-13%
Harney	2,580	2,300	-280	-11%
Hood River	8,680	12,000	3,320	38%
Jefferson	6,200	6,580	380	6%
Klamath	23,140	23,080	-60	0%
Lake	2,240	2,250	10	0%
Lincoln	17,280	18,600	1,320	8%

Area	2001	2018	Number Change	Percent Change
Malheur	12,240	11,860	-380	-3%
Morrow	3,120	4,920	1,800	58%
Sherman	645	860	215	33%
Tillamook	8,000	9,310	1,310	16%
Umatilla	28,370	28,240	-130	0%
Union	10,210	10,360	150	1%
Wallowa	2,280	2,540	260	11%
Wasco	8,980	10,280	1,300	14%
Wheeler	315	300	-15	-5%

Source: Oregon Employment Department

Average wages in rural Oregon are lower than in urban areas of the state. The combined average annual payroll in non-metro counties was just \$39,720, compared with \$54,772 in metro areas in 2018. Just four non-metro counties, Morrow, Sherman, Crook, and Gilliam, have average wages that are similar to metro areas. However, the average wages in these four counties are high due to very high wages for relatively few jobs. This increased the overall average without directly raising the wages of other workers. For example, the information sectors of Crook and Morrow counties include jobs at Internet data centers, and the high wages paid in that industry raise the overall county averages above wages in other rural counties.

Graph 8. 2018 Annual Average Wages for Each Oregon County. Average Wages are Much Higher in Most Metro Counties. Metro = \$54,772, Non-Metro = \$39,720.

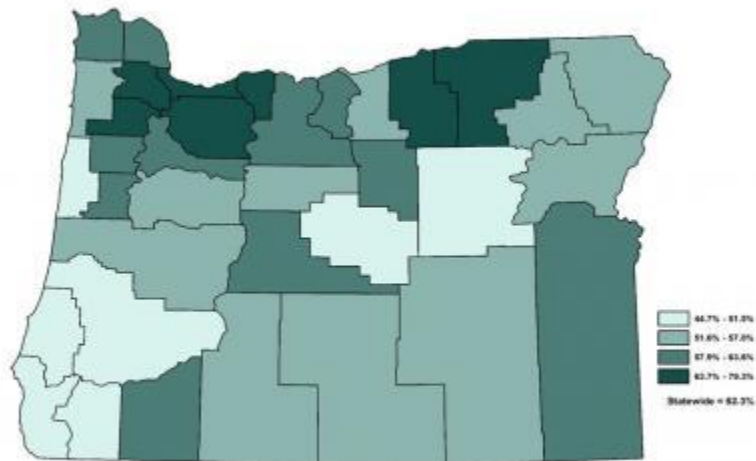


Source: Oregon Employment Department

There tends to be fewer jobs per person living in rural Oregon than there are in urban areas, and a smaller share of the population in rural counties is involved in the labor force. The labor

force participation rate is the share of the population age 16 years and older that is employed or unemployed. Over the last 20 years, labor force participation rates have been falling in Oregon and the U.S. as a larger share of the population reaches retirement age and fewer young people enter the labor force.

Figure 4. Map of Oregon Counties showing the 2018 Labor Force Participation Rates.



Source: Oregon Employment Department

These trends are particularly strong in many of Oregon’s rural areas. Curry County has the lowest labor force participation rate in the state at 44.7 percent in 2018. That means fewer than half of the county’s population age 16 and over was working or actively looking for job. Other counties with low labor force participation include Crook (48.4%), Coos (48.9%), Josephine (49.5%), and Lincoln (50.0%). Some rural counties have higher labor force participation rates. All of the four rural counties that had participation rates higher than the statewide rate of 62.3 percent were located along the Columbia River. These were Hood River (79.3%), Morrow (65.9%), Umatilla (65.0%), and Wasco (63.6%) counties.

Aging rural populations have a direct effect on the aging of the workforce, as shown by the share of the workforce that is age 55 years and over. Many of these workers are planning to retire in the next 10 years, taking their skills and experience with them, and this will impact employers unless they can recruit workers from other areas to sustain the size of their current workforce.

Table 4. Rural Counties have Higher Shares of Workers 55 and Over, 2018.

Area	Number of Workers 55 and Older	Percent of All Workers	Area	Number of Workers 55 and Older	Percent of All Workers
<b>Oregon</b>	<b>438,794</b>	<b>23%</b>			
Wheeler	113	38%	Josephine	7,209	27%
Grant	656	32%	Malheur	3,506	26%
Wallowa	855	32%	Klamath	5,690	26%

Area	Number of Workers 55 and Older	Percent of All Workers	Area	Number of Workers 55 and Older	Percent of All Workers
Gilliam	234	32%	Hood River	3,360	25%
Lake	689	32%	Union	2,552	25%
Lincoln	5,191	31%	Jackson	22,218	25%
Harney	662	30%	Yamhill	8,833	25%
Curry	1,797	29%	Linn	11,399	25%
Coos	6,338	29%	Marion	39,024	25%
Sherman	181	28%	Benton	9,354	25%
Tillamook	2,638	28%	Columbia	2,644	25%
Baker	1,484	28%	Lane	38,017	25%
Jefferson	1,744	28%	Umatilla	7,467	25%
Clatsop	4,603	27%	Polk	4,918	24%
Wasco	2,920	27%	Clackamas	39,960	24%
Crook	1,440	27%	Deschutes	17,742	22%
Douglas	9,594	27%	Multnomah	108,551	21%
Morrow	1,427	27%	Washington	63,755	21%

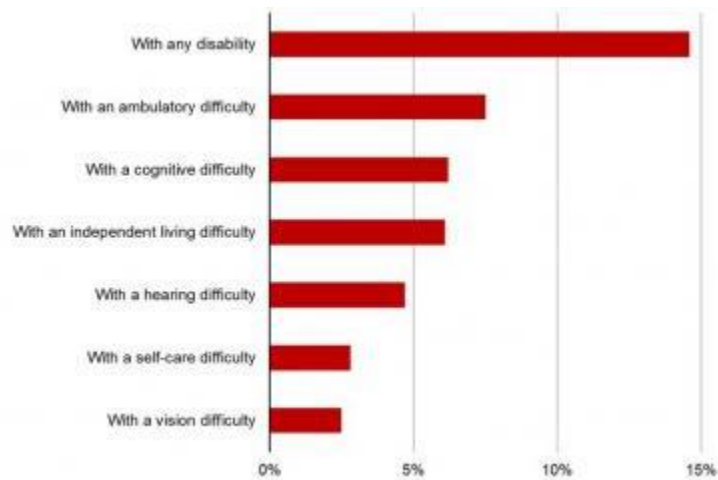
Source: U.S. Census Bureau, Local Employment Dynamics

Rural Oregon stretches across a vast area and encompasses a variety of industries and economic conditions. Areas of rural Oregon with industries meeting the current needs of the economy are thriving. Other areas of rural Oregon have experienced a long-term reduction in jobs, while the jobs that remain often pay lower wages. Going forward, nearly all of rural Oregon faces the challenges of an aging population and a relatively smaller workforce as fewer members of the communities participate in the labor force.

### **Workers with Barriers - Disability:**

In Oregon, there were about 581,000 people with disabilities on average from 2013 to 2017, according to the American Community Survey. This represented roughly 15 percent of Oregon's civilian noninstitutionalized population. Among the population of working age, those 18 to 64, about 302,000 had disabilities. Older people are more likely to have a disability. In Oregon, 52 percent of individuals ages 75 years and older have a disability and about 6 percent of the population ages 5 to 17 have a disability. The first chart shows the frequency of types of disabilities for all Oregonians.

Graph 9. Oregon Disability Population by Type of Disability from 2013 to 2017.



Source: Oregon Employment Department and U.S. Census Bureau

According to the U.S. Bureau of Labor Statistics, the unemployment rate for people with disabilities was 8.0 percent nationally in 2018, more than twice that of people with no disability (3.7%). This national unemployment rate for people with disabilities was higher than for many other groups of people who have high historical rates of unemployment: African Americans (6.5% vs. 8.0%), Hispanics (4.7% vs. 8.0%), foreign-born workers (3.9% vs. 8.0%), and people without a high school diploma (5.6% vs. 8.0%). Teenagers ages 16 to 19 years did have a higher rate of unemployment (12.9%) than people with disabilities.

Among the population ages 18 to 64, about 113,000 Oregonians with disabilities were employed and 20,000 were unemployed on average between 2013 and 2017. About 170,000 were not in the labor force. There is a big difference in the employment rates between Oregonians with a disability and those without a disability. About 38 percent of Oregonians with disabilities were employed versus 76 percent of those with no disabilities. People who are neither employed nor unemployed are not in the labor force. About 56 percent of Oregonians with disabilities were not in the labor force versus 19 percent of those with no disabilities.

### **Workers with Barriers - Veterans:**

In Oregon, some veterans have significant barriers to employment related to being homeless, low income, lack of high school diploma/GED, offenders, 18-24 year olds, Vietnam era/older workers, disabled veterans, and living in rural areas.

Oregon has an estimated veteran population of 288,540 individuals. The percentage of Oregon's veteran population (9.0%) is larger than that of the nation as a whole (7.5%). While the veteran population for the nation has a lower unemployment rate than the overall population, Oregon's veterans have a higher unemployment rate (6.3%) than the general state population (5.9%). Oregon's largest veteran age cohort is the age group 65 to 74 (84,693), with the next largest group being 75 years and older (68,503). The National Center for Veterans Analysis and Statistics projects the overall veteran population in Oregon to decrease by about 13 percent between 2018 and 2026. Oregon veteran population with a disability, under age 65 years is (10.10%) which is higher than the national average (8.60%). The number of veterans in Oregon receiving disability compensation is 72,766 per U.S. Department of Veterans Affairs data (2017).

As of January 2019, Oregon had an estimated 15,876 experiencing homelessness on any given day, as reported by Continuums of Care to the U.S. Department of Housing and Urban Development (HUD). Of that Total, 1,438 were Veterans.

## **Skill Mismatches, Shortages, and Gaps:**

In September 2018, the Oregon Workforce and Talent Development Board (WTDB), working with ECONorthwest and Program and Policy Insight, released the Oregon Talent Assessment. The purpose of the *Assessment* is to assess the market for skills from business and industry's perspective. Specifically, the *Assessment* serves as business and industry's determination of in-demand occupations, skills, talent, gaps, and trends. Its goal is to elevate the understanding of Oregon's skills problem by creating common data and language that can be shared across employers, educators, and workforce intermediaries. The WTDB's intention is to update the *Assessment* every two years.

The 2018 *Assessment* drew on quantitative and qualitative research. It summarized key occupational and wage trends found in a variety of federal and state data sources and reviewed projections. The perspectives of employers were collected through surveys and focus group interviews. Employers' perspectives generally aligned with market data, and the report highlights the instances where they do not.

The 2018 *Assessment's* key findings:

1. Most employers do not report, and data do not suggest, widespread gaps in basic skills. This report defines a skills gap as a widespread shortfall of basic skills that would be consistent with a broad failure of the education system. A majority (77 percent) of employers agreed that their applicants possessed the basic skills required for their vacant positions: the abilities to read for and locate information, to write for communication, and to apply mathematics. Those who identified deficiencies specified inadequate writing skills.
2. About half of employers report a shortage of occupational skills required for specific occupations—with problem solving and critical thinking at the top of the list. The *Assessment* characterizes a shortfall of hard skills—project management, problem solving, machine operation, software competencies, and the like—as a notable challenge in particular occupations. Respondents in the outdoor gear/apparel, construction, bioscience, food and beverage, and wood products sectors reported the biggest challenges, with the absence of critical thinking and problem solving as the lead deficiencies.
3. Employers signal a high demand for engineers, skilled tradespeople, and project managers. While industries have specific employment needs, there are occupational needs that exist across sectors. The most frequently cited occupations across industries include engineers, skilled trades, and project managers. Nearly all sectors are in need of engineers, with the type of engineer dependent on the sector. Electrical and mechanical engineers are in demand across sectors. Several interviewees across multiple sectors cited the need for managers to oversee complex business and technical operations or products. Applicants need a broad range of skills, including data analysis, critical thinking, interpersonal and leadership skills, and knowledge of business operations.
4. Employers recruit out-of-state to meet talent needs. Several key stakeholders indicated that they needed to recruit and hire out-of-state to meet their employment needs for specific occupations: utility line workers, electricians, millwrights, engineers (particularly bachelor's or master's level mechanical, industrial, electrical, computer, and chemical engineers), UX/UI (user experience/user interface) managers, and middle-level project managers. With respect to recruiting electricians and millwrights, employers cited barriers to hiring out-of-state due to Oregon's strict licensing standards.
5. Interpersonal skills are lacking while also growing in importance. The skills are called by many different names: interpersonal, soft, essential, social. They are the skills associated with an individual's habits, personality, and character, including

dependability, leadership, honesty, and the ability to work in teams. Only a narrow majority of employers (55 percent) agreed that applicants possessed the interpersonal skills required for their vacant positions. When employers were asked what skills applicants lacked, communication skills, motivation, dependability, and time management all elicited high responses.

- a. The employers' responses are echoed in recent research that tracked skills associated with growing and shrinking occupations over the past three decades. Occupations that required a mix of high social and high math skills grew at the fastest rate followed by occupations that required high social skills. Occupations that required high math skills and low social skills shrank as a size of the labor market, while occupations that required low social and low math skills fared the worst of all. The conclusion: the labor market has been rewarding humans for performing tasks that computers cannot do.
6. Modest wage growth tempers declarations of widespread skill shortfalls. The traditional relationship between unemployment rates and wage inflation is broken in this economic expansion. Nationally, low unemployment rates would suggest an economy near full employment, which typically triggers higher wages and inflation concerns. In this business cycle, wages have yet to accelerate. The relatively modest wage growth makes economists question employers' calls of skill gaps and shortages.
    - a. Oregon's experience is somewhat different than the nation's. Recovery and wage growth at the state level has outpaced the U.S. average. However, Oregon's average wages are still below national levels. Pay in Oregon's rapidly expanding professional and business services sector, which increased at an annual rate of 4.2 percent between 2007 and 2017, could support a story of shortages. It's hard to find similar evidence in other sectors. Even in construction, where anecdotes of cost overruns are common, wage growth corresponds to broad economy averages. Employer survey responses align with this wage story. When asked how they overcome hiring difficulties, only 35 percent identified wage increases as a remedy.
  7. Populations that remain outside the labor force, late in this economic expansion, warrant priority consideration under the forthcoming adult workforce goal. This economic expansion, at the time of publication, is the second longest in the post-World War II era. Yet labor force participation rates (i.e., the share of the population working or seeking work) are still below those recorded in the early 2000s and 1990s. For the expansion to continue, more people will have to be pulled off the sidelines. Sizable, traditional working age populations are still without work. Almost half have a high school degree or less. And among that population, half receive federal food assistance and 40 percent have children. These late-expansion, non-workers—especially those with limited education—are obvious candidates for a full suite of basic skills training, supportive work environments, and job search assistance programs.
  8. Demography and automation play the leading roles in job projections. The Oregon Employment Department's recently released 10-year projections boil down to several broad themes: an aging population will demand more healthcare and caregiving; automation will continue to erode employment in all sectors related to paper, from papermaking to publishing; today's low residential and commercial vacancy rates (and high prices) suggest strong growth in the construction sector; and the government—at all levels—is positioned for slow growth. Five of the top ten fastest growing occupations are health-related: physician assistants, home health aides, nurse practitioners, health specialties teachers, and health diagnosing practitioners. With the leading edge of the Baby boom generation entering their mid-70s, these projections seem like a reasonable scenario.



- a. The scope and pace of technological progress is the big question mark. In the near term, most observers anticipate continued destruction of routine work tasks, with disproportionate impacts in food service, office and administrative, sales, and production occupations. Most affected occupations won't disappear entirely, but the nature of the job will change, and workers will have to adapt accordingly. Artificial intelligence experts anticipate even more disruption and see technology outperforming human labor at higher points on the skill ladder (e.g., disease diagnosis, creative writing, and clothing design). The trends warrant close monitoring.
9. Employer forecasts of talent needs are common, short-term, and largely unshared. Almost all (97 percent) survey respondents and the majority of interviewed stakeholders note that they primarily use internal company data and analysis to guide forecasting and planning. Most industry stakeholders suggest forecasting timeframes ranging between 3 and 12 months, with ongoing weekly discussions. Respondents described rapidly changing information and the need to be responsive and nimble to changing conditions. The majority of stakeholders indicate that they limit their forecasting analysis to internal use only and do not share with other firms, training providers, or educational or workforce institutions.
  10. Employers report progress on strengthening the talent supply chain through externships, internships, apprenticeships, and reinvigorated career technical education programs. Respondents described a number of recruiting mechanisms designed to attract prospective employees at a younger age. Educator externships expose K-12 teachers, administrators, and counselors to the work they do, and the skillsets required to be successful in these careers. This in turn influences how young people learn about workplace skills and engage with career path options. CTE programs are expanding in high schools, allowing students to get hands-on experience in a wider variety of career options and skill areas. Industries are working closely with post-secondary institutions to develop and support curricular options to train their future workforce. Businesses and education institutions are supporting work-based learning opportunities for future potential employees, such as apprenticeships and internships. Industries are collaborating with associations and workforce development to invest in augmenting displaced workers' skillsets to support them in transitioning to careers in new sectors. Some industries are working to diversify their workforce by targeting women, minorities, and veterans in their training and recruitment efforts.

## **MODIFICATION:**

### Workforce Analysis

Looking ahead, Oregon's economy faces many of the same demographic challenges seen across the nation. This includes the aging of the workforce and baby boomer retirements, lower rates of young people participating in the labor force, and slower job growth in rural areas. Oregon's labor force rebounded from the pandemic recession, and has recently stabilized slightly below 2.2 million people. Oregon's labor force participation rate (62.2% in December 2021) has also rebounded, and increased slightly above the pre-pandemic rate.

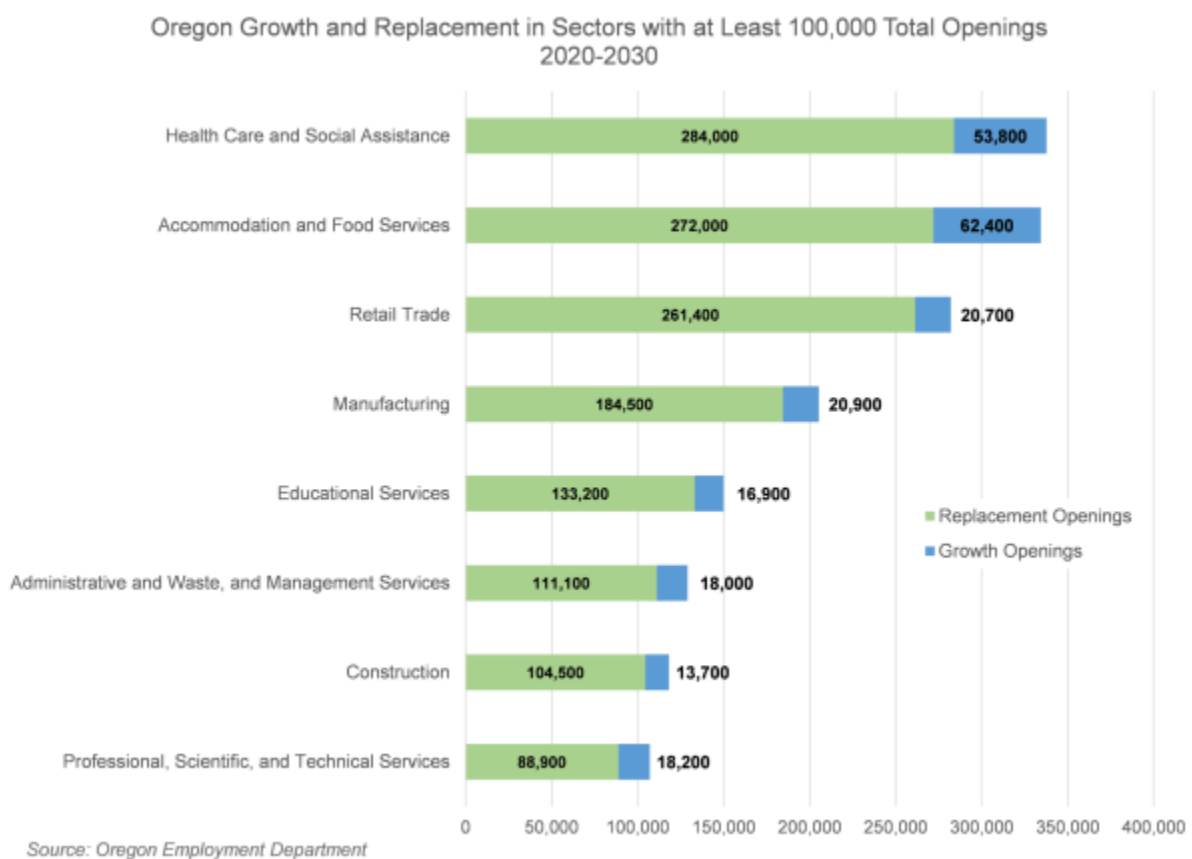
Population growth has driven labor force growth in recent years. This is a result of natural increase (births minus deaths) and net migration. As labor force participation trends down due to increased retirements and lower participation among youth, future labor force growth could be limited to the rate of population growth.

### Skill Gaps

As workers progress in their careers, they may change occupations. This creates an opening in the occupation they leave that can be filled by someone new to the occupation who may need training to fill that opening. Also, when a worker reaches the end of their career, they leave the labor force, again creating an opening that may require a trained worker to fill it.

We use the phrase “replacement openings” for the total number of occupational openings due to people changing occupations or leaving the labor force. Far more workers are needed to fill replacement openings than for “growth openings” that are due to net job growth. Even in some occupational groups with little anticipated net job growth, replacement openings can be numerous.

Projections by the Oregon Employment Department indicate that Oregon will add about 318,000 jobs between 2020 and 2030. For every one new job, there will also be an additional 9 job openings (or 2.2 million total) replacement job openings from workers leaving the labor force for retirement or other reasons, or making major occupational changes.



**Key Labor Market Trend: Employer Difficulty Finding Workers**

Throughout the year, the Oregon Employment Department surveys private employers from all industries and areas of the state to ask about the job vacancies they are actively trying to fill. Employers provide the job title, starting wage, and education and experience requirements for each of their vacancies. They also specify whether their vacancies are for full or part-time positions, and permanent or seasonal jobs. If they face hiring challenges, employers also write in the primary reason for difficulty filling each job opening.

Job vacancies hit record totals in 2021; there were 107,000 job openings with private employers in summer, and 103,000 in the fall. Prior the pandemic, the largest number of job vacancies reported by private employers was 67,000 in summer 2017.

Hiring demand was so strong in 2021 that, as of fall, there were more job openings than unemployed people. In both Oregon and across the U.S., there were about 7 unemployed people per every 10 job openings. There were also more job openings than unemployed people in every workforce region of Oregon, with one exception. In Southwestern Oregon, there was a ratio of one unemployed person per job vacancy. One result has been widespread difficulty filling job vacancies. The majority of job openings were hard to fill in every sector of Oregon’s economy in 2021.

With low unemployment rates and relatively small available workforce, the largest hiring challenge employers faced in 2021 was a lack of applicants. In fall 2021, Oregon’s private employers reported 78,000 (or 76% of all) job openings as difficult to fill. Nearly 34,000 (or 49%) of the hard-to-fill vacancies had either too few or no applicants.

Key Labor Market Trend: Difficulty Filling Health Care Jobs

Amid an ongoing pandemic, difficulty filling job openings in health care has been an area of heightened concern. Yet, Oregon’s health care sector has consistently had the largest need for workers since at least 2013, when Oregon’s job vacancy survey began. The pandemic both revealed and intensified existing labor market challenges in the industry.

In the fall of 2021, there were 16,000 vacancies in the health care sector for jobs in healthcare practitioners and healthcare support roles in Oregon. Hard-to-fill practitioner and support job openings in Oregon’s health care sectors were much more likely to require previous experience (59%) than the not difficult-to-fill health care job vacancies (25%).

**Major Indicators from Oregon Health Care Job Vacancies  
By Vacancy Type, Fall 2021**

	<b>All Health Care Vacancies</b>	<b>Not Difficult-to-Fill</b>	<b>Difficult-to-Fill</b>
Vacancies	16,031	2,116	13,915
Average Hourly Wage	\$25.82	\$24.31	\$25.97
Full-time Positions	80%	80%	80%
Permanent Positions	100%	100%	100%
Requiring Education Beyond High School	58%	64%	57%
Requiring Previous Experience	55%	25%	59%
Difficult to Fill	87%	0%	100%

*Source: Oregon Employment Department, Oregon Job Vacancy Survey*

Both hard-to-fill health care vacancies and those filled without difficulty were more likely to require education beyond high school (three out of five) than job vacancies across all sectors (one out of three). In addition, difficult-to-fill health care vacancies are far more likely to require previous experience than job openings that weren’t hard to fill. As employers report record levels of hiring across industries, health care is competing with opportunities across sectors. The training and experience required to meet the needs of the health care industry can take time to translate to a ready workforce.

The COVID-19 virus itself, and upcoming workforce retirements both have an outsized impact in on the health care industry. That’s the case for not only those working frontline health care jobs,

but also those who aren't anymore. In May 2021, the Oregon Office of Economic Analysis published research showing that job losses for workers ages 65+ were concentrated in a handful of occupations. Health care support workers were among them. In Oregon, the health care and social assistance sector has the largest number of workers likely nearing or reaching retirement age by 2030. As of 2019, about 67,000 workers in the industry were at least 55 years old.

Since health care is more reliant on workers who have education beyond high school, the sector is also more exposed to future labor shortages if education pipelines are crimped or bottlenecked. The first year of the pandemic saw a significant decline in the number of students completing a certification or degree program in a health profession (-12%). Similar declines in completion were seen in Washington and Idaho, meaning that recruiting new workers from regional training programs was going to be just as difficult.

#### Key Labor Market Trend: Recruitment and Retention in a Tight Labor Market

Oregon closed out 2021 with 103,000 job openings, just slightly below the all-time record of 107,000 reached in summer. Hiring demand was widespread throughout industries and occupations. In fall 2021, five industries had more than 10,000 vacancies in the fall, and employers reported vacancies in 270 different occupations. At the same time, Oregon's unemployment rate in December (4.1%) was low by historical standards.

Taken together, the strong hiring demand, relatively low unemployment, and barriers keeping some workers on the sidelines has created a tight labor market. Employers across the economy have responded to tight labor market conditions, prior to COVID-19 and now, in a number of ways:

- Employers have raised wages. The average starting wage for a job in Oregon rose to \$21 per hour between the fall of 2020 and fall of 2021, which rose to \$21 per hour. That's a 14% increase from one year before, and that's after adjusting for inflation, which was notably higher over the year.
- Some employers have added or increased benefits, perks, and bonuses either in addition to or instead of raising wages. These include benefits that typically come to mind, but also other perks like flexible work schedules, performance bonuses, and paid professional development training, among others.
- Relaxing previous experience requirements when possible, and when it doesn't pose a safety risk, can increase the number of people who qualify for jobs.
- In tight labor markets, employers tend to layer help wanted signs with other efforts such as referral incentives, signing bonuses, posting with online job boards, and working with recruiters outside of their immediate geographical area. This includes listing job openings with WorkSource Oregon.

In a low unemployment environment with record numbers of job openings, it's important to layer these strategies, for both newly hired and existing workers.

#### Workers with Barriers: Older Workers

Oregon's workforce is aging. The number of Oregon jobs held by workers age 55 and over more than tripled from 1992 to 2019, while the total number of jobs grew by slightly more than 50%. Workers 55 years and over held just 10% of the jobs in 1992. By 2019, that share increased to 24%. Driving this trend is the fact that most of the Baby Boomer Generation is now 55 and over, and they are more likely to be in the labor force than previous generations were at ages 55 and beyond.

The pace of retirements will likely be faster in industries that have an older workforce profile. Industry age profiles vary. The relatively young accommodation and food services sector has 15% of jobs held by workers ages 55 and over. By contrast, one out of three jobs (33%) in the mining and quarrying sector are held by workers 55 and older. Health care (both private and public) stands out for the size of its aging workforce, with 67,000 workers age 55 and over. Other industries with a large number of workers nearing retirement age include manufacturing (49,000 workers), retail trade (46,000), and private and public educational services (41,000).

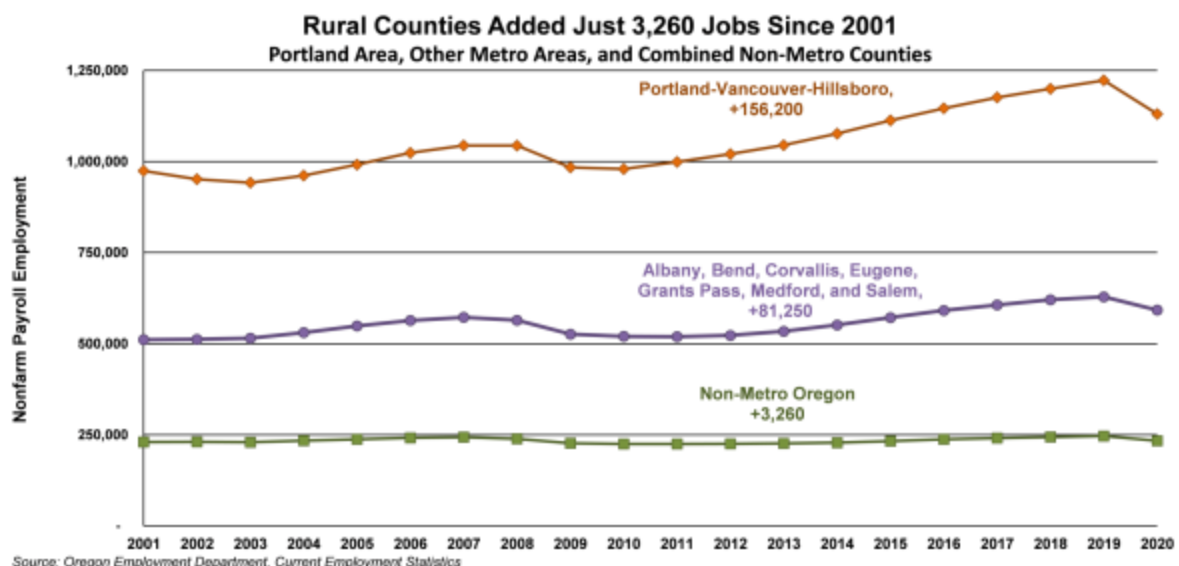
Rural counties tend to have a higher shares of older workers, and could feel the impact of the aging workforce more than metro counties. More than one out of four jobs (27%) were held by workers 55 years or older in rural areas.

Although older workers are a smaller share of the workforce in metro counties, there are a lot more of them. Multnomah County alone has more workers ages 55 and older (113,000 workers) than all of rural Oregon combined (67,000). However, Multnomah County has nearly as many jobs held by workers ages 45 to 54 (106,000). Meanwhile, rural Oregon has fewer jobs held by workers ages 45 to 54 (48,000).

Employers in metro counties will generally tend to have a larger pool of younger workers to recruit from when replacing retiring workers. Rural counties will need to either recruit workers from other areas, or engage area workers who aren't actively in the labor force, just to maintain the size of their current workforces.

### Workers with Barriers: Rural Workers

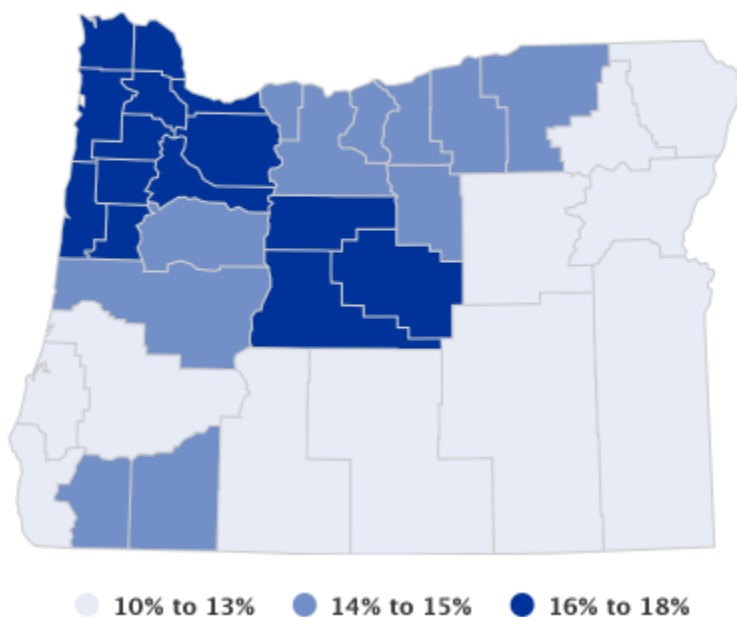
Taken together, Oregon's 23 rural counties lost a smaller share of jobs during the pandemic recession. By December 2021, they had also regained a larger share of their job losses (85%) than Oregon's metropolitan counties (75%). But in the longer term, Oregon's rural counties tend to experience slower job growth than the state's metropolitan areas.



This trend of slower growth in rural areas is expected to continue into the future. Most of Oregon's rural areas are expected to grow at a slower rate than Oregon statewide (16%) between 2020 and 2030. Employment growth is projected to be the slowest in Southwestern Oregon (10%), the South Central region (11%), and Eastern Oregon (12%).

## Regional Employment Projections, 2020–2030

Oregon = 16%



Source: Oregon Employment Department

Both population growth and labor force participation affect a region's ability to add jobs. Rural counties, particularly in Southern and Southwestern Oregon, tend to have lower labor force participation rates (LFPR). One factor associated with a county's LFPR is the age composition of the population in that county. LFPRs vary by age group. People age 65 years and over have the lowest LFPRs of all age groups (19.3% in Oregon for 2019), as many individuals in this category are retired. Generally, Oregon counties that have a higher percentage of the population age 65 years and over tend to have lower labor force participation rates. The counties with the lowest LFPRs in Oregon tend to have higher percentages of the population that are age 65 years and over relative to other counties in Oregon – Curry County (35.0%), Crook County (25.2%), and Coos County (26.5%). On the other hand, the counties with the highest LFPRs all have low percentages of the population that are age 65 years and over – Hood River County (16.3%), Washington County (13.9%), and Multnomah County (13.9%).

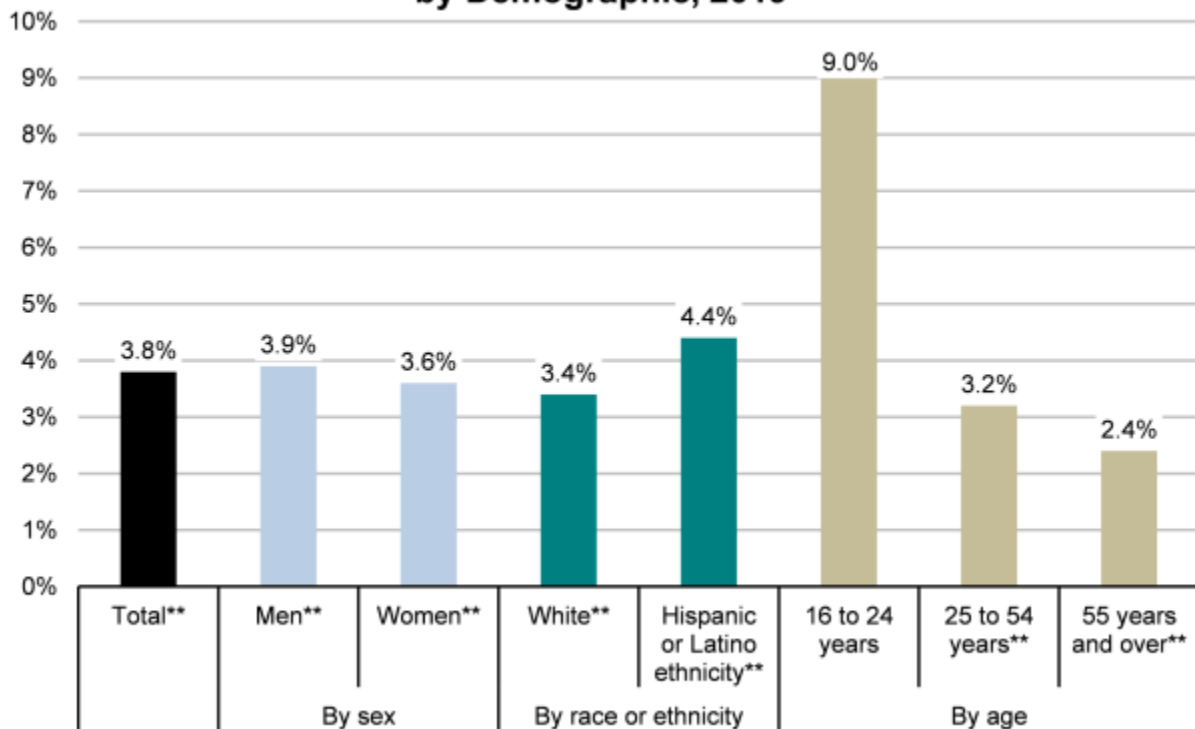
### Workers with Barriers: Race and Ethnicity

Oregon also had its largest annual average labor force in 2019, with 2.11 million workers. At the same time, the number of unemployed workers (77,900) reached its lowest point since 1978. The record high labor force and low unemployment numbers translated into the state's lowest annual unemployment rate on record in 2019, at 3.8%.

Across all demographics, Oregon workers experienced low unemployment rates relative to historical trends. In 2019, the annual unemployment rate reached a 20-year low for both men (3.9%) and women (3.6%). Similarly, unemployment rates hit their lowest in the 21st century for white (3.4%) and Hispanic or Latino (4.4%) workers in 2019.

Workers ages 25 to 54 also saw unemployment at a 20-year low (3.2%), as did workers 55 and older (2.4%). Workers ages 16 to 24 consistently have higher unemployment rates. That was also the case for Oregon's youngest workers in 2019, with unemployment at 9.0%, which was slightly above their lowest rate (8.1%) in 2017 and 2018.

## Oregon Annual Unemployment Rates\*\* by Demographic, 2019



Source: Oregon Employment Department and U.S. Bureau of Labor Statistics, [bls.gov/lau](https://bls.gov/lau)  
\*\*indicates lowest annual unemployment rate since at least 1999

The U.S. Census Bureau’s American Community Survey (ACS) covers a broader sample of households, and unemployment rate estimates for some races not published for Oregon by the Bureau of Labor Statistics. The broader picture from the American Community Survey looks much the same: unemployment rates were at or within the margin of error of their record lows for each respective demographic going back to at least 2010. That said, Census-based unemployment rates for Oregon’s Asian (4.0%) and white (4.9%) workers were slightly lower than for Black or African American Oregonians (6.2%), and workers of two or more races (7.7%) in 2019.

During the economic recovery in 2020 and 2021, unemployment rates have improved dramatically across all demographics. Yet as of December 2021, the Bureau of Labor Statistics reported the national unemployment rate for Black or African American workers was 7.1%, compared with 3.9% for all workers. At 4.9%, workers of Hispanic or Latino origin had slightly higher unemployment rate than all U.S. workers in December 2021.

### Workers with Barriers: Disability

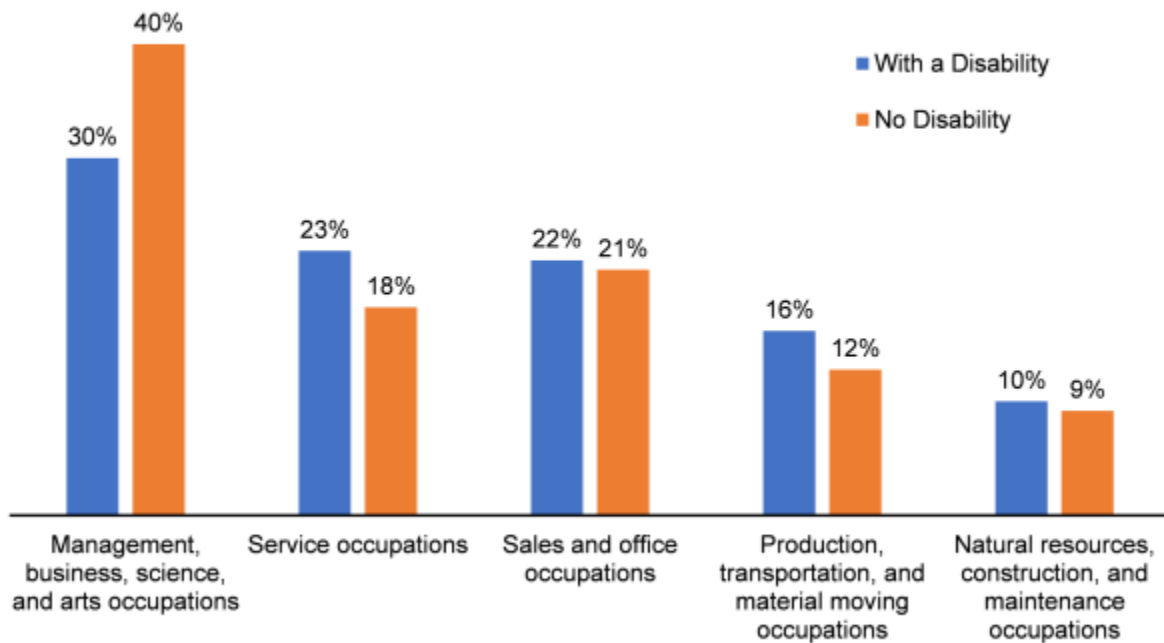
According to the U.S. Bureau of Labor Statistics, the unemployment rate for people with disabilities was 12.6% nationally in 2020, 4.5 percentage points higher than that of people with no disability. This national unemployment rate for people with disabilities was higher than for many other groups of people who have high historical rates of unemployment: African Americans (11.4% vs. 12.6%), Hispanics (10.4% vs. 12.6%), foreign-born workers (9.2% vs. 12.6%), and people without a high school diploma (11.7% vs. 12.6%). Teenagers ages 16 to 19 years did have a higher rate of unemployment (17.9%) than people with disabilities.

Among the population ages 18 to 64, about 119,000 Oregonians with disabilities were employed and 17,000 were unemployed on average between 2015 and 2019. About 162,000 were not in the labor force. There is a big difference in the employment rates between Oregonians with a disability and those without a disability. About 25% of Oregonians ages 16 years or older with

disabilities were employed versus 67% of those with no disabilities. People who are neither employed nor unemployed are not in the labor force. About 72% of Oregonians with disabilities were not in the labor force versus 30% of those with no disabilities.

Oregonians with disabilities hold a variety of jobs. The relative popularity of occupations is fairly similar for people with and without a disability, except relatively fewer people with a disability work in management, business, science, and arts occupations and relatively more work in service occupations and production, transportation and material moving occupations.

### Oregon Occupational Composition by Disability Status, 2019



Source: Oregon Employment Department and U.S. Census Bureau, 2015-2019 5-Year Estimates

This may be a reflection of different educational outcomes for Oregonians with disabilities. Nineteen percent of people with a disability had a bachelor’s degree or higher versus 37% of those without a disability. Fourteen percent of people with a disability didn’t graduate high school versus only 8% of people without a disability.

Occupational differences also portend the smaller proportion of people with disabilities in higher income groups. About 35% of working people ages 16 and over without a disability earned \$50,000 or more in the 12 months prior to answering the 2015 to 2019 survey versus only 22% of people with a disability.

Earnings for people with disabilities are lower than for those with no disabilities. Oregonians with disabilities had median earnings of \$22,262 compared with median earnings of \$34,557 for Oregonians without disabilities. Women with disabilities had lower earnings than men with disabilities. From 2015 to 2019, women’s earnings (\$17,669) represented about two-thirds (65.4%) of men’s earnings (\$27,036).

## 2. WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ACTIVITIES ANALYSIS

### Oregon's Workforce Development Activities



In 2017, as part of continued efforts to implement WIOA, the Workforce System Executive Team (agency strategic and operational leaders for workforce programs and services) and the Oregon Workforce Talent and Development Board (WTDB) adopted updated WorkSource Oregon (WSO) Operational Standards as a system-wide expectation for service delivery. Partners came together to further integrate Department of Human Services Vocational Rehabilitation and Self-Sufficiency employment and training programs, Oregon Commission for the Blind, as well as Adult Basic Education funded through WIOA title II with WIOA core programs.

New programs have been incorporated into Oregon's Combined State Plan including Trade Adjustment Assistance for Workers carried out by the Oregon Employment Department, Employment and Training Activities carried out by the Department of Housing and Urban Development, and the Senior Community Service Employment Program carried out by the Department of Human Services. The intent of their inclusion is to deepen the services available to customers and to expand the service delivery system. *While the Trade Adjustment Assistance for Workers program has been fully integrated into WSO Centers the other new programs have not.*

Partners at both state and local levels strive to exceed these standards and pursue further integration of: staff, resources, resource management, customer enrollment and service delivery. The standards are based on premise that partners will continually work together to improve the system, engage new partners, and better serve Oregon job seekers, workers, and businesses.

### **Core Activities in the Workforce Development System:**

Exploratory Services are provided to determine where customers are on their journey to employment and/or training and where they want to be in the future. Each customer completes a one-on-one "Welcome Conversation" with staff to assess individual need, determine program eligibility, and develop an individual service plan which may include referral to services and training programs as relevant and appropriate. The intent is to listen to customers' needs and guide them toward their next steps based on individual needs rather than a one-size-fits-all approach of requiring formal assessments and processes for all customers coming into the center. At least one Exploratory Service will be provided to each customer at each visit, resulting in all customers receiving a value-added service prior to their departure. Customers needing to register with the labor exchange system, or interested in pursuing Career or Training Services will be provided a customized one-on-one engagement including specific next steps. Staff provides LMI and referral to appropriate resources and partner services.

Career Services are those services that assess a person's readiness to work and provide employment statistics information to inform career goals and opportunities for advancement in occupations. Key values provided to job seekers through provision of Career Services are to ensure they know their skills, know how their skills match the labor market, and know which tools are available for them to acquire the skills needed to be competitive. Career services include: Eligibility determination; orientation; job search; placement assistance; career counseling; the provision of information on in-demand industry sectors and occupations, non-traditional employment and local labor market information. Effective Career Services rely on assessment, development of a focused Individual Employment Plan (IEP), career planning and skills validation. Referrals to and coordination of activities with other programs and services will be provided as they relate to the career service needs of customers.

Individuals determined to be in need of training to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment may be eligible to receive Training Services. Local areas may also prioritize training connected to sectors and target populations as part of the local plan and priorities of

the Governor of Oregon, and will create opportunities for remediation. In Oregon, individuals with barriers to employment includes those defined under WIOA (see definitions in Appendix C) as well as veterans, unemployed workers, and youth. An IEP is required for all customers accessing Training Services. The IEP will be used to inform training needs, as well as to verify if customers have the skills to be successful in training prior to enrollment into the training program. The IEP must include: clear employment goals, demonstration that selected training is directly linked to employment opportunities in the local area or in an area to which a participant is willing to relocate, timelines attached to the set goals, and a budget that has accurate and clear costs and funding sources for the planned training activities and related costs that support successful completion of training.

**MODIFICATION - Paragraph added:** Trade Act Navigators (TANs) are active members of every Local Area Rapid Response Team. By participating in Rapid Response presentations, they assist in identification of any potential Trade impacts to workers, coordinate and present Trade Act Information sessions when a worker group has been certified for TAA, navigate Trade-affected workers to benefits and services, leverage regional business services for job development and work-based learning opportunities, develop and case manage TAA On-the Job training plans. TAA Case Managers (TAA CMs) are centrally located in the state to provide consistent program service delivery to all TAA participants. TAA CMs provide Initial and Comprehensive Assessments, provide employment and training counseling, develop Individual Employment Plan (IEP), approve, provide, and pay benefits and services including TAA-funded training, partner and refer TAA participants to Title I Dislocated Worker (DW) staff for required co-enrollment; leveraging assessments to avoid duplication of services, and braiding of services between TAA and Title I DW program to improve outcomes for shared customers. Oregon's TAA for Workers Program includes both the TAA re-employment and training services and Trade Readjustment Allowance (TRA) UI extended benefits staff that are co-located and centrally administered under one Program Manager.

Comprehensive Business Services are offered through WSO centers to ensure that WSO is providing a value-added service to businesses and is supporting local sector strategies and investment priorities. The most important Business Service WSO provides is connecting employers to qualified candidates. Business services are responsive to business and workforce needs of the local area, how these align with local sector strategies, and protocols to access recruitment processes and other services. All WSO centers will provide appropriate recruitment and other business services on behalf of employers, including small employers, in the local area. Business services include: recruitment services, customized training, incumbent worker training, job postings, incentives, and rapid response.

**MODIFICATION - Removed staffing numbers in the following paragraph**

In addition to all WSO Center staff working with veterans, the Oregon Employment Department operates three specialized programs throughout Oregon to assist veterans, eligible persons, and businesses to connect with one another using the Jobs for Veterans State Grant (JVSG). The JVSG funding supports Disabled Veterans' Outreach Program Specialist (DVOP), Local Veterans' Employment Representatives, and Consolidated DVOP/LVER. These DVOP, LVER, and Consolidated DVOP/LVER staff are assigned to State WSO Centers throughout Oregon and are fully integrated into and functionally aligned with WSO Center services. They utilize the other WSO Centers to provide JVSG program services in all 36 counties.

**MODIFICATION - Removed and replaced entire "DVOP" section below**

Disabled Veterans' Outreach Program (DVOP):

DVOP specialists are professionally trained to provide exclusive services to meet the employment and training needs of special-disabled veterans, eligible veterans, and eligible persons that have significant barriers to employment (SBE). DVOP specialists are actively

involved in outreach efforts to increase program awareness and participation among those with the greatest barriers to employment. DVOP specialists provide customized one-on-one employment service using a case management framework: conduct comprehensive assessments and document SBE; create Individual Employment Plans (IEP's) that identify a career field, short-term goals with action items to achieve career objective and to overcome the SBE; conduct ongoing assessments during consistent contacts, both pre- and post-placement into employment; write case notes, and document case management exit outcomes. DVOPs diligently work with any eligible veteran and/or eligible persons that meet one of the targeted populations defined by USDOL-VETS, and additional USDOL-VETS approved Special Initiative services specifically targeted by the WorkSource Centers.

DVOPs connect case managed customers that are job ready with the WorkSource Regional Business Services (RBS) staff and Local Veterans' Employment Representative staff to facilitate job placement. The WorkSource Center staff make referrals to the DVOP or Consolidated DVOP/LVER when they identify an eligible veteran/eligible person with a Significant Barrier to Employment (SBE).

Local Veterans' Employment Representative (LVER):

**MODIFICATION - Removed and replaced entire "LVER" section below**

Professionally trained LVERs conduct outreach to the business community and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and to encourage the hiring of disabled veterans. The State's Business Services delivery model divides the state into nine separate Workforce Regions. The LVER functions as a member of several Regional Business Services (RBS) Teams located in the AJCs across their respective regions. LVERs primary focus is to conduct outreach to employers, including federal contractors and labor unions. RBS Teams provide employer follow-up leads to the LVER, and likewise the LVER will provide direct contact with the appropriate RBS member or special program representative (e.g., WOTC). LVER staff collaborate with RBS on targeted veterans' events, employer visits, business presentations, and community meetings. LVER staff provide program continuity by acting as the subject matter expert on veteran recruitment, retention, hiring, and other USDOL programs like the HIRE Vets Medallion Program (HVMP). LVERs provide support to other USDOL Programs, such as Homeless Veterans' Reintegration Programs (HVRP), to facilitate job placements. In addition, LVERs work with all State WSO Center staff to identify and build capacity to increase employment and training resources for veteran employment.

**MODIFICATION - Removed and replaced entire "Consolidated DVOP/LVER" section below**

Consolidated DVOP/LVER Positions:

Oregon has Consolidated DVOP/LVER staff, as approved by DOL-VETS, in accordance with Title 38 USC, § 4102a subsection (h) that allows for a JVSG staff person to perform DVOP and LVER roles to serve DVOP eligible persons, with a particular emphasis on disabled veterans, and rural business. The Consolidated DVOP/LVER positions provide more efficient administration of DVOP duties and LVER duties in rural Oregon.

**Priority Activities in the Workforce Development System - Industry Sector Strategies:**

All Local Workforce Development Boards identify targeted sectors as part of their planning process. LWDBs develop service priorities and dedicate resources based on local plans and investment strategies. Strategies by LWDBs focus on demand-side aspects including connections to economic development and regional priorities, and the engagement of employers and industry groups while strategies by WSO will focus on the supply-side elements of a sector strategy, utilizing sector-based career pathways and training programs to prepare

and connect qualified job seekers and workers to high-demand sector-based occupations and careers.

#### **Priority Activities in the Workforce Development System - Work-Based Learning:**

WIOA aims to create job-driven centers that focus on work-based learning, industry-recognized/post-secondary credentials, career pathways, and enhanced connections to registered apprenticeship. Work-Based Learning (WBL) as defined in Oregon's CTE State Plan is structured learning in the workplace or simulated environment that provides opportunities for sustained interactions with industry or community professionals that foster in depth firsthand experience of the expectations and application of knowledge and skills required in a given career field. It includes apprenticeship, on-the-job training (OJT), clinical/practicum/internships, school-based enterprises, workplace simulation/technology-based learning, service-learning, and cooperative work experiences that are linked to careers.

#### **Priority Activities in the Workforce Development System - Adult Attainment:**

In 2018, the Higher Education Coordinating Commission (HECC) and the Workforce and Talent Development Board (WTDB) established a new statewide adult education and training attainment goal. The broader purpose of the Adult Attainment Goal is to drive improvements in Oregon's educational and workforce systems.

#### **Support for Workforce Development System Activities - Support for Job Seekers:**

UI claimants are a priority population for receiving re-employment services. Most Unemployment Insurance (UI) claimants are required to attend an in-person orientation with Employment Services staff. This process includes a one-on-one meeting with a workforce representative who reviews the customer's registration to ensure a quality profile for job matching, provides an overview of workforce services and training programs, provides customized labor market and career information for informed decision making, and refers the customer to reemployment and training services including job-finding workshops as appropriate. State analyses indicate that early intervention with claimants results in a significant saving in UI benefit payments.

Another important population group served by WSO is SNAP recipients. Oregon has a large population of SNAP recipients. In April of 2019, for example, 601,486 people in 352,956 households were served through the SNAP program in Oregon. This population group includes low-income families and individuals, the elderly, and people with disabilities. SNAP recipients are eligible to participate in the SNAP Employment and Training (SNAP E&T) program.

Participants in the SNAP E&T program receive a one-on-one orientation to the employment and training services available through WSO, including the SNAP Provider Network, which includes the Oregon Employment Department (OED), WSO partners and community-based organizations that receive SNAP E&T funding.

OED staff serve SNAP participants through a case management model of customer service which includes an orientation, assessment and the development of an individualized case plan. The plan is developed in partnership with the participant and lays out employment goals and next steps for a successful job search. SNAP participants are also eligible for support services to assist with transporting, clothing, tools, training and other job-finding expenses. Following placement, participants are then eligible for retention services to help ensure a successful and positive transition to employment. Retention services may include one-on-one coaching or support services as described above.

#### **Support for Workforce Development System Activities - Integrated Performance Measurement:**

Integrating data across information systems is key to local service delivery and is critical for maximizing accountability and transparency. The state remains committed to exploring ways to better link information systems and offer “no wrong door” access to all customers.

Data from Oregon’s system-wide performance measures continues to be available for the employment related indicators, basic skills attainment, and Temporary Assistance to Needy Families (TANF) caseload management. Oregon’s cross-system outcomes accountability system, Performance Reporting Information System (PRISM), gathers demographic data on customers served by nearly all workforce partners, ensuring analysis and evaluation can occur based on customer cohorts (e.g., racial/ethnic minority status, age group, or educational attainment level). Many results are available at a statewide level, by agency/partner program, and/or by local area – or by combinations. These system-wide performance data are available at [www.qualityinfo.org/pm](http://www.qualityinfo.org/pm).

PRISM was established to collect, analyze, and report on workforce development services, customers receiving these services, and employment outcomes after receiving services. PRISM measures how effective Oregon’s workforce agencies are at helping people find and keep jobs and improve wages. Information and data is updated regularly, and this, combined with the ability to filter results and compare trends over time, gives program managers, stakeholders, and even the general public the ability to view, analyze, and evaluate various performance-related measures across Oregon’s workforce system.

### Oregon’s Strengths and Weaknesses of Workforce Development Activities

#### **Strengths:**

The Oregon Workforce and Talent Development Board (WTDB) approved a new strategic plan in 2019. The 2020-22 Strategic Plan reflects several shifts that are expected to be significant strengths. First, the Strategic Plan is more focused. The one-page format provides for greater transparency and accountability. Second, its two-year time frame is much more nimble providing greater opportunity to respond to changes in the economy and workforce. Third, it was developed by a board with full membership reflecting most of the important industry sectors in Oregon with engagement by many partners. Finally, it will be implemented at the board level by teams focused on each of the five imperatives (goals) included in the plan and task forces focused on priority issues such as artificial intelligence, licensing, self-sufficiency, essential workplace skills. Each of these teams and task forces are led by business members on the board.

Oregon’s workforce development system includes more than state agencies and local delivery at WSO centers. One of the greatest assets of Oregon’s workforce system is a culture of strong communication and partnership between programs that goes well beyond the required partners in the WSO centers. Processes, where feasible, have been built to increase cooperation and integration, across the partners included in Oregon’s Combined State Plan as well as many others such as Oregon’s network of 17 community colleges, 17 adult basic skills programs, nine local workforce development boards/areas, community-based organizations, and other partnerships.

Strong and expanding partnerships and increasing alignment are driven by Oregon’s priority for continuous improvement in the workforce development system. Diminishing federal resources have presented challenges that, in part, have sparked state and local innovation and resource leveraging. One such innovation is the creation and funding of the WTDB’s Strategic Innovation Grants (SIGs). SIGs are now in their second round providing for potential partners (grantees) outside of the traditional workforce development system and focusing on innovation that supports the WTDB’s Strategic Plan.

Another key strength is the membership and staff of the local workforce development boards who provide a solid convening table for labor, economic development, elected officials,

education, workforce development and human service providers to create local solutions in response to the needs of the workforce and business. This is clearly evident in the application of industry sector partnerships across the state particularly Next Generation Sector Partnerships[1]. One example is a Next Gen tech sector partnership coordinated by the Lane Workforce Partnership and the Technology Association of Oregon that has resulted in a new all-time high number of tech companies at 503, up from 418 when the partnership started this work in 2015, and a new all-time high in terms of average annual wage at \$79,667, up from \$74,368, and nearly double that of other industries.

As described in the Oregon's Workforce Development Activities section, one-stop partners across all workforce areas developed and recently updated the WSO Operational Standards for all WSO centers and that apply to all WSO staff, not to any particular funding or program. Not only do the standards provide service consistency, they also demonstrate active collaboration between programs across workforce areas. Similarly, state funding for the Labor Management Information (LMI) function has allowed Oregon to build and maintain a robust suite of labor market information and services, including local area analysis, information sharing, outreach and strong partnerships with workforce partners. LMI informs sector strategies, career planning, training decisions, business engagement and placement services.

The WorkSource Oregon mission is to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention and advancement. It is through strong components of Oregon's workforce system that Oregon is able to strive to reach our vision of communities where the employment needs of job seekers and businesses are met by solutions delivered effectively through engaged workforce system partners. Another key strength of the WSO system are Local Leadership Teams. Local Leadership Teams (LLTs) are convened by Local Workforce Boards and are the mechanism used to manage the implementation of the local WSO system. This includes coordination of services, programs, funding streams, processes and initiatives among WSO partners to ensure accountability and alignment in support of a seamless public system.

Another strength is the state's 2017 implementation of the SNAP Employment and Training (SNAP E&T) program in WSO centers. This program is now a nationally recognized model and has been instrumental in helping SNAP participants access services available through WIOA. WSO staff serve SNAP participants through a case management model of customer service. This model provides each SNAP participant with a workforce professional who guides, motivates, and supports them in their process of obtaining employment. WSO staff assess the participant's skills, interests, goals and challenges in order to provide the appropriate resources (including support services to assist with transportation, clothing, certifications, licenses, training, etc.) and tools to support the participant. This assessment is captured in the form of an Opportunity Plan which lays out the steps needed for them to achieve their stated employment goal. Participants are also introduced to community-based organizations outside of WSO that receive SNAP E&T funding. Together, this creates a SNAP E&T Provider Network which can help staff connect participants with programs that serve special populations such as homeless youth, refugees and those in recovery and reentry programs. In FFY 2019, OED served 30,287 SNAP participants. In FFY 2020, OED is proposing to serve 28,033 participants. Program goals include placing 40% of STEP participants at \$14.00 per hour in partnership with the state's regional business services model, which provides customized job placement assistance to businesses.

Another strength of workforce development is the coordination and cooperation of Trade Act, Unemployment Insurance, and Dislocated Worker staff to assist customers in finding employment and accessing available training programs as appropriate.

Oregon's CTE State Plan, responding to the authorization of the Strengthening Career and Technical Education for the 21st Century Act (Perkins V), addresses the need for the state to strive to align the work across agencies and departments. It integrates with the broader priorities and goals in other Oregon plans to orchestrate collective effort and investment in

Oregon's future. The CTE State Plan was built in alignment with the principles, commitments, and priorities laid out in the Governor's Future Ready Oregon Plan, Oregon's K-12 Education Plan, the Higher Education Coordinating Commission's Strategic Priorities, the Workforce and Talent Development Board's Strategic Plan, and the Oregon STEM Education Plan. Even though career and technical education programs are not a part of Oregon's Combined State Plan, there is a joint commitment in the CTE State Plan to ongoing dialogue and partnership among offices and teams implementing the many interwoven strategic initiatives across the state. This commitment is shared in the workforce development system and is expected to result further alignment, continuous communication, mutually reinforcing activities, and shared measurement of outcomes, and work toward cross-agency funding opportunities. Finally, the CTE State Plan has a strong focus on work-based learning.

Business services are continually evolving and improving. At the start of 2013, WSO began offering an enhanced business services model. Employers select this option when they want a deeper partnership with their business services staff member. To build a successful relationship, WSO staff begins by conducting on-site employer visits prior to the start of the recruitment, to better understand the business culture and the business recruitment needs, which allows staff to refer qualified candidates in a timely manner with an increased level of success. The employer then has a smaller, more highly qualified applicant pool, which saves them time and money.

This model has proven successful in building high-functioning business services teams, which serve as a single point of contact for businesses. In turn, this has helped improve communication and coordination of service delivery between workforce partners and allowed for more streamlined and targeted placement of WSO customers, particularly those with barriers to employment such as veterans, claimants, dislocated workers and other special populations. This model has also helped local areas align business services efforts and ensure that workforce investment activities meet the needs of businesses and support economic growth in each area. Enhanced communication, coordination and collaboration among businesses, economic development, service providers, business team members, and the local Boards will help leverage and align collective resources.

This model helps us to understand how each partner works with businesses and how we can communicate our efforts better with each other. Align business services within region to create efficiency, leverage employer contacts, and enhance the connection between WSO business services and Local Board's sector partnerships. This model, currently operating in five of the nine workforce regions with plans to implement statewide by 2021, has significantly improved the value and impact of business services by lowering an employer's recruitment and turnover costs. National and state level studies show that when the right person is hired, the employer saves roughly 50 percent of the new hire's salary because of lower turnover and training costs. Using this model, WSO directly placed 2,935 workers into enhanced job listings in Program Year 2018. Using a very conservative net savings to the employer of \$10,816 per hire, the service saved Oregon businesses \$31.7 million in recruitment and turnover costs.

Oregon has a strong bricks and mortar presence. Roughly 30 percent of facilities are owned by the state, which have lower operational costs when compared to leasing. The use of non-federal funds provides additional flexibility in locating offices relative to community needs, particularly important given Oregon's rural expanse. Local elected officials across rural communities depend on public workforce services to support their economic and education objectives.

The Oregon Employment Department's Workforce and Economic Research Division provides accurate, reliable, and timely information about Oregon's state and local labor markets. The goal is to provide quality information that helps our customers make informed choices. Workforce development policy makers are a key Research customer group, particularly serving the labor market information needs of state and local workforce development boards. With the advent and now widespread use of the internet, the more "traditional" aspects of labor market

information are largely made available online; allowing staff more time to focus on custom analysis and answering challenging questions about the labor market.

### **Weaknesses:**

The disparate systems used by various programs and entities to track customers, services, and outcomes continues to make consistent reporting and data sharing across programs challenging. Most programs report performance outcomes separately, and getting a system-wide view of performance across all WIOA-funded programs requires additional manual efforts. This continued “silo-ing”, even though a product of the existing technological infrastructure, upholds feelings of disconnection between the programs funded under WIOA’s various titles – although staff from all programs meet regularly and support efforts to integrate, share data, and develop collaborative initiatives.

Oregon continues to face challenges in establishing infrastructure funding agreements (IFAs) as prescribed by WIOA. Some of the methodologies proposed through federal guidance and the Final Rules seem to run counter to principles and agreements that Oregon’s workforce system partners have in place, straining relationships that were otherwise solid, and requiring substantial staff time and effort to address.

### Oregon’s Workforce Development Capacity

#### **Workforce and Talent Development Board:**

The Workforce and Talent Development Board (WTDB) advises the Governor and legislature on workforce policy and plans, and contributes to the economic success of Oregon by aligning state workforce policy and resources with education and economic development; promoting a proactive, flexible and innovative talent development system; and, by holding the workforce system accountable for results, to ensure Oregonians develop the skills they need to sustain rewarding careers and businesses have the talent they need to be competitive.

The WTDB advises the Governor and legislature on workforce policy and plans, and contributes to the economic success of Oregon by aligning state workforce policy and resources with education and economic development. The board also provides strategic, investment recommendations on workforce and talent development. The board promotes a proactive, flexible and innovative talent development system to ensure Oregonians develop the skills they need to sustain rewarding careers and businesses have the talent they need to be as competitive as possible.

#### **Local Workforce Development Boards:**

Local Workforce Development Boards (LWDBs) are designated to develop local workforce plans, and to direct and prioritize funding toward workforce development activities, and help shape how services are delivered in the local WSO System. They convene economic development and other partners to create resources for workforce development activities in response to the needs of jobseekers and local business. The LWDBs, as neutral independent brokers of workforce services, purchase contracted workforce services that are provided through the WSO centers to support talent development, job creation, income progression, business competitiveness, and expanded opportunities for citizen prosperity. The LWDBs certify WSO centers.

Local Workforce Development Boards provide a convening table for labor, economic development, elected officials, community colleges, K-12 education, workforce development and



human service providers to create community-based solutions to workforce challenges and efficiently address local labor market needs and statewide priorities. They lead employer engagement to promote business representation, develop linkages, implement effective strategies and ensure that workforce investments support the needs of employers. They expand private-public partnerships with an integrated workforce system to ensure WSO centers meet the needs of the community, and they partner with the Governor's Regional Solutions Teams to identify and leverage opportunities to expand job creation and incent job growth. They negotiate local title I performance measures and conduct program oversight to ensure appropriate use, management and investment of workforce resources.

### **U.S. Department of Housing and Urban Development Employment and Training Activities:**

The U.S. Department of Housing and Urban Development (HUD) provides housing assistance to low- and moderate-income households in the state of Oregon. HUD rental assistance can be leveraged to support job and education training by residents receiving rental assistance. The housing assistance programs are administered primarily by local public housing authorities (PHAs). Housing assistance is also provided to state and local governments in the form of Community Development Block Grants (CDBG) or via competitive funding via the Continuum of Care (CoC) Homeless grants.

Creating economic opportunities and jobs are among the key CDBG activities funded by many Entitlement Jurisdictions. CDBG grantees can fund job training programs that provide skill-building classes to employees or potential employees. This activity can be undertaken as a part of a special economic development project as a public service; or as a part of micro-enterprise assistance package to the owner of a micro business for his or her employees.

Section 3 of the HUD Act of 1968, requires that recipients of certain HUD financial assistance, to the greatest extent possible, provide training, employment, contracting, and other economic opportunities to low- and very low-income persons, especially recipients of government assistance for housing, and to businesses that provide economic opportunities to low- and very low-income persons.

### **Department of Human Services Self-Sufficiency:**

The Department of Human Services Self-Sufficiency Program (DHS-SSP) provides assistance for low-income families to promote family stability and help them become self-supporting. They provide access to the Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and TANF-related programs, Employment Related Day Care (ERDC), Temporary Assistance for Domestic Violence Survivors (TA-DVS), Refugee Programs, and Youth Services Programs. Workforce programs provided by DHS include the SNAP employment and training program as well as the Job Opportunity and Basic Skills (JOBS) program for TANF participants.

DHS-SSP provides eligible Oregonians with access to self-sufficiency employment and training services in Oregon's comprehensive WSO centers and many affiliate WSO sites, as well as at DHS branch locations and contracted partner sites. DHS-SSP providers work with WSO partners to coordinate provision and funding of employment and job training services to shared customers. DHS-SSP is a required partner in the WSO system.

### **Department of Human Services Vocational Rehabilitation:**

Department of Human Services Vocational Rehabilitation (DHS-VR) helps Oregonians with disabilities gain and maintain employment through counseling, specialized training and new skill development. This includes helping youth with disabilities transition from the educational system to the workforce as they become adults, helping employers overcome barriers to employing people with disabilities, and partnering with other state and local organizations that coordinate employment and workforce programs to effectively meet the needs of people with disabilities. Employment helps people with disabilities become more self-sufficient, involved in their communities, and live more engaged, satisfying lives.

The VR program insures specialized services are provided by skilled Rehabilitation Counselors who deliver direct client services in VR field offices, local DHS offices, and select WSO sites. Vocational Rehabilitation Counselors conduct comprehensive assessments to evaluate vocational potential, including diagnostic and related services necessary to outline the nature and scope of services necessary for people with disabilities to gain and maintain employment. Vocational counseling and guidance builds on the assessments and clearly identifies appropriate career goals and career paths to obtain those goals. WSO partners often assist VR Counselors with shared clients to insure access to these career paths and goals. VR is a core partner in the implementation of WIOA and is committed to improving access to the Workforce System for Oregonians with disabilities.

#### **Department of Human Services Senior Community Service Employment Program:**

Oregon's WIOA State Plan for 2020 -2023 includes the Department of Human Services Senior Community Service Employment Program (SCSEP) for the first time. Greater alignment with the WTDB and local workforce development boards (LWDBs) is expected over the course of this Plan. SCSEP is already a valuable partner in many WSO centers through Easter Seals and Experience Works and these partnerships will expand over the course of this Plan. SCSEP maintains strong relationships with local employers and LWDBs to enhance collaboration with workforce partners and promote employment opportunities for older workers.

As pointed out in the Older Workers section of this Plan, older workers are a fast growing segment of the population and face many barriers to employment. SCSEP will be a key stakeholder in policy recommendations focused on addressing current and future barriers.

#### **Higher Education Coordinating Commission:**

The Higher Education Coordinating Commission (HECC) is a state agency/commission that develops and implements policies and programs to ensure that Oregon's network of colleges, universities, and pre-college outreach programs are well-coordinated to foster student success. It is responsible for policy development and program oversight of workforce development initiatives funded under WIOA titles I and II, contributing leadership and resources to increase the skills, knowledge and career opportunities of Oregonians. The HECC provides staffing to the Oregon Workforce and Talent Development Board.

On behalf of the Governor, the Office of Workforce Investments (OWI) implements and oversees Oregon's WIOA title I implementation, compliance, and funding distribution. The Office of Community Colleges and Workforce Development (CCWD) oversees and supports WIOA title II adult education and literacy programs, investments, and activities. Local title II adult education and literacy programs provide instructional and workforce development services such as instruction in English as a second language; Reading, writing, and math; GED® test credential preparation; High School Diploma preparation; and Workplace skills including critical thinking, digital literacy, locating and using information, and interpersonal workplace skills. Integrated Education and Training Programs are linked to locally identified workforce needs and in many

locations Title II and other WIOA partners are co-located to facilitate strong partnerships between the programs.

CCWD also oversees post-secondary career and technical education authorized under the Carl D. Perkins Vocational and Technical Education Act. In addition, CCWD also administers the High School Equivalency Program which includes the GED® program.

### **Oregon Commission for the Blind:**

The Oregon Commission for the Blind (OCB) is a state agency/commission that assists Oregonians who experience vision loss to develop independent living skills and achieve positive employment outcomes. OCB works with businesses to help them increase diversity, develop assessable worksites and obtain/retain talented employees.

OCB provides individuals who experience vision loss with services including, although not exclusive to, counseling and skills training that allow them to obtain, retain, or further employment goals. Individuals may access services at any OCB office and/or work with a counselor/instructor in another location including a WSO center. OCB works with other agencies from which the client is obtaining services when appropriate.

### **Oregon Employment Department:**

The Oregon Employment Department (OED) provides a public labor exchange connecting job seekers with employers. The OED supports economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits, serves businesses by recruiting and referring qualified applicants to jobs, provides resources to diverse job seekers in support of their employment needs, and develops and distributes quality workforce and economic information to promote informed decision making.

OED provides a large portion of staffing and physical infrastructure for the WorkSource Oregon (WSO) system, and is the primary delivery mechanism in the aligned service delivery model.

OED's Title III labor exchange program has demonstrated sufficient capacity to provide service. However, non-federal funding plays a major role in meeting Oregon's labor exchange needs. Oregon's ability to maintain these services at the level currently provided is contingent upon receiving a similar level of state funding in the future.

Analysis has suggested that providing the capacity for extensive labor exchange and reemployment services to UI claimants (nearly 170,000 in PY 2014) strengthens the integrity of Oregon's UI Trust Fund by reducing the duration of UI claims by over 1 week per claim, which saved employers tens of millions in tax dollars.

### **Oregon Employment Department Trade Adjustment Assistance:**

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program providing benefits and services to eligible U.S. workers who have lost or may lose their job as a result of foreign trade. TAA Program benefits and services include case management services; reemployment services; job search allowances; relocation allowances; retraining benefits to include classroom, on-the-job, or apprenticeship training; wage subsidy for workers 50 and older; Health Coverage Tax Credit (HCTC); income support in the form of Trade Readjustment Allowances (TRA).

The TAA Program was established under Chapter 2 of Title 2 of the Trade Act of 1974. The 1974 Act has been amended in 2002, 2009, 2011, and 2014. The most recent amendment is The Trade Adjustment Assistance Reauthorization Act of 2015. The TAA Program is anticipated to be reauthorized with new legislation in 2022.

TAA staff work closely with all Workforce Innovation and Opportunity Act (WIOA) partners, such as Wagner-Peyser, to provide employment and training services to Trade affected workers.

### **Oregon Employment Department Job for Veterans State Grant (JVSG):**

Modification: Removed reference to JVSG Stand-Alone Plan as it is not relevant to this section.

The JVSG program, in and of itself, does not constitute the entirety of veterans' employment and training services provided by the State WSO Centers. Rather, the JVSG program is a partner within the State WSO Centers. The JVSG program is required by law to provide employment, training, and job placement services to veterans and other eligible persons. The JVSG-funded staff fill dedicated roles through the following positions: Disabled Veterans' Outreach Program Specialist (DVOP), Consolidated DVOP/LVER (CONS), and Local Veterans' Employment Representative (LVER). JVSG staff are dedicated to their primary statutory responsibilities, as outlined in 38 USC. § 4103A, and 4104 and further defined by USDOL-VETS Veterans' Program Letters (VPL).

The DVOPs focus on providing Individualized Career Services through a case management framework to veterans and eligible persons with significant barriers to employment (SBE). The LVERs coordinate with Regional Business Service Teams and members of the community to advocate on behalf of veterans to employers and to develop job opportunities specifically for veterans. The LVERs assist all America's Job Centers (AJC) staff, to network for veterans and comply with the priority of service requirements. The CONS perform both DVOP and LVER functions. In addition, JVSG staff collaborate with their local State WSO Centers and community partners in order to provide the additional services to include training opportunities through WIOA and other training providers for the veteran community to obtain meaningful and successful careers.

The Stand-Alone JVSG State Plan 2020-2023 meets the requirements under the Workforce Innovation and Opportunity Act (OMB Control Number 1205-0522). Additionally, USDOL-VETS provided a Grant Officer Memorandum 01-20 (dated March 4, 2020) outlining the JVSG State Plan submission process under WIOA. This memorandum provides JVSG recipients with guidance for submission of the JVSG State Plans for Program Years (PY) 2020–2023, including the process, deadline, and instructions for certain items.

[1] Next Generation Sector Partnerships at [nextgensectorpartnerships.com](http://nextgensectorpartnerships.com), Materials are © 2019 [NEXT GEN SECTOR PARTNERSHIPS]. ALL RIGHTS RESERVED.

**MODIFICATION: Some links updated.**

## **B. STATE STRATEGIC VISION AND GOALS**

### Oregon's Vision and Imperatives

The Oregon Workforce and Talent Development Board's (WTDB's) vision is *equitable prosperity for all Oregonians*. To realize this vision, the WTDB advances Oregon through meaningful work, training, and education by empowering people and employers.

In today's increasingly complex and technologically-advanced economy, the pathway to meaningful work must include a broad array of initial and ongoing post-secondary education

and training opportunities that include 2- and 4-year degrees at colleges and universities and also apprenticeships, industry-recognized certificates, licenses, and others that are supported by adult basic skills education and supportive services as needed.

All of these must be credentials of value empowering both individuals and Oregon employers. In order to be a credential of value for an individual, the credential must be backed by substantial job opportunities connected to the credential, clearly identified competencies connected to expected job opportunities, self-sufficient wages or a pathway to self-sufficiency, and stackability to additional education or training. Employers must be a vital part of curriculum development and delivery to ensure that the credential reflects their current needs accurately and they must have confidence in the mastery of the competencies of the credential holder.

The WTDB will accomplish its vision by:

- Leading and communicating a long-term vision for Oregon that anticipates and acts on future workforce needs;
- Advising the Governor and the legislature on workforce policy and plans;
- Aligning public workforce policy, resources, and services with employers, education, training and economic development;
- Identifying barriers, providing solutions, and avoiding duplication of services;
- Promoting accountability among public workforce partners; and
- Sharing best practices and innovative solutions that are scalable statewide and across multiple regions

Essential to realizing the WTDB's vision, five Imperatives are identified by the WTDB and communicated to state and local partners and stakeholders. These are:

- Create a culture of equitable prosperity;
- Increase understanding and utilization of the workforce system;
- Identify and align strategic investments;
- Position Oregon as a national leader; and
- Create a Board culture that is resilient and adaptable and flexible to a changing economy

The choice of Imperative instead of Goal is deliberate to communicate increased importance among partners in the workforce development system and provide a focus on accountability.

### **Create a culture of equitable prosperity:**

Equity is a vital theme to the WTDB's vision. There is an understanding that some Oregonians have been left behind or left out through historical and systemic inequities and biases. Despite this understanding and significant intentional effort to address equity, there is still much work to be done. Key focus populations include individuals with barriers to employment, consistent with WIOA, and also include rural Oregonians.

### **Increase understanding and utilization of the workforce system:**

This recognizes that historically the workforce system was somewhat narrowly defined. WIOA requires a broader definition and the inclusion of many more partners and stakeholders.

However, there is still not sufficient awareness by users including individuals, employers, stakeholders/organizations, and local workforce development boards. Expanding and communicating the definition of the “system” to better reflect Oregon’s current and future needs is necessary so that the WTDB can better coordinate and streamline Oregon’s workforce system so job seekers and employers find what they need more efficiently.

**Identify and align strategic investments:**

As the definition of the workforce system expands, the resources available to invest in users of the system, including those that support underrepresented populations and those with barriers to employment, increases. Critical and underutilized resources are public-private partnerships. The expansion of public-private partnership investments may be focused on work-based or career-connected learning and also supportive services to address challenges with housing, childcare, transportation, and others. Employers see these as barriers to recruitment of skilled workers and affect individuals who see these as barriers to education and training and to meaningful work.

**Position Oregon as a national leader:**

The WTDB is committed to being innovative role models who set and share best practices. This requires courageous risk-taking to influence and persuade action throughout the workforce system. Oregon’s new Adult Attainment Goal – 300,000 new credentials of value earned by those outside the traditional postsecondary education pipeline by 2030 – will shape innovative strategies around creating and recognizing industry-driven certifications (including essential employability skills), improving the adult-readiness of postsecondary institutions and organizations, expanding and aligning career technical education and work-based learning, removing barriers to education and training, and others.

**Create a Board culture that is resilient and adaptable and flexible to a changing economy:**

This Imperative is important because the WTDB is also committed to connecting and convening all of Oregon’s communities (tribal, rural, urban, and others) to solve our most pressing challenges. This requires that the WTDB connect initiatives to outcomes and hold the workforce system accountable for results.

**Performance Goals:**

Please refer to Appendix 1.

**Assessment:**

Oregon will assess its workforce system effectiveness through a variety of methodologies and assessments.

In September 2017, a Continuous Improvement Committee of the Oregon Workforce and Talent Development Board (WTDB) tasked the staff to the Workforce System Executive Team to assess Local Workforce Boards. The assessment included four categories with accompanying indicators, based on national best practices and characteristics of high performing local boards, along with areas of focus identified in the local planning guidance. Assessment Categories were: Data Driven Decision Making; Strategy; Partnerships and Investments; and Programs. To

complete the assessment staff gathered and reviewed board materials, interviewed/engaged with local staff and stakeholders, attended a board meeting in each area, and met with Local Leadership teams as available. A tool was developed to collect best practices and identify areas for technical assistance. The assessment successfully concluded in 2018 and results were presented to the WTDB. Future policy and process are planned to continue these local board assessments but these have not yet been fully developed and implemented.

The WTDB has also adopted nine system performance measures that are aligned to the WIOA performance measures. The WTDB has established a dashboard on its website and reviews and updates the following measures on a quarterly basis to identify statewide policy and program recommendations:

- Employment Rate, Quarter 2
- Employment Rate, Quarter 4
- Median Earnings
- Entered employment
- Wage Gain
- Business satisfaction
- Job seeker satisfaction
- Credential Rate
- Measurable Skill Gain

These state-level outcome measures will be tracked statewide and by local workforce development areas as frequently as feasible. This tracking will help identify areas where policy or process adjustments may be needed. It will also identify the local areas that have achieved better results whose policy and processes may be shared and emulated elsewhere.

Local workforce boards may opt to track and analyze additional performance indicators and goals to track their own performance. These measures would be based on each area's specific economic and workforce conditions and the goals of the area. Although there may be significant overlap, it will be up to each local area to determine which performance indicators are relevant for the region, consistent with WTDB strategies, to meet the vision and goals laid out by WTDB. The WTDB, in partnership with state agencies and the local boards, will continue development of additional measures to assess the statewide implementation of the goals and strategies. These measures will be developed through the WTDB and project specific work groups, which will involve members from the state board, representatives of state workforce agencies, and representatives from local workforce development boards.

This work requires state agencies and local workforce boards to continue the shift from a compliance- and program-specific orientation to a highly-integrated, outcomes-based system that makes value-added investments based on community needs. This work will also require greater responsibility, accountability, and autonomy for decision making at the local level.

Effectiveness of local service delivery through WorkSource Oregon will occur through the continued implementation and comprehensive use of the WorkSource Oregon Operational Standards. The workforce system will continuously evaluate its programs, services and processes in light of how these support the greater system goals, and add value to the experiences of customers, businesses and job seekers. The workforce system will continuously evaluate its programs, services and processes in light of how these support the greater system goals, and add value to the experiences of customers, businesses and jobs seekers. These indicators may be either outcome-related or process measurements. For example, the partners

at the one-stop centers in Oregon have initiated a process and developed statewide operational standards for the centers. There will be a measurement system for the standards. This system recognizes that the workforce areas are starting at different places and performance is not anticipated to meet all standards across the state. However, the measurements will help determine how we are moving toward full implementation of the standards by region.

#### **MOD:**

The Oregon Workforce and Talent Development Board (WTDB) recognized early in the pandemic the need to provide as close to real-time analysis of the impacts of the pandemic in order to allow for better decision-making and response. Consistent with this proactive approach, the WTDB produced or commissioned a number of research reports and policy papers to shape strategy:

- Stimulating Apprenticeship in Oregon Now and For the Future, Robert I. Lerman, Urban Institute, September 2020
- Issue Brief: The Human Development Side of Economic Recovery in Oregon, David T Conley, PhD, EdImagine, September 2020
- Effects of Social Distancing on Oregon's Leisure and Hospitality Workers, ECONorthwest, September 2020
- Talent Development for Artificial Intelligence in a Post-Pandemic World, Artificial Intelligence Taskforce, October 2020
- Effects of the Pandemic on Oregon's Healthcare Workforce, ECONorthwest, November 2020
- Essential Employability Skills— Needed Now More Than Ever, Essential Employability Skills Taskforce, December 2020
- Oregon Postsecondary Education and Workforce Training: Preparing for a Strong Recovery to the COVID-19 Crisis, Oregon Higher Education Coordinating Commission, May 2021

The WTDB formed the Equitable Prosperity Taskforce (EPTF) during the period. The EPTF produced the Equitable Prosperity for All Taskforce Whitepaper (Coraggio Group, June 2021) to describe a redesigned system that would invigorate and empower productive, collective, and collaborative work to help thousands of Oregonians share in equitable prosperity in the post-pandemic economy. This set the stage for significant discussion and strategy-making around four Imperatives:

1. Foster deep, sustained engagement by key industry leaders, employers, and labor unions to identify and communicate skills necessary for competitive employment.
2. Center the system on the user experience and acknowledge different pathways for different people and industries.
3. Improve alignment with agencies and nonprofits that provide wraparound supports.
4. Extend the apprenticeship model beyond manufacturing and the construction trades.

The EPTF work was very complimentary of discussions occurring in Governor Kate Brown's Racial Justice Council. Working together, along with a broad array of stakeholders, a \$200 million proposal took shape that became Future Ready Oregon 2022. The following is from Governor Brown's release providing an overview of the proposal:



“Aimed at realizing the full potential of Oregon’s workforce and meeting the needs of Oregon’s employers today and into the future, Future Ready Oregon 2022 advances Oregon’s economic competitiveness and ensures equitable opportunities for a diverse workforce. In particular, Future Ready Oregon 2022 will advance opportunities for historically underserved communities, including adult learners, dislocated workers, and disconnected youth. Investments emphasize recruitment, retention, and career advancement opportunities, while prioritizing key populations, including people of color, women, people with low incomes, rural communities, veterans, and Oregonians who are incarcerated and formerly incarcerated.

Investments will focus on three key sectors: healthcare, manufacturing, and construction. With increased investments in infrastructure and housing, an aging workforce, and record retirements, workforce needs in these skilled trades sectors are projected to grow. These key sectors provide short-term pathways to meaningful employment, higher earning potential, and opportunities for economic mobility. Using a multifaceted approach through inclusive, culturally specific, and linguistically appropriate career-connected learning, employment services, and related initiatives, Future Ready Oregon 2022 will create equitable prosperity.”

Future Ready Oregon 2022 was passed by the Oregon legislature representing a \$200 million investment in Oregon's workforce. Details regarding implementation are not yet available.

Finally, the WTDB, in partnership with local workforce development boards facilitated new legislation (Senate Bill 623, 2021) to establish the Continuous Improvement Committee (CIC) to assess the effectiveness of Oregon’s public workforce development system immediately and every even year into the future. The CIC’s work must include the perspectives of underrepresented populations.

The Initial Assessment called out in SB 623 is complete (Continuous Improvement Committee Initial Assessment, Coraggio Group, December 2021). CIC members were clear from the start that the collective purpose of the CIC’s work is to create a case for long-term, transformational change in the state’s workforce system, but the goal of the Initial Assessment is to identify near-term solutions that can be piloted and implemented over a six- to nine-month period to identify ways to improve the user experience and outcomes for those most impacted by COVID-19 and for disenfranchised communities. These near-term solutions are:

- Review and redesign the Job Seeker welcome and intake process, with the goal of identifying different tracks and process steps based on customer need.
- Evaluate the core purpose and functionality of iMatchSkills as a job matching and capability assessment tool to inform, and potentially expedite, OED’s planned modernization effort.
- Explore a single point of contact (e.g., Navigator role) through the WSO system (e.g., one stop centers, through community-based organizations or accessible through an online intake process) to efficiently guide next steps that match the unique needs of each customer.
- Clarify and communicate the current WSO accountability and evaluation system.

Implementation is beginning on these even as Oregon begins its first biennial full assessment. This assessment will have an added special focus on governance building off the findings behind the fourth bullet above from the Initial Assessment.

## C. STATE STRATEGY

### **MODIFICATION/UPDATED LINKS:**

[Oregon's State Strategy](#)

### **Industry Sector Strategies:**

All Local Workforce Development Boards identify targeted sectors as part of their planning process. LWDBs develop service priorities and dedicate resources based on local plans and investment strategies. Strategies by LWDBs focus on demand-side aspects including connections to economic development and regional priorities, and the engagement of employers and industry groups while strategies by WSO will focus on the supply-side elements of a sector strategy, utilizing sector-based career pathways and training programs to prepare and connect qualified jobseekers and workers to high-demand sector-based occupations and careers.

Oregon now prioritizes Next Generation Sector Partnerships[1]. Next Gen Partnerships are partnerships of companies from the same industry in a shared labor market region, that work with education, workforce development, economic development and community organizations to tackle common needs of the targeted industry. They primarily focus on the education and workforce training needs of an industry, but Next Gen partnerships also focus on other issues related to an industry's competitiveness. This ensures deeper, broader and longer-term industry engagement. Some LWDBs have implemented Next Gen Partnerships.

### **Work-Based Learning:**

WIOA aims to create job-driven centers that focus on work-based learning, industry-recognized/post-secondary credentials, career pathways, and enhanced connections to registered apprenticeship. Work-Based Learning (WBL) as defined in Oregon's draft CTE State Plan is structured learning in the workplace or simulated environment that provides opportunities for sustained interactions with industry or community professionals that foster in depth firsthand experience of the expectations and application of knowledge and skills required in a given career field. It includes apprenticeship, on-the-job training (OJT), clinical/practicum/internships, school-based enterprises, workplace simulation/technology-based learning, service-learning, and cooperative work experiences that are linked to careers. WBL is focused on sustained interaction with business and industry, earning of academic credit, and skill-attainment verification. In addition, Integrated Education and Training (IET) models within Oregon's Title II Adult Basic Skills programs contain a variety of WBL components and are designed to help Oregonians transition to employment.

Within the broad category of WBL, registered apprenticeships are a key priority. Significant effort has occurred and is planned to expand registered apprenticeship, for employers and individuals and to: (1) implement a training program to educate staff in WorkSource Oregon centers and agency central offices about Registered Apprenticeship; (2) build coalitions and relationships with industry and community partners to create and expand registered apprenticeship programs; (3) partner with LWDBs to ensure new apprenticeship programs are aligned with industry need and local sector strategies; (4) partner with secondary and post-secondary institutions and community partners to increase youth opportunities; and (5) continue to increase the number of women and minorities involved in registered apprenticeship programs by working with community partners and DHS as recruitment sources and to provide supportive services during portions of the apprenticeship training period.

In Oregon, registered apprenticeship has been almost exclusively focused in construction and, to a lesser degree, industrial manufacturing or utilities. Both healthcare and information technology have been identified as industries in which there is a prime opportunity to expand the registered apprenticeship model. Because Oregon focuses on locally driven strategies and on being responsive to employer needs, there are many opportunities to expand registered apprenticeship to new businesses throughout the state, using LWDB industry sector strategies.

## **Career Pathways:**

Under WIOA, career pathways are a critical element of academic programming for Title II, Adult Education and Family Literacy Programs, one of the six core programs of the Act. Title II providers have both programmatic and performance based outcomes related to career pathways.

Oregon has long been a leader in a community college-based initiative focused on building Career Pathway credit bearing certificates at the colleges. A strong coalition of colleges have worked together to build a Pathways Alliance which has supported the implementation and continuous improvement of Career Pathways within the colleges. These Career Pathways certificates are developed in collaboration with employer representatives and are approved at the state level based on local labor market information and other criteria.

As Local Workforce Development Boards (LWDBs) work to expand career pathway options for unemployed and underemployed Oregonians, a variety of approaches may be utilized, depending on local needs and resources. These options are represented on the graphic that summarizes what career pathways mean in Oregon, and the variety of options that may be included in a career pathways strategy.

Oregon has adopted the following working definition of Career Pathways: Career pathways are sequences of high-quality education, training, and services connected to industry skill needs. Career pathways have multiple entry and exit points that allow individuals to achieve education and employment goals over time. Career Pathways may include: apprenticeships, on the job training, industry recognized credentials, non-credit training and certificates, credit certificates and degrees. Part of this effort will be to move towards a wider inclusion of career pathways in our Title II, Adult Basic Education, and English language acquisition classes, as well as building new career pathways through apprenticeship programs.

All programs will be designed to expedite transitions from unemployment to employment, from underemployment to better employment, or, as in the case of displaced workers, from one industry to the next. Each LWDB will be addressing targeted populations as they build career pathways. Outreach to these targeted populations will be expanded. LWDBs will align their career pathways to their sectors, working with industry to establish trainings that are aligned with business needs. Business will benefit by having a pipeline of workers into their industries that are well trained and work ready.

## **Adult Attainment:**

In 2018, the Higher Education Coordinating Commission (HECC) and the Workforce and Talent Development Board (WTDB) established a new statewide adult education and training attainment goal:

Oregon anticipates more than 120,000 additional jobs requiring post-secondary training or education between now and 2030. In order to meet this need, 300,000 additional adult Oregonians should earn a new degree, certificate, or credential valued in the workforce during that time. Because Oregon has substantial attainment gaps among minority, low income, and rural Oregonians, the state will also commit to reducing those attainment gaps by half during the decade.

The Goal applies to adults 25 to 64 years old who not currently enrolled in a high school equivalency program, an institution of higher education, or another post-secondary training program.

The broader purpose of the Adult Attainment Goal is to drive improvements in Oregon's educational and workforce systems. In order to improve the state and the lives of Oregonians,

strategies are under development by a joint HECC and WTDB Adult Learner Advisory Committee to help adult Oregonians increase their skills, especially those who have been on the sidelines of the economic recovery. A broad and inclusive approach to both how people gain skills, in addition to who gains skills is also needed. The future prosperity of Oregon depends on innovative and inclusive approaches to skill and talent development for adults from all backgrounds, skill levels, and regions of the state.

### **Strategy Alignment:**

Talent is the driver of economic growth; industry, education, workforce, and government must work together to create more robust and agile education and training models for both incumbent workers and new graduates. As highlighted in WorkSource Oregon Operational Standards, the State of Oregon's workforce system provides a solid foundation for collaboration to promote improved customer service and increased effectiveness. Creating a streamlined, collaborative workforce system directly affects the success of all other workforce development goals. If the system is not aligned, easy to navigate, and focused on the customer, all other efforts to improve our services will be less effective. Work continues to better integrate data systems to deliver improved customer service. In addition, work continues to strengthen the framework for partnering by developing and implementing processes will make it easier for state agencies, local boards and other workforce organizations to work together and better understand each other's services.

Executive leadership from Vocational Rehabilitation (VR), the Higher Education Coordinating Commission (HECC), Oregon Employment Department (OED), the Department of Human Services (DHS) Self Sufficiency Programs (SSP), and others have formed the Workforce System Executive Team (WSET) to facilitate alignment of services, programs, and resources. WSET also works to maximize limited resources through these efforts. As resources become scarcer, partnering will help to stretch them further to impact the outcomes of all participating organizations. Financial, institutional, political and other barriers to effective partnering will be reviewed and revised to minimize their effect on partnerships.

The WTDB, the state workforce board, has also approved new Imperatives, Objectives, and Initiatives as a part of the WTDB's one-page 2020–2021 Strategic Plan. This Plan will guide the workforce system to capitalize on its strengths, identify and address obstacles, and promote continuous improvement of services through actionable recommendations and guidance. One key focus area is to develop a results-oriented culture to create a workforce system that is known, with services that are easy to access, and coordinated with education and economic development. It is the WTDB's intent to ensure that state agencies, education and training partners, and local boards continue to hear from their customers and adapt programs to meet their needs, rather than focus solely on programs and meeting federal law. For many customers, services from more than one of these program areas will be needed to reach a successful outcome. The workforce system can be best coordinated and most effective when all partners understand each other's services and the communication paths are clear and well utilized.

Finally, the state has established a strategy to increase resources for occupational skill development, including setting a minimum threshold for local workforce board investment in occupational training to better prepare job seekers in the skills needed by businesses. Another example, is the creation and funding of the WTDB's Strategic Innovation Grants (SIGs). SIGs are now in their second round providing for potential partners (grantees) outside of the traditional workforce development system and focusing on innovation that supports the WTDB's Strategic Plan. Oregon has also provided state funding for work-based learning, industry engagement, and LWDB competitiveness initiatives.

[1] Next Generation Sector Partnerships at nextgensectorpartnerships.com, Materials are © 2019 [NEXT GEN SECTOR PARTNERSHIPS]. ALL RIGHTS RESERVED.

### III. OPERATIONAL PLANNING ELEMENTS

#### A. STATE STRATEGY IMPLEMENTATION

##### 1. STATE BOARD FUNCTIONS

###### Oregon's Workforce and Talent Development Board

The Oregon Workforce and Talent Development Board (WTDB) has only one standing committee, the Executive Committee. The WTDB has fully transitioned from standing committees to task forces in order to be more nimble. Task forces allow the WTDB members, key stakeholders, and subject matter experts to more quickly address important issues, problems, and workforce priorities and, when the work is completed, sunset the task force. The task force model also allows for more flexibility in the composition of membership allowing for more diversity of input. Currently, the WTDB's task forces are:

- Artificial Intelligence (focused providing postsecondary education in step with the AI industry);
- Licensing (focused on removing barriers and smoothing transitions related to licensing); and
- Essential Employability Skills (focused on the provision of education and training needed to acquire the collection of skills necessary to succeed in the workplace that include problem-solving, critical thinking, communication, teamwork and others).

Recently, the WTDB sunset the True Wage Task Force focused on issues related to true wage determination and diversity, equity, and inclusion. True Wage is a wage that meets or surpasses the threshold of self-sufficiency in all regions of the state and for all family types. Self-sufficiency is realized when there is no reliance on public benefits and where reasonable living expenses (e.g. housing transportation, child care, etc.) are affordable. True wage is not yet specifically defined but will be as the focus of a related WTDB Initiative.

All task forces present their findings and recommendation to the full WTDB and may work through the WTDB's Executive Committee as well.

The Adult Learning Advisory Committee (ALAC) is an exception. It is a joint committee with the Higher Education Coordinating Commission (HECC). The ALAC is charged with facilitating achievement of the Adult Attainment Goal – By 2030, 300,000 adult Oregonians will earn a new postsecondary credential of value with enough credentials earned by racial/ethnic minority, low-income, and rural Oregonians to reduce attainment gaps by half. Separate and distinct from Oregon's 40-40-20 Goal. This is a hybrid since it does have a sunset, 2030, but it is a long-term "task force".

The Workforce and Talent Development Board (WTDB) Executive Committee, consists of 15 members representing all of the WIOA-required membership categories including key, board leadership. This committee leads and guides the work, taskforces, and recommendations of the WTDB on key strategy, planning and policy related to workforce development issues, solutions, innovations and opportunities. To learn more about the Workforce and Talent Development Board click here.

**Thank you for the technical assistance! Oregon will incorporate the recommendations into our next full plan.**

## 2. IMPLEMENTATION OF STATE STRATEGY

### A. CORE PROGRAM ACTIVITIES TO IMPLEMENT THE STATE'S STRATEGY

#### Oregon's Core Program Activities

##### **WorkSource Oregon:**

The WorkSource Oregon (WSO) system integrates the services provided by all WIOA core partner programs. The state-level agencies that administer the programs, and the activities and services provided through Oregon's American Job Centers, branded WorkSource Centers in Oregon, are described in the linked WorkSource Oregon Operational Standards. Please refer to that document for detailed discussion and description of the one-stop services and activities. In order to be designated as a WorkSource Oregon center, services among core program partner staff must be aligned, resulting in seamless provision of services to customers.

All operational functions, including supervision and management where appropriate, will be taken into consideration when developing a functional staffing plan for each center. Agreed-upon staffing plans, including methodology, roles, and expectations, will be documented and may be solicited during program monitoring.

##### **Adult, Dislocated Worker and Youth:**

At the state level, Oregon has formed several cross-agency workgroups focused on policy that are instrumental in implementing these state strategies. Locally, each of the nine local workforce development boards (WDBs) will develop and submit a comprehensive four-year plan, in consultation with the chief elected official. This document clarifies what the local WDBs must provide and do in order to implement State strategies and be in compliance with WIOA and state requirements.

The local plan will identify activities on how workforce partners and programs in each local workforce area will align and implement the vision and goals of the Oregon Workforce and Talent Development Board and requirements of the WIOA (see local planning guidance and resources). The local WDBs are responsible for convening the workforce partners necessary to develop and implement the plan in the local area. As additional guidance is provided from the U.S. Department of Labor and/or the Oregon Workforce and Talent Development Board, the Office of Workforce Investments (OWI) within the Higher Education Coordinating Commission may ask for the local WDBs to provide additional information in the form of a local plan modification.

##### **Employment Services:**

Services provided through the WSO centers will be customer-centered. There is no longer a required sequence of services in WSO centers. Rather, the appropriate service may be accessed at any time based on customer needs. In 2015 WSO adopted the WorkSource Oregon Standards, a set of service standards that will be used to guide local service delivery, and to ensure a common language for both customers and staff.

##### **Trade Act:**

Trade Adjustment Assistance (TAA) for workers, commonly referred to as Trade Act, assists workers who have been laid-off or had a reduction of work hours due to foreign competition become re-employed in suitable work. Trade Act offers a variety of benefits and services for

eligible workers: re-employment services, job search and relocation allowances, training benefits, income support, tax credit for health insurance, and wage subsidy for workers 50 or older.

Trade Act is an active and engaged partner to core programs and WSO centers. Co-enrollment occurs based on needs and eligibility, and documented through collaboration with partners and data systems.

Trade Act Navigators (TANs) support local rapid response service delivery and have a focus on re-employment services to trade-affected workers. Trade Act staff refer participants to support services outside of what Trade is able to provide for barrier removal.

TAA Information Sessions review benefits and services of the TAA Program, TRA deadlines, as well as sector strategies and partner services available in local areas.

Trade Act staff conduct comprehensive assessments of skill level, aptitude, abilities, skill gaps, career interests, employment barriers, and supportive service needs. To avoid duplication of services, Trade Act accepts assessments completed by partner staff and provides assessment and training plan information to partners of co-enrolled participants.

The Oregon Trade Act program's Central Trade Act Unit (CTAU) Case Management team assists trade-affected workers with identifying skill gaps, accessing and completing training required for the worker to become re-employed. Training for affected-workers should lead to employment in a high demand occupation, supported by labor market information, assessments, and meeting required criteria for training approval.

Trade Act participates in strategy meetings for each certified TAA petition that includes staff from Trade, CCWD, local service providers and unemployment insurance. Items reviewed during the meeting include wraparound services that are provided for participants that meet other funding stream requirements from partners, an overview of what Trade Act can pay for and services provided, any special training opportunities in the area, and a communication plan between partners.

#### MODIFICATION/REPLACEMENT OF TRADE ACT SECTION

*Trade Adjustment Assistance (TAA) for workers, commonly referred to as Trade Act, assists workers who have been laid-off or had a reduction of work hours due to foreign competition become re-employed in suitable work. Trade Act offers a variety of benefits and services for Page 46 eligible workers: re-employment services, job search and relocation allowances, training benefits, income support, tax credit for health insurance, and wage subsidy for workers 50 or older.*

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*During 2020-2021, the Oregon Trade Act program was approved to bring the TRA unit into the Central Trade Act unit. To improve upon customer service, the TRA unit joined the TAA call center to utilize one phone number, which gives participants one entry point for Trade Act services.*

*In support of Oregon's co-enrollment efforts, TAA currently refers all dislocated workers, who are trade eligible, to dislocated worker programs across the state.*

*The Trade Act program plans to host annual retreats beginning summer 2022 with OED area managers, business services teams, workforce board staff and Title I providers to collaborate on service delivery strategies to better serve the common customer including underserved populations. The retreats will be co-sponsored by the Oregon Trade program and the state's Higher Education Coordinating Committee (responsible for management and oversight of Title I funds).*

*TAA staff continue to provide videos of both Rapid Response and Trade Act Information Sessions as well as providing in-person services to underserved communities who may not be able to access virtual services. Additionally, the Oregon Trade Act Program has been approved by the Department of Labor for a two-year pilot to assist Trade affected Oregonians who meet Governor's Brown definition of underserved communities obtain technology they need to have equitable access to services and employment opportunities.*

### **Adult Basic Education:**

The Office of Community Colleges and Workforce Development (CCWD) and local area Adult Basic Education (ABE) service providers will fund allowable activities under the Adult Education and Family Literacy Act (AEFLA). Local providers will align Title II activities with local area plans, such as sector strategies and career pathways. These adult basic education and literacy activities will also be coordinated across the core programs and partners through one-stop center participation, referrals, and co-enrollment where feasible.

An important goal for Title II Adult Basic Skills service providers will be in improving access to, and completion of, post-secondary credentials. CCWD, as the Title II agency at the state level, will collaborate with local Title II providers to support this goal, through investment of leadership funds and other activities. An important means to address this goal will be expansion of integrated education approaches. These include programs such as I-BEST, Vocational English as a Second Language (VESL) and Oregon Pathways for Adult Basic Skills (OPABS), as well as other programs developed in response to local needs. Local Title II providers will be encouraged to explore bridge programs and services that result in transition to post-secondary education. Local Title II providers will work with the state and local boards to clearly define career pathways across the state that promote transition of adult education students into industry recognized credentials, licenses and portable stackable certificates.

### **SNAP Employment and Training:**



The Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program (SNAP E&T) provides Oregonian's with employment and training services to help them achieve and maintain their employment goals. Part of the SNAP E&T program is administered by the Oregon Employment Department (OED) and funded through a contract with the Oregon Department of Human Services' (DHS) Self-Sufficiency program. Another statewide based SNAP E&T provider is the Oregon Community College Consortium which includes all 17 community colleges in Oregon. Other WSO partners including numerous non-profit and community-based organizations around the state also receive funds through DHS to provide SNAP E&T services. This creates a SNAP Provider Network to support participants and provide an array of wraparound services, particularly for those with specialized needs such as homeless youth and adults, refugees and those in recovery and reentry programs.

SNAP participants receive a one-on-one orientation to the employment and training services available through WSO, the SNP Provider Network, and other community partners. This orientation provides an overview of the program, its benefits and requirements, so SNAP participants can choose to participate, or not participate, in the SNAP E&T program.

SNAP participants are served through a case management model of customer service. This model provides each SNAP participant with a workforce professional who works with the participant and then guides, motivates, and supports them in their process of obtaining employment. Participants are also eligible for support services to include gas vouchers, bus tickets, interview clothing, tools, and training.

Launched in 2017 as a pilot program, OED has since expanded the program statewide and continues to develop the program and build partnerships with DHS, the SNAP Provider Network and other WSO programs such as regional business services teams to help remove barriers and place participants with employment and training opportunities.

#### MODIFICATION/REPLACEMENT OF SNAP SECTION

*The Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program (SNAP E&T) provides Oregonian's with employment and training services to help them achieve and maintain their employment goals. Part of the SNAP E&T program is administered by the Oregon Employment Department (OED) and funded through a contract with the Oregon Department of Human Services' (DHS) Self-Sufficiency program. Another statewide based SNAP E&T provider is the Oregon Community College Consortium which includes all 17 community colleges in Oregon. Other WSO partners including numerous non-profit and community-based organizations around the state also receive funds through DHS to provide SNAP E&T services. This creates a SNAP Provider Network to support participants and provide an array of wraparound services, particularly for those with specialized needs such as homeless youth and adults, refugees and those in recovery and reentry programs.*

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*Launched in 2017 as a pilot program, OED has since expanded the program statewide and continues to develop the program and build partnerships with DHS, the SNAP Provider Network and other WSO programs such as regional business services teams to help remove barriers and place participants with employment and training opportunities. Today the SNAP E&T program*

*plays a pivotal role in Oregon's workforce system for serving low-income and underserved communities, assisting them with reemployment, training and support services to help them achieve career goals.*

*Participation in the STEP program dropped in PY 2020 as WSO centers, community colleges, and public libraries closed their doors to the public due to COVID. In response, the STEP program established a partnership with Free Geek, an Oregon-based non-profit, to ensure STEP participant's digital connectivity needs were met. Through this partnership, the SNAP program provided over 400 free laptops to STEP participants to help them complete training and employment activities. The STEP program plans to continue this partnership with Free Geek into PY 2021 and beyond as resources and funding allow.*

*COVID-19 changed the employment outlook for many STEP participants. As many industries reduced employment, STEP participants engaged in training activities that better aligned with the new post-COVID economy. The SNAP program increased job training funding for occupations within Oregon's Sector Partnership and Priority Occupations as defined by Oregon's Workforce Development Boards. In FFY 21, 138 participants received short-term training costing roughly \$230,000, while 211 received technical/vocational training costing roughly \$416,000. The program expects to see continued enrollment in job training with positive occupation outcomes in PY 2021 and beyond.*

*In addition to funding training activities, the STEP program launched a pilot in January 2020, to offer additional assistance with childcare, housing, utilities, automobile repair, and automobile Insurance to help participants address barriers to employment and remain engaged in reemployment and training activities. By the start of PY 2021, these support services were expanded statewide. The STEP program expects these support services to remain in place through Program Years 2022 and 2023.*

*And finally, in response to WSO center closures during the pandemic, the STEP program began offering assistance with internet and phone services in July 2020, to help customers connect virtually with programs and services. These services proved popular and by the end of PY 2020, almost \$49,000 was disbursed to eligible participants. The disbursements are expected to increase in PY 2021 and beyond as the economy recovers and STEP participation increases.*

*With WSO centers closed for much of PY 2020, and many ES staff assisting with UI claims processing, the total amount spent on all support services in PY 2020 was roughly \$420,000 compared to just over \$1M in PY 2019. Funding is expected to increase to pre-pandemic levels in PY 2021 now that centers are open and fully staffed.*

#### **TANF JOBS:**

The Oregon Department of Human Services, Office of Self-Sufficiency Programs administers the Temporary Assistance for Needy Families (TANF) Program. The Job Opportunity and Basic Skills (JOBS) Program is a component of the TANF Program.

The JOBS Program is Oregon's TANF employment and training program. Education, training and job placement services are provided to TANF single-parent and two-parent families with the goal of helping prepare for, find and keep a job. Job retention and wage enhancement services are provided to individuals transitioning from TANF or the Pre-TANF Program.

JOBS program services are planned for and provided through contracted partners as well as through a network of workforce partnerships including local Workforce Development boards (LWDBs), Employment Department offices, community colleges and other community partners that provide family stability services such as mental health and substance use disorder services. Coordinated service delivery planning, for both workforce and family stability-focused resources, are conducted through local planning meetings.

State leadership and technical assistance support local JOBS program efforts. A core set of mandatory procedures and services are in place in all areas. However, service delivery mechanisms and program design may vary among the 16 Districts due to differences in local needs and resources.

To provide JOBS services to working TANF participants to help them transition from TANF to employment, DHS staff uses a strength-based engagement and case management approach that works holistically with the entire family. The intent of engagement and case management is to help families move forward based on their needs and become self-supporting. DHS respects and empowers families by recognizing they are capable, have strengths, and have resources that can help them take control of their lives. Benefit delivery is integrated with self-sufficiency enhancing services. The outcome of engagement and case management is increased family accountability and success for individual families in reaching and sustaining their goals. Engagement and case management takes a team effort. The team consists of the participant, the Family Coach, branch staff and community partners the participant may be working with.

JOBS services include various levels of Job Preparation and Placement services, Retention and Wage Enhancement services, Self-Sufficiency and Intervention services, Youth and Child services and Teen Parent services.

### **Vocational Rehabilitation:**

Title IV, Vocational Rehabilitation (VR) works with individuals with disabilities to identify, pursue, obtain and retain competitive and integrated employment. In Oregon, there are two VR Programs, the general VR agency and the Oregon Commission for the Blind's VR program (OCB). OCB serves Oregonians who are legally blind with specialized services. Core program activities for both VR (general) and OCB include individualized assessment, vocational exploration, job placement services, retention services and necessary and appropriate support services. Title IV, Vocational Rehabilitation and OCB works in partnership with Workforce, Education, and relevant local programs that impact a positive employment outcome for individuals with disabilities.

As Core VR programs, Oregon VR and OCB will ensure that programmatic access to our services is available at all WSO sites. Depending on local needs and opportunities, VR and OCB will continue to support the current co-location of VR staff and services as appropriate. VR and OCB will continue to have conversations about increasing co-location opportunities around the state. VR and OCB will always be available to assist Workforce partners when it comes to serving individuals with disabilities and will provide technical assistance and training in the best techniques to work with such individuals.

Vocational Rehabilitation services and VR services for Oregonians experiencing vision loss should be considered "value added" to assist our workforce partners when they are serving individuals with disabilities. VR and OCB participate on local boards and at the state level. This participation and engagement will allow VR and OCB to assist and help develop programmatic and individualized services to effectively provide employment for individuals with disabilities. Services through Vocational Rehabilitation and OCB are individualized and consumer driven. If there is the possibility of utilizing other funded activities, Vocational Rehabilitation and OCB are required to pursue any and all "comparable benefits".

When initial assessment is complete, disability created barriers identified, accommodations identified and provided, and a career or vocational objective identified based upon interests, abilities, Labor Market Information and any other factor influencing the choice of vocational objective, employment services consist of:

- Individualized job placement activities.

- Coordination with other services that provide employment services as are available and appropriate based on the disability and the barrier being addressed.
- Follow-up and post-employment services (PES) as required for our clients in order to intervene more effectively and timely if a disability created impediment may cause job loss.

An Individualized Employment Plan (IEP) is to be completed within 90 days of eligibility unless the Vocational Rehabilitation or OCB Counselor (VRC) and the consumer are in agreement to delay. If this is the case, then the dates which the IEP will be completed must be identified.

At any stage of the VR process, VR/OCB may, with the consumer's agreement, refer to any other entity in the workforce system that may be of benefit to achieving an acceptable employment outcome.

Title IV VR and OCB, will continue to work with the local boards and other partners to ensure coordination and alignment of program elements. Current and future activities that are being practiced and proven at the local level will be shared among with the general VR agency and OCB to develop best practices. VR and OCB engage with local leadership teams when appropriate, and will continue to work within the workforce system to ensure that Oregonians with disabilities can access services they need without duplication.

Vocational Rehabilitation (VR) and The Oregon Commission for the Blind (OCB) will continue to work with clients to ensure that businesses have access to the talent they need through the VR system. VR and OCB work with Community Rehabilitation Providers and contracted individual job developers to reach out to employers and market the individual skills of participants who lack the ability to market themselves. Through this process, businesses often get employees whom they otherwise would not have screened into employment opportunities but who can meet their business needs. VR and OCB also work with federal contractors to help meet their Section 503 requirements and targets.

VR and OCB will be establishing establish procedures that are acceptable under our rules and regulations to assist our clients in moving forward in their careers and address disability based barriers that may preclude future career growth. We will also listen to the business needs of the in-demand occupations so that our clients will be prepared for employment opportunities that exist in our economy and have opportunities for growth and advancement.

VR and OCB is are active in working with students and the educational system to ensure access to appropriate and timely labor market and employment information to assist the students in making informed decisions regarding future careers and work. VR and OCB are partnering with the educational systems to provide meaningful work experience and opportunities. While the VR focus and mandate is to work with students with disabilities, a framework is being established that may be replicable and effective for all students. We will build from our current youth program that is an internationally recognized best practice.

Due to the application and eligibility process of VR and OCB services, co enrollment needs to be defined and cannot include an "eligibility" process. At this time discrepancies between core programs exit process will have an impact on co enrollment planning. Strategies regarding co enrollment will be influenced by the results of our resource sharing agreement, which will need to be finalized at which time we can proceed with planning. Co-enrollment of VR and OCB clients with Title I and Wagner-Peyser services is a longer-term goal but these, and other significant issues exist and must be overcome, such as inflexible and out-of-date Information Technology systems and full accessibility of workforce system tools. However, Oregon continues with its early planning efforts to modernize its computer systems. The feasibility of integrating VR/OCB, Wagner-Peyser and Title I enrollment processes into one seamless process will be explored as part of that effort.

### **Higher Education Coordinating Commission:**

The Higher Education Coordinating Commission (HECC) has responsibility for developing state budget recommendations, allocating state funding, and approving new academic programs at Oregon's community colleges and universities. Within the HECC, the Office of Workforce Investments (OWI) is responsible for WIOA Adult, Dislocated Worker and Youth and the Office of Community Colleges and Workforce Development (CCWD) is responsible for Adult Basic Education. In addition, CCWD will work with all 17 community colleges to support effective practice in transitioning working learners into post-secondary credit programs. This work includes supporting these students during their programs with both internal college services and WIOA partner supplied services (i.e. SNAP, Vocational Rehabilitation). In addition, students will have appropriate guidance and support as they complete their degree or certificate and seek employment or further education.

### **U.S. Department of Housing and Urban Development:**

PHAs and CDBG Entitlement Jurisdictions are also able to access and/or utilize their funding to support job creation, job training/education, and family self-sufficiency activities. The funding streams available to PHAs include the Family Self-Sufficiency program which combines three factors that, together, can help households in HUD-assisted rental housing make progress toward economic security: (a) stable, affordable housing; (b) case management or coaching to help support residents in identifying and pursuing goals, connecting to work-promoting programs and services, and building financial capability; and (c) an economic incentive for participating households to increase their earnings in the form of an escrow account that grows as participants' earnings' grow; Family Unification Voucher (FUP) provides rental assistance and supportive services to participating FUP youth for the first 18 months that the youth participates in the program. Examples of the skills targeted by these services include money management skills, job preparation, educational counseling, and proper nutrition and meal preparation: Foster Youth to Independence (FYI) Vouchers is a partnership with local PHAs, public child welfare agencies (PCWAs), and Continuums of Care (CoCs) to assist communities in ensuring that every young person who has had experience with the child welfare system has access to safe, affordable housing where they are supported to reach self-sufficiency by working toward their education and employment goals.

### Oregon's Cross-Agency Teams and Work Groups

#### **The Workforce System Executive Team (WSET):**

The WSET is both an operational and decision-making group regarding workforce system project development and implementation. The WSET is responsible for the following activities:

- Collaborating and jointly agreeing on best approach to workforce systems issues that impact multiple agencies, programs, or initiatives.
- Providing/assigning resources to populate project teams.
- Ensuring that projects are staffed by cross-agency resources.
- Ensuring alignment across projects and teams with a system-wide viewpoint.
- Providing consulting and oversight to project teams.
- Making project, system, and program commitments for their agency, as appropriate.

- Reviewing and approving outcomes, products and recommendations of project teams.
- Making recommendations to leadership for approval, as appropriate.
- Representing agencies and briefing respective leadership on discussions and progress outside of meetings.
- Knowing when leadership must be consulted for a final decision and ensuring that all stakeholders requiring input at the leadership level are included in vetting processes. Inviting stakeholders (leadership, content experts, etc.) to meetings as appropriate to the agenda to ensure that work continues to advance.

WSET members include agency and program managers from:

- Employment Department (W-P/Title III, UI, MSFW, Vets, LMI)
- Higher Education Coordinating Commission (Titles I & II)
- Department of Human Services (Title IV, SNAP E&T, TANF)
- Oregon Commission for the Blind

WSET engages other partners as appropriate including Business Oregon, Department of Human Service Senior Community Service Employment Program, and U.S. Housing and Urban Development Employment & Training.

#### **WIOA Local Area Advisory Group:**

The purpose of this group is to identify state and local policy and process needs and provide feedback on policy development. Membership includes local area program managers, compliance officers, etc., with state staff filling guest/advisory/technical assistance roles as needed. This group includes a youth-focused sub-group.

#### **Career Pathways Alliance:**

The Alliance is made up of program staff, directors and others who oversee career pathway initiatives and programs within the 17 Oregon community colleges, including short-term training programs and bridge programs for Adult Basic Skills students. Vocational English as a Second Language (VESL) is often a part of Oregon's high quality, Career Pathways infrastructure. This track includes CTE programs with stackable credentials and strong relationships with the industry and local employers to identify competencies and needs. VESL courses accelerate time to completion and increase certificate and degree attainment for low-skilled workers and Adult Basic Skills students.

#### **Community College WIOA Workgroup:**

This is a diverse cross-section of community college administration, staff, and faculty members who serve in workforce development, career and technical education, customized training, and adult education programs. Within the WIOA Workgroup there are various subgroups working on specific issues: creating a community college planning framework, developing a definition/visual for career pathways in WIOA, investigating data and reporting concerns with the eligible training provider list, etc.

## **MODIFICATION:**

### WSO Shift to a Virtual Service Delivery Model/Pandemic Response

In response to COVID, WSO centers closed to in-person traffic spring 2020 and did not fully reopen until summer 2021. During this transition, the state began to phase in a number of system enhancements to support the delivery of services in a virtual format. Enhancements included new video conferencing software for use with external customers; a new WSO website, available in multiple languages, that greatly improves customer access to the menu of reemployment and training services; an online scheduling tool, available in both English and Spanish, that allows job seekers to arrange virtual or in-person appointments with staff, or reserve computer time in a center; automated emails to inform job seekers of their registration status and encourage customer engagement with WSO staff; and customer relationship management software for customers to submit questions through a central portal, thus streamlining staff workflow in responding to inquiries. All enhancements were operational by late 2021.

The scheduling tool, launched in September 2020, has been popular with customers and helped streamline center workflow for staff. To date over 2,000 appointments have been scheduled, with seventy percent initiated online by the job seeker. Of those scheduling an appointment with staff, 60% opted for a virtual meeting using video conferencing software vs. meeting in-person with staff.

To further enhance the scheduling tool's utility in serving Oregon's diverse customer base, an updated version in ten additional languages (identified thru census data and customer use of other translation services) is planned for spring 2022. The state is also exploring options to integrate the tool with state email and calendaring systems to further enhance its utility in managing center workflow and communicating with customers.

The Reemployment Services and Eligibility Assessment program was an early adopter of the scheduling tool, encouraging claimants selected for the program to schedule their RESEA orientation with staff online. In addition, other workforce programs are exploring how the tool can be used to work more seamlessly together to connect customers with reemployment services. For example, the state's Unemployment Insurance division is exploring how the tool can be used to connect claimants seeking reemployment services with WSO center staff, rather than just providing them contact information.

WSO leadership remains committed to offering services thru a virtual format to expand service delivery to more and diverse communities including underserved populations while also helping to protect the health and safety of staff and customers in light of the ongoing pandemic.

### **B. ALIGNMENT WITH ACTIVITIES OUTSIDE THE PLAN**

The Oregon Department of Education, the Higher Education Coordinating Commission, the Oregon Employment Department and the Oregon Bureau of Labor and Industries, have developed a strategic partnership to align and develop career pathways that include career and technical education and Registered Apprenticeships. This partnership funds two staff who work with secondary and postsecondary institutions and employers to identify areas where apprenticeship opportunities may be aligned with career and technical education programs to meet local employer needs.

At the state level, alignment and collaboration between the core programs and the programs and activities provided by mandatory and optional one-stop partners will occur through the state-level, cross-agency workgroups described in the previous section. Additionally, options to provide meaningful access to required programs will be explored locally and addressed through local planning efforts. Service strategies will be tested for effectiveness and efficiency. When the opportunity exists and it makes good business sense, co-location options will be considered. To

see how the activities of the local workforce areas will be aligned amongst the four core programs and with other programs, view the local plans.

Alignment of activities to ensure coordination of programs and activities and avoiding duplication will be satisfied through the pooling of shared resources and staffing the four services mandated in the WSO Operational Standards. Jointly staffing the four services (Exploratory, Career, Training and Business) is Oregon's method to avoid duplication and ensure coordination of all partners within the one-stop offices.

The Oregon Employment Department, Oregon Department of Education, and the Bureau of Labor and Industries are also working together to build clear pathways to Registered Apprenticeship programs for individuals at any education level. This work includes training WorkSource Oregon staff to help customers navigate the registered apprenticeship system, as well as educating community college staff on the value of apprenticeship and their roles as related training providers within the system. The Oregon Employment Department and Oregon Department of Education both employ apprenticeship program liaisons that work with the Oregon Community College Apprenticeship Consortium, which is a group that is comprised of 14 of 17 of Oregon's community colleges that provide three statewide apprenticeship degrees. This group helps ensure that new apprenticeship programs are articulated for college credit and that Oregon's employer community is aware of and has access to the latest career and technical education courses.

Vocational Rehabilitation (VR) and the Oregon Commission for the Blind (OCB) are reviewing strategies to utilize services that will impact Apprenticeship and pre-apprenticeship programs. Historically, Apprenticeships in Oregon do not align with VR timeframes and often have challenges around accessibility, but this is being evaluated programmatically due to new expectations. VR/OCB program services program may very well have the most impact when it comes to providing pre apprenticeship work for youth with disabilities so that this group has the opportunity to prepare for future apprenticeship opportunities should the individual choose to do so.

Local state agency branch and field office managers from core and mandatory partners will work with their local WDBs to ensure that those receiving public assistance, low-income individuals, and those who are basic skills deficient are included in local WIOA plans and that they have a voice in the system. The agencies will work to find a way to market WIOA services to the above categories of individuals to ensure that they are aware of services and that they may use their classification to ensure priority of service. Staff at the WorkSource Oregon centers and Affiliate Sites will be trained to understand that upon discovery that an individual belongs to a priority category that priority of service will be explained to that individual. Basic skills deficient individuals can be identified through Initial Skills Review testing in the WorkSource Oregon centers, and the National Career Readiness Certificate. Basic skills deficient individuals can be identified for priority of service and can be expedited into job search and occupational skills training programs.

The WSO Standards require Title II workforce preparation services, which are provided through each WSO Center. Local areas are responsible for ensuring WSO and Title II services are available and appropriate referral mechanisms are in place to connect WSO customers with Title II services as needed. Title II will work with other core programs and one-stop partners to develop a mechanism for referrals and co-enrollment where possible. Local adult education and literacy providers will align participation in one-stop centers with local service goals, supported by informed participant referrals facilitated by one-stop center staff cross-training.

#### **MODIFICATION: Trade Act Information Replaced**

As a partner to the core programs, Trade Act programs align with core programs in this plan.



- Trade Act refers all active Trade-affected participants to Title I DW and other core programs for co-enrollment to services outside of what can be provided by Trade to help with barrier removal.
- TAA staff conduct comprehensive assessments of skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, and supportive service needs individually and in group settings.
- Trade Act accepts assessments completed with partner staff; likewise, Trade Act provides assessment and training plan information to partners of co-enrolled participants.
- Trade Act collaborates for wraparound services that are provided for participants that meet the NEG/SEG or other funding streams requirements from partners and documents cost sharing arrangements.
- Trade Act Information Sessions are focused on benefits and services available to affected workers in their area.
- Trade Act will also actively pursue the business community through connections to Rapid Response, On-the-job training opportunities, Apprenticeships, through investments in Business Services teams within WSO centers and Sector Strategies. Connections to business will include marketing program information, layoff aversion resources, and job talent.
- Trade Act has invested in local Business Services Teams to increase work-based learning opportunities and support local area plans and investment strategies.

In 2022 Trade Act will be enhancing strategic connectivity with additional Federal Programs: SNAP/ABAWD/STEP, RESEA, Veterans, WOTC, MSFW, and Justice Involved Trade eligible Oregonians. As a partner to the core programs, Trade Act programs align with core programs in this plan.

It is the Oregon Unemployment Insurance (UI) program's goal is to ensure all UI claimants are fully aware of, and appropriately using, the reemployment resources available to them through our workforce system. Some UI program activities are performed in WorkSource Oregon (WSO) offices and are aligned with programs and activities provided by mandatory one-stop partners and other optional WSO partners. Such activities include providing in-person information and assistance filing UI claims via phone or computer, providing general information about UI eligibility requirements, and referring potential UI eligibility issues to UI merit staff in the program's UI Contact Center.

Through the filing of an initial UI claim, customers initiate the process to become co-enrolled across core and partner programs available in one stop centers. Some customers, who may potentially be eligible for special programs, such as the Self-employment Assistance (SEA) program, the Training Unemployment Insurance (TUI) program, the Trade Readjustment Allowance (TRA) program, the Apprenticeship program, and the WorkShare program, are referred either by WSO office or UI Contact Center staff. These special programs are administered by the UI Special Programs Center. Information regarding all of these programs is also provided by staff at WorkSource Oregon centers.

Some additional details about the special UI programs offered in Oregon include:

- The SEA program enables customers to receive UI benefits while starting their own business,
- The TUI program enables customers to receive UI benefits while attending school,

- The apprenticeship program enables customers to receive UI benefits while participating in apprenticeship training programs, and
- The TRA program enables customers to receive UI benefits while participating in the Trade Adjustment Assistance (TAA) program.
- The WorkShare program is Oregon's Short-Time Compensation solution and provides an alternative for employers and workers who may be facing the prospect of a lay off situation by providing partial UI benefits to workers whose hours have been reduced.

Employment Services (ES) staff and partner staff in one stop centers maintain the ability to email or call UI merit staff in the UI Contact Center, the UI Special Programs Center, and in the UI Operations and Program Support Unit to directly assist customers when necessary. Additionally, information is shared with UI claimants about the various programs available in Oregon at the centers on the public computers, hard copy brochures, posters, and public information videos playing on digital displays in the lobby.

The UI program in Oregon is also currently receiving federal grants to provide enhanced reemployment services for UI customers. Some customers are selected for a Reemployment Services and Eligibility Assessment (known as RESEA) as part of their orientation. RESEA interviews are conducted in person by ES merit staff in one stop centers who are co-located with local board service providers.

Oregon's UI program is examining other innovative ways to increase the UI claimant reemployment rate. As an incentive to claimants, the agency allows customers to list one work seeking activity for each test taken for the National Career Readiness Certificate (NCRC) and other similar activities. The program is also partnering with a local workforce board to offer the Rethinking Job Search (Rethinking) program to a selection of UI claimants in several areas of the state. Rethinking uses cognitive-behavioral techniques in an intensive educational workshop to boost claimants' confidence in their ability to quickly be reemployed through enhanced motivation and self-efficacy in job-search activities.

**MODIFICATION:**

The local planning and WSO Operational Standards links appear to be working. Please let me know if there continues to be a problem.

**C. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO INDIVIDUALS**

The core programs highlighted in this plan and mandatory one stop partner programs will coordinate activities and resources through implementation of the WTDB strategic plan, local planning process and the WSO Operational Standards. Local state agency branch and field office managers from core and mandatory partners will work with their local WDBs to ensure that efforts are coordinated, aligned and that outreach to target populations, including those with barriers to employment (such as individuals receiving public assistance, low-income individuals, and those who are basic skills deficient) are included in local plans.

Local plans identify how workforce partners and programs in each local workforce area will align and implement the vision and goals of the Oregon WTDB and requirements of the WIOA. Using the WSO Operational Standards as a statewide framework, all nine local workforce areas are responsible for developing systems and processes to better serve WSO customers. The WSO Operational Standards require strong collaboration among system partners and holds local leadership teams accountable for outcomes. Although, the specific processes for coordination, alignment and outreach will be different in different areas of the state, The WorkSource Oregon Operational Standards are a benchmark for service provision. Ongoing communication between the Local WDBs will allow for best practices to expand between workforce areas.

The agencies will continue to provide services to individuals with barriers to employment and to locally outreach to them, as funds permit, to ensure that they are aware of services and that they may use their classification to ensure priority of service. Perhaps more importantly, Oregon is continuing to expand coordination between state agencies who already serve individuals with barriers to employment, thus allowing easier identification and access to these populations.

Expanded coordination with programs serving disabled (Vocational Rehabilitation), low-income (TANF and SNAP) and ex-inmates (Corrections) are examples. Staff at the WSO centers and affiliate sites will be trained to understand that upon discovery that an individual belongs to a priority category, priority of service will be explained to that individual.

Title II providers in the local areas will coordinate activities and resources to provide high-quality customer services in cooperation with the other core programs. For example, adult education and literacy providers will support cross-training of core program and one-stop center partner staff to support referrals and co-enrollment. Title II providers will leverage connections with core program and WSO center partners where feasible to include support services for participants, such as transportation, childcare, and housing. Title II providers also create, maintain, and build connections with training providers for career pathways and workforce preparation activities.

Trade Act staff provide case management services to trade affected workers on their path back to suitable employment, and assist affected workers with barriers along the way. Trade Act participates in meetings with local workforce boards and WorkSource partners to help align and leverage services to meet the needs of affected workers. Trade Act is an active partner in Rapid Response (RR) activities at both the state and local level. This provides an opportunity for Trade Act to advise and educate partners on the TAA program guidelines and protocols and learn more about partner programs and services, improving planned services for trade-affected Oregonians.

Services offered to individuals in WorkSource centers are coordinated and aligned with the state's Unemployment Insurance (UI) program to ensure equal access. UI claimants are a targeted population within WSO centers and staff receive UI training to ensure access to information about UI benefits is comprehensive, high-quality, and customer-centered. For dislocated workers, Oregon WSO supports and participates in the Training Unemployment Insurance and Self-Employment Assistance programs. In addition, Oregon uses a variety of media including brochures, posters, and digital displays in multiple languages in locations to ensure universal access.

The state's SNAP E&T Provider Network (consisting of OED, various WSO partners and community based organizations throughout the state) tracks and records services provided to SNAP participants in a central database – iMatchSkills, the state's labor-exchange system. As such, iMatchSkills serves as the central case management system (or management information system) for program reporting and tracking support services and case management activities provided to SNAP participants. This central case management system helps avoid duplication of services and provides for more coordinated and seamless delivery of services to SNAP participants. To further coordinate and promote partnerships within the SNAP Provider Network, the Oregon Department of Human Services (DHS) Self-Sufficiency team (which oversees SNAP E&T contracts with SNAP providers) hosts regular meetings with service providers to share information, promote the program and further strengthen partnerships within local areas. SNAP E&T brochures and program videos to include testimonials have also been developed by OED to promote the program.

#### D. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO EMPLOYERS

The coordination and alignment of activities and resources in WorkSource Oregon (WSO) centers will involve multiple stakeholders in order to provide comprehensive, high-quality services to employers and meet their current and projected workforce needs. WorkSource Oregon stakeholders will align services to businesses through the use of sector strategies and partnerships, the Oregon Talent Council, local workforce boards, and the WorkSource Oregon Standards. Additionally, education and training system partners will work directly with industry to improve retention, expansion and recruitment. Industry and sector partners will work with education, workforce development, economic development, and community organizations to focus workforce priorities around key industry issues and goal attainment.

Industry partnerships provide a place for companies to solve major talent issues, a single place to work with public entities, and an opportunity to share costs to solve industry problems. These sector partnerships also provide educational partners a forum through which they can learn about evolving industry needs, and a vehicle to identify, build and refine curriculum, programs and credentials.

Industry partnerships allow workforce partners to quickly refine their investments based on industry feedback and provide an efficient mechanism through which businesses can access public services.

All WSO centers are required to develop, implement and actively manage two feedback loops aimed at aligning and improving services. Centers will develop a feedback mechanism that evaluates the quality and effectiveness of training funded by WSO. Feedback will be solicited from both the business and trainee to ensure training providers are meeting the needs of business. Feedback will also be solicited from business through ongoing customer satisfaction surveys in order to determine the overall quality of WorkSource center job seeker referrals and staff services. Both mechanisms are designed to improve the workforce system's ability to deliver customer centric services.

The most important business service WorkSource Oregon centers provide is connecting job seekers to job openings. Providing quality referrals to connect job seekers and employers ensures that WorkSource Oregon is providing a value-added service to business and that it is supporting the goals of local sector and industry strategies and partnerships, targeted populations, and local workforce investment priorities.

Through the enhanced business services model, currently operating in five of the nine workforce regions, WSO center staff conduct an on-site employer visit prior to recruiting and referring candidates. WSO staff aim to refer only five candidates to one job opening, unless specified by the employer. Many WorkSource Oregon centers use this model to provide a consultative approach when serving business customers. The goal is to meet with business customers, understand their workforce needs, and then collaborate with workforce system partners to design a package of services that meet business needs.

This collaboration includes economic development as a workforce partner in order to develop comprehensive solutions to support the goals of business and industry customers. The state and local boards also consult with their network of cluster/industry associations, chambers and business leadership councils.

Placement and recruitment activities must include a feedback mechanism between WSO staff and employers. Employer feedback will be solicited to validate the readiness and quality of referrals, to monitor outcomes, and adjust local career and training services based on the feedback received. Feedback will be shared with the workforce system to ensure continuous quality improvement. Co-location and co-delivery efforts are designed to offer smooth service delivery and increased leveraged services while generating greater service options for business customers.

Collaboration between all workforce system partners is required to ensure the broadest possible service options are made available to the business community, including how these options meet the needs and goals of sector strategies and industry partnerships. An important system partner is Title II or AEFLA.

**Recent Program Activity:**

Services produced the following outcomes in Program Year PY 2020:

Total businesses served:	9,931
Total staff assisted job listings:	1,513
Self-referral job listings:	275,227
Downloaded job listings from NLx:	171,929
Total staff-assisted hires:	1,292
Total self-referral hires:	3,132
Total staff-assisted placements and self-referral hires:	54,032

NLx: Electronic labor-exchange network, created in 2007 in a partnership agreement between NASWA and Direct Employers Association

Placement: customer is hired after receiving staff-assisted services

Hire: customer is hired after being referred to a job listing by staff or after self-referring to a job listing

AEFLA-funded Adult-Basic-Skills Programs work with employers through connections with their colleges' Career Pathways, Customized Training, Workforce Training, and Occupational Skills Training programs. Another critical partner is VR. The Vocational Rehabilitation program by design contacts the Business and employer community utilizing a client specific approach. VR's approach of utilizing contracted vendors to job develop for individual clients indicates a different model regarding employer outreach. However, employers also approach the VR offices with Job Opportunities and VR will address a process where these contacts and opportunities can be blended into a Workforce combined business outreach method.

Co-location, co-delivery, and the use of the WSO labor exchange will increase the communication level across the partnerships, to include economic development, resulting in the necessary collaboration to ensure business customer needs are met through a cost-effective allocation of resources.

The WSO labor exchange system (iMatchSkills) allows staff and employers to manage job opportunities, greatly expanding the service delivery options for employers. Jobs may be entered via automated mechanisms, self-service, or staff-assisted services. Employers may also set up an account online to post job listings 24/7, match to qualified candidates, and contact the job seekers directly.

Oregon is exploring additional ways to align and integrate business services, by coordinating business outreach efforts and to identify and target key industries in order to increase market penetration for the WorkSource Oregon System and by understanding all the points of contact between businesses and workforce partners.

For example VR or OCB are the VR program is working with the Local Leadership Teams and LWDB's to have full understanding of the identified Sector Strategies and Sector Partnerships at the local level. As individual VR/OCB clients are counselled and address his or her career

development, the local sector partnership details and goals are shared with these job seekers with disabilities. These participants can then determine if these sector industries/employment areas, and associated career development, are something the individual client would wish to pursue.

Additionally, Local Veterans Employment Representatives (LVER) partner with the Bureau of Labor and Industries (BOLI) apprenticeship and On-the-Job Training (OJT) representatives to ensure that employers are aware of the benefits of hiring a veteran. LVERs also communicate apprenticeship and OJT opportunities for veterans to WorkSource Oregon Business and Employment Specialists and Disabled Veteran Outreach Program staff.

Oregon's Trade Act program is recognized as a TAA national best practice for creating and utilizing unique roles to improve specific services to trade-affected workers and business services is one of those areas. In Portland's tri-county area the Trade Act program has added four positions to the local Regional Business Service Team. Three positions are Regional Business Services TAA Specialists (RBST) whose role is to help facilitate the employment of trade-affected workers with special emphasis of placement in target industry sectors. The RBST utilize enhanced job listings of the RBS team as the first resource to refer job seekers. When there is no relevant job listing, the RBST utilize other job postings or do outreach for job development purposes. RBST support business and provide a package of information to employers, which includes on-the-job training (OJT), classroom education, apprenticeship connections and layoff aversion information through Workshare and Trade Adjustment Assistance for Firms (TAAF). Trade Act Navigators (TAN) outside of the Portland tri-county area perform these duties in their area(s). Both RBST and TAN staff make presentations to communities, businesses, partners, and coordinate and assist with the planning and implementation of job fairs.

#### **MODIFICATION:**

WSO continues to align business services to support workforce investment activities and meet the needs of businesses and support economic growth in each area. Leveraging and aligning collective resources brings enhanced communication, coordination, and collaboration among businesses, economic development, service providers, business team members, and local workforce development boards.

The public workforce system and business services teams work in tandem to connect the diverse communities we serve, such as veterans, migrant and seasonal farmworkers, unemployment insurance claimants, and dislocated workers with employment opportunities.

Labor market challenges continue, with many workers retiring and choosing not to return to work due to the ongoing pandemic. To address these challenges, business staff saw successful quality placements for their employers through use of the labor exchange system, outreach, special events, and social media.

In addition, business staff utilized WSO's LinkedIn recruiter platform to help fill positions. The partnership with LinkedIn began July 2020 and to date has generated almost 7,500 followers, gained national recognition, and resulted in 95 quality hires with up to six figure salaries. Based on this success, WSO recently extended its LinkedIn partnership for three more years.

To help customers gain new in-demand skills, the Business Services team in 2021 partnered with Google to offer 1,000 scholarships to provide customers online training at no cost in the following areas: data analytics, project management, IT support and UX design. Based on the success of this partnership, another 1,000 scholarships were secured in 2022.

Throughout the pandemic, the business services team continued its partnerships with other special programs, such as STEP, RESEA, MSFW, Veterans and Trade Act, to ensure a pipeline exists for the referral of those customers for enhanced job matching and placement assistance. The business services team will continue to look for innovative ways to connect customers served by these special programs with job listings.

#### E. PARTNER ENGAGEMENT WITH EDUCATIONAL INSTITUTIONS

##### **Post-Secondary Education and Training Attainment:**

Oregon House Bill 2311 (2017) directed the Higher Education Coordinating Commission (HECC) and the Workforce and Talent Development Board (WTDB) to establish a statewide educational attainment goal for adult Oregonians separate from 40-40-20. The HECC and WTDB convened the Adult Attainment Workgroup who recommended the following statewide adult attainment goal:

Oregon anticipates more than 120,000 additional jobs requiring post-secondary training or education between now and 2030. In order to meet this need, 300,000 additional adult Oregonians should earn a new degree, certificate, or credential valued in the workforce during that time. Because Oregon has substantial attainment gaps among minority, low income, and rural Oregonians, the state will also commit to reducing those attainment gaps by half during the decade.

The HECC adopted the Workgroup's recommended Adult Attainment Goal in November 2018. The Goal applies to adults 25 to 64 years old who not currently enrolled in a high school equivalency program, an institution of higher education, or another post-secondary training program.

House Bill 2311 aligns state statute with how the 40-40-20 goal has been most commonly understood since its inception: as reflecting the need to improve P-20 educational outcomes for today's younger learners, ensuring that they enter adulthood ready and able to succeed in Oregon's economy and civic life. At the same time, HB 2311 reinforces the state's commitment to ambitious educational outcomes for working-age adult Oregonians. This new Adult Attainment Goal is aligned with career trajectories, education interests, and job opportunities.

To help guide the realization of the Goal, the Adult Learner Advisory Committee (ALAC) was formed in 2019 having broad representation of post-secondary institutions both public and private and workforce training programs. The ALAC is connected through its membership and through the HECC and WTDB to all of Oregon's post-secondary universities, colleges, schools, and training programs. The ALAC will;

- Develop strategies and disseminate best practices regarding how adults gain skills outside the traditional P-20 education system pipeline;
- Develop strategies and disseminate best practices addressing education and training attainment gaps among minority, low-income, and rural adult Oregonians;
- Serve as an advisory group to connect and align multiple adult attainment efforts within the HECC (e.g. TIE Partnership Grant, prison education and training, Outreach, Adult Basic Skills, GED®, etc.);
- Investigate and provide recommendations regarding the evolving definition of "credential of value";
- Develop and maintain a list of Oregon credentials of value;
- Evaluate progress toward achievement of the Adult Attainment Goal; and

- Recommend investments to facilitate achievement of the Adult Attainment Goal (e.g. grants, scholarships, etc.).
- Act as an ongoing steering and advisory body to the HECC, WTDB, and state agency staff tasked with programs and investments related to achieving the Adult Attainment Goal during the life of the Goal or until sunset by a decision of the HECC and WTDB;
- Act as a primary resource regarding adult education and training in Oregon;
- Engage in the ongoing development and revision of the HECC and WTDB strategic plans;
- Convene stakeholders and experts as needed; and
- Report jointly to the HECC and WTDB as needed or requested.

### **Higher Education Coordinating Commission:**

In addition, the HECC has responsibility for developing state budget recommendations, allocating state funding, and approving new academic programs at Oregon's community colleges and universities. Having WIOA Title I and II programs and the WTDB as a part of the HECC agency creates natural alignment with Oregon's community colleges and universities. This results in greater coordination of education and workforce development services for the benefit of all customers.

### **Oregon Talent Assessment:**

The Oregon Talent Assessment (2018) is business and industry's determination of in-demand occupations, skills, talent, gaps, and trends. Its goal of this report is to elevate the understanding of Oregon's skills problem by creating common data and language that can be shared across employers, educators, and workforce intermediaries. Many post-secondary representatives were a part of the 2018 Talent Summit which provided insight into the report. The report itself was broadly shared and discussed with post-secondary institutions and programs. The Talent Assessment is being updated in 2020 and the 2020 Talent Summit's theme is: What learning looks like for youth, adults, and transitioning workers in the 21st century?

### **Industry Sector Strategies:**

Post-secondary education including community colleges, universities, K-12, and trade schools is a key partner in industry sector strategies. These provide education and training to the locally-driven sector partnerships depending on the industry's needs and goals. The key to this strategy is the explicit engagement of education at the secondary and postsecondary levels with workforce development and business. Sector partnerships make these connections at the regional level and make these partnerships successful.

### **Partner Engagement:**

Title II providers in Oregon are currently community colleges, which leverages the connection between adult education and literacy programs and postsecondary education and training programs. Oregon actively promotes transitions to postsecondary education through investment of state leadership funds into academic bridge programs such as Integrated Basic Education and Skills Training (I-BEST), Vocational English as a Second Language (VESL), and Oregon Pathways for Adult Basic Skills (OPABS) programs. Oregon has also invested heavily in



the alignment of adult education content standards with the College and Career Readiness (CCR) standards. The CCR standards and training modules have been shared with core programs and partner programs through a series of training sessions supported by the Moving Pathways Forward initiative.

Title IV, Vocational Rehabilitation and the Oregon Commission for the Blind, have MOUs with all 17 community colleges that include language around working with the college's disability services offices to ensure that our joint students get the services and accommodations they need to access educational opportunities.

Trade Act's memorandum of understandings (MOUs) with each of the 17 community colleges includes language to maintain designated point of contacts for communication as well as providing a space on campus for Trade Act Navigators (TANs) to work. TANs can be available on campus as necessary to assist new trade-affected workers navigate educational processes, assist those currently in training, and work with trade-affected workers who are in their last term of training with job readiness and work search.

The Trade Act Liaison works at the administrative level and assists with any process misalignments between education and the Trade Act program to improve the shared student experience and completion rates for trade-affected workers. The Trade Act Liaison also attends two quarterly community college meetings, the Oregon Career Pathway Alliance and the Pathways to Opportunity consortiums for continued outreach, collaboration, and education of Trade Act program processes, laws, rules, and activity levels statewide.

Oregon's Unemployment Insurance (UI) program has engagement with educational institutions through the Training Unemployment Insurance (TUI) and the Trade Readjustment Allowance (TRA) program. Both programs enable customers to receive training at education and training providers while receiving UI benefits. Eligible customers are referred to WorkSource Oregon to help determine best matches for labor market, career goals, and educational institutions during the initial stages of the application process.

#### **MODIFICATION:**

The Adult Attainment Goal link appear to be working. Please let me know if there continues to be a problem.

The Oregon Talent Assessment link has been fixed.

#### **F. PARTNER ENGAGEMENT WITH OTHER EDUCATION AND TRAINING PROVIDERS**

Effective training often must go beyond classroom training to address all types of learners and provide hands-on experiences. Work-based learning and other innovative strategies that can help individuals understand more clearly what it is like to work in a certain industry or company are important to both improve learning outcomes and to help individuals with career exploration. Work-Based Learning (WBL) is a priority in Oregon's draft CTE State Plan. WIOA program representatives were engaged in the development of the CTE Plan and closer alignment of the CTE Plan and this WIOA Combined State Plan are anticipated in the future.

WBL is structured learning in the workplace or simulated environment that provides opportunities for sustained interactions with industry or community professionals that foster in depth firsthand experience of the expectations and application of knowledge and skills required in a given career field. Within the broad category of WBL, registered apprenticeships are a key priority. Significant effort has occurred and is planned to expand registered apprenticeship, for employers and individuals and to: (1) implement a training program to educate staff in WorkSource Oregon centers and agency central offices about Registered Apprenticeship; (2) build coalitions and relationships with industry and community partners to create and expand registered apprenticeship programs; (3) partner with LWDBs to ensure new apprenticeship

programs are aligned with industry need and local sector strategies; (4) partner with secondary and post-secondary institutions and community partners to increase youth opportunities; and (5) continue to increase the number of women and minorities involved in registered apprenticeship programs by working with community partners and DHS as recruitment sources and to provide supportive services during portions of the apprenticeship training period.

Community colleges offer a variety of workforce development services that are important to the overall capacity of the state workforce development efforts. The development and expansion of credit-bearing Career Pathways certificates across the 17 community colleges has been a key strategy for enhancing the training and job skills of Oregon's workforce. Currently, the community colleges offer more than 400 Career Pathway certificate programs. These certificates are defined in statute as being 15-44 credit certificates that are completely contained within a two-year Career and Technical Education degree. This means a working learner can continue to make progress toward a higher level credential without losing time or money having to take classes that are required in the higher level credential but different from those in the Career Pathway certificate.

An important goal for Title II Adult Basic Skills service providers will be in improving access to, and completion of, post-secondary credentials. CCWD, as the Title II agency at the state level, will collaborate with local Title II providers to support this goal, through investment of leadership funds and other activities. An important means to address this goal will be expansion of integrated education approaches. These include programs such as I-BEST, Vocational English as a Second Language (VESL) and Oregon Pathways for Adult Basic Skills (OPABS), as well as other programs developed in response to local needs. Local Title II providers will be encouraged to explore bridge programs and services that result in transition to post-secondary education. Local Title II providers will work with the State and local boards to clearly define career pathways across the state that promote transition of adult education students into industry recognized credentials, licenses and portable stackable certificates.

Other opportunities include designing a framework for Career and Technical Education and community colleges to collaborate on pre-apprenticeship programs developed in response to Sector Partnership demands. Funds will be prioritized for occupational training that gives people the tools that they really need to work in local businesses. By establishing a minimum requirement for funds spent on occupational training, the WTDB is promoting accountability to ensure that the workforce system is truly supporting services that benefit both job seekers and local businesses. This minimum threshold will be revisited each year of this strategic plan to adjust to the environment of the workforce system.

Overall, Oregon will leverage existing education and training resources across all six core programs and with other departments including the Department of Education, Department of Human Services, and the Business Oregon (Economic Development Department), Oregon's 17 community colleges, including providers on the state's eligible training provider list to improve the job-driven education and training system currently in place in the state.

Trade Act connects with local boards and service providers to stay updated on any scholarship or training opportunities that may be available to trade-affected workers through WorkSource Oregon. Trade Act also works with private career schools when training aligns with worker's skill gaps, and has open enrollment opportunities that may be outside of a traditional educational program start date, such as limited entry. Trade Act encourages participants to sign up for financial aid in the form of grants and scholarships and coordinates with WorkSource Oregon for supportive services beyond what is available through the Trade Act program.

## G. LEVERAGING RESOURCES TO INCREASE EDUCATIONAL ACCESS

The HECC has responsibility for developing state budget recommendations, allocating state funding, and approving new academic programs at Oregon's community colleges and universities. Having WIOA Title I and II programs and the WTDB as a part of the HECC agency creates natural alignment with Oregon's community colleges and universities. This results in greater coordination of education and workforce development services for the benefit of all customers. It also provides opportunities to support, leverage and co-fund common priorities. The WTDB is aligning its strategic planning cycle with Oregon's legislative cycle and state budget process to maximize leverage. Work will continue to implement this transition for strategic planning.

Title II extensively leverages resources through its relationships with current providers who are responsible for supplying facilities, services, and matching funds. Title II providers are required to provide a match and CCWD, as the eligible agency, is required to uphold maintenance of effort in support of adult education and literacy programming in Oregon. In addition to the significant financial contribution made by the current Title II providers, adult education and literacy programs on community college campuses facilitate strong connections to postsecondary programs, including career and technical education and industry recognized certifications. CCWD will work to expand the use of leveraged resources through cross-training of core programs and one-stop center staff in an effort to increase referrals to adult education and improve access to educational services for low-skilled adults.

Trade Act connects with the State Apprenticeship Liaison on available apprenticeship opportunities and educates participants on findings. The State Apprenticeship Liaison provides training to Trade Act staff on apprenticeship and navigation of websites to enable staff to improve service to trade-affected workers interested in apprenticeship opportunities. Trade Act staff also attend Joint Apprenticeship Training Center Apprenticeship Coordinator quarterly meetings held on various apprenticeship-training sites to increase knowledge on application process and learn of open application timelines.

Trade Act supports industry-supported credentials that enhance employment in sectors supported by WSO areas. Trade Act Navigators and *business services teams* work collaboratively with local boards, regional solutions centers, workforce partners, economic development, and training providers to increase talent development options and on-the-job training opportunities based on knowledge gained from employer outreach.

Oregon's UI program encourages people who may be eligible for various types of educational programs to take advantage of them through WorkSource Oregon. Depending on availability, while school attendance may pose an issue for UI claimants to maintain eligibility for benefits, UI merit staff supports customers to help determine the best solution in order for them to achieve success in their short and long-term employment goals through education.

Oregon's UI program also provides information about Unemployment Insurance (UI) benefits available through the Training Unemployment Insurance (TUI) and the Trade Readjustment Allowance (TRA) programs. Workers have the option of applying for:

1. TUI when they lose their job through no fault of their own and are determined to be dislocated workers;
2. TRA when they are laid off as a result of foreign trade and their employer has been certified by the U.S. Department of Labor as trade-affected.

Oregon leverages resources to increase educational access through sharing information with UI claimants about the programs through public service announcements, press releases, recorded messages on call center phone lines, hard copy brochures, posters, mailers, digital displays, social media, and website messaging.

Pursuing Additional Resources to Support Connecting Youth to Education and Work Partnerships between the Oregon Workforce Investment Board and local workforce development boards around better connecting youth to education and work continue to grow and flourish. State and local strategies that flow from these partnerships pursue additional, area appropriate funding and resources. One example involves the Oregon Youth Corps (OYC) and local workforce boards attempting to increase summer and year-round work experiences for youth ages 14 to 24. These strategies employ a competency-based approach to workforce and academic preparation including requirements for youth to demonstrate skills along a continuum of college and career readiness.

**Thank you for the technical assistance! Oregon will incorporate the recommendations into our next full plan.**

#### H. IMPROVING ACCESS TO POSTSECONDARY CREDENTIALS

In 2014, an OWIB (now WTDB)-HECC taskforce recommended that all middle 40 degrees, credentials, licensures and certifications issued by accredited public and private institutions, registered apprenticeships, recognized industry associations or third party vendors should be included in what is counted toward achievement of the state's 40-40-20 goal. The taskforce also recommended that the state count the number of Oregonians with credentials and track all middle 40 credentials earned, because there is value in knowing which credentials have been awarded and how these tie to the requirements of the labor market and businesses. Building on this work, Oregon established a new Adult Attainment Goal in 2018. To help guide the realization of the Goal, the Adult Learner Advisory Committee (ALAC) was formed in 2019 having broad representation of post-secondary institutions both public and private and workforce training programs. The ALAC will investigate and provide recommendations regarding the evolving definition of "credential of value", develop and maintain a list of Oregon credentials of value, and evaluate progress toward achievement of the Adult Attainment Goal.

Title II will be involved in improving access to postsecondary credentials at the state and local levels. CCWD as the eligible agency will invest state leadership funds to expand academic bridge programs for individuals transitioning from adult education to postsecondary education, through research-based programming such as Integrated Basic Education and Skills Training (I-BEST), Vocational English as a Second Language (VESL), and Oregon Pathways for Adult Basic Skills (OPABS). Local adult education and literacy providers will be encouraged to explore bridge programs and promote transition to postsecondary education when possible. Title II will work with the state and local boards to clearly define career pathways across the state to promote the transition of adult education students into industry recognized credentials, licenses and portable stackable certificates.

In September 2015, the Oregon Workforce Investment Board (OWIB, now WTDB) approved two motions regarding the requirements for expenditures related to training services, as provided by local workforce development boards. This document clarifies and further defines the OWIB motions and provides guidance for planning and implementation (beginning July 1, 2016). [Click here](#) for more details on Minimum Training Expenditures. By establishing a minimum requirement for funds spent on occupational training, the OWIB is promoting accountability to ensure that the workforce system is truly supporting services that benefit both job seekers and local businesses. This minimum threshold will be revisited each year of this strategic plan to adjust to the environment of the workforce system.

The workforce system has built coalitions and relationships with industry and community partners to create and expand registered apprenticeship programs through two apprenticeship focused positions at OED and the Oregon Department of Education (ODE). OED will partner with local workforce boards to ensure that technical assistance and support for new apprenticeship

programs are aligned with industry need and local sector strategies. ODE will partner with secondary and post-secondary institutions and community partners to increase the opportunities for youth to transition from high school into an apprenticeship or a pre-apprenticeship program. OED and the Apprenticeship Training Division will continue to work towards increasing the number of women and minorities involved in structured work-based learning and registered apprenticeship programs by working with community partners and the Department of Human Services to provide supportive services during portions of the apprenticeship training period.

Trade Act also supports industry supported credentials that enhance employment in sectors supported by WSO areas. Trade Act will collaborate with the Apprenticeship Program Liaison on available apprenticeship opportunities and educate participants on findings.

Oregon's Unemployment Insurance (UI) program also has engagement with postsecondary educational institutions with regard to the Training Unemployment Insurance (TUI), the Trade Readjustment Allowance (TRA), and the apprenticeship programs. The programs enable customers to receive training at postsecondary institutions while receiving UI benefits.

**Thank you for the technical assistance! Oregon will incorporate the recommendations into our next full plan.**

#### I. COORDINATING WITH ECONOMIC DEVELOPMENT STRATEGIES

The workforce system will establish and enhance strategic partnerships with economic development organizations to assist with the development and creation of jobs. Business representatives from multiple partners including economic and workforce development partners, work together to coordinate services across their region, and target specific industries based on information from economic development partners. Additionally, workforce analysts work together with economic development professionals to enhance and improve business recruitment, retention, and expansion.

CCWD and local area Title II providers will fund allowable activities under Adult Education and Family Literacy ACT (AEFLA). Title II providers will align activities with local area plans, such as sector strategies and career pathways. These adult education and literacy activities will also be coordinated across the core programs and partners through WSO center participation, referrals, and co-enrollment where feasible.

Trade Act staff will coordinate with local boards, regional solutions centers, workforce partners, economic development, and training providers to create industry driven on-the-job training opportunities and talent development options based on knowledge gained from employer contacts and meetings.

Regional Solutions is an innovative, collaborative approach to community and economic development in Oregon. The state, in partnership with Oregon colleges and universities, established Regional Solutions Centers throughout Oregon. Starting at the local level to identify priorities, each center works from the bottom up to solve problems and complete projects. These centers integrate state agency work and funding to ensure that projects are finished as quickly and cost-effectively as possible.

#### **MODIFICATION:**

Program activities called out in Section III. a. 2. A. Core Program Activities to Implement the State's Strategy are coordinated and aligned with economic development activities in many ways:

- The Oregon Business Council (OBC), as Oregon’s Business Round Table and an economic development organization, are a critical, key partner in the work of the WTDB. For example, OBC has recently partnered with the WTDB supporting the Governor’s Future Ready Oregon legislation that will provide \$200 million into the workforce system including substantial pieces to Core Program Activities.
- The Director of Business Oregon (the state’s economic development agency) is a member of the WTDB.
- The Workforce System Executive Team (WSET) engages Business Oregon and others as appropriate. The WSET is both an operational and decision–making group regarding workforce system project development and implementation representing Titles I-IV and SNAP and TANF programs.
- Economic development is a member of local workforce development boards, regularly engaged through sector partnerships strategies, and can be a part of local leadership teams for the WorkSource Oregon (WSO) center system.
- Economic development is called out as a key partner in the WSO Operational Standards (minimum standards for WSO centers).
- Community colleges work with economic development in many ways to inform the selection and content of programs of study.
- The WTDB commissions an Oregon Talent Assessment and convenes an Oregon Talent Summit biennially. These both provide important connections between business, economic development, education, and workforce development. Oregon hosted the 2022 Talent Summit on April 12, 2022 and will receive the 2022 Oregon Talent Assessment at the June 10, 2022 WTDB meeting.
- Finally, Regional Solutions Teams, referenced above, prioritize community and economic development and work closely with local workforce development boards to address skill and workforce shortages and rapid response and Trade Act services.

## B. STATE OPERATING SYSTEMS AND POLICIES

### Oregon’s State Operating Systems and Policies

#### 1. THE STATE OPERATING SYSTEMS THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE’S STRATEGIES. THIS MUST INCLUDE A DESCRIPTION OF–

State operating systems to support implementation of the state’s strategies are primarily divided into four categories:

- Labor Market Information
- Career Exploration and Assessment Tools
- Operations and Management Systems (Titles I, II, III, IV)
- Job Banks

#### **Labor Market Information:**

The Oregon Employment Department's Communications and Research Division provides accurate, reliable, and timely information about Oregon's state and local labor markets. The division's goal is to provide quality information that helps our customers make informed choices. Workforce development policy makers are a key research customer group, particularly serving the labor market information needs of state and local workforce development boards.

The division's efforts focus on direct employer surveys, information from tax records, analysis of the data, and dissemination through publications, presentations, and responses to customer requests. Most labor market information is available online allowing staff more time to focus on custom analysis and answering challenging questions about the labor market.

The division has long been a leader and innovator in labor market information, with activities and projects such as the Workforce Analyst program that has economists stationed in multiple WorkSource Centers across the state to provide local, customized labor market information to staff, employers and workforce boards for strategic planning and operational purposes.

The division operates an award-winning labor-market information website. Through QualityInfo.org, the division's many special publications and reports are available for download to include the annual Careers magazine, aimed at the career planning needs of students and those changing occupations. Additional publications cover a variety of subjects to include employment projections, wage and benefit information, job vacancy surveys, occupations in demand by area, agricultural employment by area, and employment data for occupations that require STEM (science, technology, engineering and math) knowledge, to name a few.

These and other publications including a vast array of economic and workforce data are available through QualityInfo.org to assist job seekers in making informed career decisions. Career information (wage data, projections, training providers, etc.) from QualityInfo.org is also integrated into the state's labor-exchange system (iMatchSkills) for career planning and coaching purposes.

### **Career Exploration and Assessment Tools:**

#### Career Information Systems (CIS)

CIS is a computerized career information and guidance system designed to deliver career assessments and high-quality national and localized information about occupations, employment, education, and training to students and adults. Supported by the University of Oregon, CIS is available in one-stop centers for job seekers.

#### ACT/WorkKeys

ACT WorkKeys courseware is available through one-stop centers to help job seekers determine career readiness and gauge foundational and soft skills. Test scores are used to determine aptitude for a specific career, or to demonstrate expertise to future employers. Data collected thru WorkKeys is shared with the state for program reporting purposes.

### **Operations and Management Systems:**

The state uses a common customer registration system as the initial point of entry for Titles I and III and Trade Act. This system acts as a central management information system for capturing contact and demographic information and determining eligibility for the Adult, Dislocated Worker and Wagner-Peyser programs. It also tracks the most recent qualifying service for these programs, including Trade Adjustment Assistance. The system uses this information to calculate a common episode history for federal reporting and case management purposes.

Information collected in customer registration is shared with downstream systems to facilitate streamlined service delivery across core programs. Specifically, information is shared with I-Trac, the state's case management system for tracking Title I Adult and Dislocated worker program activity; iMatchSkills, the state's labor-exchange system for tracking Title III Wagner-Peyser program activity; and Trade Adjustment Assistance Management Information System, the state's case management system for tracking TAA program activity.

### Title III Wagner-Peyser

iMatchSkills (iMS) is web-based system that connects job seekers and employers; all customers have 24/7 access to the system. Through iMS, job seekers can create their own customized profile that includes work and education history, and job preferences. Job seekers can choose to be contacted directly by employers if they are selected in a job match. Job seekers can also compare themselves to requirements for a job, and then identify gaps that the WorkSource Oregon system can help bridge through training and education programs.

iMS provides a host of features for employers as well. Through iMS, employers can set up an online account to post and manage their own job listings. In addition, employers can match their job listing, view the skills and qualifications of potential candidates and contact those they consider to be a best fit.

In addition to tracking Wagner-Peyser program activity, iMS also functions as a case management and reporting tool for the following workforce programs: Jobs for Veterans State Grants (JVSG), Reemployment Services and Eligibility Assessment (RESEA), Migrant Seasonal Farmworker (MSFW), SNAP Training and Employment (STEP), Foreign Labor Certification, and Able Bodied Adults Without Dependents (ABAWD).

iMS is also the system of record for providing services to businesses such as job matching and customized recruitment services – work that support the state's sector strategies. Business services staff use iMS to connect targeted populations with job opportunities, including veterans, claimants, MSFWs, STEP and ABAWD participants, and Trade Adjustment Assistance participants.

iMS is linked with numerous Employment Department systems including unemployment insurance claim records, employer tax records, historical wage data, and labor market information, providing staff with ready access to critical information for efficient and streamlined delivery of labor-exchange services in one-stop centers.

### Title I Adult and Dislocated Worker Programs

I-Trac is a comprehensive management information system for tracking and reporting services provided through the Adult and Dislocated Worker programs. Through I-Trac, staff can manage grant funded activity, track services and participation in training programs, provide follow-up services, and generate reports for program management purposes. I-Trac is used by all nine of Oregon's workforce areas.

### Trade Adjustment Assistance Program

Trade Act is a federal entitlement program, administered at the state level that assists workers whose jobs have been impacted due to foreign competition become re-employed in suitable work. The Oregon Employment Department developed and manages the Trade Adjustment Assistance Management Information System (TAAMIS), a web-based case management system. The system manages the participant's journey through the Trade Act program and provides the majority of the data needed for Trade Act's federal reporting requirements.

### Title II Programs



Title II tracks participants using TOPSPro Enterprise. A data match is then conducted to see progress into postsecondary education, through Oregon's Community College and Workforce Development student database, D4A, using the student's social security number and universal student identification number. A data match is also conducted with the Oregon Employment Department to track employment outcomes.

#### Title IV Programs – Vocational Rehabilitation and Commission for the Blind

Title IV utilizes a VR specific case management program that allows for the capture of VR client participation with core partners including their participation in workforce services. Title IV, Oregon Commission for the Blind, tracks engagement with the public workforce system through System 7, its case management software.

### **Job Banks:**

#### Browse Available Jobs

This is the State's main job bank for public viewing of job listings entered into the State's labor-exchange system, iMatchSkills, and those downloaded from the National Labor Exchange (NLx), managed by DirectEmployers. There are two categories of job listings posted to the job bank: self-referral listings, which allow job seekers to obtain contact information and apply directly without staff intervention; and managed listings, which require interested job seekers to contact a staff member for additional screening. Self-referral activity through the job bank is tracked in iMatchSkills for reporting purposes.

#### Job Finder

This job bank is managed by OED's Communications and Research Division and is available through QualityInfo.org. Jobs are sourced from iMatchSkills, NLx, and Help Wanted Online. This job bank is similar to Browse Available Jobs but offers a number of additional search features such as distance and the ability to find related occupations based on search results.

### **Data Collection and Reporting Processes – Titles I and III, and Trade Act:**

The WorkSource Oregon Management Information System (WOMIS) is the statewide electronic information environment used in one-stop centers that supports the mission and vision of WorkSource Oregon. The WOMIS environment is a network of applications that serve job seekers, staff and employers. WOMIS applications include Customer Registration, the State's common registration portal used to determine eligibility for Title I Adult and Dislocated Worker and Title III Wagner-Peyser; I-Trac, the state's case management system for Title I Adult and Dislocated Worker; iMatchSkills (iMS), the state's labor-exchange and tracking system for Title III Wagner-Peyser; and Trade Adjustment Assistance Management Information System (TAAMIS), the state's case management system for Trade Act.

Extensive training is provided to staff in one-stop centers regarding proper use of WOMIS applications to help ensure accurate and timely data collection for program reporting and analysis. Extensive system edits are also built into applications to reduce user errors and promote accurate collection of data.

Data from the various applications are used for required federal program reporting, operational reporting, and WorkSource Oregon performance reporting. Specifically, the WOMIS environment includes applications that support:

- Customer Registration and Program Eligibility Determination

- State and Federal Reporting

#### Customer Registration and Program Eligibility Determination

WOMIS includes a Common Registration module that all WorkSource Oregon customers must complete to receive staff-assisted services. Jointly managed by the Oregon Employment Department which administers Wagner-Peyser (Title III) and Trade Act and the Office of Workforce Investments (OWI) which oversees Title I grants, the Common Registration module is used to:

- collect contact information and required data elements and demographic information for federal and state reporting purposes;
- determine eligibility for Wagner-Peyser (W-P), Adult and Dislocated Worker (DW) programs, and other federal programs such as Veterans and Migrant Seasonal Farmworkers (MSFW);
- create a job seeker profile for job-matching purposes; and
- “push” information to the local areas’ external Title I customer management and tracking system (I-Trac).

Common Registration is also used to determine a common exit date for federal reporting purposes. The exit date is calculated when 90 days have elapsed with no qualifying staff-assisted service from any one of the participating programs to include Adult and Dislocated Worker (Title I), Wagner-Peyser (Title III) and Trade Act.

#### State and Federal Reporting

Data collected through the state’s Customer Registration system, iMatchSkills, I-Trac (managed by Worksystems, the Portland-Metro Workforce Development Board) and other data systems to include the Trade Adjustment Assistance Management Information System is used to generate the Participant Individual Record Layout (PIRL) for Titles I and III, including Jobs for Veterans State Grants (JVSG) and Trade Adjustment Assistance federal reporting purposes.

The state is currently working on establishing data validation procedures for PIRL data elements in accordance with Training and Employment Guidance Letter 07-18.

#### **Data Collection and Reporting Processes – Title II:**

All WIOA Title II data are reported both locally and statewide using TOPSpro Enterprise and reported to the federal Department of Education through the National Reporting System (NRS). Local programs have ongoing data analysis and program improvement opportunities through their performance management software, data quality checklist, database administrators’ training, ongoing state training, and annual reporting requirements. Each June, programs submit a Strategic Framework, an evidence-based program evaluation, coupled with a detailed program improvement plan for the next year. In August, local providers submit their federal statistical tables, and the local data quality standards checklist. This process enables local programs to identify and correct data anomalies. Local program directors also identify common performance issues that local programs and state staff address collectively throughout the year.

The state provides technical assistance, facilitates state committees on assessment and data, and engages in ongoing data analysis to supplement annual training in order to ensure accurate data collection and reporting. State data analysis begins with the export of local program data in July.

Initial analysis of the state–aggregated database includes a review of a TOPSpro Federal Tables Summary Audit Report. Elements of the audit report identify the total “selected” students available; the number of students dropped, based on nine “drop reasons;” and establishes the number of students who “qualify” for the Title II Federal Report. Similar reports are developed for each grant type: Comprehensive Services, EL/Civics, Corrections, and Outreach Tutoring. The primary data system used for analysis and tracking relating to Oregon community colleges and students is the Oregon Community College Unified Reporting System (OCCURS). The OCCURS 2.0 data system provides stricter data security, ease of interfacing for end users at the community colleges, increased data reliability and validity, all while allowing external stakeholders the ability to query parts of the system via a web-based datamart.

A participant must receive a qualifying service from any eligible program at least once every 90 days to keep the common episode open. If a qualifying service is not received, the episode will exit. The customer will have to re-register with WSO to determine current program eligibility and start a new common episode.

Title II will track participants who have exited into employment and post-secondary education. A wage record match will be conducted to determine employment of adult education and literacy participant’s following program exit. The wage record match occurs through an agreement with the Employment Department and requires the use of participant social security numbers. Participants will be tracked into post-secondary education, through Oregon's Office of Community Colleges and Workforce Development's (CCWD's) student database, D4A, using the student’s social security number and universal student identification number.

#### **Data Collection and Reporting Processes – Title IV:**

Title IV utilizes a VR specific case management program that allows us to capture VR client participation with core partners including their participation in Workforce services. This information is reported to the Dept of Education (RSA) quarterly but as we move forward in regard to technological integration of all workforce participants will be utilized to show Title IV clients engagement in the workforce system. Statewide integration of data capture and reporting systems is ongoing.

Title IV Blind (OCB) tracks engagement with the public workforce system through System 7, its case management software. Relevant data is reported to the Department of Education (RSA) quarterly. Wage record matches are used to verify employment and wages following placement, via a data sharing agreement with the Oregon Employment Department. These activities are ongoing. OCB will continue to work with other state partners to develop and streamline processes for more robust tracking and data sharing of OCB client intake and participation in Oregon’s public workforce system.

VR and OCB will be working on independent agreements and procedures to obtain data from our post-secondary and educational partners through data sharing agreements. VR/OCB counselors will obtain documentation and data for the purposes of reporting on credential-attainment standard and skills-gain performance standard. As the system and partnerships evolve, including within the one stop centers, VR/OCB, through negotiated agreements, will receive and share appropriate data.

#### **Unemployment Insurance Data and Wage Records:**

Employers are required to report wage records to the Unemployment Insurance (UI) program on a quarterly basis. This information includes the number of hours worked per quarter by employees. At the time an initial claim for UI is filed in Oregon, wage records are used to

establish eligibility for UI. This data is also used by several programs, including Employment Services, OED's Communication and Research Division (for developing labor market information), and other state programs (such as Vocational Rehabilitation for performance reporting). Data is collected from the initial claim to establish customer records for WSO center partners. Using the records, a profile for the customer is established which is used by Employment Services (ES) to gather information about the success of services offered in the one-stop locations.

Wage data is used in Oregon for many purposes, such as measuring the effectiveness of various interventions designed to help people become reemployed or better skilled, and understanding the composition of Oregon's labor market and industries and seeing trends that can help target services. UI data is also used to help some partner agencies determine whether individuals are eligible for various programs they administer.

In addition to Oregon wage records, PIRL records are cross matched against State Wage Record Interchange System (SWIS) data.

### **Data Warehouse and Business Intelligence Tools:**

Program data from multiple agency source systems are copied to the Oregon Employment Department's data warehouse. Information in the warehouse is available for program reporting through a web-based reporting tool known as the Business Intelligence or BI tool. This tool is designed to look at a large portion of OED's data from multiple sources and allow for cross-subject area reporting. BI provides great flexibility for program managers and workforce technicians who are able to build custom queries, create reports and conduct business analysis at the program level with minimal assistance from information technology staff.

In 2018, OED launched a program to build a series of dashboard reports using the BI tool. These reports provide nearly real-time data and allow staff to monitor program activity, forecast workload, analyze performance outcomes and foster informed decision making. Most importantly, the reports help tell a meaningful story about WorkSource success and areas for improvement. Current reports include services provided to business, number of claimants served, number of customers served under the SNAP Training and Employment program, and number of customers completing initial orientation with WorkSource Center staff. Reports can be broken out by workforce region and in some cases provide demographic data of customers served.

OED recently acquired Tableau, a data-visualization software, as another tool to query data from agency source systems and create reports to help inform decision making and strategic planning. OED launched a pilot program in 2019 to build a series of reports – similar to the dashboard reports described above – using Tableau. This pilot will continue into 2020 and beyond.

### **Apprenticeship Data:**

In Oregon, the Registered Apprenticeship System is overseen and regulated by the Apprenticeship and Training Division of the Bureau of Labor and Industries (BOLI). In 2019, OED entered into a data sharing agreement with BOLI to receive regular downloads of apprenticeship program participants and participating employers. This data is stored in OED's data warehouse where it can be cross referenced with other WIOA participant data for performance reporting and analysis purposes.

## **Performance Reporting Information System:**

Oregon's Performance Reporting Information System (PRISM) produces information about the effectiveness of workforce system programs and services. This performance data helps policymakers, administrators, and educators make informed program and service delivery decisions. PRISM generates a number of performance reports that are aligned with the federal measures, including employment rate second quarter after exit, employment rate fourth quarter after exit and median earnings second quarter after exit.

The following workforce and education programs submit participant data to PRISM: WIOA Title I (Adult, Dislocated Worker), WIOA Title III (Wagner-Peyser), Supplemental Nutrition and Assistance Program Training and Employment Program, Department of Education K-12, Community Colleges, Public Universities, Apprenticeship Program, Trade Adjustment Assistance, and Unemployment Insurance. Discussions are underway to include Titles II and IV.

Participant data collected by PRISM includes demographics, programs, services received, employment and earnings outcomes, and post-secondary educational attainment.

## **Thank you for the technical assistance! Oregon will incorporate the recommendations into our next full plan.**

### **2. THE STATE POLICIES THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES (E.G., CO-ENROLLMENT POLICIES AND UNIVERSAL INTAKE PROCESSES WHERE APPROPRIATE). IN ADDITION, PROVIDE THE STATE'S GUIDELINES FOR STATE-ADMINISTERED ONE-STOP PARTNER PROGRAMS' CONTRIBUTIONS TO A ONE-STOP DELIVERY SYSTEM**

The WorkSource Oregon (WSO) system integrates the services provided by the Wagner-Peyser Act administered by the Oregon Employment Department (OED) and the Workforce Innovation and Opportunity Act (WIOA) Title I programs administered by the state's Office of Workforce Investments.

In July 2019, Oregon discontinued its procedure for automatically co-enrolling customers in both Wagner-Peyser and WIOA Title I Adult and Dislocated Worker programs at the point they engaged in receiving any WSO services. Eligible participants become co-enrolled in both Title III and Title I programs when they receive the first qualifying Title I service, presuming they have already received at least one T-III service, and vice-versa. This change will significantly lower the number of customers co-enrolled in Titles I and III for Program Year 2019 and beyond, when compared to previous program years.

The WSO Operational Standards will be incorporated into state monitoring processes and local areas will be held accountable to their successful implementation in every WSO location in the state. The Workforce and Talent Development Board (WTDB) adopted the WSO Operational Standards in 2018.

The WTDB, during its strategic planning process, developed five new Imperatives with associated Objectives and Initiatives to address the current needs of the workforce system and customers. The local workforce development boards are key implementation partners of these goals and strategies and form collaborative relationships and Memorandums of Understanding (MOUs) at the local level to deliver services that align with the state's strategies and that abide by state policy.

Oregon's current Memorandum of Understanding and Cost Sharing Policy and related guidance specifically identifies required partner programs to each Infrastructure and Other Shared Cost Agreement, how to address non-co-located partners in cost sharing, provides an Agreement

template for local workforce development boards, and provides a description cost allocation methods. It includes the following component parts:

- 121 Memorandum of Understanding and Cost Sharing Policy
- 121 Attachment A - Required Partner Programs, Services, and Activities
- 121 Attachment B - Access to Required One-Stop Partner Programs and Services
- 121 Attachment C - MOU Development - Parts I & II
- 121 Attachment D - Infrastructure Funding Agreements, Cost Allocation Methodology, Other Shared Costs
- 121 Attachment E - References

These can be found on Oregon's WIOA Policies and Guidance website. This policy and related guidance has increased partner engagement and alignment in WSO Centers.

**Modification: Paragraph revised** - The state's Office of Workforce Investments and staff to the state's Workforce and Talent Development Board (WTDB) is in the process of completing a review of the current state of MOUs and IFAs, and the policy documents listed above, with the assistance of a DOL-supported technical assistance contractor, the American Institutes for Research (AIR) and the participation of local workforce development boards. The initial phase of the project ends May 30, 2022, at which point the State will assess the results and recommendations to determine next steps. Should any revisions to existing documents result from this technical assistance project, Oregon will update the respective documents and post them here.

Oregon has a policy that specifically addresses WIOA Youth eligibility, has posted guidance related to documenting the eligibility criteria of all WIOA title I and title III participants, and is revising its WIOA title I policy on registration, program eligibility, and common exit. These efforts support co-enrollment and common service delivery, although a "common registration" process (universal intake) that includes Title II and Title IV customer data and eligibility requirements continues to pose challenges at both the programmatic (data confidentiality/sharing) and programming (MIS/IT architecture) levels.

The core programs will work to craft and revise policies over time to support the state strategies, including co-enrollment practices and development of a universal intake. At this time, the core programs do not have a shared case management system, data system, or shared in-take practices. Title II will be invested in the development of state policies that support development of the state's customer-centric workforce system.

Title IV, VR and OCB has been aligned policies as appropriate to ensure that the intent of the act is honored. Although the current management information system common intake practices currently used by Titles I and III are not practical for VR and OCB, local areas will work with partners to simplify joint referral and information sharing to ensure alignment and non-duplication of services.

When customers enter a WSO Center, they are greeted within a minute by WSO staff. Their needs are assessed and the customer is immediately directed to the dedicated WSO staff who can meet their stated need. The intake process occurs with dedicated WSO staff as they continue to listen to the needs of the customer, enroll the customer and document next steps the customer will take to become re-employed.

The WorkSource Oregon (WSO) system designed and implemented a set of standards designed to increase customer service at all points of the customer experience, including the intake process. Oregon has adapted a G.L.A.D. (Greet/Listen/Assess/Direct) approach to the customer

intake process so that each customer receives an immediate and individual assessment of their needs and are then connected to WSO staff who can begin addressing those needs within 15 minutes of entering the WSO center.

WSO uses iMatchSkills to facilitate in the administration of the public labor exchange in Oregon. Job seekers registering in iMatchSkills create a profile that includes work history, licenses and certifications, occupational preferences and resume. This profile is used to match job seekers to jobs. While job seekers are encouraged to self-register in iMatchSkills, translation assistance or data input by means of staff assistance are available for those who request accommodation.

As new policies are developed and published, they will be added to a publicly accessible website with Oregon's current WTDB and WIOA title I policies and guidance, currently located here.

**Links appear to be working. Please let us know if there continues to be a problem.**

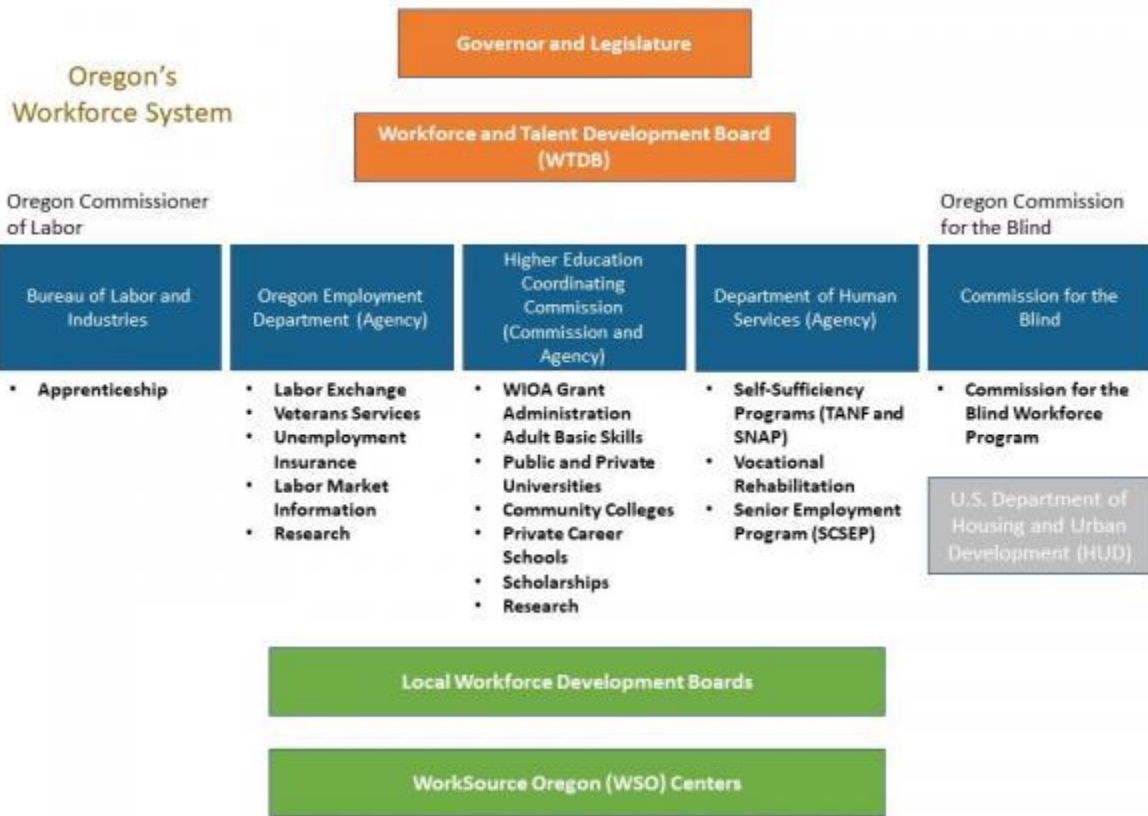
### 3. STATE PROGRAM AND STATE BOARD OVERVIEW

#### A. STATE AGENCY ORGANIZATION

The Workforce Development System is the web of programs and providers, both public and private that prepare workers and job seekers with the information and skills needed to find or maintain employment, and assist employers to employ skilled workers or to increase the skills of their existing workforce. The workforce system supports the equitable prosperity of individuals, business and communities consistent with the Oregon Workforce and Talent Development Board's Vision.

There are four state agencies directly responsible for the implementation of the major programs involved in the Workforce Development System in Oregon. These agencies include the Oregon Employment Department, the Office of Workforce Investments and the Office of Community Colleges and Workforce Development within the Higher Education Coordinating Commission (HECC), the Oregon Commission for the Blind (OCB) and the Department of Human Services – Self Sufficiency Programs and Vocational Rehabilitation.

Figure 5: Organization Chart of Oregon's Workforce System.



## B. STATE BOARD

The governing and advisory boards for the Workforce Development System include the Oregon Workforce and Talent Development Board (WTDB) and nine local workforce development boards.

The WTDB is the hub for solutions in the development of Oregon's Talent Marketplace. The WTDB is a key resource and national leader on the future of work including the skills required to propel Oregon businesses forward and sustain individual and community prosperity. It is the acknowledged leader in advising the Governor on the interconnection and alignment of education, training, and workforce development. Because the WTDB is made up of leaders representing business and industry, labor, community-based organizations, Oregon legislature, local government, and state agencies, it is uniquely positioned as Oregon's workforce and talent development expert.

The WTDB's vision is *equitable prosperity for all Oregonians*. To realize this vision, the WTDB advances Oregon through meaningful work, training, and education by empowering people and employers. The Oregon Workforce and Talent Development Board (WTDB) enables meaningful work for all Oregonians by:

- Leading and communicating a long-term vision for Oregon that anticipates and acts on future workforce needs;
- Advising the Governor and the legislature on workforce policy and plans;
- Aligning public workforce policy, resources, and services with employers, education, training and economic development;



- Identifying barriers, providing solutions, and avoiding duplication of services;
- Promoting accountability among public workforce partners; and
- Sharing best practices and innovative solutions that are scalable statewide and across multiple regions

The state board membership roster can be found on the WTDB website.

The WTDB and its staff will be assisted by interagency teams in carrying out its work. In particular, the Workforce System Executive Team (WSET) provides inter-agency implementation leadership and core program review of any policy or program recommendations before they are submitted to the WTDB Executive Committee and full board for consideration. The WSET also has staff teams to assist it in the development of options and recommendations. Staff representatives WSET members also participate in WTDB task forces to support implementation of state board functions.

Oregon has nine local WDBs. These boards have significant autonomy over programming in their jurisdictions and are comprised of business leaders within the community, other community leaders, organized labor, educational institutions and elected officials. The local WDBs have special obligations concerning programming for out of school youth and skills-deficient youth.

## I. MEMBERSHIP ROSTER

### **MODIFICATION/REPLACED:**

#### **Representatives of Business:**

1. Anne Merseau (Chair), Portland General Electric (PGE)
2. Shari Dunn (Vice Chair), ITBOM
3. Ken Madden (Past Chair), Madden Industrial Craftsmen, Inc.
4. Craig Campbell, OMIC Research and Development
5. Lauren Corbett, Adidas
6. Alex Lemieux, Resers Fine Foods
7. Julie Lewis, Pacific Corp
8. Soundharya Nagasubramanian, Welch Allyn
9. Fred Pool, Quorvo
10. Debbie Radie, Boardman Foods
11. Cathy Reynolds, Legacy Health
12. Melinda Rogers, Northwest Natural
13. Venkat Venkatraman, Nvidia Corp
14. Laurie Cremona Wagner, SAP
15. Steve Johnson, *MBCB*
16. Mac Prichard, Communications/Job Board

17. Michael Funke, ESCO/WEIR – Advanced Manufacturing
18. Vacant Position – Healthcare
19. Vacant Position – Sportswear/Apparel
20. Vacant Position – Semiconductor Manufacturing
21. Vacant Position – Forest Products

**Representatives of the Workforce:**

22. Rod Belisle, NECA-IBEW Electrical Training Center
23. Chelsea Watson, Oregon AFL-CIO
24. Andy Friedman, Oregon AFL-CIO
25. Patsy Richards, RISE Partnership, SEIU

**Representative of the Governor:**

26. Jennifer Purcell, Workforce Policy Advisor, Governor’s Office

**Representatives of the Legislature:**

27. Michael Dembrow, Senator
28. Kim Thatcher, Senator
29. Jeff Reardon, Representative
30. Vacant Position – Representative

**Representatives of Government:**

31. Ben Cannon, Higher Education Coordinating Commission (HECC) – Title I
32. Donna Lewelling, Higher Education Coordinating Commission (HECC) - Title II
33. David Gerstenfeld, Oregon Employment Department (OED) – Title III/Wagner-Peyser
34. Keith Ozols, Department of Human Services Office of Vocational Rehabilitation – Title IV
35. Sophorn Cheang– Business Oregon
36. Patty Dorroh, County Commissioner – Harney County
37. Doug Hunt, County Commissioner – Lincoln County

**Others Designated by the Governor:**

38. Heather Ficht, Oregon Workforce Partnership (OWP)
39. Mark Mitsui, Portland Community College

40. Rhonda Rhodes, CTEC High School
41. Harris Reibach – Confederated Tribes of Grand Ronde

**Ex Officio Members:**

42. Jody Christensen, Oregon Governor’s Office Regional Solutions
43. Jana Bitton, Oregon Center for Nursing
44. Tony Frazier, KROC Center
45. Dan Haun, Department of Human Services Self Sufficiency Programs
46. Marc Overbeck, Oregon Health Authority

## II. BOARD ACTIVITIES

**MODIFICATION/LINK REPLACED:**

The goal of the WTDB’s one-page 2020–2022 Strategic Plan is to create a north star and road map for the workforce system to capitalize on its strengths, identify and address obstacles, and promote continuous improvement of services through actionable recommendations and guidance.

This Plan identifies five key Imperatives:

- Create a culture of equitable prosperity;
- Increase understanding and utilization of the workforce system;
- Identify and align strategic investments;
- Position Oregon as a national leader; and
- Create a Board culture that is resilient and adaptable and flexible to a changing economy

Each of these Imperatives will be guided and directed by an Imperative Team comprised of three WTDB members whose interests and priorities line up with each imperative. These Teams will decide next steps to accomplish all Objectives and Initiatives and coordinate with WTDB staff, agency leadership, local workforce development boards (LWDBs), and other key stakeholders.

These Imperative Teams will also work in concert with the WTDB and the WTDB’s Executive Committee and task forces. There are three key Values that will drive all of this work. The WTDB will be:

- Inclusive (the WTDB invites and represent all voices to strengthen our workforce system);
- Collaborative (the WTDB proactively engage all stakeholders as a hub for consensus-building); and
- Bold (the WTDB courageously takes risks to influence and persuade action).

Although the WTDB’s Imperatives, Objectives, and Initiatives will help focus local workforce development boards, but are not intended to act as an implementation plan for local services.

LWDBs will determine how the work is done, creating plans that will work for the unique characteristics of each area.

#### 4. ASSESSMENT AND EVALUATION OF PROGRAMS AND ONE-STOP PROGRAM PARTNERS

##### A. ASSESSMENT OF CORE PROGRAMS

Oregon will be using the federal measures as prescribed in WIOA. Available data supports the evaluation of programs at the state and local levels. The service delivery model and economic conditions will be assessed annually against the outcomes achieved during the prior year. Options for continuous improvement will be discussed at the state and local area levels, and performance targets will be adjusted accordingly. Oregon is researching the use of additional indicators to monitor service delivery in real-time, improve outcomes, and respond to immediate needs of our local communities. Once any additional measures are developed, tested, and approved, the measures will be applied and used to monitor activities on a timely basis. The goal is to support the real-time adjustment of resources and service delivery to match local demand.

Oregon continues to work toward state and local workforce development agencies and boards shifting from a compliance- and program-specific orientation to a highly integrated, outcomes-based system that makes value-added investments based on the WSO standards of performance and community needs. To the extent that Oregon can achieve this, the workforce system will assure that all workforce programs operate efficiently, without unnecessary duplication, and leverage resources. The WorkSource Oregon Operational Standards provide the minimum-level content/services(s) required at all WSO centers. They also build-in an accountability mechanism to ensure that this effort will come to fruition across the entire state. Finally, they offer an opportunity to work together to continually improve the system, engage new partners, and better serve Oregon's job seekers, workers and businesses.

CCWD will conduct annual assessments of Oregon's aggregate Title II performance and performance by local providers. Adult education and literacy providers will be evaluated by individual provider, rather than by local area performance. Overall program quality will be measured by student persistence, retention, and transition to either employment or postsecondary training. Title II performance evaluations will be supported by: regular submission of programmatic performance numbers, quarterly reporting of programmatic activities, and annual financial audit. Regular monitoring of program quality will be used for continuous improvement activities, allowing CCWD to provide technical assistance based on assessment results.

Title II will assess WSO delivery system partner program services based on the number of cross-trained staff, appropriate referrals, and participant co-enrollment. WorkSource partnerships will also be qualitatively reviewed within Oregon's local areas through quarterly programmatic reporting of Title II providers.

VR (general) has incorporated the accountability measures into our rolling monthly performance reports and our quarterly business reviews. Given the long term nature of the measures, proxy measures have been put in place to make managing to the measures achievable. The monthly performance reports are broken down into the fourteen branches for VR. The quarterly business reviews are a statewide roll-up of the outcome data to date. These two reports give us a local view and a chance to review statewide trends. In this way, local trends can be identified and we can easily identify areas where higher performance may indicate the presence of a best practice that needs to be duplicated.

Over the first two years of this unified plan, local branches will work to develop mechanisms to set local expectations of performance and strategies to enact local VR plans that are congruent

with the local WDB plans. These plans will be used to manage the effectiveness of the programs. VR is currently revamping its quality assurance processes and will use these statewide to help ensure that service delivery is done to a standard that is consistently high across the state. New service contracts will allow VR to better measure the effectiveness of purchased services through individual providers and service category.

OCB has integrated the accountability measures into its operational performance measurements process agency services. Specific activities, interventions or new programming are evaluated within the context of the WIOA performance accountability indicators. OCB evaluates progress along performance indicators on a monthly basis, and will incorporate changes in service delivery strategies based on measurement evaluations. Progress is reviewed and evaluated at an integrated service team level and at a management level to identify trends or variations in performance that can be identified and analyzed and then incorporated into service delivery for outcome measure improvement.

The Temporary Assistance for Needy Families (TANF) program is an essential part of the safety net for vulnerable Oregon families. TANF stabilizes families and prepares parents for employment that sets them firmly on a pathway out of poverty, and into economic stability and self-reliance. TANF provides supports to keep children safe, healthy and thriving within their own families, financial assistance to stabilize households and training and job search services to help parents find and retain employment.

A combination of policy changes and a targeted reinvestment strategies will improve outcomes for children and families. These reinvestment proposals include reducing the number of participants affected by the “benefits cliff” when they become employed, simplifying eligibility requirements to strengthen family connections and stability for children. These strategies also include expanding family stability services, expanding education and training opportunities, increasing flexibility in support services to support families in skill building and employment readiness activities, and improving program capacity to provide strength-based, customized and outcome-focused case management. Much of this strategy is carried out through a network of providers inclusive of WSO partners, numerous non-profit and community-based organizations around the state.

#### **MODIFICATION:**

The state’s Workforce and Talent Development Board, in partnership with local workforce development boards facilitated new legislation (Senate Bill 623, 2021) to establish the Continuous Improvement Committee (CIC) to assess the effectiveness of Oregon’s public workforce development system immediately and every even year into the future.

Under SB 623, the CIC will identify and contract with an independent third-party entity to conduct an initial and bi-annual comprehensive assessment of the public workforce programs and services. The committee will ensure that input from a variety of Oregon’s historically marginalized groups, or stakeholder groups, is incorporated in the assessment.

Under SB 623, the focus of the assessment will be to:

- advance racial justice, equity, diversity and inclusion through the programs and services delivered through the public workforce system;
- align state and local efforts to improve the public workforce system in this state;
- support improvements that create a more comprehensive public workforce system;
- provide quality employment experiences and equitable outcomes for job seekers and businesses participating in workforce programs;

- improve the quality of workforce resources, programs and services made available through the public workforce system, and the transparency of information regarding performance metrics and outcomes related to those resources, programs and services; and
- build on any current workforce program assessments that are required by law.

SB 623 also required the committee to present the results of each assessment, along with any recommendations for improvements, in reports to the Governor and to the interim committees of the Legislative Assembly related to workforce development every even-numbered year.

## B. ASSESSMENT OF ONE-STOP PARTNER PROGRAMS

To position the workforce system in Oregon for relevance and growth there must be clarity about what WorkSource Oregon is at both the state and local levels, what it offers, and how existing partnerships bear a shared responsibility to create value to additional partners in the future. The WSO Operational Standards Self-Assessment Report and subsequent development of the WSO Operational Standards will ensure that much of this work is done and continues to improve service and performance within the workforce system.

System wide, the WorkSource Oregon Standards will be utilized to assess the delivery system of partner program services, including but not limited to partner programs outlined in this Combined State Plan. Progress toward, and achievement of, these 80 workforce standards will be tracked, reviewed, and managed to better assess and improve outcomes taking into account both local and regional planning strategies and goals.

Oregon is currently developing a certification process that incorporates these WSO Standards to ensure consistency, ongoing system improvement, and federal, state and local compliance.

There are other additional assessments used to evaluate partner programs across the system. One of the key programs managed through the Oregon Employment Department (OED) to help unemployment insurance claimants become reemployed is the Reemployment Services and Eligibility Assessment (RESEA) program funded through a grant from the U.S. Department of Labor. This program is evaluated annually using a combination of federal performance measures and ad-hoc reports developed using OED's business analysis software. An evaluation form is also available for WSO centers to assess the quality and effectiveness of staff engagement with RESEA customers. RESEA program data including staff and customer feedback is evaluated by a standing workgroup that focuses on strengthening claimant reemployment efforts and streamlining agency operations and communications to better serve claimants in one stop centers.

The Trade Act program data is validated for the PIRL quarterly report through TAADI (Trade Adjustment Assistance Data Integrity) tool, quarterly file audits, *annual state data validation policy*, and customer surveys.

Oregon will assess performance for the Unemployment Insurance (UI) Program through the State Quality Service Plan (SQSP). The SQSP includes Benefits Timeliness and Quality (BTQ) measures, the Tax Performance System (TPS), Cash Management measures, the Benefit Accuracy Measurement (BAM), and Benefit Payment Control (BPC) measures.

**Thank you for the technical assistance! Oregon will incorporate the recommendations into our next full plan.**

Edit

## C. PREVIOUS ASSESSMENT RESULTS

An analysis of Oregon’s WorkSource offices was conducted and will be used to implement a set of service and performance standards. The partners at WorkSource Oregon, the one stop centers, have developed statewide operational standards for the centers. The standards recognize that workforce areas are starting at different places and the ability to meet all standards will vary across the state. The assessment was used to determine a strategy for implementing the statewide operating standards and will continue to help determine how well we are striving toward full implementation of the standards by region.

Oregon uses the WIOA performance accountability measures as required under section 116 of WIOA as one method to assess effectiveness of core programs and other one stop partner programs. The State also conducts regular evaluations of various programs, such as WorkSource Business Services, Reemployment Services and Eligibility Assessment, and SNAP Employment and Training. Customer satisfactions surveys are also conducted monthly. Together, these measures and program evaluations support program policy and inform service delivery to help meet state strategies.

**Title I and Title III Assessment Results:**

Below are Title I and Title III program performance results for Program Years 2017/18 and Program Year 2019 (rolling four-quarters ending December 31, 2019) as reported to US DOL. The State *exceeded* all but three negotiated performance targets for Program Years 2017/18. This is evidence that the State’s operational standards, which are customer-centric and support a service delivery model that is transformational rather than transactional, are helping Oregonians access quality employment and training services.

For Program Year 2019, the State is on target to exceed most of its performance goals. Final results will be evaluated at year end and changes to the State’s service delivery model will be adjusted as needed to help ensure compliance in Program Years 2020 and beyond.

Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	66.0%	70.7%
Adult	Employment Q4	65.0%	71.5%
Adult	Median Earnings	\$5,550	\$6,368
Adult	Credential Attainment Rate	44.0%	72.8%
Adult	Measurable Skill Gain	0.0%	25.1%
Dislocated Worker	Employment Q2	66.0%	68.6%
Dislocated Worker	Employment Q4	65.0%	68.9%
Dislocated Worker	Median Earnings	\$5,550	\$6,230
Dislocated Worker	Credential Attainment Rate	44.0%	74.6%
Dislocated Worker	Measurable Skill Gain	0.0%	24.5%
Wagner-Peyser	Employment Q2	66.0%	68.6%
Wagner-Peyser	Employment Q4	65.0%	68.0%

Program	Measure	Negotiated Rate	Actual Rate
Wagner-Peyser	Median Earnings	\$5,550	\$6,230
Youth	Employment, Education or Training Placement Rate Q2	73.0%	62.0%
Youth	Employment, Education or Training Placement Rate Q4	59.0%	63.3%
Youth	Median Earnings	\$0	\$3,385
Youth	Credential Attainment Rate	74.0%	68.1%
Youth	Measurable Skill Gain	0.0%	43.1%
Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	70.5%	70.7%
Adult	Employment Q4	68.0%	71.3%
Adult	Median Earnings	\$6,000	\$6,671
Adult	Credential Attainment Rate	45.0%	57.2%
Adult	Measurable Skill Gain	0.0%	37.8%
Dislocated Worker	Employment Q2	70.5%	72.0%
Dislocated Worker	Employment Q4	68.0%	72.2%
Dislocated Worker	Median Earnings	\$6,000	\$6,960
Dislocated Worker	Credential Attainment Rate	45.0%	60.2%
Dislocated Worker	Measurable Skill Gain	0.0%	37.5%
Wagner-Peyser	Employment Q2	70.5%	68.6%
Wagner-Peyser	Employment Q4	68.0%	69.1%
Wagner-Peyser	Median Earnings	\$6,000	\$6,518
Youth	Employment, Education or Training Placement Rate Q2	62.0%	64.4%
Youth	Employment, Education or Training Placement Rate Q4	59.0%	62.2%
Youth	Median Earnings	\$0	\$3,604
Youth	Credential Attainment	65.0%	48.2%



Program	Measure	Negotiated Rate	Actual Rate
	Rate		
Youth	Measurable Skill Gain	0.0%	35.5%
Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	71.0%	70.6%
Adult	Employment Q4	69.0%	70.8%
Adult	Median Earnings	\$6,100	\$6,626
Adult	Credential Attainment Rate	45.0%	60.3%
Adult	Measurable Skill Gain	0.0%	34.7%
Dislocated Worker	Employment Q2	71.0%	71.7%
Dislocated Worker	Employment Q4	69.0%	71.8%
Dislocated Worker	Median Earnings	\$6,100	\$6,911
Dislocated Worker	Credential Attainment Rate	45.0%	62.9%
Dislocated Worker	Measurable Skill Gain	0.0%	34.3%
Wagner-Peyser	Employment Q2	71.0%	67.8%
Wagner-Peyser	Employment Q4	69.0%	67.1%
Wagner-Peyser	Median Earnings	\$6,100	\$6,481
Youth	Employment, Education or Training Placement Rate Q2	62.5%	65.2%
Youth	Employment, Education or Training Placement Rate Q4	59.0%	64.4%
Youth	Median Earnings	\$0	\$3,832
Youth	Credential Attainment Rate	68.0%	52.0%
Youth	Measurable Skill Gain	0.0%	36.9%

Oregon continued its two pilot approaches to measure Effectiveness in Serving Employers: *Employer Penetration Rate* and *Repeat Business Customer Rate*. Program Year 2017 and 2018 rates are listed in the tables below. DOL has not established minimum standards for these measures.

Pilot Approaches	Numerator/Denominator	Rate
Employer Penetration Rate	11,419/153,577	7.4%

<b>Pilot Approaches</b>	<b>Numerator/Denominator</b>	<b>Rate</b>
Repeat Business Customer Rate	7,121/17,523	40.6%
<b>Pilot Approaches</b>	<b>Numerator/Denominator</b>	<b>Rate</b>
Employer Penetration Rate	9,747/152,161	6.4%
Repeat Business Customer Rate	6,213/17,428	35.6%

The Employer Penetration Rate tracks the percentage of employers who are using the core program services out of all employers represented in an area or State served by the public workforce system.

Repeat Business Customer Rate tracks the percentage of employers who receive services that use core program services more than once.

### WorkSource Business Services

At its core, the WorkSource Business Services program provides a local labor exchange where businesses can find the workers they need, and job seekers can gain employment. The program provides employers in targeted industry sectors with customized workforce solutions that prepare and deliver qualified and viable candidates. The program also works to advance current workers. Business Services staff plays a significant role in connecting employment opportunities to job seekers, and this role is dependent on efforts to build and maintain successful relationships with businesses. A strong job development approach creates opportunities for applicants and businesses. Job development services also support placement of targeted populations such as SNAP recipients, claimants, MSFWs and veterans into sustainable and meaningful jobs.

Program goals include a referral to hire ratio target of 5-1, and increasing the percentage of staff assisted job listings filled to 70%. In Program Years 2017/18 the State's referral to hire ratio was below 5-1 and the percentage of job listings filled was around 50%. It's important to note that while the goal was 70%, the historical rate has been around 50% and increasing the percentage is not easy. This data along with other metrics and anecdotal evidence shows Business Services were able to sustain placement levels with increasingly fewer referrals which shows a better understanding of the skills, knowledge and abilities employers need to be successful. For employers, this means lower recruitment costs, faster recruitment times, higher quality candidates, and greater confidence in WorkSource Oregon's ability to fill higher level positions.

### Reemployment Services and Eligibility Assessment Program

The Reemployment Services and Eligibility Assessment (RESEA) program is both a federal initiative and an important element of the department's strategy to help Unemployment Insurance (UI) benefit claimants become reemployed. Selected claimants are required to meet one-on-one with staff and complete an initial RESEA interview, including one subsequent REA interview if they continue to claim benefits. In Program Years 2017/18, roughly 70,000 claimants attended an initial RESEA interview with staff.

Three RESEA outcome trends from Program Years 2017/18 were recently examined: average claim duration per participant, percent of participants reemployed within four quarters after

selection, and average weeks to reemployment (this measure is based on a sample of approximately 3% of the participants).

All three measures demonstrated positive outcome trends. The average claim duration per participant was under 13 weeks; the percent of participants reemployed within four quarters after selection was around 80%; and the average weeks to reemployment was typically under 15. The outcomes match economic growth and record low unemployment numbers in Oregon during the reported period. In short, assessment of the RESEA program shows that it has been effective in helping speed claimants return to work and in preventing and detecting UI overpayments.

The RESEA program plans to improve the average weeks to reemployment measure by using New-Hire Report in the future, hopefully by the end of Program Year 2020. Using data from New-Hire Report will increase sample size and eliminate selection bias for this measure.

### SNAP Employment and Training Program

Customers served under SNAP E&T program face more employment barriers than the average Wagner-Peyser participant. SNAP E&T program achieved 75% placement rate for the first quarter of FFY 2019 which exceeded 50% placement rate required by the State's contract with Oregon Department of Human Services.

### Customer Satisfaction

Oregon collects customer satisfaction survey every month from job seekers that use the workforce system. Customer satisfaction is measured by favorable response rate across several criteria such as overall quality of service, timeliness of service, likely to recommend service to others, etc. Favorable response rate is measured by dividing number of responses that were rated as good or excellent by total responses. In Program Years 2017/18 and Program Year 2019 thru December 31, 2019, the favorable response rate for job seekers has been consistently above 80% for most of the measures, indicating a high level of customer satisfaction with WorkSource Oregon services.

### **Title II Assessment Results:**

Previous Title II assessments focused primarily on enrollment and measurable skill gains, such as GED completions. Over the past two years, Title II enrollment in Oregon has decreased from 13,271 in 2017-2018 to 11,743 in 2018-2019. The number of hours participants received services was higher in 2017-2018; 1,396,095 hours accumulated in 2017-2018 and 1,191,044 hours accumulated in 2018-2019. On average, Title II students received services for over 100 hours each year. The percentage of pre- and post-tests was slightly higher in 2018-2019; approximately 58% of enrolled participants completed pre- and post-tests in 2017-2018 and 59% of enrolled participants completed pre- and post-tests in 2018-2019. In 2017-2018, Title II outcomes measures totaled 158 participants earned a GED and enrolled in post-secondary education or training within one year of exiting the program; and 128 participants who earned a GED and were employed within one year of exiting the program. Data on the number of participants who attained a post-secondary credential while enrolled in the program or within one year of exiting the program were not available for 2017-2018. In 2018-19, Title II outcomes measures totaled 66 participants earned a GED and enrolled in post-secondary education or training within one year of exiting the program; 611 participants who earned a GED and were employed within one year of exiting the program; and 646 participants attained a post-secondary credential while enrolled in the program or within one year of exiting the program.

Under WIOA, overall Title II program quality will be measured by student persistence, retention, and transition to either employment or post-secondary training. Title II performance evaluations will be conducted on an annual basis with quarterly performance reporting to support continuous improvement activities. CCWD will then adapt its strategies to focus on program quality and effectiveness.

#### **Title IV Assessment Results:**

Title IV VR regularly uses evaluations of data and qualitative information to measure the effectiveness of the VR Program. The required Statewide Comprehensive Needs Assessment (CSNA) completed in 2017 has resulted a revamping of our statewide procurement process for job placement services, changes to the job placement service delivery model, increased training to help staff move clients into plan faster, trainings on specific disability barriers, cross trainings with other agencies to ensure better partnerships, changes to business practices using the LEAN model, and the piloting of some new evidenced –based best practices around transition. The more recent CSNA completed in 2021 is being utilized to plan services moving forward and has resulted in several recent changes to our program goals and strategies. Specific information on the CSNA can be found in the VR portion of the state plan. Updated program goals and strategies can be found there as well.

The Program internal Quality Assurances (QA) practices are being revised to be more comprehensive and now includes Sec 116 information from the Field that can be utilized in tracking the States Performance outcomes. The VR Program is utilizing technical assistance from the Workforce Innovation Technical Assistance Center (WINTAC) in order to include the impact of WIOA on the VR Program’s quality assurance procedures.

VR is currently awaiting results from our first monitoring visit from RSA in over 13 years. That assessment will help shape the improvement actions for the next several quarters.

Title IV OCB uses data and qualitative information from client and employer surveys, Certified Statewide Needs Assessment (CSNA) results, and from historic performance data aggregated and analyzed as a part of our process improvement strategies. OCB used results from the 2017 CSNA and other sources to direct efforts, leading to improved positive employment outcomes in 2018-2019. Preliminary feedback from the 2020 CSNA is being analyzed for use in process and outcome improvement moving forward. OCB uses an internal performance management system to drive activities that have impacts on measured performance and positive client outcomes. These process improvement activities and strategies are integrated into OCB’s larger strategic planning. Data and feedback allow OCB to adjust staffing, outreach, employment strategies, partnerships and other elements of service delivery as needed. OCB has not conducted formal assessments on the effectiveness of its integration in the broader workforce system, other than noting improvements in competitive, integrated employment placements.

#### **MODIFICATION:**

##### Title I and Title III Assessment Results

Below are Title I and Title III program performance results for PYs 2019/20 as reported to US DOL. Of note, all programs (Adult, Dislocated Worker, Youth and Wagner-Peyser) failed to meet negotiated targets in PYs 2019/20 for Employment Second Quarter After Exit. In addition, all programs failed to meet negotiated targets for Employment Fourth Quarter After Exit in PY 2020. All programs exceeded their targets for Median Earnings in PYs 2019/20, with the exception of Wagner-Peyser, which failed to meet its target in PY 2020 based on adjusted levels

of performance as calculated by US DOL (adjusted levels of performance take into account data on actual economic conditions and characteristics of program participants served).

The impact of COVID and the resulting economic downturn (mass layoffs, business closures, record UI claims, etc.) combined with temporary changes to UI which waived work search requirements likely impacted the state’s ability to meet Employment Second Quarter After Exit in PY 2020. While the programs also failed to meet targets for Employment Second Quarter After Exit in PY 2019, the gap between negotiated targets and actual performance was much less than PY 2020.

While the economy recovery has been strong, the state anticipates the economic downturn that started in 2020 will continue to impact performance into PY 2021 (and possibly beyond) as the measures look back several quarters and do not reflect current economic conditions. According to the Oregon Economic Forecast published November 2021, Oregon is expected to fully regain all of its pandemic-related lost jobs by fall 2022, leading to full employment by early 2023.

Trade Adjustment Assistance Program Assessment Results

For Program Years 2019 and 2020, the Trade Act program met or exceeded all performance and reporting expectations as measured in the Trade Adjustment Data Integrity (TAADI) tool with the exception of co-enrollment with WIOA Title I Dislocated Worker. TAADI measure include such metrics as training expenditures, case management, training completion, and receipt of staff-assisted services. Trade staff are working closely with WIOA Title I partners to improve co-enrollment percentages and hope to make progress in this critical area in 2022/23. Trade Act performance in PYs 2019/20 for WIOA core measures of employment second and fourth quarters after exit, medium earnings second quarter after exit, and credential attainment rate remained strong across the two program years despite the impacts of COVID and the economic downturn.

Program Year 2019

Program	Measure	Negotiated Levels	Actual Levels
Adult	Employment Q2	71.0%	68.1%
Adult	Employment Q4	69.0%	68.6%
Adult	Median Earnings	\$6,100	\$6,661
Adult	Credential Attainment Rate	45.0%	61.6%
Dislocated Worker	Employment Q2	71.0%	69.2%
Dislocated Worker	Employment Q4	69.0%	69.7%
Dislocated Worker	Median Earnings	\$6,100	\$6,947
Dislocated Worker	Credential Attainment Rate	45.0%	63.8%
Wagner-Peyser	Employment Q2	71.0%	68.2%
Wagner-Peyser	Employment Q4	69.0%	69.5%
Wagner-Peyser	Median Earnings	\$6,100	\$6,630
Youth	Employment, Education, Training Q2	62.5%	61.8%

Program	Measure	Negotiated Levels	Actual Levels
Youth	Employment, Education, Training Q4	59.0%	60.9%
Youth	Median Earnings	N/A	\$4,146.97
Youth	Credential Attainment Rate	68.0%	55.3%
Youth	Measurable Skill Gains	N/A	36.4%
TAA	Employment Q2	N/A	72.3%
TAA	Employment Q4	N/A	72.0%
TAA	Median Earnings	N/A	\$10,025
TAA	Credential Attainment Rate	N/A	81.8%

Program Year 2020 (Includes Adjusted Levels as calculated by US DOL)

Program	Measure	Negotiated Levels / Adjusted Levels	Actual Levels
Adult	Employment Q2	71.4% / <b>69.2%</b>	63.2%
Adult	Employment Q4	71.0%	65.5%
Adult	Median Earnings	\$6,400 / <b>\$6,193</b>	\$6,891.71
Adult	Credential Attainment Rate	60.5%	65.6%
Adult	Measurable Skill Gains	51.0%	59.8%
Dislocated Worker	Employment Q2	71.4% / <b>71.4%</b>	64.0%
Dislocated Worker	Employment Q4	72.0%	66.7%
Dislocated Worker	Median Earnings	\$6,800 / <b>\$6,826</b>	\$7,385.63
Dislocated Worker	Credential Attainment Rate	63.0%	67.8%
Dislocated Worker	Measurable Skill Gains	51.0%	60.8%
Wagner-Peyser	Employment Q2	68.2% / <b>71.1%</b>	61.3%
Wagner-Peyser	Employment Q4	68.0%	60.8%
Wagner-Peyser	Median Earnings	\$6,600 / <b>\$6,855</b>	\$6,689
Youth	Employment, Education, Training Q2	63.5% / <b>66.2%</b>	62.7%
Youth	Employment, Education, Training Q4	63.0%	60.2%

Program	Measure	Negotiated Levels /Adjusted Levels	Actual Levels
Youth	Median Earnings	\$3,477.00 / <b>\$3,687</b>	\$4,455.81
Youth	Credential Attainment Rate	68.4%	54.2%
Youth	Measurable Skill Gains	51.0%	40.4%
TAA	Employment Q2	N/A	71.6%
TAA	Employment Q4	N/A	74.8%
TAA	Median Earnings	N/A	\$10,686
TAA	Credential Attainment Rate	N/A	77.8%

Oregon continued its two pilot approaches to measure Effectiveness in Serving Employers: Employer Penetration Rate and Repeat Business Customer Rate. Program Year 2019 and 2020 rates are listed in the tables below. DOL has not established minimum standards for these measures.

#### Customer Satisfaction: Program Year 2019

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	4,545	10%
Individuals	139,879*	9%

\*The number of individuals surveyed significantly increased between March 2020 and June 2020 because of the increase in initial unemployment insurance claims resulting from the pandemic.

#### Customer Satisfaction: Program Year 2020

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	4,284	9%
Individuals	28,782*	11%

\*The Oregon legislature approved temporarily stopping the sending of surveys to UI claimants during the pandemic, resulting in a significant reduction in the number of individuals surveyed. Survey distribution to UI claimants stopped June 2020 and restarted July 2021 for PY21.

The Employer Penetration Rate tracks the percentage of employers who are using the core program services out of all employers represented in an area or State served by the public workforce system.

Repeat Business Customer Rate tracks the percentage of employers who receive services that use core program services more than once.

#### Results – Program Year 2020

The state saw declines in both Job Seeker and Employer satisfaction resulting from the impacts to the labor market and workforce system caused by the COVID-19 pandemic, unprecedented volume of claims, and need to shift staffing from employment services to unemployment tasks to address claims volume. WorkSource Centers have already begun the shift back to ES operations and customer satisfaction survey results are seeing an improvement. Results are expected to return to pre-pandemic levels as services continue returning to “normal.” A few of the innovative and well-received ways of providing services that were developed during the pandemic will be kept in place, offering the potential to improve satisfaction even above pre-pandemic levels.

### WorkSource Business Services

Program goals include a referral to hire ratio target of 5-1, increasing the percentage of staff assisted job listings filled to 70%, and filling staff-assisted job listings within 30 days. The state is pleased to report that its referral to hire ratio was 2.75-1 for PY 2019 and 2.32-1 for PY 2020, besting its target of 5-1. The percentage of job listings filled was 57% for PY 2019 and 52% for PY 2020. It's important to note that while the goal was 70%, the historical rate has been around 50% and increasing the percentage is not easy. That said, the percentage of listings filled in PYs 2019/20 was higher than PYs 2017/18. And finally, the (average) number of days to fill job listings was 19 days for PY 2019 and 17 days for PY 2020. These outcomes are well below the target of 30 days and below those reported in PYs 2017/18.

This data along with other metrics and anecdotal evidence shows Business Services were able to sustain placement levels with increasingly fewer referrals which shows a better understanding of the skills, knowledge and abilities employers need to be successful. For employers, this means lower recruitment costs, faster recruitment times, higher quality candidates, and greater confidence in WorkSource Oregon's ability to fill higher level positions.

Non-numerical goals include maintaining awareness of candidates from targeted populations to include those served by federal programs such as Reemployment Services and Eligibility Assessment, Migrant and Seasonal Farmworker, Veterans, Vocational Rehabilitation, Oregon Commission for the Blind, and SNAP Training and Employment. To maintain this awareness and build partnerships, business services staff regularly meet with federal program coordinators and other workforce partners.

### Reemployment Services and Eligibility Assessment Program

The Reemployment Services and Eligibility Assessment (RESEA) program is both a federal initiative and an important element of the department's strategy to help Unemployment Insurance (UI) benefit claimants become reemployed. Selected claimants are required to meet one-on-one with staff and complete an initial RESEA interview. In Program Years 2019/20, 30,463 claimants attended an initial RESEA interview with staff. *Note: The RESEA program was significantly scaled back at the end of PY 2019 in response to WSO centers closing to in-person traffic and RESEA staff being redeployed to assist with UI claims. The program did not return to full strength until mid-PY 2021. As such, the number of claimants attending an initial RESEA interview in PYs 2019/20 (30,463) was significantly less than PYs 2017/18 (64,565).*

Despite these operational changes, the average weeks to reemployment for program participants in PY 2019 was 19.4 compared to roughly 15 in PYs 2017/18; and the average claim duration was 15.08 weeks compared to roughly 13 weeks in PYs 2017/18. These measures were less favorable in PY 2019 due in part to economic changes related to COVID, changes in UI rule and law (which saw the work search requirements waived in 2020 among other things) and WSO centers being closed to in-person traffic in 2020, among other things. (For these reasons, the state did not evaluate RESEA outcomes for PY 2020.)

The state retooled and relaunched its RESEA program in 2021 with two key changes. First, all unattached claimants are now selected for an initial RESEA conversation, rather than those



identified as likely to exhaust benefits. Second, those identified as likely to exhaust benefits are now selected for a subsequent (second) RESEA conversation, rather than those that simply continue to claim benefits.

To evaluate the effectiveness of these changes and to ensure that reemployment services provided to RESEA participants are impactful (defined by the U.S. Department of Labor’s Clearing House for Labor and Research as having a “high” or “moderate” causal evidence rating – TEGL 6-19), the state in PY 2021 will launch a multi-year evaluation of the RESEA program.

#### SNAP Employment and Training Program (STEP)

Customers served under STEP face more employment barriers than the average Wagner-Peyser participant. In PY 2020, the STEP program placed 754 participants for a 39% placement rate. Staff completed 6,403 orientations with 2,043 customers completing an Opportunity Plan (individual employment plan).

#### SCSEP Assessment Results

SCSEP performance is evaluated annually based on the percentage of goals achieved. The Program Year (PY) 2018, 2019, and 2020 evaluations of grantee performance measured the percentage of aggregate goals achieved by counting only the SCSEP-specific core measures for which goals were set by DOL-ETA. For all three years, the three employment outcome measures for which grantees had targets, but not goals, are not included. Additionally, the service level and community service measures were not reported in PY 2020. As such, those measures are not included in the calculation of aggregate goals achieved for the respective program years.

Disruptions related to COVID-19, including widespread closures of host agency training sites and a significant decline in job opportunities, in 2020 hindered performance for many SCSEP grantees. The Oregon SCSEP project did not meet performance targets for Q2 employment, Q4 employment, median earnings, or effectiveness. However, the project exceeded the established goal for the most in need, which drove the Oregon SCSEP final PY 2020 percentage of aggregate goals achieved to 107.3%, exceeding the nationwide program average of 106.4%. The Oregon SCSEP project will continue to monitor progress toward reaching the goals and targets established by DOL-ETA and adjust strategies as necessary.

#### **Evaluation of PY 2020 Final Performance Compared to Post-Performance Targets and Goals**

	PY 2020 Adjusted Post-performance Targets and Goals	PY 2020 FINAL Performance	% Aggregate Targets and Goals Achieved
<b>% Aggregate Achieved</b>	<b>N/A</b>	<b>N/A</b>	<b>107.3%</b>
Nationwide	N/A	N/A	106.4%
<b>Q2 Employment</b>	<b>24.8%</b>	<b>14.7%</b>	<b>59.4%</b>
Nationwide	37.1%	35.6%	96.0%
<b>Q4 Employment</b>	<b>29.5%</b>	<b>7.7%</b>	<b>26.0%</b>
Nationwide	29.4%	27.2%	92.5%
<b>Median Earnings</b>	<b>\$3,334</b>	<b>\$0</b>	<b>0.0%</b>
Nationwide	\$3,162	\$3,059	96.7%
<b>Service Level</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

	PY 2020 Adjusted Post-performance Targets and Goals	PY 2020 FINAL Performance	% Aggregate Targets and Goals Achieved
Nationwide	N/A	N/A	N/A
<b>Community Service</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Nationwide	N/A	N/A	N/A
<b>Most In Need</b>	<b>2.90</b>	<b>3.33</b>	<b>114.8%</b>
Nationwide	2.89	3.14	108.7%
<b>Effectiveness</b>	<b>80.6</b>	<b>80.5</b>	<b>99.8%</b>
Nationwide	82.5	86.0	104.2%

**Evaluation of PY 2019 Final Performance Compared to Post-Performance Targets and Goals**

	PY 2019 Adjusted Post-performance Targets and Goals	PY 2019 FINAL Performance	% Aggregate Targets and Goals Achieved
<b>% Aggregate Achieved</b>	<b>N/A</b>	<b>N/A</b>	<b>108.4%</b>
Nationwide	N/A	N/A	101.9%
<b>Q2 Employment</b>	<b>27.0%</b>	<b>17.1%</b>	<b>63.5%</b>
Nationwide	37.1%	37.7%	101.6%
<b>Q4 Employment</b>	<b>32.3%</b>	<b>16.2%</b>	<b>50.2%</b>
Nationwide	29.4%	32.3%	109.9%
<b>Median Earnings</b>	<b>\$3,395</b>	<b>\$2,860</b>	<b>84.2%</b>
Nationwide	\$3,162	\$3,132	99.1%
<b>Service Level</b>	<b>150.1%</b>	<b>173.6%</b>	<b>115.6%</b>
Nationwide	160.5%	160.3%	99.9%
<b>Community Service</b>	<b>78.0%</b>	<b>89.9%</b>	<b>115.3%</b>
Nationwide	78.4%	79.1%	100.9%
<b>Most In Need</b>	<b>2.90</b>	<b>3.28</b>	<b>113.3%</b>
Nationwide	2.89	3.13	108.3%
<b>Effectiveness</b>	<b>80.6</b>	<b>72.1</b>	<b>89.4%</b>
Nationwide	83.8	82.5	98.4%

**Evaluation of PY 2018 Final Performance Compared to Post-Performance Targets and Goals**

	PY 2018 Adjusted Post-performance Targets and Goals	PY 2018 FINAL Performance	% Aggregate Targets and Goals Achieved
<b>% Aggregate Achieved</b>	<b>N/A</b>	<b>N/A</b>	<b>107.8%</b>
Nationwide	N/A	N/A	102.1%
<b>Q2 Employment</b>	<b>33.4%</b>	<b>24.1%</b>	<b>72.3%</b>
Nationwide	38.3%	41.2%	107.6%
<b>Q4 Employment</b>	<b>28.0%</b>	<b>34.8%</b>	<b>124.2%</b>
Nationwide	34.5%	33.1%	95.9%
<b>Median Earnings</b>	<b>\$2,806</b>	<b>\$2,915</b>	<b>103.9%</b>
Nationwide	\$3,275	\$3,084	94.2%
<b>Service Level</b>	<b>150.0%</b>	<b>161.0%</b>	<b>107.4%</b>
Nationwide	160.5%	159.6%	99.4%
<b>Community Service</b>	<b>77.0%</b>	<b>88.6%</b>	<b>115.0%</b>
Nationwide	78.4%	79.4%	101.3%
<b>Most In Need</b>	<b>2.90</b>	<b>3.40</b>	<b>117.1%</b>
Nationwide	2.89	3.08	106.6%
<b>Effectiveness</b>	<b>79.6</b>	<b>72.9</b>	<b>91.6%</b>
Nationwide	83.8	84.7	101.1%

#### Customer Satisfaction

Customer Satisfaction Oregon collects customer satisfaction survey every month from job seekers that use the workforce system. Customer satisfaction is measured by favorable response rate across several criteria such as overall quality of service, timeliness of service, likely to recommend service to others, etc. Favorable response rate is measured by dividing number of responses that were rated as good or excellent by total responses.

In PY 2019 the overall customer satisfaction rate for job seekers was above 80%, consistent with PYs 2017/18. Unfortunately, satisfaction dropped in PY 2020 to 58% as the state dealt with record levels of UI claims and WSO centers closed to in-person traffic. Customer satisfaction for the first five months of PY 2021 (thru November 2021) is close to 70%, likely a result of a rebounding economy and WSO centers fully staffed and reopen to in-person traffic. The state anticipates this trend to continue with a return to pre-pandemic customer satisfaction levels by PY 2022.

In PY 2019 the overall customer satisfaction rate for businesses was 78%, consistent with PYs 2017/18. Customer satisfaction dropped slightly in PY 2020 to 70% as the state dealt with record levels of UI claims and business closures. Unfortunately, customer satisfaction for the first five months of PY 2021 (thru November 2021) has continued this downward trend, coming in at 54%. The state believes this is a direct reflection of the struggles many businesses are facing in finding qualified candidates compounded by the current supply chain problems and operational issues related to COVID health and safety measures.

Title IV - Blind: OCB Assessment Results

OCB WIOA program performance indicators for PY 2019

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Measure	Negotiated Levels	Actual Levels
Measurable Skill Gains	Baseline	41.9%
Median Earnings 2 <sup>nd</sup> Qtr. After Exit	Baseline	\$8,436
Employment Rate 2 <sup>nd</sup> Qtr. After Exit	Baseline	78%
Employment Rate 4 <sup>th</sup> Qtr. After Exit	Baseline	72%
Credential Attainment Rate	Baseline	-

OCB WIOA program performance indicators for PY 2020

Measure	Negotiated Levels	Actual Levels
Measurable Skill Gains	27.5%	29.2%
Median Earnings 2 <sup>nd</sup> Qtr. After Exit	Baseline	\$5,054
Employment Rate 2 <sup>nd</sup> Qtr. After Exit	Baseline	60.4%
Employment Rate 4 <sup>th</sup> Qtr. After Exit	Baseline	51.9%
Credential Attainment Rate	Baseline	30.4%

OCB uses the WIOA performance accountability measures as required under section 116 of WIOA as one method to assess effectiveness. OCB also uses feedback provided from the Comprehensive Statewide Needs Assessment, (CSNA), data provided through RSA reporting, as well as internal performance measures to assess effectiveness of program services.

For PY 19, OCB was held to Baseline performance levels, and was accountable only for Measurable Skills Gain (MSG) in PY 20. OCB slightly exceeded it's Negotiated Level for MSG in PY 20. Though not currently accountable for the remaining performance indicators, OCB tracked them. OCB experienced a drop in the other performance indicators from PY19 to PY 20. COVID-19 and other disruptions were external assignable causes to tracked performance reductions. Despite these reductions in performance, OCB's performance in combined 2<sup>nd</sup> Qtr. and 4<sup>th</sup> Qtr. employment for PY19 from national dashboard data was higher than all other blind-serving agencies nationally at 75%. This number represents successful client closures after 2nd and 4th Qtr. OCB attributes this success in part to enhanced job preparation and engagement and training with business partners hiring OCB clients.

OCB's employment rate for PY19 was 57%, dropping to 46% for PY 20. The number of participants exiting into competitive, integrated was 68 in PY 19 and 63 in PY20. Again, the Pandemic is likely the assignable cause with this reduction in numbers. OCB anticipates an increase in both OCB clients and successful placements moving forward.

D. EVALUATION

The state will conduct evaluations and research projects on activities under WIOA core programs; how such projects will be coordinated with, and designed in conjunction with, State and local boards and with State agencies responsible for the administration of all respective core programs; and, further, how the projects will be coordinated with the evaluations provided for by the Secretary of Labor and the Secretary of Education under WIOA. The WSET will determine the WIOA core program activities that will be evaluated and researched. The WSET is both an operational and decision-making group regarding workforce system project development and implementation. Through the leadership of this group, projects will be determined, assigned, coordinated amongst state, agency staff and local partners responsible for both the administration and implementation of WIOA and core programs.

### **MODIFICATION/REPLACEMENT OF 'RESEA ASSESSMENT'**

Oregon will be contracting with a vendor in PY 2021 to evaluate its entire RESEA program. The state plans to use an impact study using the most rigorous and appropriate design feasible. Contracting out is not required, but evaluations cannot be conducted by staff affiliated with the program. This will be a multi-year evaluation and changes to the program may be implemented while still under evaluation based on preliminary evidentiary findings or results.

RESEA program staff are engaged in an ongoing dialogue with Oregon's WIOA partners and local workforce development boards. These conversations will continue to build on the infrastructure and integration between RESEA and WIOA. Innovative interventions or service delivery strategies that demonstrate improved employment outcomes of RESEA participants and reduce the average duration of unemployment compensation receipt through employment will be a priority in our collaborative systems alignment work, as we focus on promoting the broader vision of WIOA of increased program integration and service delivery for job seekers, including claimants.

The RESEA program in PY 2020 piloted a special workshop titled Rethinking Job Search (Rethinking). Using cognitive-behavioral techniques to enhance motivation and self-efficacy in job-search activities, Rethinking aims to bolster job seekers' confidence in their ability to be quickly reemployed. The content is delivered in 12 facilitated sessions with a focus on management of thoughts and emotions, accountability, self-esteem and personal responsibility, and managing goals.

This pilot varied from previous larger-scale Rethinking projects in that workshops were conducted in a virtual service-delivery format because of COVID. Program objectives were to identify the redeployed program's feasibility, effectiveness of delivery, and short-term outcomes.

The following are short-term outcomes of the Rethinking pilot that pertain to emotional intelligence knowledge, and attitudes of participants. In summary, Rethinking participants:

- *Improved their knowledge of emotional intelligence (EI) concepts.* Participants experienced greater gains in EI knowledge than non-participants.
- *Gained confidence and motivation for job-searching.* Most respondents (20 of 24) reported improved confidence. All respondents reported either increased or stable motivation. These changes were sustained after program completion.
- *Became re-employed.* 42% of Rethinking participants reported finding work within 30 days of completing the Rethinking training.

Based on the pilot's success, the state hopes to offer additional Rethinking workshops to eligible RESEA participants in 2022.

### **Performance Reporting Information System:**

Oregon's Performance Reporting Information System (PRISM) produces information about the effectiveness of workforce system programs and services. This performance data helps policymakers, administrators, and educators make informed program and service delivery decisions. PRISM generates a number of performance reports that are aligned with the federal measures, including employment rate second quarter after exit, employment rate fourth quarter after exit and median earnings second quarter after exit. These system-wide performance data are available at [www.qualityinfo.org/pm](http://www.qualityinfo.org/pm).

The following workforce and education programs submit participant data to PRISM: WIOA Title I (Adult, Dislocated Worker), WIOA Title III (Wagner-Peyser), SNAP Employment and Training Program, Department of Education K-12, Community Colleges, Public Universities, Apprenticeship Program, Trade Adjustment Assistance, and Unemployment Insurance. Discussions are underway to include Titles II and IV. Participant data collected by PRISM includes demographics, services received, employment and earnings outcomes, and post-secondary educational attainment.

While this format is different from a formal evaluation study, the nearly real-time information, combined with the ability to filter results and compare trends over time, gives program managers, stakeholders, and even the general public the ability view, analyze, and evaluate various performance-related measures across Oregon's workforce system.

#### **Business Intelligence Tool:**

In 2018, OED launched a project to utilize available data to tell a meaningful story about WorkSource success and areas for improvement and to achieve WorkSource Center strategic goals, and foster informed decision making. Using Oracle Business Intelligence, a series of dashboard reports were developed for WorkSource managers to monitor key activities and trends related to claimant reemployment (including RESEA), business services (job matching and placement), and services to SNAP customers. Initial feedback from center staff has been positive, noting the ability to view and analyze nearly real-time program data as being extremely helpful in managing programs and designing effective service delivery strategies. Additional reports are planned for 2020 and beyond.

#### **MODIFICATION: ADDED ASSESSMENT OF 'CUSTOMER REGISTRATION' PROGRAM**

Customers who access services in Oregon use an electronic customer registration program. Registration starts by creating an account with a username and password to ensure security of personal information. The WorkSource Oregon Management Information System (WOMIS) Customer Registration (CR) application captures customer information and demographics, and identifies special populations such as Veterans and Migrant Seasonal Farmworkers. It also captures program eligibility components for the Wagner-Peyser, Adult, and Dislocated Worker programs. Data captured in CR is shared with numerous workforce applications used in the delivery and tracking of Title I, Title III and Trade Act services; this ensures all programs have consistent customer information and avoids duplication of data. CR is jointly managed by OED and HECC.

Implementing and enhancing WOMIS requires ongoing analysis and research, extensive information technology programming and coding, statewide hardware and software changes, and continuing fine-tuning, enhancements, and troubleshooting. User groups made up of state and local staff, continue to monitor the MIS elements for consistency and needed changes.

Recent analysis and evaluation indicates that Oregon's Title I registration experience includes more processes and requirements than are required by WIOA Title I to be enrolled and, over time, have become burdensome for the customers.

Oregon is currently conducting evaluations of both the data requested/collected during registration and the overall customer registration experience to look for ways to:

- Ensure compliance with federal and state guidance
- Help streamline the customer experience
- Remove outdated questions, and
- Align with new PIRL reporting requirements

The goal of Oregon’s evaluation is to make the registration process more efficient, quicker, and more customer-centric. This is expected to be accomplished through a combination of:

- Eliminating requirements for customer to enter unnecessary data, including some questions that were previously used for State-level determinations related to a customer’s eligibility for WIOA title I programs
- Capturing additional registration/assessment data required for PIRL reporting and service delivery
- Simplifying the non-WIOA title I customer experience by eliminating Dislocated Worker program eligibility questions from WSO Customer Registration
- Simplifying import/update procedures with downstream/local management information systems

Evaluations and initial systems changes are expected to be completed by July 30, 2022. The project completion date is TBD, and will be dependent upon further analysis of what technical changes are required.

**MODIFICATION: ADDED 'QUALITY FEEDBACK MEASURES'**

The Workforce Innovation and Opportunity Act (WIOA) requires that state employment security agencies review the quality of their services to customers. In Oregon, this review process is called Quality Feedback Measures, or QFM. WIOA also requires corrective action plans for performance that falls below the standards set by the State. In Oregon, these plans are called Coaching and Training Plans. The goals of the plans are to inform staff of best practices regarding how to deliver and document services provided to the public.

In 2022, OED made significant enhancements to streamline its QFM program. The goal of QFM is to meet USDOL and WIOA expectations for quality assurance reviews of American Job Center performance, and to provide feedback for managers and technical staff regarding best practices and training or coaching opportunities for WSO Center staff.

Enhancements to the QFM process in 2021/22 included incorporating the monthly selection of job seeker and job listing records and all review worksheets including Coaching and Training Plans into its online labor-exchange system, iMatchSkills. These enhancements significantly streamlined the QFM process by eliminating many time consuming and manual steps. They also made QFM outcomes data more accessible to managers to identify process and program improvements in service delivery. By 2023, OED plans to make QFM outcomes data available to staff through interactive, online dashboards, a move that will further enhance staff’s ability to analyze data for equity, identify trends in service delivery, identify training needs, and make data informed decisions.

**5. DISTRIBUTION OF FUNDS FOR CORE PROGRAMS**

**A. FOR TITLE I PROGRAMS**

**I. YOUTH ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 128(B)(2) OR (B)(3)**

Currently, the Office of Workforce Investments (OWI) distributes Title I formula funds for Youth to local areas using three equally weighted factors:

- One-third on the basis of the relative number of unemployed individuals in areas of substantial unemployment in each workforce investment area, compared to the total number of unemployed individuals in areas of substantial unemployment in the State;
- One-third on the basis of the relative excess number of unemployed individuals in the area compared to the total excess number of unemployed individuals in the entire state; and
- One-third based on the relative number of disadvantaged youths/adults compared to the total number of disadvantaged youths/adults in the entire state.

OWI also uses a hold-harmless formula so that no local area receives less than 90 percent of the average allocation percentage of the local area for the two, preceding fiscal years. Amounts necessary for increasing such allocations to local areas to comply with the hold-harmless are obtained by ratably reducing the allocations to be made to other local areas.

## II. ADULT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) OR (B)(3)

Currently, the Office of Workforce Investments (OWI) distributes Title I formula funds for Adult to local areas using three equally weighted factors:

- One-third on the basis of the relative number of unemployed individuals in areas of substantial unemployment in each workforce investment area, compared to the total number of unemployed individuals in areas of substantial unemployment in the State;
- One-third on the basis of the relative excess number of unemployed individuals in the area compared to the total excess number of unemployed individuals in the entire state; and
- One-third based on the relative number of disadvantaged youths/adults compared to the total number of disadvantaged youths/adults in the entire state.

OWI also uses a hold-harmless formula so that no local area receives less than 90 percent of the average allocation percentage of the local area for the two, preceding fiscal years. Amounts necessary for increasing such allocations to local areas to comply with the hold-harmless are obtained by ratably reducing the allocations to be made to other local areas.

## III. DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) AND BASED ON DATA AND WEIGHTS ASSIGNED

Currently, the Office of Workforce Investments (OWI) allocates and distributes dislocated worker funds to local areas based on the average distribution of the data that reflects the following factors as they relate to the workforce areas (this average distribution assumes all factors are weighted equally):

- Total Unemployed
- Excess Unemployed
- UI Exhaustees
- Total UI Claimants
- Declining Industries



The resulting average distribution per workforce area will be applied to the formula dollars the state will distribute to the areas. A hold-harmless formula is also applied to dislocated worker funds distributed to local areas.

## B. FOR TITLE II

### I. DESCRIBE HOW THE ELIGIBLE AGENCY WILL AWARD MULTI-YEAR GRANTS OR CONTRACTS ON A COMPETITIVE BASIS TO ELIGIBLE PROVIDERS IN THE STATE, INCLUDING HOW ELIGIBLE AGENCIES WILL ESTABLISH THAT ELIGIBLE PROVIDERS ARE ORGANIZATIONS OF DEMONSTRATED EFFECTIVENESS

CCWD will award competitive grants to eligible providers on a three-year cycle in accordance with the requirements of section 231 of WIOA. Eligible Title II provider applicants will be required to demonstrate effectiveness by providing appropriate documentation including:

- Description of how the organization facilitates student transitions from adult education to either employment and/or post-secondary education;
- Outcome data for using the WIOA definitions or similar metrics such as educational level gains, GED completions, and transitions to employment and/or post-secondary training

The competitive Request for Application (RFA) process will be conducted in an open and fair manner. All information related to the RFA will be provided on a publically accessible website.

#### **MODIFICATION:**

The State conducted demonstrated effectiveness review by requiring applicants to provide three-years ( 2018-2019, 2019 – 2020, and 2020 – 2021) of continuous data related to Measurable Skill Gains. A Measurable Skill Gain is defined as the percentage of program participants who, during a program year, obtain an education functioning level, are in an education or training program who are achieving measurable skill gains toward such a credential or employment. Additionally, programs must provide a single year's data as it relates to outcomes for participants related to employment, attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education and training. This information was then reviewed by staff to ensure effectiveness was demonstrated.

### II. DESCRIBE HOW THE ELIGIBLE AGENCY WILL ENSURE DIRECT AND EQUITABLE ACCESS TO ALL ELIGIBLE PROVIDERS TO APPLY AND COMPETE FOR FUNDS AND HOW THE ELIGIBLE AGENCY WILL ENSURE THAT IT IS USING THE SAME GRANT OR CONTRACT ANNOUNCEMENT AND APPLICATION PROCEDURE FOR ALL ELIGIBLE PROVIDERS

CCWD will ensure that all eligible providers have direct and equitable access to apply for Title II funds by:

- Using the same grant announcement, application, and proposal process for all eligible providers;
- Providing information about the RFA to any eligible agency that requests it;
- Incorporating the considerations specified in section 231(e) of WIOA in the review criteria; and
- Evaluating all applications using the same rubric and scoring criteria.

## C. VOCATIONAL REHABILITATION PROGRAM

Title IV Vocational Rehabilitation and the Oregon Commission for the Blind decide through mutual agreement on the distribution of funds between the two agencies. This agreement is reviewed periodically to ensure that the service, staffing, and operational needs of both agencies are adequately met based on the availability of funds. Changes to the current funding levels can be requested by either agency at any time and changes can be made based upon mutual agreement.

### 6. PROGRAM DATA

#### A. DATA ALIGNMENT AND INTEGRATION

In 2015, the Oregon Employment Department began a multi-year initiative focused on transforming the agency's business processes and core technology systems supporting the receipt of unemployment insurance taxes, payment of unemployment insurance benefits, and delivery of employment services. Through this effort the agency seeks to enhance customer service, including better integration with partners and increased access to timely and accurate data. Additionally, the new platform will improve functionality and flexibility of these systems while lowering the risk of a major technology failure and improving security. The Modernization Program will achieve its goals and objectives through the execution of multiple projects.

Since 2015 the Employment Department has contracted with the Information Technology Support Center (ITSC) to conduct and complete a feasibility study; initiated and completed workgroups to gather and document information about our systems, data exchanges, and interfaces; and released and gathered information from two requests for information (RFIs) for the unemployment insurance and workforce projects among other tasks. The information gathered and documented from these efforts has been foundational to defining the scope of modernization; determining the impact on employees, customers, partners, and stakeholders; and creating program plans that will guide the projects. The first project will focus on transforming the unemployment insurance program in a phased approach, starting with unemployment insurance tax followed by unemployment insurance benefits.

Although some service/customer data resides in separate systems, Oregon continues to improve the interoperability of systems between systems and agencies. Data-sharing agreements, confidentiality issues, and program-specific requirements continue to create challenges in aligning and integrating data systems. In some cases, Oregon has developed innovative processes, and we continue to explore options at both the functional and administrative levels. For the Title I Adult and Dislocated Worker programs, the Employment Services and labor exchange functions, and Trade Act, customer data is passed between multiple systems, and staff have access to view customer data from any of the programs in which a customer is enrolled.

At this point in time, the state's core programs will utilize an aggregate data system to achieve interoperability for common data. The core programs will provide data to the state level data system, PRISM. Title II will collect programmatic data in TOPs Pro and convert that individual data into the CCWD data management system, D4A. Data in D4A will then be merged with PRISM. The data available in PRISM will be aggregate and not utilized for program improvement purposes. CCWD will monitor data submitted by individual adult education and literacy providers as it is transmitted in TOPs Pro for programmatic performance and continuous improvement purposes.

The user interface layer of this shared system is the WorkSource Oregon Management Information System (WOMIS), a multi-application customer and staff-accessed system that

comprises Customer Registration, Program Eligibility Determination, iMatchSkills (labor exchange), Trade Adjustment Assistance, some WIOA service tracking, and other customer services and resources.

Enhancing WOMIS requires ongoing analysis and research, extensive information technology programming and coding, statewide hardware and software changes, and continuing fine-tuning, enhancements, and troubleshooting.

All local areas use a single MIS statewide (I-Trac) for tracking and reporting services provided through the Adult, Dislocated Worker and Youth programs. Customer demographic and service data is consolidated and checked for errors at the state level before being reported to DOL. At the state level, MIS elements are being reported uniformly, via this web-based platform with expanded data management capabilities making it possible for us to track and report program participant information on any number of federal, state, and local grants and funding streams. These enhancements have allowed data management collection and reporting services for every local workforce board in the state.

The Office of Workforce Investments encourages all local areas to deploy a customer record tracking and retention process that is efficient and effective for staff and customers, supports a data and file structure that is consistent statewide, and honors the federal Paperwork Reduction Act and state paperless initiatives, while meeting federal performance requirements.

In 2017, the Oregon Employment Department (OED) began receiving a daily file transfer from the state's Department of Human Services (DHS) Self-Sufficiency management information system to identify customers eligible for SNAP Employment and Training (SNAP E&T) services. This file transfer has been instrumental in allowing staff to track, identify and case manage SNAP E&T participants. It has also improved program reporting and analysis. In 2020, DHS will implement its Integrated Eligibility Determination Project which will further streamline and improve the timeliness of SNAP data transferred to OED.

In 2020, OED began receiving a file transfer of apprenticeship data from the state's Bureau of Labor and Industries, which oversees the state's Apprenticeship program. By mid-2020, this data should be available through the department's data warehouse where it can be cross-referenced with other federal program data for improved program reporting and analysis.

At the core of Oregon's integrated service delivery model is the WorkSource Oregon Management Information System (WOMIS). This system includes Customer Registration, the state's common registration module for customer intake and program eligibility determination; iMatchSkills, the state's labor-exchange system for job matching and referral and services tracking under Wagner-Peyser; I-Trac, the management information system for Adult, Dislocated Worker and Youth programs; and the Trade Act Management Information System. These systems are sufficiently connected to allow WorkSource Oregon staff to track participation across programs and for calculating a common exit date across Titles I and III and Trade Act. Titles II and IV track data outside of the WOMIS environment; therefore, the state is not able to include these titles in its common exit policy. At this time, updating WOMIS to track program participation across all core programs would be a complex and costly undertaking.

That said, the state has taken incremental steps to integrate data sharing and tracking of customer activity across programs. Examples include a 2017 data sharing agreement between the Oregon Employment Department and the state's Department of Human Services Self-Sufficiency program to identify SNAP recipients in the state's labor-exchange system; and a 2019 update to the state's labor exchange system to identify Trade Act affected workers and those currently enrolled in training. The state will continue to explore these types of data sharing agreements and system enhancements to further streamline and improve service delivery and program reporting.

To assess participants' post-program success, Oregon will be using the federal measures prescribed in WIOA. Available data supports the evaluation of programs at the state and local levels. The service delivery model and economic conditions will be assessed annually against the outcomes achieved during the prior year. Options for continuous improvement will be discussed at the state and local levels, and performance targets will be adjusted accordingly.

Title II will track participants who have exited into employment and post-secondary education. A wage record match will be conducted to determine employment of adult education and literacy participant's following program exit. The wage record match occurs through an agreement with the Employment Department and requires the use of participant social security numbers. Participants will be tracked into post-secondary education, through the HECC Office of Community Colleges and Workforce Development's student database, D4A, using the student's social security number and universal student identification number.

Title IV utilizes a VR specific case management program that allows us to capture VR client participation with core partners including their participation in Workforce services. This information is reported to the Dept of Education (RSA) quarterly but as we move forward in regard to technological integration of all workforce participants will be utilized to show Title IV clients engagement in the workforce system. Statewide integration of data capture and reporting systems is ongoing.

Title IV Blind (OCB) tracks engagement with the public workforce system through System 7, its case management software. Relevant data is reported to the Department of Education (RSA) quarterly. Wage record matches are used to verify employment and wages following placement, via a data sharing agreement with the Oregon Employment Department. These activities are ongoing. OCB will continue to work with other state partners to develop and streamline processes for more robust tracking and data sharing of OCB client intake and participation in Oregon's public workforce system.

The WTDB has established a number of priorities including:

- Promoting accountability among public workforce partners;
- Identifying barriers, providing solutions, and avoiding duplication of services;
- Increasing understanding and utilization of the workforce development system; and
- Coordinating and streamlining the workforce system so job seekers and employers find what they need more efficiently

These and other priorities are customer-centric working toward a workforce development system that is well known, easy to access, and accountable for results. The state board will assist the Governor by continuing to focus on system results and the needs or impediments to both measuring and improving the results for individuals and employers.

Alignment of technology and data systems across the partner programs and agencies are the key to creating such a system and one with effective accountability mechanisms. The WTDB continues to support data sharing and alignment at the state level (see III.b.6.A.ii.) and will advocate for policy changes as needed to establish new or expanded data sharing agreements. To that end, the WTDB is represented on the Workforce System Executive Team (WSET). WSET is comprised of agency strategic and operational leaders for workforce programs and services including the WTDB, Titles I, II, III, and IV, and self-sufficiency (SNAP and TANF) employment and training programs. The WorkSource Oregon (WSO) Operational Standards, developed by WSET and adopted by the WTDB, is a system-wide expectation for aligned service delivery which is supported by aligned technology and data systems. In addition, the WTDB is represented on the PRISM Steering Committee which informs the WTDB and the Governor.

Performance Reporting Information System (PRISM) produces information about the effectiveness of workforce system programs and services and relies on aligned technology and data systems. This performance data helps the Governor and policymakers make informed program and service delivery decisions.

For Title I, all local areas use a single MIS statewide (I-Trac). Customer demographic and service data is consolidated and checked for errors at the state level before being reported to DOL. At the state level, MIS elements are being reported uniformly, via this web-based platform with expanded data management capabilities making it possible for us to track and report program participant information on any number of federal, state, and local grants and funding streams. These enhancements have allowed data management collection and reporting services for every local workforce board in the state.

Title II uses the TOPSPro Enterprise data system to track program participation and skill gains. Data tracked in this system is matched with data from the Higher Education Coordinating Commission D4A system to determine postsecondary outcomes and the Oregon Employment Department to determine employment and wage reports.

For Wagner-Peyser (Title III), WSO uses the WorkSource Oregon Management Information System applications of Customer Registration and iMatchSkills to track program participation and labor-exchange activity. Data tracked in these systems is combined with data from other source systems including UI wage record data and to generate the Participant Individual Record Layout (PIRL) reports.

Title IV utilizes the AWARE system and has the capacity to run a wide range of reports. Title IV reports to the Dept. of Education quarterly (RSA-911). The data specific to section 116 is captured and through the use of appropriate data sharing agreements can be utilized by the State to create combined performance measure reporting as required.

Title IV-Blind currently uses the System 7 Case Management and Tracking System, and other internal data tracking tools. System 7 has the capacity to run a wide range of reports. Title IV-Blind inputs data to the Department of Education quarterly, through the RSA-911 report. The data specific to section 116 is captured and through the use of appropriate data sharing agreements can be utilized by the State to create combined performance measure reporting as needed.

For Trade Adjustment Assistance (TAA), WSO uses the Trade Adjustment Assistance Management Information System (TAAMIS) to track program participation. Data tracked in TAAMIS is combined with data from multiple source systems to include the state's labor-exchange system, I-Trac and UI wage records to generate the PIRL reports. The state is currently undertaking a project to enhance the PIRL reporting data sources for the quarterly TAA federal reports.

The state is currently working to implement data validation guidelines as outlined in TEGL 7-18 to ensure program data are consistent and accurately reflect the performance of each core program in the state.

## B. ASSESSMENT OF PARTICIPANTS' POST-PROGRAM SUCCESS

Oregon will be using the federal measures prescribed in WIOA. Available data supports the evaluation of programs at the state and local levels. The service delivery model and economic conditions will be assessed annually against the outcomes achieved during the prior year. Options for continuous improvement will be discussed at the state and local levels, and performance targets will be adjusted accordingly.

Oregon is researching the use of additional indicators to monitor service delivery in real-time, improve outcomes, and respond to immediate needs of our local communities. Once any additional measures are developed, tested, and approved, the measures will be applied and used to monitor activities on a timely basis. The goal is to support the real-time adjustment of resources and service delivery to match local demand.

Title II will track participants who have exited into employment and postsecondary education. A wage record match will be conducted to determine employment of adult education and literacy participant's following program exit. The wage record match occurs through an agreement with the Employment Department and requires the use of participant social security numbers. Participants will be tracked into postsecondary education, through CCWD's student database, D4A, using the student's social security number and universal student identification number.

Title IV, VR and OCB receive UI wage data through a contract with the Employment Department. VR/OCB will check clients' employment status as per WIOA Performance Measure for retention at the 2<sup>nd</sup> and 4<sup>th</sup> quarter after the client exits VR services. VR has an agreement with CCWD's student database to match of VR clients who have exited the program utilizing the client's social security number which will be used to assess the client's progress in completing credentials and obtaining skill after their exit from the VR Program.

#### C. USE OF UNEMPLOYMENT INSURANCE (UI) WAGE RECORD DATA

Oregon currently has the statutory authority in place to share Unemployment Insurance (UI) Wage Record Data to partners under the Workforce Investment Act of 1998 for the purpose of administering state workforce programs under the Act. Oregon updated its statutory authority in 2017 to authorize disclosure of UI Wage Record Data to partners under the Workforce Innovation and Opportunity Act of 2014, including Oregon's public universities and the Oregon Health and Science University. Since 2017, the Employment Department developed information and data sharing agreements to share UI wage record data with a number of core partners permissible under state and federal law and will continue to develop new agreements in 2020 and beyond.

Oregon currently uses UI wage record data to support federal performance measures. The necessary information sharing agreements are in place. Once federal reporting requirements and record layout are finalized, state and local partners will perform an analysis to determine next steps to effectively and efficiently meet the reporting requirements. Unemployment insurance wage record match will be conducted to determine employment of adult education and literacy participants following program exit. The wage record match occurs through an agreement with the Employment Department and requires the use of participant social security numbers.

#### D. PRIVACY SAFEGUARDS

All information collected under the programs administered by the HECC Office of Workforce Investments and Office of Community Colleges and Workforce Development (CCWD), the Oregon Employment Department, and Vocational Rehabilitation is considered confidential. This includes programs under Titles I, II, III and IV, as well as other required one stop partner programs. State law, rule and policy provide security controls to govern processes, procedures, data systems, information release, and audits. Regulatory safeguards required by HIPPA, FERPA and any other Program specific rules and regs are adhered to by said agencies. Individual Programs and agencies have privacy and security training that is required of their employees. These protocols are observed at the WorkSource Oregon one stop centers and by the individual entities and partners as they coordinate the delivery of workforce and employment services to

their individual and mutual clients. These controls are designed to make sure all confidential information is protected from the time the information is received to the time it is destroyed. Employees and partners are also trained on the appropriate use and security of confidential information, and the penalties for its misuse.

In accordance with FERPA, Title II providers are required to follow policies as outlined in the Oregon ABS Policy Manual. Programs must provide an opportunity for students to consent or decline release of their information by informing students, in writing, that their personal and confidential information will only be shared with their written consent. Programs must inform students, in writing, of the student's ability to revoke consent to release information. Programs are prohibited from sharing personal confidential information or records if the student declines to give or revokes prior written consent. Programs must not deny services to students who do not authorize release of information. Programs must inform students that declining to share information will not affect their eligibility for services. Programs must keep the signed and dated consent forms and revocation forms on file in accordance with record retention policies.

Additionally, to meet federal reporting requirements, CCWD shares (i.e. data matches) personally identifiable information from ABS students with outside organizations such as the Oregon Employment Department in accordance with established data sharing agreements. This data matching allows the State of Oregon to report on ABS outcomes measures such as employment and entry into post-secondary education for Title II students, a requirement of WIOA. PII sent to outside organizations is either returned to CCWD or destroyed upon completion of data matching.

Title IV – Blind (Oregon Commission for the Blind, OCB) follows privacy guidelines as articulated The Oregon Commission for the Blind's Vocational Rehabilitation Manual. OCB has established safeguards to protect the privacy and confidentiality of client information and data. These safeguards include: data sharing and confidentiality agreements, annual staff confidentiality training, client privacy education, release of information processes and electronic privacy protocols.

Clients are informed that personal information will only be shared outside of OCB with prior written consent through OCB's Rights and Responsibilities document. OCB must retain signed and dated release of information forms in accordance with record retention policies and protocols. OCB has established confidentiality and data sharing agreements with outside entities, such as the Oregon Employment Department, when data for Federal reporting requirements is needed.

Finally, when releasing and publishing data, all relevant agencies aggregate data when possible, and suppress data elements or responses that could be used to identify an individual participant (or small number of participants).

## 7. PRIORITY OF SERVICE FOR VETERANS

MODIFIED AND UPDATED ENTIRE 'PRIORITY OF SERVICE FOR VETERANS' SECTION:

### **Priority of Service to Covered Persons (Veterans and Eligible Spouses)**

USDOL implemented priority of service for veterans and eligible spouses, as required under the Jobs for Veterans Act (JVA) since November 7, 2002. JVA calls for priority of service to be implemented by all "qualified job training programs," defined as "any workforce preparation, development or delivery program or service directly funded, in whole or in part, by the Department of Labor." Since enactment of JVA, priority of service has been implemented under policy guidance issued by the Employment and Training Administration (ETA). The purpose of these regulations is to further articulate how priority of service is to be applied across all new

and existing qualified job training programs. The Training and Employment Guidance Letter (TEGL) No. 10-09 dated November 10, 2009, provides additional guidance.

In accordance with 20 CFR Part 1010, "Priority of Service for Covered Persons, Final Rule," veterans and eligible spouses are referred to as "Covered Persons." WorkSource Centers will ensure the priority of service of veterans and eligible spouses for the receipt of employment, training, and placement services provided under WIOA. Covered Persons must still meet each program's eligibility criteria to receive services under the respective employment and training program.

### **Key Definitions**

- *Covered Person* – the regulations adopt and apply this statutory term, which includes veterans and eligible spouses.
- *Veteran* – the regulations specify that the definition for veteran specified at 38 U.S.C. 101(2) applies across all qualified job training programs for the purpose of priority of service. The definition includes two key criteria:
  - Service in the active military, naval, or air service
  - Discharge under conditions other than dishonorable
- *Eligible Spouse* – means a spouse of any of the following:
  - A spouse of any veteran who died of a service-connected disability;
  - A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days;
    - Missing in action;
    - Captured in the line of duty by a hostile force; or
    - Forcibly detained or interned in the line of duty by a foreign government or power.
  - A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
  - A spouse of any veteran who died while a disability was in existence.

### **Implementation**

Local Workforce Development Boards (LWDB) will ensure their local plan provides clear strategies and policies for providing Covered Persons with the highest quality of service at every phase of services offered. Policies shall be implemented to ensure eligible veterans and eligible spouses are aware of:

- Their entitlement to priority of service
- The full array of programs and services available to them
- Any applicable eligibility requirements for those programs and/or services

Priority of Service to Covered Persons means when customers self-attest they are a veteran or an eligible spouse, they are given precedence over eligible non-covered persons for the receipt of employment, training and placement services provided under new or existing qualified job training programs. Veterans or eligible spouses shall receive access to the service or resources



before non-covered persons. If the service or resource is limited, the veteran or Covered Person receives access to the service or resource instead of or before the non-covered person. For example, this could mean:

- The Covered Person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the Covered Person receives access to the service or resource before the non-covered person.

**Other examples of Priority of Services for Covered Persons include the following:**

- Referral of qualified veterans and eligible spouses to new job openings, especially federal contractor job orders, prior to all non-veteran job referral activity
- Job fairs for veterans and all-inclusive job fairs giving priority to veterans

It is the responsibility of the State Workforce Centers to ensure that Covered Persons are made aware of and given priority of service. Jointly staffing the four services (Exploratory, Career, Training, and Business) is Oregon's method to avoid duplication and ensure coordination of all programs within the WorkSource Centers. Priority of Service for Covered Persons information is available on the Oregon Employment Department website, and is included in the Oregon Employment Department offices phone greetings.

WorkSource Centers will follow their office plan related to implementing Priority of Service to Covered Persons. At a minimum:

- Identify Covered Persons who must receive priority of service at point of entry
- Inform Covered Persons of their entitlement to priority of service
- Identify Covered Persons with Significant Barriers to Employment (SBE) as this population is served by Disabled Veterans' Outreach Program (DVOP) Specialist.
- Inform appropriate WorkSource staff, following local office procedures, that a Covered Person is in need of services. This includes making referrals to DVOP specialist.

To ensure that eligible veterans and eligible spouses become aware of Priority of Service for Covered Persons, the following methods will be used to emphasize our commitment:

1. **Signage:** Ensure proper signage is clear for everyone to see, especially upon entering each WSO office, to inform our customers that Priority of Service for Covered Persons is offered to eligible veterans and eligible spouses. Priority of Service Poster ES PUB 259.
2. **Contact (in-person/phone/virtual):** WorkSource staff should always ask "Have you ever served in the U.S. military, or, are you the spouse of a veteran?" WorkSource Centers main phone greeting has the message "We provide Priority of Service to U.S. Military Veterans and Eligible Spouses seeking employment. Please let us know if this applies to you."
3. **Informed:** Covered Persons need to be informed of all programs funded in part or in full by the U.S. Department of Labor (e.g. Job Placement priority, Training Funds, Senior Community Service Employment Program, and other programs).
4. **Services:** WorkSource Center staff will assist each Covered Person with employment services, information about training opportunities, and community resources. If the Covered Person qualifies for DVOP services, WSO staff can schedule an appointment date/time for the customer to meet with the DVOP. If the Covered Person prefers to

wait to be seen by the DVOP, they can do so and take a chance that the DVOP schedule will have an appointment cancellation or a no show.

5. **Workshops:** Covered Persons will get priority/preference. This usually is not an issue but if there is a popular workshop, WSO staff should leave a couple of spots open, or be prepared to accommodate any Covered Persons that come in unexpectedly. When a workshop is full, the wait list will place the Covered Persons at the top of the wait list.

### **WorkSource Centers Roles**

WorkSource Center staff are the primary providers of employment and training services to Covered Persons. USDOL provides additional populations of veterans and eligible persons qualifying for DVOP services through Training and Employment Guidance Letters (e.g. TEGL 20-13 Change 2) and Veteran Programs Letters (VPL). While WSO staff are providing services to Covered Persons, and they identify a Significant Barrier to Employment (SBE) a referral to the DVOP specialist is appropriate practice.

1. **Resource Room:** At the main entrance to the lobby area WorkSource Center staff greet customers while keeping “Priority of Service for Covered Persons” in-mind. Exploratory and Career Services are provided in the resource room area and in the interview cubicles. Each WorkSource Center follows their local office plan on how to identify and track Covered Persons (e.g. intake spreadsheet). An optional table tent can be used by the customer to indicate Veteran/Covered Persons. This allows our WSO staff and partners to easily recognize Covered Persons in the resource room for services as needed.
2. **Interview Cubicle:** Customers are interviewed for job referrals, training programs, and community support services. During the conversation with a veteran or eligible spouse, if a Significant Barrier to Employment is identified that the WorkSource Center staff cannot resolve, a referral to the DVOP Specialist will be made.
3. **Job Listing and Other Job Placement Activities:** iMatchSkills has a built-in function to sort veterans and eligible spouses to the top of the list for job notification consideration.
  - a. WorkSource Center Business Services staff actively performs match searches on enhanced job listings to locate qualified job seekers. The Business Services staff notifies qualified veterans and eligible spouses of job openings by sending e-mail notification, and also calling them as soon as possible. Business Services staff documents the “Veterans & Eligible Spouse file search completed” on enhanced job listings tracking notes. Most job listings are in self-referral status that can’t be actively searched by WorkSource Center staff.
  - b. WorkSource Center’s Business Services staff should notify DVOP Specialist of any “Immediate Need/Special” recruitments.
  - c. WorkSource Center’s Business Services staff will assist the Local Veterans’ Employment Representative in placing Covered Persons into employment.
4. **Business Services/Employer Relations:** WorkSource Center’s Business Services staff, and Local Veterans’ Employment Representative (LVER) will be responsible for promoting veterans as a viable candidate pool to local business, Oregon Employer Council, Workforce Boards, Chamber of Commerce Events, Society of Human Resources (SHRM), and other venues.
  - a. Items to promote include, but are not limited to: Work Opportunity Tax Credit (WOTC), One-on-One visit with LVER to discuss veterans’ recruitment strategies, and other related programs.

- b. Assist with setting up informational interviews for job ready veterans and eligible spouses with local businesses.
  - c. A tracking note on the business iMatchSkills file will be made to document the promotion of veterans, informational interviews, or other special programs (e.g. WOTC, OJT, Job Fair).
5. **Job Ready Case Managed Veterans and Eligible Spouses:** The DVOP Specialist and WorkSource Center staff will connect job ready veterans and eligible spouses with the WSO Business Services staff. WSO Business Services staff can interview the veteran or eligible spouse to understand their employment goals to potentially create a job development opportunity. WSO Business Services staff will provide the DVOP and other case managers with feedback on the job ready customer's interview. The job ready customer is still under the case management for follow up services as needed until employed.
- a. WorkSource Center staff will assist with placement services of job ready veteran and eligible spouse being case managed by DVOP Specialist.

### **Monitoring of Priority of Service**

The demonstration of Priority of Service is the responsibility of WorkSource Centers. It is also the responsibility of the Oregon Workforce Partnership and LWDB leadership to ensure that Priority of Service for Covered Persons is successfully implemented statewide. The JVSG staff (LVER, DVOP, Consolidated DVOP/LVER), Jobs for Veterans State Grant Coordinator, Oregon Employment Department Training Team, and USDOL-VETS provide technical assistance when requested or needed.

Monitoring activities generally include on-site visits, interviews with staff, and regular reviews of local office plans, and if available LWDB policies related specifically to "Priority of Service for Covered Persons." USDOL will also conduct visits and federal audits, as scheduled. The JVSG staff submit Quarterly Managers Reports to the local office managers that identify Priority of Service for Covered Persons, and will identify issues and resolutions to Priority of Service as they arise.

### **Programs include but are not limited to:**

- WIOA Adult
- WIOA Dislocated Worker
- National Dislocated Worker Grants (NDWG)
- Wagner-Peyser State Grants
- Trade Adjustment Assistance (TAA)
- Senior Community Service Employment Program

### **Additional programs include:**

- WIOA Youth Program
- Community-Based Job Funding Grants
- Migrant and Seasonal Farm Worker Program (MSFW)
- Indian and Native American Program
- H-1B Technical Skills Training Grants

- Office of Disability Employment Programs
- Labor Market Information Formula Grants
- Pilots and Demonstration Grants
- Research and Development
- Other internet-based tools operated by USDOL grantees

WorkSource Centers with JVSG Staff have “Local Office Plan of Service to Veterans and Covered Persons” that are reviewed by Managers and JVSG staff each year. WorkSource Centers without JVSG staff will have similar plans for “Priority of Service for Covered Persons” and will be monitored by Managers and LWDBs. All WorkSource Centers must have local office plans in place that outline how each office will provide priority of service and refer eligible veterans and spouses with SBE to DVOP Specialist for Individualized Career Services. The LVERs, Jobs for Veterans State Grant Coordinator, and USDOL-VETS will provide technical assistance as requested.

### **Training on Priority of Service for Covered Persons**

The Oregon Employment Department Training Unit provides training for staff in WorkSource Centers to ensure new and existing staff have the knowledge and resources to professionally serve Covered Persons. Understanding Priority of Service for Covered Persons, policy and procedures, how to serve Covered Persons, and when to refer Covered Persons to DVOP is key for successful implementation. Department of Labor approved Priority of Service for Covered Persons training for WorkSource Center staff is available using Workday Learning and through [Workforcegps.org](http://Workforcegps.org) web site. Workday Learning is Oregon’s interactive training site for all WSO staff. In addition, information on priority of service is also available on the Oregon Employment Department website for the public.

LWDBs, Management, OED Training Unit, Disabled Veterans’ Outreach Program Specialists (DVOP), Consolidated DVOP/LVER Positions, and Local Veterans’ Employment Representative (LVER) are responsible to ensure ongoing training to WSO staff and partners in local offices happens.

### **Covered Persons with Significant Barrier to Employment (SBE) Referral to DVOP Specialist**

WorkSource Center staff focus on initial assessment and providing services to Covered Persons seeking employment and training assistance.

DVOPS and Consolidated DVOP/LVER staff diligently work with any eligible veterans/eligible persons that meet one of the following SBE or targeted populations defined by DOL-VETS, and any additional USDOL-VETS approved Special Initiative, with the assistance of the WorkSource Centers:

- Veterans referred for employment services by VA VR&E.
- VA Service-connected disabled veterans.
- Veteran with pending VA Service-connected claim.
- Lack of high school diploma or GED.
- Low income as defined by WIOA.
- Offender who is currently incarcerated or released from incarceration.
- Homeless or at risk of becoming homeless.

- Any veteran individual or family who is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
- Recently-separated service member who has been unemployed for 27 or more weeks in the last 12 months.
- Veterans ages 18 to 24.
- Veterans of the Vietnam Era.
- Transitioning Service Members who are 18-24 years old.
- Transitioning Service Members who were assessed as not meeting Career Readiness Standards.
- Transitioning Service Members being involuntarily separated through a service reduction-in-force.
- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities (MTF) or warrior transition units (WTU).
- Eligible Caregiver — with respect to an eligible veteran is defined as; (A) (i) parent, (ii) spouse, (iii) child, (iv) stepfamily member, (v) extended family member, or (B) lives with, but is not a member of the family of the veteran.
- Rural veterans and targeted populations served by the USDOL-VETS approved Special Initiative.
- DVOP Eligible Oregon National Guard, Air Guard, and Reserves service members in rural Oregon targeted by the USDOL-VETS approved Special Initiative.

If the Covered Person self discloses through customer registration or during interaction with WorkSource Center staff that they have a SBE that qualifies them for DVOP services, WSO staff will promote the specialized DVOP services. When Covered Persons with SBE are referred to DVOP Specialists, WSO staff will use iMatchSkills to record the job seeker service "Referral to DVOP for Veteran's Services" and document the identified SBE(s) in a tracking note, prior to referral to DVOP. WSO staff can facilitate a warm hand off in person, or a referral via phone or email to DVOP staff, or another acceptable process. When DVOP staff is not available, WSO staff provide services, and/or arrange for services to be provided.

The DVOP Specialist will at a minimum complete an in-depth interview and evaluation and create a plan of action. DVOPs will proceed as appropriate for each eligible veteran/eligible person, which can include customized one-on-one employment services using a case management framework: conduct comprehensive assessments and document SBE; create Individual Employment Plans (IEP's) that identify a career field, short-term goals with action items to achieve career objective and to overcome the SBE; conduct ongoing assessments during consistent contacts, both pre- and post-placement into employment; write case notes, and document case management exit outcomes.

## 8. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WITH DISABILITIES

Local-level Equal Opportunity Officers are required to monitor facilities for compliance on a yearly basis. The state Universal Access Coordinator (UAC) completes a site visit to area WSO

locations on a rotating basis to ensure compliance with ADA accessibility. The state UAC's oversight Monitoring Review Guide includes specific monitoring review guidelines to ensure that all plans and contracts contain the required assurance language.

Current Oregon practices designed to broaden the composition of those considered for participation and employment at the WSO centers include but are not limited to the following:

- Designated bilingual positions postings
- Recruitment of applicants with bilingual skills and experience
- Identification and testing of staff with bilingual skills
- Information exchange and collaboration with community organizations regarding translators, interpreters and resources for those with Limited English Proficiency
- Publication of selected materials in languages other than English
- Use of telephone interpreters and contract interpreters as needed to provide language assistance to customers on a case-by-case basis
- Disability awareness and cultural sensitivity training for staff
- Accessibility to auxiliary aids and assistive devices and trained staff in all WIOA regions
- Participation in local and statewide job related events including job fairs, school career days, media feature stories, seminars and networking groups. State recipient agencies and local workforce staff will conduct programmatic and architectural accessibility compliance site reviews for their own and sub-recipient sites at least every two years and training for recipient and sub-recipient staff on an on-going basis.

OED's Language Assistance Policy, COM 2, clarifies the standards for making WSO services accessible and delivering services to customers that are English Language Learner (ELL), consistent with federal and state law and well-established ELL principles. This policy is used by all WorkSource Oregon staff.

In addition, the WSO system follows the federal Department of Justice's Vital Documents Questions and Answer guidelines. The state Universal Access Coordinator (UAC) works with local EOs and workforce boards to develop a plan of improvement if a workforce region is not meeting the standards for equal access.

The state UAC will determine the need for language assistance by utilizing the Four-Factor Analysis. The number or proportion of ELL individuals eligible to participate or likely to be directly or significantly affected by the program or activity; the frequency of contact a participant or beneficiary is required to have with the program or activity; the nature and importance of the program or activity to the participant or beneficiary; the resources available to the recipient in carrying out the program or activity.

A variety of on-line courses on diversity are available to all staff, as well as a lending library with a number of titles on diversity and inclusion, and Equal Opportunity. In addition, the EOs and the state UAC work together to provide training and support for staff of the WSO centers. They also provide ELL and cultural competency training. OED staff is trained annually on telephone interpretation service and the language assistance policy. Trainings may happen in person, through webinars, e-learning or publications.

The Governor's office and Workforce Development Boards in Oregon are focusing on improving employment outcomes for populations that are traditionally under or unemployed, such as the ELL and Persons with Disabilities (PWD) populations. The state UAC, through coordination with local EOs and WSO service providers, will ensure that recipients take reasonable steps to

include members of various demographic groups in their programs or activities. The state UAC provides an ongoing assessment of target populations receiving WSO services in comparison to census data. This assessment is evaluated by all workforce regions and an analysis of compliance is completed. The review for universal access examines plans for targeting and outreach to identify target populations. Recipients are expected to engage in specific outreach efforts targeted to members of various demographic groups by using a variety of media outlets and methods to ensure they provide universal access to services and to employment opportunities. Local workforce area providers and are monitored on universal access as part of the annual self-assessment. The assessments are evaluated and analyzed by all regions and reported to the state UAC, who then, reviews the analysis and makes any final comments or observations. Areas not meeting compliance will be asked to develop a corrective action plan. Population changes including language and special needs are viewed on a continual basis.

The UAC also implements and monitors the agency's Language Assistance Policy. The agency utilizes the four-factor analysis as noted in Federal Register, 66, No. 11, to determine required populations for language assistance. OED conducts outreach activities in those OED offices that meet the Essential Language and Significant English Language Learners population thresholds. All OED offices that meet an essential language threshold will submit to their assistant director, regional manager, or administrator an annual outreach plan for identified ELL populations. The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal is utilized as a field evaluation. WSO centers are required to do a self-assessment as part of the Annual Compliance Review.

Although the Disability Navigator Program (DNP) funding has ended, the WSO system has recently instituted Universal Access Navigators, who have taken this role in addition to their regular duties. These benefits include:

- Provision of information for WSO staff regarding service delivery for customers who experience a disability or people who have encountered multiple barriers to employment. Navigators provided specialized assistance and guidance to available resources to help the WSO center staff better meet the needs of job seekers with disabilities or language as well as other barriers to employment. An example of this might be training and advising staff on how to meet the needs of a customer who is deaf or providing guidance on jobsite accommodations. Navigators also provided information on resources for services that went beyond the ability of the center.
- Provision of information that WSO staff can use to assist job seekers to get information about available programs and services that might impact their search for employment and to assist the job seeker in breaking down barriers to employment through access to resources such as Career and Resource Mapping Workshops, resource coordination and assistance in negotiating Integrated Resource Teams.
- Provision of information on assistive technology and accommodation that WSO staff can use are available to assist employers who will be employing individuals with disabilities. WSO staff also learned how to give employers information about an underutilized labor pool, tax savings information, and conduct outreach to agencies/organizations that serve people with disabilities.

In each WSO center, staff is trained in disability etiquette and how to ensure customers receive requested accommodations. The on-site compliance review will combine a review of summary materials as completed in a desk audit compliance review with an architectural accessibility review of the recipient's facilities, operations and procedures. Physical review of each facility may be done in collaboration with HECC and other state agencies.

In Gresham and Eugene, WSO Offices have installed a Video Relay System (VRS) for assuring equitable access to the Deaf and Hard of Hearing (D&HH) community. VRS works in the same

way as the 711 Relay services and is funded by the Federal Communications Commission (FCC). The difference is that with VRS, a D&HH customer may use Sign Language to communicate with a relay operator who then transmits the information to the hearing receiver through a regular phone. There is no need for a VRS, or video phone, on the receiving end. The VRS in these two offices serves as a pilot project and is in compliance with ADA regulations in terms of assuring that customers have equitable access to our services. If the pilot proves successful, more offices will receive the VRS devices. Many D&HH individuals already have VRS in their homes. The VRS in our offices will be treated as a means for this community to contact UI as well as for employment purposes. Should a UI claims taker or other UI staff receive a call via the VRS, they will be told that a VRS operator is on the other end before the customer's message is relayed, just like if they were receiving a 711 call.

Oregon's One-Stop center certification policy is currently under revision and development. The certification criteria comprise, in part, definitions for each type of physical location/office, including all of the services that must be present or accessible, and the requirement that all Comprehensive One-stop centers, affiliated one-stop centers, specialized centers, and partner sites must be physically and programmatically accessible to individuals with disabilities.

### **Individuals with Limited Language Proficiency:**

Participation in Expanding Opportunities technical assistance project to learn more about promising practices and receive technical assistance regarding the implementation of Integrated English Literacy and Civics Education.

The Oregon Employment Department has updated their Language Assistance policy and procedures. While still in review, once finalized it will include clearer directives for managers and staff, including hiring and the use of bilingual staff, telephonic and video interpretation, and translation of vital documents.

### **Individuals with Disabilities - Universal Access:**

To better serve customers with limited English proficiency, or customers who may require ASL interpretation, the Oregon Employment Department finalized a contract for video interpretation services. Five American Job Centers currently use this service, with additional centers projected to come online in PY 2020. This new tool has significantly improved the agency's ability to communicate with and share information with customers.

The Oregon Employment Department has also integrated the Universal Access Navigator concept to their offices. These staff member, in addition to their regular duties, also provide additional support to customers with disabilities and limited English proficiency. This is based on the 2010 DOL Disability Navigator grant.

### **Partnerships:**

Increased state-level collaboration with Oregon's WIOA title IV partners is helping to ensure that services to individuals who are visually impaired and individuals seeking vocational rehabilitation are accessible through a variety of formats, in locations across the state.

The Oregon Commission for the Blind is now a partner in the WorkSource Oregon Centers and working with WIOA core partner service delivery staff to increase the delivery and uptake of services to the Blind and Low Vision community. OCB has provided training on disability awareness, disability etiquette and assistive & adaptive device technology as they pertain to



Oregonians experiencing vision loss to OED Universal Access Navigator staff located in WSO Centers. OCB plans on repeating this training annually.

An additional partnership with the Oregon Youth Authority (OYA) is in the early stages of development.

#### 9. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WHO ARE ENGLISH LANGUAGE LEARNERS

Addressing the Accessibility of the WSO Delivery System` Local-level Equal Opportunity Officers are required to monitor facilities for compliance at least every two years. The state Universal Access Coordinator (UAC) completes a site visit to area WSO locations on a rotating basis to ensure compliance with ADA accessibility. The state UAC's oversight Monitoring Review Guide includes specific monitoring review guidelines to ensure that all plans and contracts contain the required assurance language. Current Oregon practices designed to broaden the composition of those considered for participation and employment at the WSO centers include but are not limited to the following:

- Designated bilingual positions postings
- Recruitment of applicants with bilingual skills and experience
- Identification and testing of staff with bilingual skills
- Information exchange and collaboration with community organizations regarding translators, interpreters and resources for those with Limited English Proficiency
- Publication of selected materials in languages other than English
- Use of telephone interpreters and contract interpreters as needed to provide language assistance to customers on a case-by-case basis
- Disability awareness and cultural sensitivity training for staff
- Accessibility to auxiliary aids and assistive devices and trained staff in all WIOA regions
- Participation in local and statewide job related events including job fairs, school career days, media feature stories, seminars and networking groups.

State recipient agencies and local workforce staff will conduct programmatic and architectural accessibility compliance site reviews for their own and sub-recipient sites at least every two years and training for recipient and sub-recipient staff on an on-going basis. OED's Language Assistance Policy, COM 2, clarifies the standards for making WSO services accessible and delivering services to customers that are English Language Learner (ELL), consistent with federal and state law and well-established ELL principles. This policy is used by all WorkSource Oregon staff.

In addition, the WSO system follows the federal Department of Justice's Vital Documents Questions and Answer guidelines. The state Universal Access Coordinator (UAC) works with local EOs and workforce boards to develop a plan of improvement if a workforce region is not meeting the standards for equal access.

The state UAC will determine the need for language assistance by utilizing the Four-Factor Analysis. The number or proportion of ELL individuals eligible to participate or likely to be directly or significantly affected by the program or activity; the frequency of contact a participant or beneficiary is required to have with the program or activity; the nature and importance of the program or activity to the participant or beneficiary; and the resources available to the recipient in carrying out the program or activity.

A variety of on-line courses on diversity are available to all staff, as well as a lending library with a number of titles on diversity and inclusion, and Equal Opportunity. In addition, the EOOs and the state UAC work together to provide training and support for staff of the WSO centers. They also provide ELL and cultural competency training. OED staff is trained annually on telephone interpretation service and the language assistance policy. Trainings may happen in person, through webinars, e-learning or publications.

The Governor's office and Workforce Development Boards in Oregon are focusing on improving employment outcomes for populations that are traditionally under or unemployed, such as the ELL and Persons with Disabilities (PWD) populations. The state UAC, through coordination with local EOOs and WSO service providers, will ensure that recipients take reasonable steps to include members of various demographic groups in their programs or activities. The state UAC provides an ongoing assessment of target populations receiving WSO services in comparison to census data. This assessment is evaluated by all workforce regions and an analysis of compliance is completed. The review for universal access examines plans for targeting and outreach to identify target populations. Recipients are expected to engage in specific outreach efforts targeted to members of various demographic groups by using a variety of media outlets and methods to ensure they provide universal access to services and to employment opportunities. Local workforce area providers are monitored on universal access as part of the annual self-assessment. The assessments are evaluated and analyzed by all regions and reported to the state UAC, who then, along with the Universal Access Workgroup, reviews the analysis and makes any final comments or observations. Areas not meeting compliance will be asked to develop a corrective action plan. Population changes including language and special needs are viewed on a continual basis.

The UAC also implements and monitors the agency's Language Assistance Policy. The agency utilizes the four-factor analysis as noted in Federal Register, 66, No. 11, to determine required populations for language assistance. OED conducts outreach activities in those OED offices that meet the Essential Language and Significant English Language Learners population thresholds. All OED offices that meet an essential language threshold will submit to their assistant director, regional manager, or administrator an annual outreach plan for identified ELL populations. The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal is utilized as a field evaluation. WSO centers are required to do a self-assessment as part of the Annual Compliance Review.

Although the Disability Navigator Program (DNP) funding has ended, the WSO system continues to benefit from the legacy of experience and assistance provided by the navigators. These benefits include:

- Provision of information for WSO staff regarding service delivery for customers who experience a disability or people who have encountered multiple barriers to employment. Navigators provided specialized assistance and guidance to available resources to help the WSO center staff better meet the needs of job seekers with disabilities and others experiencing barriers to employment. An example of this might be training and advising staff on how to meet the needs of a customer who is deaf or providing guidance on jobsite accommodations. Navigators also provided information on resources for services that went beyond the ability of the center.
- Provision of information that WSO staff can use to assist job seekers to get information about available programs and services that might impact their search for employment and to assist the job seeker in breaking down barriers to employment through access to resources such as Career and Resource Mapping Workshops, resource coordination and assistance in negotiating Integrated Resource Teams.
- Provision of information on assistive technology and accommodation that WSO staff can use are available to assist employers who will be employing individuals with disabilities.

WSO staff also learned how to give employers information about an underutilized labor pool, tax savings information, and conduct outreach to agencies/organizations that serve people with disabilities. In each WSO center, staff is trained in disability etiquette and how to ensure customers receive requested accommodations. The on-site compliance review will combine a review of summary materials as completed in a desk audit compliance review with an architectural accessibility review of the recipient's facilities, operations and procedures. Physical review of each facility may be done in collaboration with OWI, OED, and other state agencies. In Gresham and Eugene, WSO Offices have installed a Video Relay System (VRS) for assuring equitable access to the Deaf and Hard of Hearing (D&HH) community. VRS works in the same way as the 711 Relay services and is funded by the Federal Communications Commission (FCC). The difference is that with VRS, a D&HH customer may use Sign Language to communicate with a relay operator who then transmits the information to the hearing receiver through a regular phone. There is no need for a VRS, or video phone, on the receiving end. The VRS in these two offices serves as a pilot project and is in compliance with ADA regulations in terms of assuring that customers have equitable access to our services. If the pilot proves successful, more offices will receive the VRS devices. Many D&HH individuals already have VRS in their homes. The VRS in our offices will be treated as a means for this community to contact UI as well as for employment purposes. Should a UI claims taker or other UI staff receive a call via the VRS, they will be told that a VRS operator is on the other end before the customer's message is relayed, just like if they were receiving a 711 call.

#### **MODIFICATION:**

With the start of the pandemic, WSO had to adapt to a rapidly changing work environment, both for staff and for customers, and how it provided services to these groups. With unemployment claims surging to historic highs, there was a clear need for additional language assistance. It took time, but with information from the Governor's office, and other sources, Unemployment Insurance (UI) information was made available in 15 languages other than English. This was a significant enhancement as previously information was limited to three languages.

In addition, the state's Online Claim System was expanded to allow for new claims to be started in Spanish, Russian, and Vietnamese in addition to English. A new contract was also created for vendors to provide telephonic interpretation services, which expanded the number of languages available.

These changes will help WSO staff meet the shared responsibility of serving customers seeking assistance with UI and to facilitate their reemployment.

#### **IV. COORDINATION WITH STATE PLAN PROGRAMS**

A state planning workgroup comprised of program leads and executive management from the Oregon Workforce and Talent Development Board, Research and Data, Title I (Adult, Dislocated Worker and Youth programs), Title II (Adult Basic Education and Literacy Programs), Title III (Wagner-Peyser Employment Services, Title IV (Vocational Rehabilitation and Commission for the Blind), and TAA (*Trade Adjustment Assistance*), SNAP and TANF (DHS Self-Sufficiency), SCSEP (DHS Seniors & People with Disabilities), and the U.S. Department of Housing and Urban Development. Members of this group worked collaboratively in true partnership in planning and coordinating amongst WIOA required core programs and WorkSource Oregon partners in the design, development and completion of the Oregon Combined State Plan. This workgroup included staff from the Higher Education Coordinating Commission (Office of Workforce Investments and Community Colleges and Workforce Development), the Oregon Employment Department (including the departments of Business Services, *Trade Act Programs*, Migrant and

Seasonal Farmworkers, Unemployment Insurance, Veterans Services, Workforce and Employment Research Division, and State Universal Access), Vocational Rehabilitation, Commission for the Blind, DHS Self Sufficiency and Seniors & People with Disabilities, and U.S. Department of Housing and Urban Development.

**MODIFICATION: TAA added.**

V. COMMON ASSURANCES (FOR ALL CORE PROGRAMS)

The State Plan must include	Include
1. The State has established a policy identifying circumstances that may present a conflict of interest for a State Board or local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts;	Yes
2. The State has established a policy to provide to the public (including individuals with disabilities) access to meetings of State Boards and local boards, and information regarding activities of State Boards and local boards, such as data on board membership and minutes;	Yes
3. The lead State agencies with optimal policy-making authority and responsibility for the administration of core programs reviewed and commented on the appropriate operational planning elements of the Unified or Combined State Plan, and approved the elements as serving the needs of the populations served by such programs;	Yes
4. (a) The State obtained input into the development of the Unified or Combined State Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administering the core programs, required one-stop partners and the other Combined Plan programs (if included in the State Plan), other primary stakeholders, including other organizations that provide services to individuals with barriers to employment, and the general public, and that the Unified or Combined State Plan is available and accessible to the general public; (b) The State provided an opportunity for review and comment on the plan by the State Board, including State agency official(s) for the Unemployment Insurance Agency if such official(s) is a member of the State Board;	Yes

The State Plan must include	Include
5. The State has established, in accordance with WIOA section 116(i), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through allotments made for the core programs to carry out workforce development activities;	Yes
6. The State has taken appropriate action to secure compliance with uniform administrative requirements in this Act, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the uniform administrative requirements under WIOA section 184(a)(3);	Yes
7. The State has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;	Yes
8. The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program;	Yes
9. The State will pay an appropriate share (as defined by the State board) of the costs of carrying out section 116, from funds made available through each of the core programs;	Yes
10. The State has a one-stop certification policy that ensures the physical and programmatic accessibility of all one-stop centers with the Americans with Disabilities Act of 1990 (ADA);	Yes
11. Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate; and	Yes
12. Priority of service for veterans and eligible spouses is provided in accordance with 38 USC 4215 in all workforce preparation, development or delivery of programs or services funded directly, in whole or in part, by the Department of Labor.	Yes

## VI. PROGRAM-SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

### PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES UNDER TITLE I-B

#### A. GENERAL REQUIREMENTS

##### 1. REGIONS AND LOCAL WORKFORCE DEVELOPMENT AREAS

### **Local Workforce Development Areas:**

For the implementation of the Workforce Innovation and Opportunity Act (WIOA), Governor Kate Brown designated nine Local Workforce Development Areas (local areas). The nine local areas are:

1. Multnomah and Washington counties and the City of Portland
2. Clackamas County
3. Linn, Marion, Polk and Yamhill counties
4. Benton, Clatsop, Columbia, Lincoln, and Tillamook counties
5. Lane County
6. Jackson and Josephine counties
7. Coos, Curry and Douglas counties
8. Crook, Deschutes, Gilliam, Hood River, Jefferson, Klamath, Lake, Sherman, Wasco, and Wheeler counties
9. Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union, and Wallowa counties

Further, for purposes of identifying regions, as described and required in WIOA Sec. 106 (a), each of these local areas will be a region unto itself, as allowed in WIOA Sec. 106 (a)(2)(A).

### **Determining Local Areas – From WIA to WIOA:**

Prior to the implementation of WIOA, local areas were designated under WIA Section 116(a)(4), Designation on Recommendation of State Board. As required in the Act, areas were designated upon request of the Local Elected Officials. The requests were brought before the State Workforce Investment Board (then called OWIB, now the WTDB). The Board recommended the designation of areas to the Governor. Designation took place during the initial implementation of the WIA. In 2014, local elected officials recommended that the Governor consider new boundaries within two existing local areas comprising a 24 (non-contiguous) county local area and an adjacent three county local area.

In August 2013, Oregon's Governor Kitzhaber issued an Executive Order clarifying expectations that all Local Workforce Development Boards (LWDBs) would be expected to expand their roles to better support the development of local solutions to labor market challenges. Other Workforce Redesign efforts were occurring at the same time, and the Governor realized that these efforts, combined with the Executive Order, might require — or benefit from — organizational changes for some local areas.

In March 2014, the Governor issued a letter inviting LWDBs and chief local elected officials to consider realigning local workforce development area boundaries, to allow for greater alignment of workforce boards with local economic development and job creation strategies, better align with Regional Solutions Teams boundaries, and support local decision making.

The role of the OWIB at that time in designation included reviewing forwarded designation requests from the Governor, determining/evaluating whether there was compelling evidence that a designation would improve a variety of factors, providing opportunities for public comment throughout the process (see Section II.) and making final recommendations to the Governor.

For the implementation of the Workforce Innovation and Opportunity Act (WIOA), Governor Kate Brown designated nine Local Workforce Development Areas (local areas).

### **Initial Designation under WIOA:**

Four local areas were designated as a Local Workforce Development Area (LWDA) for the purposes of the Workforce Investment Act of 1998 (WIA), and requested initial designation as described in WIOA Section 106(b)(2).

Additionally, these local areas performed successfully and sustained fiscal integrity for the two years preceding the enactment of WIOA, as defined in WIOA Section 106(e), and were approved to continue to be a local area for the purposes of WIOA, through June 30, 2017 (PYs 2015 & 2016). "Successful performance" is determined by reviewing the local area's performance in relation to established federal, program-specific performance indicators/targets; fiscal integrity is tested through onsite monitoring of local fiscal policies and procedures and the review of annual third-party audit reports relating to the local board's fiscal activities.

The four local areas receiving approval for initial designation were:

- Multnomah and Washington counties and the City of Portland
- Clackamas County
- Lane County
- Jackson and Josephine counties

### **Designation on Recommendation of the State Board under WIOA:**

In 2014, local elected officials recommended that the Governor consider new boundaries within two existing local areas comprising a 24 (non-contiguous) county local area and an adjacent three county local area.

The Oregon Department of Community Colleges and Workforce Development, the Governor, and the Oregon Workforce Investment Board (OWIB) collaborated to develop a voluntary, locally initiated procedure for LWA Designation Requests, based on guidance found in the Workforce Investment Act, Final Rule, TEGL 37-10 Workforce Investment Act (WIA) and Appropriations Act Provisions on the Designation of Local Workforce Development areas, and contact with DOL/ETA Region 6 staff.

On October 22, 2014, the Governor designated five new local workforce areas. The designation process conformed to Section 116 of the WIA and TEGL 37-10, and aligns with Section 106(b)(4) of the Workforce Innovation and Opportunity Act. This entire process, including the State Board review criteria, public comments, and the Governor's approval letter, became part of Oregon's State Plan via WorkSource Oregon State Plan Modification 01-14, and Oregon received official approval of the modification and designations from the Department of Labor on January 20, 2015.

The five local areas so designated are:

- Linn, Marion, Polk, and Yamhill counties
- Benton, Clatsop, Columbia, Lincoln, and Tillamook counties
- Coos, Curry, and Douglas counties

- Crook, Deschutes, Gilliam, Hood River, Jefferson, Klamath, Lake, Sherman, Wasco, and Wheeler counties
- Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union, and Wallowa counties

Oregon believes that the designation process aligns with the intent of the Workforce Innovation and Opportunity Act. It provides additional flexibility to local boards and allows them to focus on local economic issues, while potentially strengthening their strategic roles locally and across the state. This should allow these new, smaller local boards to better serve the specific need(s) of their community(ies) while ultimately fostering regional collaboration.

For additional information and details, please see related documents on the WTDB website.

### **Subsequent Designation and Definitions**

Oregon is in the initial phase of reviewing and revising its policies and procedures related to the designation of local workforce development areas. This work is expected to be completed by October 1, 2022. The revised policy will include a subsequent designation procedure and definitions for the phrases “performed successfully” and “sustained fiscal integrity.” While the policy has not yet completed its public review and comment period, the proposed definitions are:

Performed Successfully - Met or exceeded the negotiated levels of performance for the last two consecutive program years.

Sustained Fiscal Integrity - The Secretary of Labor has not made a formal determination that either the grant recipient or the administrative entity of the area mis-expended funds due to willful disregard of the requirements of the provision involved, gross negligence, or failure to comply with accepted standards of administration for the two-year period preceding the determination.

A denied request for local area designation by the WTDB may be appealed to the Governor. An appeal must be submitted in writing and must include the reason for appeal, all material originally submitted for consideration, and any additional relevant material responding to the denial from the WTDB. The Governor will have 90 days to respond to the appeal and will respond in writing. The Governor may consult the WTDB as a part of the process of responding to the appeal. If a decision on the appeal for designation has not been rendered in 90 days or is denied, the requesting entity may request review by the Secretary of Labor. The Secretary may require that the area be designated as a workforce development area if the Secretary determines that the entity was not accorded procedural rights under the State appeals process, or if the area meets the designation requirements. The appeals process in Oregon that is required in section 106 can be found here.

Any party to a local area’s infrastructure agreement (IFA) may appeal infrastructure funding determinations to the local workforce development board. If the party is not satisfied with the local resolution, they may appeal to the Governor. To do so, the appeal must be submitted in writing to the Higher Education Coordinating Commission’s Office of Workforce Investments and must include the reason for appeal, all material relevant to the reason for the appeal, and any additional relevant material related to the IFA. The Governor will have 90 days to respond to the appeal and will respond in writing. The Governor may consult the WTDB as a part of the process of responding to the appeal. Oregon’s current policy relating to WIOA section 121 is here.

Oregon is in the final phases of reviewing and revising its *Memorandum of Understanding and Cost Sharing* policy. This work is expected to be completed by Sept 1, 2022. The revised policy will include references to Oregon’s processes for grievances and appeals, including appeals



related to the state funding mechanism, as described in Oregon's *Grievance Procedure* policy. Oregon's *Grievance Procedure* policy is currently completing its public review and comment period and expected to be posted by June 10, 2022 here.

## 2. STATEWIDE ACTIVITIES

### **Statewide Activities:**

Oregon does administer state funds for use within the workforce development system. This state funding is flexible and provides the system the ability to innovate and use this funding as governor needs dictate.

Oregon posts all policies or guidance for the statewide workforce development system and for use of State funds for workforce investment activities on a publically-accessible website (currently [www.wioainoregon.org](http://www.wioainoregon.org) ). Current policies include:

### **WTDB Policies:**

- Oregon Workforce and Talent Development Board Policy - Minimum Training Expenditures
- Oregon Workforce and Talent Development Board Policy - Priority of Service
- Oregon Workforce and Talent Development Board Policy - Adult and Youth Funding
- Oregon Workforce and Talent Development Board Policy - Dislocated Worker Funding

### **WIOA Policies:**

- 106(b) Local Workforce Development Areas
- 107(b) Local Workforce Development Board Membership
- 107(c) Appointment and Certification of Local Workforce Development Boards
- 107(h) Conflict of Interest
- 121 Memorandum of Understanding and Cost Sharing
- 121(d) One-Stop Operator Procurement
- 121(g) One-Stop Certification
- 122(a) Eligible Training Provider List
- 129(a) Youth Eligibility
- 134(c) Career and Training Services

While the state is ultimately responsible for the delivery of all Rapid Response services according to section 133(a)(2), OWI works in partnership with Local Workforce Development Boards (LWDB) and their designated Dislocated Worker Liaisons, to provide contracted Rapid Response services. These activities and services are designed to assist companies throughout the business cycle. A concerted effort will be made to avert layoffs. The State of Oregon prides itself on having a very collaborative and all-encompassing pre-layoff strategy that includes employers, workers, and partners. OWI's Dislocated Worker Unit, is responsible for the

coordination of layoff activities throughout the state, providing technical assistance and training to a statewide network of Dislocated Worker Liaisons and Rapid Response Coordinators to ensure the highest level of services to affected workers in the State of Oregon.

The state holds back funds specifically to provide layoff aversion, rapid response and additional assistance to LWDBs. Rapid Response Funds can be utilized for pre layoff activities such as surveys, information sessions, on-site resource rooms, transition team set-up, peer advocates, etc.

Local Workforce Areas can access Additional Assistance Funds to provide layoff aversion activities, short term funding in cases where the closure or layoff does not meet DOL participant thresholds for a Dislocated Worker Grant (DWG) and gap fill funding for when a LWDB has a pending Dislocated Worker Grant (DWG) application. Funds may also be made available for Incumbent Worker, Customized Training, On-the-Job Training and other Supportive Services.

OWI and local Title I providers have an agreed upon Joint Communication Plan which is implemented whenever either party is notified of a layoff or closure, regardless of size. The Joint Communication Plan outlines a conversation that the local areas and state will have during any layoff or closure activities. These conversations determine next steps and inclusion of additional state and local partners and resources and if the services will be offered on site or at the local WorkSource Oregon centers.

The Worker Adjustment and Retraining Notice (WARN) is not the typical method in which the state receives notification or information about layoffs or closure. In the State of Oregon most layoffs or closures do not meet the thresholds required to activate the WARN Act. State and Local staff often learn about layoffs or closures through local media, local elected officials, local and state economic development partners, or affected workers contacting either the state or local WorkSource Oregon center. Layoff information is also gleaned from a variety of local print and on line sources, one of these sources is "Around the State" a weekly publication from the Oregon Employment Department, which is a compilation of information gathered by labor market analysts and regional economists throughout the state.

Rapid Response activities are unique to each closure or layoff. Rapid Response activities include information sessions on a variety of topics. All sessions will cover Unemployment Insurance, Health Insurance Marketplace, WorkSource Oregon services and Trade Adjustment Assistance, and Union specific information, if applicable. Other topics that may be included are Department of Human Services (DHS) services, such as Temporary Need to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP), Consumer Credit Counseling, and University and Community College partners. Services are determined by the needs of the affected workgroup and their employer in conjunction with local workforce staff and should be brought on site whenever possible. If the layoffs are trade related or the affected company is trade certified, then all relevant TAA requirements and guidelines are followed.

Should the Governor declare a state disaster, the Federal Emergency Management Agency (FEMA) may respond by also declaring a federal disaster. Once/if these two declarations are made, OWI will work with the local workforce board and its providers/partners to apply for a Disaster Recovery Dislocated Worker Grant. The purpose of these grants is to provide temporary disaster relief. This can happen in a limited number of ways but includes the following:

- Temporary employment to provide food, clothing, shelter and other humanitarian assistance for disaster victims;
- Demolition, repair, cleaning, renovation and reconstruction of damaged or destroyed public structures, facilities and lands located within the declared disaster area; and

- Training for people dislocated due to the disaster that need to be returned to gainful employment

An emergency declaration by Oregon’s Governor is not sufficient to apply for funding assistance.

WIOA establishes DWGs, including grants for employment and training assistance and grants for disaster relief employment assistance. Significant changes under WIOA include:

- Authorizes DWGs to provide assistance to areas with a higher than average demand for employment and training services from dislocated members of the Armed Forces and military spouses.
- For Disaster Recovery DWGs, WIOA:
  - Allows Federal agency emergency or disaster declarations, in addition to those made by the Federal Emergency Management Agency, to trigger an opportunity for eligible entities to apply for assistance. The newly eligible situations must fit the definition of emergency or disaster situations of national significance that could result in a potentially large loss of employment, as declared or otherwise recognized by the chief official of a Federal agency with authority for the federal response to the emergency.
  - Allows circumstances where a substantial number of individuals from a disaster area relocate to another area to trigger an opportunity for eligible entities in the relocation area to apply for assistance.
  - Affirms eligibility for the grant program for self-employed individuals who become unemployed or significantly underemployed as a result of the emergency or disaster.
  - Increases the temporary employment duration from six months (under WIA) to 12 months. The Secretary of Labor may extend the duration of disaster relief employment for up to an additional 12 months.

As part of the state’s Rapid Response to layoffs and dislocation events, contact is made with the employer and Rapid Response services should, whenever possible, be scheduled to begin within 24 hours. As part of these services, the Dislocated Worker Liaison/Rapid Response Coordinator will coordinate with the local area Rapid Response team members, which includes the local Trade Act Navigator.

The Dislocated Worker Unit and the Trade Act Leadership Team participate in statewide strategy meetings as needed to plan Rapid Response activities and participate in statewide Rapid Response training to staff. The Trade Act Leadership Team provides statewide communication on all petition activity. During a Rapid Response where Trade has been identified, the Trade Act Navigator (TAN) will provide a high-end overview of Trade Adjustment Assistance services and benefits, and instructions on how to follow the status of their petition.

Trade Act Navigators (TANs) are a part of the local Rapid Response Team and collaborate with WorkSource Oregon staff, the local board, and the Central Trade Act Unit to meet dislocated worker needs. The Trade Act Petition Coordinator will communicate with stakeholders if a petition for Trade Act has been, or will be, filed for planning efforts. TANs facilitate Trade Act Information Sessions (TAIS) providing an overview of potential Trade Act benefits and next steps following notification of an approved petition.

Oregon's Unemployment Insurance (UI) program participates in early intervention to worker groups on whose behalf a Trade Adjustment Assistance petition has been filed. UI staff are members of the cross-agency team for Rapid Response

## B. ADULT AND DISLOCATED WORKERS PROGRAM REQUIREMENTS

### 1. WORK-BASED TRAINING MODELS

Oregon is utilizing work-based training models including on-the-job training (OJT), incumbent worker training (IWT), transitional jobs, and customized training as part of its training strategy and these models ensure high quality training for both participants and employers.

WIOA and TAA pursue high quality, OJT opportunities with employers and make appropriate OJT-related referrals for work-ready job seekers based on the talent of the participant and the need(s) of the employer. OWI has included apprenticeships as a focus in the state workforce efforts that also includes industry strategies and local board support. TAA works with the Apprenticeship Program Liaison on opportunities to develop relationships with local apprenticeship programs and training centers to make this training model available to customers.

### 2. REGISTERED APPRENTICESHIP

Registered Apprenticeship is integral to Oregon's workforce and education system. The registered apprenticeship system consists of multiple stakeholders, including the Bureau of Labor and Industries (BOLI), Higher Education Coordinating Commission (HECC), Oregon Employment Department (OED), Oregon Department of Education (ODE), Oregon community colleges, union and non-union training centers, and industry. HECC, BOLI, OED, and ODE work together on an inter-agency apprenticeship team to support and collaborate on various work efforts related to improving the registered apprenticeship system.

Over the last year, the inter-agency apprenticeship team worked together to create a draft strategic plan that prioritizes equity and access to the apprenticeship system. The team is now going through an action planning process to identify the milestones they would like to achieve within the next year, to realize the vision of the strategic plan. One of the milestones agreed upon is to create structure and guidelines around how Oregon invites other organizations to be part of the apprenticeship grant application processes. The hope is that guidelines will make grants more accessible to organizations that may have previously been unable to present a sufficient grant application within a condensed timeline.

Oregon has also increased the training resources it has available for community partners, businesses, and employers that are interested in pursuing registered apprenticeship. The Oregon Apprenticeship website now has multiple guides available on how to create and maintain a registered apprenticeship program. The website also contains several explainer videos for job seekers and businesses around registered apprenticeship. The intent of the guides and training videos are to create shared understanding for customers around how to navigate the registered apprenticeship system.

The Oregon Employment Department (OED), in conjunction with the Apprenticeship Training Division (ATD) of the Bureau of Labor and Industries (BOLI), has worked over the past several years to train staff and workforce system partners on the basics of registered apprenticeship. Registered apprenticeship training is now offered to every new WorkSource Oregon staff person as part of their onboarding process. This training gives staff a foundation of registered apprenticeship knowledge and the tools to assist a job seeking customer in navigating the registered apprenticeship system. Apprenticeship connections in WorkSource Centers are

primarily focused on how to connect job seekers to registered apprenticeship programs. While this is an important component of offering apprenticeship services in WorkSource Centers, OED will work to increase the registered apprenticeship connections WorkSource can offer to businesses.

### 3. TRAINING PROVIDER ELIGIBILITY PROCEDURE

Oregon has developed a policy and procedures relating to all requirements for eligible training providers. Oregon has developed separate applications for initial eligibility determinations and registered apprenticeships, and creates customized applications for the determination of continued eligibility. Additionally, Oregon has reciprocal agreements in place that recognize the ETP lists of several other states.

All policies, procedures, eligibility criteria, and information requirements for determining training provider initial and continued eligibility, including Registered Apprenticeship programs for the State of Oregon are posted on our publicly accessible website here.

NOTE: The existing policies were created in alignment with, and make reference to, Training and Employment Guidance Letter (TEGL) 41-14. On January 2, 2020, DOL/ETA issue TEGL 8-19, rescinding TEGL 41-14 and providing new guidance related to Title I Training Provider Eligibility and the State List of Eligible Training Providers (ETPs) and Programs.

Oregon initially planned its ETP policy revision work for early 2020. However, the onset of the COVID-19 pandemic and its related disruptions resulted in delays and reprioritizations as all of Oregon's One-Stop centers were closed to in-person traffic and some State and local staff were reassigned to respond to a variety of other pandemic-related situations. Compounding this was the need to respond to the devastating 2020 Oregon wildfire season, one of the most destructive on record in the state of Oregon, and the application, administration, and implementation of several disaster-related (COVID and Wildfire) National Dislocated Worker Grants (DWGs).

These emergency response efforts - and the subsequent efforts to "reopen" State offices and One-Stops - delayed much of Oregon's policy development work, including those related to the ETPL.

Oregon is currently renewing its efforts towards revising its *Eligible Training Provider List* policy to ensure it is in compliance with all federal guidance, including US DOL Training and Employment Guidance Letter (TEGL) 8-19. The revised policy will address or include:

- Expanded requirements relating to the continued eligibility of training providers and programs, as detailed in , including Attachment III;
- Additional information regarding minimum performance standards;
- Clarifications on what Oregon considers to be a “substantial violation of the requirement to timely and accurately submit all required information...”; and
- Additional information regarding the opt-in process for Registered Apprenticeships and related communication between State agencies.

The policy revision process will also include the verification and updating of any URLs/links, removing/updating references, and other substantive or non-substantive changes as needed.

This work is expected to be completed by October 31, 2022.

4. DESCRIBE HOW THE STATE WILL IMPLEMENT AND MONITOR THE PRIORITY FOR PUBLIC ASSISTANCE RECIPIENTS, OTHER LOW-INCOME INDIVIDUALS, AND INDIVIDUALS WHO ARE BASIC SKILLS DEFICIENT IN ACCORDANCE WITH THE REQUIREMENTS OF WIOA SEC. 134(C)(3)(E), WHICH APPLIES TO INDIVIDUALIZED CAREER SERVICES AND TRAINING SERVICES FUNDED BY THE ADULT FORMULA PROGRAM

As previously described in the plan, the coalition of executive managers, including representatives from the six core programs and TANF and SNAP, work together on policies and with the state and local boards to streamline processes and foster collaboration across the workforce system. The agencies will work together and make decisions together to result in a more cohesive workforce system in Oregon with better communication and collaboration. The agencies will involve their stakeholder and advocacy groups in order to ensure that there is a variety of ideas and opinions included in state-level planning and to ensure the support and assistance of these groups during implementation of WIOA.

Local, state-agency-branch, and field office managers from core and mandatory partners will work with their LWDBs to ensure that those receiving public assistance, low-income individuals, and those who are basic skills deficient are included in local WIOA plans and that they have a voice in the system, including the following activities:

- Attendance at LWDB meetings and participation on planning and programmatic committees by state agency managers for Vocational Rehabilitation, TANF, and SNAP.
- Participation in local planning processes to build relationships and help local plans lift those most in need out of poverty, while understanding that each local plan will look different depending on the economic and demographic makeup of the local area.

Oregon will use the Statistical Adjustment Model under WIOA to ensure that local performance measures are based on actual local conditions and characteristics of participants. Local areas will apply the model to ensure that people receiving public assistance benefits, in low-income situations, or who are basic skills deficient are receiving the training and services that they need. The exact results and methods in each local area may vary slightly based on economic situations and local demographics.

The core and mandatory state agencies do not believe that clients receiving TANF, SNAP, or Vocational Rehabilitation services should be required to identify themselves when entering a WSO center. Clients on public assistance, with disabilities, or belonging to a low-income category are often uncomfortable or reluctant to divulge this information due to fear of discrimination or feelings of low self-esteem. The agencies will work to find a way to market WIOA services to the above categories of individuals to ensure that they are aware of services and that they may use their classification to ensure priority of service. Staff at the WSO centers and affiliate sites will be trained to understand that upon discovery that an individual belongs to a priority category that priority of service will be explained to that individual. Basic skills deficient individuals can be identified through Initial Skills Review testing in the WSO centers, through AccuVision (soft skills) testing, and the National Career Readiness Certificate (both available in English and Spanish). Basic skills deficient individuals can be identified for priority of service and can be expedited into job search and occupational skills training programs.

Current state data systems only allow for “after the fact” matching of clients participating in various WIOA programs to priority of service categories. The core and mandatory agencies involved under WIOA will work together to establish a better system for data sharing among agencies and other partners to better track the various categories of WIOA service participants and for easier identification of priority groups under WIOA who are being underserved. Improvements to data systems and sharing will take time over the course of WIOA implementation.

Oregon requires Local Workforce Development Boards (WDBs) to establish a policy to provide priority for individualized career services and training services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient and veterans. Local WDBs must establish practices that support Oregon's priorities as identified by the Governor and the Oregon Workforce Talent and Development Board (WTDB). Oregon's *Priority of Service* policy can be found here. Components of this policy are incorporated in Oregon's monitoring guidance and process to ensure adherence to this state policy.

#### 5. DESCRIBE THE STATE'S CRITERIA REGARDING LOCAL AREA TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS

A local WDB may transfer:

- Up to 100% of a program year allocation\* for adult employment and training activities to dislocated worker activities
- Up to 100% of the program year's allocation for dislocated worker employment and training activities may be transferred to adult employment and training activities.

(\* "program year allocation" from 20 CFR 683.130 has the same meaning as "base allocation", used elsewhere in this State Plan.)

Before making such a transfer, a local WDB must obtain written approval from the Office of Workforce Investments (OWI).

Prior to any transfer of adult employment and training funds or dislocated worker employment and training funds, local WDBs must submit a letter to OWI for approval to transfer the funds. The letter must be in the form of a request for a local plan modification and include the following criteria for review and approval by OWI:

1. The reason(s) for the request to transfer funds and the percentage the transfer represents of the program allocation;
2. The fund source of the transfer;
3. The amount of funds involved in the transfer;
4. A program analysis that includes:
  - a. An assurance that the transfer of funds will not have an adverse impact in providing services to participants and that necessary services and participant planned activities will be maintained in the program from which the funds are transferred;
  - b. The labor market conditions contributing to the need for the transfer;
  - c. A discussion of the local area's past history of the request for transfers and how previous transfers impacted participants and funds;
  - d. If funds are transferred from the dislocated worker program, the analysis must provide a strategy the local WDB will employ to ensure that dislocated workers affected by unanticipated layoffs or closures will receive required rapid response services; State of Oregon Workforce Programs 2 (e) Current cash draws versus year-to-date expenditures for Adult and Dislocated Worker programs.

A local WDB may request a transfer of funds anytime during the program year. The local area must confirm that this transfer will not reduce the required rate of expenditure of the fund

source to which funds are transferred by the end of the program year. The Department of Labor requires that 80% of the WIOA title I Adult and Dislocated Worker resources be expended or obligated by the end of each program year.

The transfer request must be accompanied by the local WDB meeting minutes that include the board request for approval of the transfer. The minutes must also reflect that at least one labor board member was present at the local WDB meeting at which the transfer was discussed and acted upon.

### C. WITH RESPECT TO YOUTH WORKFORCE INVESTMENT ACTIVITIES AUTHORIZED IN SECTION 129 OF WIOA—

#### 1. IDENTIFY THE STATE-DEVELOPED CRITERIA TO BE USED BY LOCAL BOARDS IN AWARDING GRANTS OR CONTRACTS FOR YOUTH WORKFORCE INVESTMENT ACTIVITIES AND DESCRIBE HOW THE LOCAL BOARDS WILL TAKE INTO CONSIDERATION THE ABILITY OF THE PROVIDERS TO MEET PERFORMANCE ACCOUNTABILITY MEASURES BASED ON PRIMARY INDICATORS OF PERFORMANCE FOR THE YOUTH PROGRAM AS DESCRIBED IN SECTION 116(B)(2)(A)(II) OF WIOA IN AWARDING SUCH GRANTS OR CONTRACTS.[11]

Oregon encourages local areas to develop youth programs that will provide paid work experiences, provide labor market information and opportunities to connect to local in-demand sectors, and support post-secondary transition and retention. Oregon aims to increase the number of individuals that obtain a post-secondary education. Oregon's goal is that by 2025, 40 percent of Oregonians will have a baccalaureate degree or higher, 40 percent will have an associate's degree or certificate in a skilled occupation, and for the 20 percent without post-secondary credential to have at least a high school diploma or its equivalent.

As allowed under WIOA, local areas determine and establish their individual youth program design for WIOA youth funds. Some local strategies used to deliver the WIOA program elements include:

- Partnering with local industry sectors and business to offer occupational skills training.
- Job readiness training and ongoing job coaching including job search, resume writing, interviewing skills and soft skills development.
- College preparation including campus tours.
- Computer skills workshops and general tutoring.
- Mentoring opportunities.
- Career awareness and exploration.
- Money management and hands-on cash handling.

Oregon invests WIOA funds in programs that provide a continuum of services to support the diverse needs of youth and young adults. Programs should utilize career pathways and work-based learning models that align with the participants chosen career path. Local boards should align investments with their sector strategies where appropriate. Local boards should select providers that demonstrate alignment with the education, workforce and human service systems to provide a holistic approach to serving youth and young adults.

Local boards should assess the provider's experience/ability in the following areas:

- Managing contracts and serving the target population
- Meeting reporting deadlines



- Meeting performance requirements
- Complying with state and federal requirements

Local boards should also take into consideration past performance of providers they may have selected in previous years. If, during the course of the contract period, the provider is not meeting the criteria, the local board must intervene and provide the necessary training and technical assistance.

2. DESCRIBE THE STRATEGIES THE STATE WILL USE TO ACHIEVE IMPROVED OUTCOMES FOR OUT-OF-SCHOOL YOUTH AS DESCRIBED IN 129(A)(1)(B), INCLUDING HOW IT WILL LEVERAGE AND ALIGN THE CORE PROGRAMS, ANY COMBINED STATE PLAN PARTNER PROGRAMS INCLUDED IN THIS PLAN, REQUIRED AND OPTIONAL ONE-STOP PARTNER PROGRAMS, AND ANY OTHER RESOURCES AVAILABLE.

The state Workforce and Talent Development Board recently approved a new 2020-2021 strategic plan in which several priorities were created that will help improve outcomes for out-of-school youth including:

- Identify all resources available in the system, including those that support underrepresented populations, and align for greater results,
- Align K-12, community colleges, universities, workforce and employers with legislative strategy and changes, including essential employability skills
- Coordinate and streamline the workforce system so job seekers and employers find what they need more efficiently

3. DESCRIBE HOW THE STATE WILL ENSURE THAT ALL 14 PROGRAM ELEMENTS DESCRIBED IN WIOA SECTION 129(C)(2) ARE MADE AVAILABLE AND EFFECTIVELY IMPLEMENTED, INCLUDING QUALITY PRE-APPRENTICESHIP PROGRAMS UNDER THE WORK EXPERIENCE PROGRAM ELEMENT. [12]

To ensure that the 14 program elements are effectively implemented, the state will evaluate program performance on an annual basis. Monitoring and program improvement processes will be developed to align with the new requirements under WIOA. Local plans must include local board actions to become or remain a high-performing board. The factors that will be used to determine this will include effectiveness and continuous improvement.

The state will also ensure that all 14 program elements are made available by reviewing each local plan which must include an analysis and description of youth workforce activities, including activities for youth with disabilities. Local plans must also identify successful models and best practices, for youth workforce activities relevant to the local area.

4. PROVIDE THE LANGUAGE CONTAINED IN THE STATE POLICY FOR “REQUIRING ADDITIONAL ASSISTANCE TO ENTER OR COMPLETE AN EDUCATIONAL PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT” CRITERION FOR OUT-OF-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(B)(III)(VIII) AND FOR “REQUIRING ADDITIONAL ASSISTANCE TO COMPLETE AN EDUCATION PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT” CRITERION FOR IN-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(C)(IV)(VII). IF THE STATE DOES NOT HAVE A POLICY, DESCRIBE HOW THE STATE WILL ENSURE THAT LOCAL AREAS WILL HAVE A POLICY FOR THESE CRITERIA.

The State defers to local areas to determine the need for and to develop criteria and policy for additional assistance to enter or complete an educational program, or to secure and hold

employment. When a Local Workforce Development Board does establish these criteria, the following policy conditions/language must be met:

- Distinguish separate elements/definitions for In-School Youth (ISY) and Out-of-School Youth (OSY) participants.
- Barriers already established by the WIOA cannot be included in the local Needs Additional Assistance policy.
- Required documentation must be identified and defined for each criterion established.
- In a single program year, not more than 5 percent of the ISY served can be determined eligible using these criteria.

Local areas that choose to use this criteria in their OSY or ISY eligibility must create a policy that is adopted by the local board and included in the Local Plan.

5. INCLUDE THE STATE DEFINITION, AS DEFINED IN LAW, FOR NOT ATTENDING SCHOOL AND ATTENDING SCHOOL AS SPECIFIED IN WIOA SECTION 129(A)(1)(B)(I) AND SECTION 129(A)(1)(C)(I). IF STATE LAW DOES NOT DEFINE “NOT ATTENDING SCHOOL” OR “ATTENDING SCHOOL,” INDICATE THAT IS THE CASE AND PROVIDE THE STATE POLICY FOR DETERMINING WHETHER A YOUTH IS ATTENDING OR NOT ATTENDING SCHOOL.

Oregon has developed definitions for this purpose.

*Not attending school:* Not attending any school as defined by State law as:

1. A youth who does not have a GED or secondary diploma and is not enrolled in secondary education; or
2. A youth who has a GED or secondary diploma and is not enrolled in post-secondary education; or
3. A youth who is attending an alternative education program, an adult education program under title II (ABE/ESL), or YouthBuild or Job Corps programs.

*Attending school:* Attending school as defined by state law as:

1. A youth who is enrolled in secondary or post-secondary education including GED and homeschool.

[Note: ORS 660.310 provides that for the purposes of WIOA, an individual enrolled in alternative education programs, as provided by ORS 336.615 to 336.675, may be considered an out-of-school youth. (Exception: TEGL 21-16 provides that youth attending high school equivalency programs, including those considered to be dropout re-engagement programs, funded by the public K-12 school system who are classified by the school system as still enrolled in school are considered In-School Youth.)]

6. IF USING THE BASIC SKILLS DEFICIENT DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INCLUDE THE STATE DEFINITION WHICH MUST FURTHER DEFINE HOW TO DETERMINE IF AN INDIVIDUAL IS UNABLE TO COMPUTE OR SOLVE PROBLEMS, OR READ, WRITE, OR SPEAK ENGLISH, AT A LEVEL NECESSARY TO FUNCTION ON THE JOB, IN THE INDIVIDUAL’S FAMILY, OR IN SOCIETY. IF NOT USING THE PORTION OF THE DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INDICATE THAT IS THE CASE.

In Oregon, Basic Skills Deficient means an individual who:

1. Is a youth that has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test?
2. Is a youth or adult that is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society?

The state defers to Local Workforce Development Boards to develop criteria and policy for the second part of the definition. When a Local Workforce Development Board does establish these criteria, the following policy conditions must be met:

- The Local Board must further define what will determine if a youth is unable to demonstrate these skills well enough to function on the job, in the individual's family or in society.
- In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for people with disabilities.
- Local programs must test individuals on a generally accepted standardized test to determine basic skills deficient eligibility.
- Criteria and policy must be included in the Local Plan.

#### D. SINGLE-AREA STATE REQUIREMENTS

1. ANY COMMENTS FROM THE PUBLIC COMMENT PERIOD THAT REPRESENT DISAGREEMENT WITH THE PLAN. (WIOA SECTION 108(D)(3).)
2. THE ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS, AS DETERMINED BY THE GOVERNOR, IF DIFFERENT FROM THAT FOR THE STATE. (WIOA SECTION 108(B)(15).)
3. A DESCRIPTION OF THE TYPE AND AVAILABILITY OF WIOA TITLE I YOUTH ACTIVITIES AND SUCCESSFUL MODELS, INCLUDING FOR YOUTH WITH DISABILITIES. (WIOA SECTION 108(B)(9).)

Not applicable.

4. A DESCRIPTION OF THE ROLES AND RESOURCE CONTRIBUTIONS OF THE ONE-STOP PARTNERS.

Not applicable.

5. THE COMPETITIVE PROCESS USED TO AWARD THE SUBGRANTS AND CONTRACTS FOR TITLE I ACTIVITIES.

Not applicable.

6. HOW TRAINING SERVICES OUTLINED IN SECTION 134 WILL BE PROVIDED THROUGH INDIVIDUAL TRAINING ACCOUNTS AND/OR THROUGH CONTRACTS, AND HOW SUCH TRAINING APPROACHES WILL BE COORDINATED. DESCRIBE HOW THE STATE WILL MEET INFORMED CUSTOMER CHOICE REQUIREMENTS REGARDLESS OF TRAINING APPROACH.

Not applicable.

7. HOW THE STATE BOARD, IN FULFILLING LOCAL BOARD FUNCTIONS, WILL COORDINATE TITLE I ACTIVITIES WITH THOSE ACTIVITIES UNDER TITLE II. DESCRIBE HOW THE STATE BOARD WILL CARRY OUT THE REVIEW OF LOCAL APPLICATIONS SUBMITTED UNDER TITLE II CONSISTENT WITH WIOA SECS. 107(D)(11)(A) AND (B)(I) AND WIOA SEC. 232.

Not applicable.

8. COPIES OF EXECUTED COOPERATIVE AGREEMENTS WHICH DEFINE HOW ALL LOCAL SERVICE PROVIDERS WILL CARRY OUT THE REQUIREMENTS FOR INTEGRATION OF AND ACCESS TO THE ENTIRE SET OF SERVICES AVAILABLE IN THE ONE-STOP DELIVERY SYSTEM, INCLUDING COOPERATIVE AGREEMENTS WITH ENTITIES ADMINISTERING REHABILITATION ACT PROGRAMS AND SERVICES.

Not applicable.

E. WAIVER REQUESTS (OPTIONAL)

Not applicable.

TITLE I-B ASSURANCES

The State Plan must include	Include
1. The State has implemented a policy to ensure Adult program funds provide a priority in the delivery of training services and individualized career services to individuals who are low income, public assistance recipients and basic skills deficient;	Yes
2. The State has implemented a policy to ensure local areas have a process in place for referring veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist;	Yes
3. The State established a written policy and procedure that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members;	Yes
4. The State established written policy and procedures to ensure local workforce investment boards are certified by the governor every two years in accordance with WIOA section 107(c)(2);	Yes
5. Where an alternative entity takes the place of a State Board, the State has written policy and procedures to ensure the alternative entity meets the definition under WIOA section 101(e) and the legal requirements for membership;	Yes
6. The State established a written policy and procedure for how the individuals and entities represented on the State Workforce Development Board help to determine the methods and factors of distribution, and how the State consults with chief elected officials in local areas throughout the State in determining the distributions;	Yes

The State Plan must include	Include
7. The State will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7);	Yes
8. The State distributes adult and youth funds received under WIOA equitably throughout the State, and no local area suffers significant shifts in funding from year-to-year during the period covered by this plan;	Yes
9. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I;	Yes
10. The State agrees to report on the impact and outcomes of its approved waivers in its WIOA Annual Report.	Yes
11. The State has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the Uniform Guidance under section WIOA 184(a)(3);	Yes

**ADULT PROGRAM PERFORMANCE INDICATORS**

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	71.4	68.2	71.4	68.2
Employment (Fourth Quarter After Exit)	71.0	68.6	71.0	68.6
Median Earnings (Second Quarter After Exit)	\$6,528	\$6,883	\$6,528	\$6,883
Credential Attainment Rate	60.5	60.5	60.5	60.5
Measurable Skill Gains	51.0	55.1	51.0	55.1

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

#### DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	71.4	69.4	71.4	69.4
Employment (Fourth Quarter After Exit)	71.0	66.6	71.0	66.6
Median Earnings (Second Quarter After Exit)	\$6,936	\$7,100	\$6,936	\$7,100
Credential Attainment Rate	63.0	66.8	63.0	66.8
Measurable Skill Gains	51.0	55.0	51.0	55.0
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

#### YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	63.5	63.5	63.5	63.5
Employment (Fourth Quarter After Exit)	63.0	61.7	63.0	61.7
Median Earnings (Second Quarter After Exit)	\$3,547	\$4,259	\$3,547	\$4,259

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Credential Attainment Rate	68.4	56.1	68.4	56.1
Measurable Skill Gains	51.0	51.5	51.0	51.5
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

## PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM (EMPLOYMENT SERVICES)

### A. EMPLOYMENT SERVICE STAFF

1. DESCRIBE HOW THE STATE WILL STAFF THE PROVISION OF LABOR EXCHANGE SERVICES UNDER THE WAGNER-PEYSER ACT, SUCH AS THROUGH STATE EMPLOYEES, INCLUDING BUT NOT LIMITED TO STATE MERIT STAFF EMPLOYEES, STAFF OF A SUBRECIPIENT, OR SOME COMBINATION THEREOF.

All Wagner-Peyser services are currently provided by state merit staff.

2. DESCRIBE HOW THE STATE WILL UTILIZE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR EMPLOYMENT SERVICE STAFF TO ENSURE STAFF IS ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

Wagner–Peyser Act Program (Employment Services)

Professional Development Activities for Employment Service Staff

Workforce Operations’ leadership launched the WorkSource Oregon Training Team in 2018 creating 9 permanent positions located throughout the state. Its purpose is to ensure staff receive up-to-date training on career coaching, customer service, and programs administered through the 37 WorkSource centers. The Training Team is stationed in WorkSource centers across the state where they can provide individualized coaching of staff and design trainings to meet area and sector specific needs.

The Training Team has developed training for staff regarding Veteran programming including priority of service and supporting SNAP Employment and Training recipients in job seeking. This team provides in person and virtual learning events for Unemployment Insurance and WorkSource centers to understand and strategize how to better serve our common customer to reduce issues of overpayment and get them back to work faster. This is in addition to collaborating with program coordinators in hosting conferences for staff, developing eLearning, and building a new onboarding model that efficiently prepares staff to deliver services. The Training Team also works with local management to identify gaps in knowledge and skills, allowing the team to proactively develop learning to reduce errors and meet quality measures.

The current design and implementation of the Training Team is adept at supporting Workforce Operations goals and priorities. The Training Team will continually expand learning opportunities to keep staff up to date on the latest career coaching and job application trends.

3. DESCRIBE STRATEGIES DEVELOPED TO SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS AND THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING PROVIDED FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION

*Employment Services Staff Trained to Identify UI Eligibility Issues*

The WorkSource Oregon and Unemployment Insurance (WSO/UI) Connectivity Group includes management and line staff from both Employment Services and UI programs. Members of the group discuss issues that pertain to the shared UI customer and their overall experience with the system. The team also identifies potential training opportunities. For example, throughout 2019, staff attended a 'joint' training session that was developed and delivered to educate staff from both programs regarding their respective roles within the agency and services offered to our shared customers. The purpose was to better understand the work the agency performs, how we work together between programs to assist our customers, and to promote ideas of how we can more effectively serve these customers. Program technicians also offer bi-monthly webinars to discuss relevant topics, answer questions, and provide opportunity to connect with both ES and UI staff. Additionally, new ES staff receive training on basic UI topics as they are on-boarded, both in person and virtually.

This work has a dedicated trainer assigned to focus on developing, managing, and delivering the training solutions proposed by the WSO/UI Connectivity Group. ES and UI staff are co-trained on identifying potential UI eligibility issues and making appropriate referrals to UI staff and awareness of current programs and resources that support claimants in meeting their basic needs, seeking employment, and maintaining UI eligibility. Training and resources will continue to be updated as needed.

In calendar year 2019, there were 1,918 potential UI issues reported to UI by WSO staff. These issues were detected through Reemployment Services and Eligibility Assessment (RESEA) conversations and general "Welcome" conversations (one-on-one intake and registration sessions with claimants).

B. EXPLAIN HOW THE STATE WILL PROVIDE INFORMATION AND MEANINGFUL ASSISTANCE TO INDIVIDUALS REQUESTING ASSISTANCE IN FILING A CLAIM FOR UNEMPLOYMENT COMPENSATION THROUGH ONE-STOP CENTERS, AS REQUIRED BY WIOA AS A CAREER SERVICE

Meaningful Assistance to UI Customers through WorkSource Oregon Centers

Reemployment Assistance to UI claimants

Front line staff in WorkSource Oregon (WSO) centers will receive special training to help guide customers in filing for unemployment insurance benefits and to connect them with appropriate resources to address questions and issues related to their unemployment claim. Resources to assist customers in centers include access to the online claims system, phones for connecting with UI staff and claiming weekly benefits, pamphlets and brochures regarding UI information, and several online videos addressing frequently asked UI questions such as how to file an initial claim for benefits, how to report weekly earnings, and how to report work seeking activities. Employment Services staff and partner staff in WSO centers also maintain the ability to email or call UI program staff in the UI Contact Center and in the UI Operations and Program Support Unit to get direct assistance to help customers when necessary.

C. DESCRIBE THE STATE'S STRATEGY FOR PROVIDING REEMPLOYMENT ASSISTANCE TO UI CLAIMANTS AND OTHER UNEMPLOYED INDIVIDUALS

MODIFICATION/REPLACED



In response to the COVID-19 pandemic, Oregon adjusted its RESEA program beginning in PY 2019, and continued throughout PY 2020. RESEA conversations shifted to virtual environments, both over the telephone and through video conferencing. Selection criteria for RESEA was modified, and claimants who indicated they voluntarily quit, or were discharged from their jobs on their initial claim application, were included in the new pool for RESEA selection. ES staff shifted to help support UI, so a weekly maximum was set at 200, and the subsequent RESEA conversation was temporarily stopped. As the need of the UI program began to gradually decrease, the weekly maximum was increased from 200 to 600 in June 2021. This plan was approved by USDOL, and allowed Oregon to continue to offer RESEA services to a selection of claimants throughout the duration of the pandemic.

Recognizing the importance of the RESEA program in connecting claimants – particularly those from underserved population groups, including those facing barriers to employment such as low-income individuals, English language learners, individuals without housing, and individuals with disabilities – with reemployment services and its impact in shortening the duration of UI claims, the state made two significant changes to its RESEA program in 2021. First, all unattached claimants are now required to participate in RESEA. Previously only those identified as most likely to exhaust benefits were selected. This change will allow the state to serve a significantly larger and more diverse pool of customers. These conversations, in accordance with USDOL guidelines, are conducted one-on-one, either in-person or through video conferencing. Second, those identified as most likely to exhaust benefits are now selected for a subsequent RESEA conversation. Previously all claimants who remained unemployed and continued to claim benefits were selected. This change will help ensure that those most at risk of long-term unemployment are connected with reemployment and training services and remain engaged with WSO. In addition, subsequent conversations must now be conducted one-on-one, either in-person or thorough video conferencing. Based on staff feedback, one-on-one conversations are more impactful and help facilitate customer engagement with the workforce system.

An additional change in 2021 was the introduction of a scheduling tool for local WorkSource Oregon offices. Customers now have the option of scheduling an in-person appointment or a virtual appointment with a set date and time with staff. Scheduling an appointment is not required as drop-in customers continue to be served, but is a tool to be used when it works best for the customer.

**D. DESCRIBE HOW THE STATE WILL USE W-P FUNDS TO SUPPORT UI CLAIMANTS, AND THE COMMUNICATION BETWEEN W-P AND UI, AS APPROPRIATE INCLUDING THE FOLLOWING:**

**Wagner–Peyser Funds to Support UI Claimants**

Through the filing of an initial Unemployment Insurance (UI) claim, customers initiate the process to become co-enrolled across core and partner programs available in the WSO centers. UI claimants in Oregon are required by law to complete registration with the state’s employment service at one of the WSO centers within several weeks of filing the claim.

In Oregon, UI claimants are required by law to complete registration and attend an in-person orientation interview with Employment Services (ES) staff at one of the WSO centers. During the orientation and in subsequent meetings, UI claimants requiring assistance in seeking work receive the necessary guidance and counseling to ensure they make a meaningful and realistic work search from ES staff. ES staff also provide counseling, testing, occupational and labor market information, assessment, and referrals to employers for UI claimants and refer information to UI staff about UI claimants’ ability or availability for work, or the suitability of work offered to them. Lastly, ES staff refer issues to UI staff for investigation when they identify people that may not be applying for suitable work when directed to, accepting offers of suitable work or actively seeking work, among other potential UI eligibility issues they may identify.

Oregon's UI program provides referrals to and application assistance for training and education programs with regard to the Training Unemployment Insurance (TUI) program and the Trade Readjustment Allowance (TRA) program. Eligible customers are referred to WSO center locations to help determine best matches for labor market, career goals, and educational institutions. Information about the programs is also provided to customers through public service announcements, press releases, recorded messages on call center phone lines, hard copy brochures, posters, mailers, digital displays, social media, and website messaging.

All unattached claimants filing an initial UI claim are notified by letter of the requirements to register with the state's labor-exchange system and meet with staff to complete enrollment activities, referred to as the Welcome Process, as a condition of benefit eligibility. Claimants have 14-days from notification date to complete the Welcome Process. At the time of notification, a flag is added to the individual's unemployment claim for the week in which enrollment activities must be completed. If a person attends timely, the flag is inactivated and no stop is placed on the claim. If the person fails to attend by the due week, that week, once claimed, will not be paid.

The agency, through specific federal funding, also conducts Reemployment Services and Eligibility Assessment (RESEA) interviews for claimants identified as most likely to exhaust benefits and UCX (military) claims. This initiative is an important element of the agency's strategy to help claimants become reemployed and address the issue of long-term unemployment. RESEA also helps to prevent and detect benefit overpayments. If selected for an initial RESEA, it is completed as part of their Welcome Process. RESEA claimants receive an overview of unemployment benefit eligibility and weekly work search requirements, which helps to avoid unintended overpayments during the course of their claim. Potential issues discovered that may affect the claimant's eligibility for benefits are referred to unemployment insurance for review. RESEA claimants are also provided a "work search advisory and reemployment plan" that identifies eligibility requirements and work seeking activities specific to each claimant, including one or more job search activities or "Next Steps" that are mutually agreed upon with staff.

RESEA claimants may be selected for a subsequent RESEA interview if they remain unemployed and continue to claim benefits. During this subsequent interview, staff review and update the claimant's work search advisory and reemployment plan, refer the claimant to appropriate resources and services, and assess the claimant's ongoing eligibility for unemployment benefits. Potential eligibility issues detected are referred to unemployment insurance for review.

#### Registration of UI Claimants

Staff work with unattached claimants to gather additional information to ensure the registration is complete and reflects the type of work the claimant must seek as part of receiving unemployment benefits. A quality registration helps ensure the claimant is matched to suitable job listings by staff and employers using the state's labor-exchange system (iMatchSkills).

#### Administration of Work Test

As part of the agency's Work Test, claimants are notified of their rights and responsibilities when filing an initial claim for unemployment benefits, including a written notice of their monetary determination and work search expectations. Staff in WorkSource Oregon (WSO) centers are trained in issue detection and referral procedures. Staff are also trained how to address potential issues with claimants and help them identify solutions, including agency resources and services, to overcome potential barriers to receiving unemployment benefits.

#### Provision of Referrals

Claimants registering with WorkSource Oregon complete the state's common registration that is used to determine a customer's eligibility for both Title I and Title III programs and services

under WIOA. During the initial “Welcome Conversation” (one-on-one meeting) with staff, referrals to training and education programs and WIOA resources are provided to claimants as relevant and appropriate to the individual’s needs and career goals to include job finding workshops and networking activities, skills assessment activities, SNAP Employment and Training, and Adult and Dislocated programs. Staff also demonstrate how to access labor market information and career information to make informed choices. (Claimants are co-enrolled in Adult and Dislocated Worker programs when a qualifying Title I service is received.)

Many WorkSource Oregon centers have staff from various programs co-located onsite, so referrals are often a matter of a “warm hand-off” to a different staff person – and more offices are moving towards the co-located staff model described by WIOA and the WSO Operational Standards. Additionally, all physical locations feature electronic methods for referrals to partner programs and other organizations and resources.

E. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE AN ASSESSMENT OF NEED. AN ASSESSMENT NEED DESCRIBES THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

1. ASSESSMENT OF NEED. PROVIDE AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

Agricultural Outreach Plan (AOP)

Assessment of Need

MODIFICATION/REPLACED

Agriculture employers continue to note that there seem to be fewer U.S. workers to help with the harvest and are increasingly utilizing the H-2A Temporary Agricultural Worker Program to meet the need for seasonal labor. Growers are concerned that various factors, such as 1) pending retirements of many agricultural workers, 2) a younger generation that chooses not to follow in their parents’ paths, but instead pursue higher education, and 3) jobs in the manufacturing sector, food service, and construction opportunities may diminish the availability of agricultural workers. The cost of providing housing is prohibitive and the need for help in this area is acute.

Oregon’s high minimum wage – one of the highest in the country – is one factor that could help retain or attract more workers from other states. Another factor that could help entice workers is improvement of non-wage terms and conditions of employment. An option to meeting employer need for workers is the Agricultural Recruitment System (ARS), which involves recruiting workers in neighboring states. One of the requirements imposed by the alternative recruitment systems is the Adverse Effect Wage Rate, which is a higher wage rate that guarantees both domestic and foreign agricultural workers (performing the same work) a wage that is higher than the Oregon minimum wage, providing an incentive to workers in the agricultural system. These recruitment options also require employers to give hiring preference to domestic farmworkers, while supplementing Oregon’s agricultural workforce through growing use of the H-2A program, which allows agricultural employers to bring temporary workers from foreign countries to harvest the crops. One of OED’s longstanding goals has been and will continue to be connecting domestic MSFWs with agricultural employers as appropriate.

Technical assistance for MSFW outreach workers includes access to 1) training staff using a just-in-time training model, 2) operations and policy analysts for technical program support, and 3) an outreach worker manual (created in 2019). Yearly training for outreach workers includes partner collaboration (such as the National Farmworker Jobs Program, Title I, and local service providers), programmatic updates, and training on topics such as supportive services in the community, employment service Complaint System, and a summary of farmworker rights and conditions of employment.

In Oregon, there are 330 registered camps that can house up to 10,000 individuals. Unfortunately, many of Oregon's migrant labor camps include isolation, reduced access to services, 24-hour eviction notices, and excess heat during peak months of harvest. The department remains committed to working with OHDC, and other agencies, to improve housing conditions for agricultural workers.

General Assessment of Farmworker Needs (based on Oregon MSFW outreach feedback):

- Access to training opportunities, particularly Title 1 Adult and Dislocated Worker; programs, for career advancement and promotional opportunities;
- Access to reemployment and career services through Oregon's one-stop centers;
- Financial support ("wraparound services") while in training or career transition;
- Access to the internet and other technologies;
- Access to transportation, especially in rural areas;
- Access to affordable healthcare;
- English as a second language classes;
- Access to worker rights and legal services; and
- Access to safe and affordable housing.

The unique workforce needs of MSFWs in Oregon are also addressed and provided by the Oregon Human Development Corporation (OHDC), operator of the National Farmworker Jobs Program (NFJP) under the WIOA section 167. OHDC has a presence in various counties in Oregon and coordinates with State Workforce Agency (SWA) outreach staff to conduct outreach to MSFWs through a Memorandum of Understanding (MOU) established in 2018. Outreach services are conducted in areas where MSFWs work, live and congregate.

The SWA will also promote NFJP career and training services to MSFWs registered in the SWA employment system. OHDC and NFJP staff will likewise promote services provided to MSFWs via the SWA system, and advise MSFWs on the Complaint System. The partnership will also require OHDC and NFJP staff to assist MSFWs in the completion of a full registration in the SWA's labor exchange system (iMatchSkills) to facilitate job matching, and the receipt of reemployment services for dual enrolled customers. OHDC provides NFJP career and training services in the following locations:

- OHDC Hood River, Wasco County;
- OHDC Woodburn, Marion/Polk/Yamhill Counties;
- OHDC Klamath Falls, Klamath/Lake Counties;
- OHDC Hermiston, Umatilla County;
- OHDC Ontario, Malheur County;

- OHDC Tigard, East Multnomah/Clackamas Counties;
- OHDC Hillsboro/Beaverton, Washington County;
- OHDC Affiliate Medford, Jackson/Josephine Counties;
- OHDC Affiliate Bend/Redmond/Madras, Jefferson/Deschutes/Crook Counties; and
- OHDC Affiliate North Coast, Lincoln/Tillamook/Clatsop Counties.

2. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE MEANS: 1) IDENTIFYING THE TOP FIVE LABOR-INTENSIVE CROPS, THE MONTHS OF HEAVY ACTIVITY, AND THE GEOGRAPHIC AREA OF PRIME ACTIVITY; 2) SUMMARIZE THE AGRICULTURAL EMPLOYERS' NEEDS IN THE STATE (I.E. ARE THEY PREDOMINANTLY HIRING LOCAL OR FOREIGN WORKERS, ARE THEY EXPRESSING THAT THERE IS A SCARCITY IN THE AGRICULTURAL WORKFORCE); AND 3) IDENTIFYING ANY ECONOMIC, NATURAL, OR OTHER FACTORS THAT ARE AFFECTING AGRICULTURE IN THE STATE OR ANY PROJECTED FACTORS THAT WILL AFFECT AGRICULTURE IN THE STATE

#### MODIFICATION/REPLACED

Oregon cultivates over 225 unique crops each with a dynamic labor demand. Based on production value, the top labor-intensive crops in Oregon are: fruit crops (e.g. apples, cherries, and blueberries) grown primarily in the Columbia Gorge and Willamette Valley regions with labor demand peaking June to September; vegetable crops (e.g. onions, rhubarb, and sweet corn) grown primarily in Northeast Oregon and the Willamette Valley regions with labor demand peaking July to October; greenhouse and nursery stock grown primarily in the Willamette Valley with labor demand peaking in March to September; Christmas trees grown primarily in the Willamette Valley with labor demand peaking in October to December; and hemp grown statewide with labor demand peaking in August to November.

Agriculture continues to be one of Oregon's multi-million dollar industries and is a chief contributor to the Oregon economy. The top agricultural commodities in Oregon are wine grapes, pears, and hazelnuts. Other commodities are hay, wheat and potatoes. The geographical agricultural regions for these crops are eastern Oregon, the Columbia Gorge, southern Oregon, and the Willamette Valley. Tree fruits are harvested in July through December, and blueberries in July through August. Vegetables, such as onions and corn, are harvested from August through December. Greenhouse plants are grown and sold primarily from March through September, and Christmas trees are tended to and harvested from July through November.

Employers struggle finding domestic workers who want to work in agriculture. To meet this demand, applications for the Foreign Labor Certification Program have increased significantly, from 47 in 2016, to 103 in 2019. Employers have requested to bring in upwards of 7,000 foreign workers since 2016.

Employers are also required to provide H2-A foreign and corresponding domestic workers with housing when conditions of the contract are met for travel distance from their place of residence. The Oregon Occupational Safety and Health Administration (OSHA) will conduct the first housing authorization and consultation, and the State Workforce Agency (SWA) will conduct housing consultations subsequent years as authorized. Housing consultations conducted by the OED have increased significantly in recent years, from five in 2016 and ten in 2017, to 64 in 2018 and 88 in 2019.

3. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS MEANS SUMMARIZING MIGRANT AND SEASONAL FARM WORKER (MSFW) CHARACTERISTICS (INCLUDING IF THEY ARE PREDOMINANTLY FROM CERTAIN COUNTRIES, WHAT LANGUAGE(S) THEY SPEAK, THE

APPROXIMATE NUMBER OF MSFWs IN THE STATE DURING PEAK SEASON AND DURING LOW SEASON, AND WHETHER THEY TEND TO BE MIGRANT, SEASONAL, OR YEAR-ROUND FARMWORKERS). THIS INFORMATION MUST TAKE INTO ACCOUNT DATA SUPPLIED BY WIOA SECTION 167 NATIONAL FARMWORKER JOBS PROGRAM (NFJP) GRANTEES, OTHER MSFW ORGANIZATIONS, EMPLOYER ORGANIZATIONS, AND STATE AND/OR FEDERAL AGENCY DATA SOURCES SUCH AS THE U.S. DEPARTMENT OF AGRICULTURE AND THE U.S. DEPARTMENT OF LABOR (DOL) EMPLOYMENT AND TRAINING ADMINISTRATION

#### MODIFICATION/REPLACED

The most recent and highly used enumeration study on the number of MSFWs in Oregon comes from Mallory Rahe, PHD, Oregon State University Extension Service. This study concludes that during the peak seasons, which includes reforestation under the Migrant Seasonal Protection Act, there are 60,000 seasonal workers and 30,000 migrant workers for a total of 90,000 MSFWs. While the migrant stream is slowly diminishing, an additional 2,000 – 3,000 H2-A foreign workers have started to replace a portion of the workforce on a seasonal basis. It's projected that this will continue to increase annually, in addition to the reforestation H2-B workforce based predominantly in southern Oregon. The Oregon Bureau of Labor and Industries (BOLI) manages the certification process of farm labor contractors, of which there are over 200 in the state.

Employers that provide good housing for their workforce often find their employees return the next season. Agricultural employers that have substandard housing for farmworkers are generally in a continuous struggle to find farmworkers to meet their harvest demands.

The most stable farmworker workforce in Oregon is the nursery industry. Oregon is one of the three top nursery producing states in the country and employs over 22,000 workers on a permanent/seasonal basis. Oregon's nursery industry also includes two of the state's top agricultural commodities, and is a driving force in the state's economy. Other top agricultural commodities in Oregon are the expanding vineyard industry, hops, blueberries, strawberries, apples, pears, cherries, grass-seed, onions, and hazelnuts.

Characteristics of farmworkers (source: National Agricultural Workers Survey, 2017-18):

- Approximately two-thirds of farmworkers reported that Spanish is their primary language;
- Thirty-six percent of workers reported that they could speak English "well," and 23 percent said, "not at all." Thirty-five percent reported that they could read English "well" while 33 percent said, "not at all";
- The average level of formal education completed by farmworkers was ninth grade;
- Twenty-four percent of workers reported having taken at least one adult education class in the United States;
- Farmworkers' mean and median personal incomes the previous year were in the range of \$20,000 to \$24,999. Eleven percent of workers earned less than \$10,000; 23 percent earned \$30,000 or more;
- About one-fifth of farmworkers had family incomes below the poverty level;
- Fifty-four percent said someone in their household received some form of benefit from a needs-based program in the previous two years; and
- The share of farmworkers who are women declined in 2006–09, from 20.3 percent to 18.6 percent, but has since climbed to 26.1 percent (in 2019).

While the predominant language of the Hispanic/Latino MSFW workforce is Spanish, a number of indigenous languages such as Huichol, Mayan Yucatan, Mixteco-Nahuatl, Trique-Tarasco and Zapoteco can present challenges to agricultural worker receiving medical, educational or employment assistance.

Complaints from farmworkers include not being paid or paid incorrectly, safety conditions, inadequate housing issues, and sexual harassment and fear of retaliation by employers if they speak up about issues.

#### 4. OUTREACH ACTIVITIES

Please see narrative below.

##### MODIFICATION/REPLACED

In January 2022 USDOL announced its annual list of significant MSFW states (the 20 states with the highest estimated year-round MSFW activity) and each state's designated significant MSFW one-stop centers (centers in which MSFWs account for ten percent or more of the annual participants or the administrator determines they must be included due to special circumstances such as an estimated large number of MSFW in the service area).

Oregon's rank as a significant MSFW state rose from 5th to 4th (placing it behind only Florida, Texas and California) while the number of significant MSFW one-stops (identified in Oregon as WorkSource Centers) remained at 21. The significant WSO Centers include Albany, Astoria, Beaverton/Hillsboro, Dallas, Eugene, Gresham, Hermiston, Klamath Falls, Madras, McMinnville, Medford, Newport, Ontario, Oregon City, Pendleton, Portland Central, Redmond, Salem, The Dalles, Tigard, and Woodburn. Federal guidance mandates that significant MSFW states have full-time, year round staff to conduct outreach duties to MSFWs.

The COVID-19 pandemic and other environmental states of emergency have highlighted longstanding systemic inequities in the workforce system for marginalized and underserved communities, including MSFWs. To address these gaps, also a concern raised by the SMA, and better align the program with federal and state goals to examine and enhance services to customers with barriers, the state is restructuring its MSFW outreach efforts through a new, more strategic business model.

Under this updated strategic model, full-time MSFW outreach specialists will report directly to managers in charge of, and responsible for, program outcomes and effective service delivery rather than to the local center managers. The state will be broken into four MSFW service zones or delivery areas, targeted with the needs of businesses and workers alike to maximize effectiveness. Staff will be responsible for outreach to one or more field office within their assigned area, and specializing in the needs of the counties they are assigned.

The zone managers will be responsible for programmatic oversight of MSFW outreach activities to include meeting federal goals and other performance metrics as identified. They will also be charged with strengthening relationships within the network of MSFW service providers, including WIOA programs offering reemployment and training services such as Title 1 Adult and Dislocated Worker, Apprenticeship, and SNAP Training and Employment (STEP). This model is slated for implementation summer 2022.

The primary role of outreach staff is to conduct especially vigorous outreach to farmworkers, including where they live, work, and gather. Outreach staff focus on educating farmworkers about workforce services and benefits available through local WSO centers and partner organizations, making quality referrals to MSFWs seeking reemployment and training services, and advocating for the Complaint System to ensure that MSFWs are aware of their legal protections. They also build relationships with workforce partners and educate them about the MSFW program through on-site visits, attending staff meetings, and making presentations. Of

note, Oregon has a population of farmworkers who require information in indigenous languages to effectively learn about workforce services, and outreach staff work to ensure those language needs are met.

#### MODIFICATION/REPLACED

Oregon Employment Department (OED) technical staff support training WSO office and MSFW outreach staff as they onboard regarding the basics of Wagner-Peyser and WIOA. The Monitor Advocate provides training on the MSFW Complaint System, outreach services, the Monitor Advocate system, sexual harassment, and other programs and initiatives. They also receive training through the Foreign Labor Certification Program Coordinator on how to conduct Agricultural Labor Housing Consultations for employers who utilize the Agricultural Recruitment System (ARS) and the H2-A program.

Technical assistance for outreach workers includes annual MSFW statewide training. This three-day training (conference) focuses on the availability of training opportunities for MSFWs, partner collaboration (such as the NFJP, Title I, and local service providers), supportive service in the community, employment service Complaint System, and providing a summary of farmworker rights, legal protections and conditions of employment.

OED remains committed to exploring the ability of conducting outreach activities to reach unknown populations of MSFWs that need to be informed of their legal protections, the Complaint System, and the services available to them through Oregon's WSO Centers.

OED is also conducting outreach activities with its Section 167 partner, Oregon Human Development Corporation (OHDC), local interest groups, employer groups through employer and worker forums, and farmworker support groups as possible, and appropriate.

The OED outreach goal for Program Year 2021 is to contact 30,900 MSFWs, and increase that number by 3% each Program Year through 2023. OED will look to reach an estimated 1,500 agricultural employers as the H2-A program continues to increase in Oregon. In PY 2020, Oregon MSFW outreach staff contacted 34,253 MSFWs, far exceeding its outreach goals. Partner agencies that conduct outreach to MSFWs come into contact with an average of 10,000 MSFWs annually, per quarterly reports they provide to OED.

The State Workforce Agency (SWA) signed a Memorandum of Understanding (MOU) with Oregon Human Development Corporation (OHDC)/National Farmworker Jobs Program (NFJP) in 2018 to facilitate MSFW registrations in the state's labor-exchange system (iMatchSkills) to increase access to reemployment and training services under WIOA. The MOU also provides NFJP staff access to job listings, the employer referral system, and wage data to help determine NFJP eligibility and provide enhanced services to MSFWs.

The Monitor Advocate will continue to work with business organizations, community service providers, and other workforce partners to explore opportunities for strengthening partnerships to improve outreach. Historically this type of work, which often involves presentations to partner agencies or meeting one-on-one with program staff, has been met with positive outcome. The Monitor Advocate looks forward to continuing this collaborative work that is critical to the success of the MSFW program.

WorkSource Oregon (WSO) staff work closely with the training resources available through the National Farmworker Jobs Program (NFJP) to make co-enrolled MSFW training and education referrals. Other training resources specifically for migrant workers include, but are not limited to, Oregon State University College Assistance Migrant Program (CAMP), Chemeketa Community College – College Assistance Migrant Program, Portland Community College – College Assistance Migrant Program, Oregon Migrant Leadership Institute, University of Oregon High School Equivalency Program (HEP), Chemeketa Community College High School



Equivalency, High Desert Education Service District Program, and Portland Community College High School Equivalency Program (HEP).

Agencies that the SWA partners with to serve MSFWs and provide education and legal assistance include:

- National Farmworker Jobs Program;
- Community Colleges;
- College Assistance Migrant Program (CAMP);
- Statewide Migrant Head Start;
- Oregon Childhood Development Corp, MSFW State Childcare;
- Legal Aid for MSFWs;
- Oregon Law Center;
- Equal Employment Opportunity Commission;
- Oregon Bureau of Labor and Industries;
- U.S. Department of Labor, Wage and Hour;
- U.S. Department of Justice;
- Centro Cultural; and
- Portland Mexican Consulate.

To help MSFW outreach staff and frontline WSO staff identify MSFWs, the state labor-exchange system (iMatchSkills) displays an MSFW indicator in the job seeker's registration profile. Staff can also search for MSFWs using the MSFW indicator alone or in conjunction with other delimiters such as last contact date, local office of assignment, assigned staff, and services received by other programs such as SNAP Employment and Training.

MSFWs referred to local WSO centers for job-placement assistance complete an intake process that includes registration in the state labor-exchange system (iMatchSkills) and a one-on-one meeting with staff that includes an assessment of needs, an orientation to workforce services and programs to include use of the state's electronic job board, and the provision of labor market and occupational information. Staff also provide reemployment assistance to include use of the state's electronic job board and assistance in applying for and filling out employment applications for positions listed with WSO. Staff also refer customers to appropriate and relevant WIOA title I partner agencies and to the local area National Farmworker Jobs Program (NFJP) for reemployment and training services.

OED will also educate agricultural employers about the responsibilities they have to workers, make job placement services available, and provide training on using the Agricultural Recruitment System (ARS) that includes regular agriculture listings and H2-A job listings. This training helps staff work with employers, who increasingly need compliance support to navigate the H2-A application process which can be administratively complex. OED is also conducting wage and practice surveys to assess real-time agricultural working conditions to better determine requirements for H-2A job listings, and to help employers recruit workers. In the next four years, OED expects to continue the increase of H2-A applications by agriculture employers. This will require more frequent and coordinated field visits to the workers that will be working alongside Oregon domestic MSFWs by the SMA, MSFW outreach specialist, and partner organizations.

## MODIFICATION/REPLACED

To facilitate communication between Employment Services (ES) and UI divisions and help strengthen partnerships for improved service delivery to shared customers (including MSFWs), WSO held a series of facilitated conversations around the state in 2019 with WSO staff (to include MSFW outreach staff) and UI center staff. Titled “WSO/UI Connectivity: Strengthening the Bond,” these sessions allowed staff to build relationships, explore service delivery approaches, and share business practices with co-workers across divisions. These conversations were well received and WSO is planning follow-up sessions in PY 2022/23 to continue these conversations to further strengthen partnerships.

Training for WSO staff includes how to provide a customized Reemployment Services and Eligibility Assessment (RESEA) program conversation, Unemployment Insurance (UI) connectivity, and recognizing UI eligibility issues, as well as core functions training. In calendar year 2019, 18 potential UI eligibility issues were detected for MSFW customers by WSO staff and referred to the UI division for review.

## MODIFICATION/REPLACED

Oregon Employment Department (OED) technical staff train MSFW staff in the office as they come on board regarding the basics of Wagner-Peyser and WIOA. The Monitor Advocate provides training on the MSFW Complaint System, outreach services, the Monitor Advocate system, and other programs and initiatives. They also receive training through the Foreign Labor Certification Program Coordinator on how to conduct Agricultural Labor Housing Consultations for employers who utilize the Agricultural Recruitment System (ARS) and the H2-A program. All MSFW staff are provided refresher training once a year at the MSFW representative annual training.

The following core curriculum courses are available to OED MSFW outreach staff.

- Facilitating Career Development

This course provides individuals with relevant skills and knowledge to assist others in planning careers and obtaining meaningful work. Staff receive in-depth training in the areas of career development in the form of 120+ class/instructional hours, provided by a nationally trained and qualified instructor using curriculum created by the National Career Development Association.

- A-COACH Approach Program

This program provides staff with the knowledge, skills, tools, and actions they need to develop a COACH Approach – a conversation style that is successful at building strong relationships, improving results, and helping people achieve their goals.

- SNAP Employment and Training Success

This course highlights one of the main tenants of the SNAP E&T program: the Orientation and what information is to be shared with the customer along with how staff can perform the obligation.

- RESEA Fundamentals

This course covers key Reemployment Services and Eligibility Assessment (RESEA) concepts to include the initial RESEA Welcome Conversation and subsequent RESEA Conversation. Topics include developing a work search advisory and reemployment plan.

- Welcome Conversation e-learnings

These are a series of short e-learning modules available for all WorkSource Oregon staff to build skills related to the Welcome Conversation (one-on-one conversations with new and returning customers).

- WSO New Hire Core Curriculum Training

New staff from around the state participate in local office activities and virtual meetings to increase skill and understanding of OED philosophies, programs, and processes. The experience is coordinated by one trainer, and various trainers lead sessions that include subject-matter experts and program managers.

- Trauma Informed Care

This course is an effort to build internal knowledge and competency around Trauma Informed Practices.

- Motivational Interviewing

This course focuses on helping staff become a helper in a customer's change process and express acceptance of our customers, their experience, knowledge, and their solutions.

- WOMIS Basics

These are four 5-15 minute e-learning episodes to create a consistent WorkSource Oregon Management Information System (WOMIS) Basics learning experience that can be reflected upon for future use. This course covers registration for WOMIS for staff and customer sides, confidentiality, message errors, and labor-exchange (iMatchSkills) registration for staff and customer sides.

- MSFW Annual Training

An annual, statewide training for all staff involved in the MSFW program. Developed by and for staff in the MSFW program.

- MSFW Housing Consultation Training

Staff learn what forms to use and what to look for when certifying housing for employers who use the Agricultural Recruitment System and the H-2A program. Staff from the Oregon Safety and Health Administration also attend to provide guidance on the housing regulations in Oregon.

- Foreign Labor Certification Program Orientation

This orientation is required before staff can obtain the authority to refer on Foreign Labor Certification Program (FLC) job listings.

- MSFW Job Service Complaint System

The purpose of this training module is to provide staff a high level overview of the Job Service Complaint process with specific focus on how it relates to Migrant and Seasonal Farmworkers.

- Culture Matters: Managing Unconscious Bias

This highly interactive half-day workshop is designed to help individuals enhance their cultural awareness and understand the effect of unconscious bias on workplace performance. Practical strategies for improving performance when working across cultures will be given. Participants draw upon research-based findings to improve their self-awareness and to develop the first steps to relating and working with cultural intelligence.

All OED field offices will collaborate with workforce partners and service providers to leverage training services for MSFWs. Partners include Oregon Human Development Corporation

(OHDC)/National Farmworker Jobs Program (NFJP) grantee of Oregon. OED will also have an ongoing cooperative Memorandum of Understanding (MOU) with OHDC to provide access to the job seeker registration system, as well as connecting them to local office workforce planning. Other partners include WIOA Title I providers, universities, local community colleges, special programs funded to serve MSFWs, High School Equivalency Programs (HEP), community development farmworker housing associations, Centro Cultural, migrant health clinics, migrant education programs, Migrant Head Start, farmworker legal services, and other farmworker advocacy organizations.

## 5. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH THE ONE-STOP DELIVERY SYSTEM

### MODIFICATION/REPLACED

MSFWs are recognized in WorkSource Oregon (WSO) centers as a targeted population group, with additional focus to deliver effective and equal access to the full range of workforce services. Federal regulations require that MSFWs receive workforce services on a quantitatively proportional and qualitatively equivalent basis as those provided to non-farmworkers. Using an integrated service delivery model (as outlined in the WSO Standards document), all customers will be offered a comprehensive menu in at minimum Spanish and English of skill enhancement products, including, but not limited to, occupational training. In addition, staff at WSO centers will use a variety of tools to attempt to match the job seekers' skills, interests and abilities with available high wage, high demand jobs in their current labor market area, or in other areas if desired. The integration of services with WIOA partners is intended to increase the quality of services, focus on skill and talent development of both unemployed and current workers and, on a system-wide basis, increase the wages, job retention and job advancement of Oregonians.

In addition to improved customer outcomes, more efficient and effective customer service is expected from the systematic coordination of federal workforce services. Finally, more efficient use of resources, and elimination of program duplication from enhanced integration are also expected to improve the use of limited and declining funding. Designated MSFW representatives within each workforce area will continue to work with local management and staff to keep focused on service delivery and equity outcome goals regarding MSFWs.

Customer outcomes are measured by the federal MSFW performance measures (quantitatively proportionate services that include the following categories: Referred to Jobs, Provided Workforce Services, Referred to Support Services, Career Guidance, and Job Development); increased placements of MSFWs through local Business Services Teams, which provide enhanced recruitment and referral services for employers in targeted sectors; increased numbers of MSFW registrations that are complete and current in the state's labor exchange system, iMatchSkills; and finally, anecdotal evidence obtained through MSFW outreach staff and OHDC partner staff.

Training resources through the broader workforce system are also of interest to agricultural employers. Employers have identified that increased skills are needed for many agricultural opportunities, whether for supervisory positions or to meet the changing mechanization and technology requirements of the industry. WSO staff will work to increase placement results through more effective identification of skills that agricultural employers are seeking and identifying through their registrations in iMatchSkills.

Integrating WIOA and Wagner-Peyser services is an advantage to agricultural employers and their access to the workforce system. In particular, locally designed employer services teams will have responsibility for connecting local employers to WSO centers. To the extent agricultural employers connect with the workforce system individually or industry wide, job seekers will be better informed about available jobs, needed skills and training options related

to agriculture, and the workforce system will be more informed about and responsive to the workforce needs of agriculture.

The most important Business Service WSO provides is connecting employers to qualified candidates. Business services are responsive to business and workforce needs of the local area, how these align with local sector strategies, and protocols to access recruitment processes and other services. All WSO centers will provide appropriate recruitment and other business services on behalf of employers (to include agricultural employers), including small employers, in local areas. Business services include: recruitment services, customized training, incumbent worker training, job postings, incentives, and rapid response.

Business services are continually evolving and improving. At the start of 2013, WorkSource Oregon began offering an enhanced business services model. Employers select this option when they want a deeper partnership with their business services staff member. To build a successful relationship, WSO staff begins by conducting on-site employer visits prior to the start of the recruitment, to better understand the business culture and the business recruitment needs, which allows staff to refer qualified candidates in a timely manner with an increased level of success. The employer then has a smaller, more highly qualified applicant pool, which saves them time and money.

This model has proven successful in building high-functioning business services teams, which serve as a single point of contact for businesses. In turn, this has helped improve communication and coordination of service delivery between workforce partners and allowed for more streamlined and targeted placement of WorkSource Oregon customers to include MSFWs, veterans, claimants, dislocated workers and other special populations. This model has also helped local areas align business services efforts and ensure that workforce investment activities meet the needs of businesses and support economic growth in each area. Enhanced communication, coordination and collaboration among businesses, economic development, service providers, business team members, and the local Boards will help leverage and align collective resources.

An example of helping connect MSFWs with employers is the work started in 2019 between the Monitor Advocate and the WSO Business Services Program Coordinator. Through this partnership, local Business Services Teams have increased collaboration with MSFW outreach staff to facilitate the referral of MSFWs to the Business Services Teams for enhanced job placement assistance. These teams develop relationships with businesses and work closely with them through the entire recruitment process. These teams also focus on filling job listings in the local sector strategy.

Activities that offices may pursue to facilitate increased successful labor exchange on all agricultural listings include handing out and collecting applications for work, scheduling interviews, and providing space at a specific field office for the employer's interviews. Staff may also assist workers with the actual application, help with translation at interviews when needed, and re-contact workers referred for an interview. This follow-up activity can produce more reliable recruitment results for the employer and the agency, helping to see that available workers are hired for needed employment. Staff will also use historical information on monthly employment patterns to identify opportunities for workers to effectively move from one local grower to another or be available for referral on any agricultural listing approved for recruitment of non-local workers.

OED will continue to promote membership on local and state workforce boards, and to meet agricultural business owners and other business owners who see limited English proficient MSFWs and others as potential employees. This will help raise awareness of training needs within agriculture for MSFWs to reach higher levels of education, and may open new options for securing training funds from within and outside the workforce system.

MSFWs will be encouraged to go to WorkSource Oregon (WSO) centers to receive the full services offered to all job seekers. MSFWs who are not fluent in English receive one-on-one interviews with staff for registration and job referrals. Staff that are not bilingual in the language of the job seeker are to seek interpreter services, including in indigenous languages, through the department's contracted interpreter service, or with the assistance of the coordinator of the Limited English Proficiency (LEP) program. Other MSFWs are to be offered assistance in registration to assure quality registrations are completed. Staff assistance is available to all MSFWs for learning the OED computer job match system and for using English and Spanish websites for looking at available jobs and learning about other workforce services. OED MSFW representatives will assist MSFWs in filling out applications for job listings registered in the OED system.

The majority of MSFWs registered with OED, consistent with the overall farmworker population, require services to be provided in Spanish. Services and resources identified and promoted through the workforce system will include access to and referral of MSFWs to all WIOA service program providers, and specifically Oregon Human Development Corporation's National Farmworker Jobs Program (NFJP) in areas of the state in which they operate. Information about services from community partners, including food, clothing, housing, transportation, medical, social and legal assistance, will also be a continuing referral. With significantly increased concerns over an adequate labor supply for Oregon agriculture, WSO expects its labor exchange system will become a critical resource for agricultural employers.

In response to the pandemic, WSO centers closed to in-person traffic in spring 2020 and did not fully reopen to the public until summer 2021. During this time period, technology enhancements and staff training were phased in to support the delivery of services in a virtual format. These include video conferencing software for use with external customers; a new WSO website that greatly improves customer access to the menu of reemployment and training services in twelve languages; an online appointment tool that allows job seekers to make virtual or in-person appointments with staff, or reserve computer time in a center, available in Spanish and English with additional translations underway; and automated emails to inform job seekers of their registration status and encourage customer engagement with WSO staff.

In addition, the state's Online Claim System in 2021 was expanded to allow for new claims to be started in Spanish, Russian, and Vietnamese in addition to English. A new contract was also established for vendors to provide telephonic interpretation services, which expanded the number of languages available to meet customer demand.

MSFW outreach staff will also serve as an MSFW voice at the local level to raise any issues impacting MSFW customers as system integration moves forward through awareness of the Job Service Complaint System. Outreach includes information regarding the use of the Complaint System and follow up of complaints. All complaints are logged and reported to USDOL as provided in federal guidance. In addition, staff will provide MSFWs with information regarding worker rights through information sharing sessions and flyers.

#### MODIFICATION/REPLACED

MSFW outreach staff will continue to be trained on the Agricultural Recruitment System (ARS) by the Monitor Advocate and Foreign Labor Certification (FLC) Program Coordinator. Currently, outreach staff provide USDOL ARS brochures to employers when marketing services to agricultural employers. OED held a special work session at the 2020 annual MSFW training that focused on marketing the ARS and working with employers to identify alternative recruitment strategies.

## 6. OTHER REQUIREMENTS

### A. COLLABORATION

## MODIFICATION/REPLACED

All OED field offices will collaborate with workforce partners and service providers to leverage reemployment and training services for MSFWs. Partners will include Oregon Human Development Corporation (OHDC)/National Farmworker Jobs Program (NFJP) grantee of Oregon. OED will also have an ongoing cooperative Memorandum of Understanding (MOU) with OHDC to provide access to the job seeker registration system as well as connecting them to local office workforce planning. Other partners include WIOA Title I providers, universities, local community colleges, special programs funded to serve MSFWs, HEP language classes, community development non-profit farmworker housing associations, Centro Cultural, migrant health clinics, migrant education programs, Migrant Head Start, farmworker legal services, and other farmworker advocacy organizations.

The SWA will continue to collaborate closely with the Oregon Occupational Safety and Health Organization (OSHA), the Mexican Consulate, and the California State Monitor Advocate (through an MOU signed in Program Year 2018).

WorkSource Oregon (WSO) signed a four-year MOU with OHDC/NFJP in 2018. NFJP providers train alongside WSO staff in yearly training events and are increasing interactions in referrals. NFJP management will continue to share knowledge of their program to local WSO offices. NFJP staff have gained access to the state's labor-exchange system (iMatchSkills) to register customers for workforce services, provide referrals to job listings, and track services provided to MSFWs.

Oregon's WIOA partners will be included in regional and local planning to ensure MSFW program customers are considered in their program service provisions. WSO staff currently work closely with the training resources available through the National Farmworkers Jobs Program. Other training resources especially for migrant workers include Oregon State University College Assistance Migrant Program (CAMP), Chemeketa Community College-College Assistance Migrant Program, Portland Community College-College Assistance Migrant Program, Oregon Migrant Leadership Institute, University of Oregon High School Equivalency Program (HEP), Chemeketa Community College High School Equivalency Program, Portland Community College High School Equivalency Program (HEP), and the High Desert Education Service District.

While MSFWs are recognized as a targeted population and receive equitable workforce services at the State Workforce Agency (SWA), further integration of the WIOA Title I services for MSFWs is an opportunity particularly for youth. As more H2-A job listings come into Oregon, more domestic MSFWs are being displaced and Title I employment and training services could benefit many of these impacted workers. To facilitate this connection, promoting and referring domestic MSFWs to WIOA Title I providers will be encouraged at all local WorkSource Oregon centers.

Improving access to and enrollment of MSFW customers with Title I employment and training services is a priority for the Monitor Advocate in Program Years 2020-2023. One opportunity to improve this connection is for OED management to meet with state workforce boards and WIOA Title I providers to address how to provide services to both domestic MSFWs and agricultural business owners who see MSFWs as potential employees. An awareness of the rights and services that MSFWs should receive under WIOA Title I needs to be explored, discussed and a recruitment process consistently implemented.

## B. REVIEW AND PUBLIC COMMENT

The state's NJFP grantee, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations were given an opportunity to comment on the AOP. Below is the list of organizations from which feedback and suggestions were solicited. Also included are comments received and our responses to those comments.

- Columbia Gorge Growers Shippers, Executive Director
- Legal Aid Services of Oregon, Attorney
- Oregon Association of Nurseries, Wilsonville Executive Director
- Oregon Bureau of Labor and Industries, Compliance Manager
- Oregon Department of Agriculture, Special Assistant to the Director
- Oregon Farm Bureau, Executive Vice President
- Oregon Human Development Corporation, Executive Director
- Oregon Law Center, Farmworker Office, Managing Attorney
- Pinos y Campesinos Unidos del Noroeste, Executive Director
- State of Oregon Governor's Office, Affirmative Action Manager
- US Department of Labor, Wage and Hour Division, Portland District Office
- US Department of Labor, Wage and Hour Division, Community Outreach Specialist

**The following comments were received from Legal Aid Services of Oregon (LASO) and Oregon Law Center (OLC), Farmworker Office. Our comments are in italics.**

#### 1. Assessment of Need

We are troubled that you lead the assessment of need with a statement that employers note that there are fewer U.S. workers and are turning to the H-2A program. Later, the plan notes that there are about 90,000 agricultural workers in the state of Oregon and that only several 1000 of them are H-2A workers each year. Thus, while there may be an increasing number of H-2A job orders, the number of H-2A workers is quite small compared to the number of agricultural workers in Oregon (60,000 of the 90,000 are seasonal workers). We suggest you lead your plan highlighting that the Oregon Employment Department's work is to connect these 90,000 workers who want to keep working in Oregon with the agricultural employers who need them, and who by law are required to hire them in preference to H-2A workers.

*OED Response: Thank you for the suggestion. Instead of changing the lead to our plan, OED will incorporate language emphasizing that one of our longstanding goals has been and will continue to be connecting domestic MSFWs with agricultural employers as appropriate.*

Your first paragraph concludes with an assessment of how compliance with state and federal laws adds paperwork and cost. We ask that the plan recognize that state and federal laws were enacted by our elected leaders to meet important goals, namely protecting the rights of workers. Many agricultural employers are successfully running businesses and complying with the laws. This plan should support those employers and support workers' access to their rights. Tacit agreement with complaints about compliance undermine OED's critical role in ensuring that program requirements are met and the laws are followed.

*OED Response: Thank you for the feedback. OED will remove the statement about compliance with state and federal laws adding paperwork and cost.*

We support your recognition that Oregon's minimum wage and the higher AEWR may be factors in attracting workers. We suggest that the department include in its assessment that employers' improvement of other non-wage terms and conditions of employment can help to retain or bring in more workers. These non-wage terms could healthy workplaces, healthy pacing of work, quality lunch/break rooms, positive supervision, etc. OED should also give



specific recognition and support to our aging agricultural workforce and the important role that female farmworkers play in the success of Oregon agriculture.

*OED Response: Thank you for the feedback. OED will add improvement of non-wage terms and conditions as a factor that could help attract workers. OED's role is to provide equitable support to all those seeking our assistance. OED recognizes and appreciates the contributions of all those who have played a role in the success of Oregon agriculture. However, OED does not believe the purpose of the AOP is to recognize specific groups of individuals for their contributions.*

We support the recognition that quality housing is key to attracting and retaining workers. We support your request for annual OSHA inspections and "more stringent housing inspection standards." (p. 2)

*OED Response: OED thanks LASO and OLC for agreeing with us and appreciates the support.*

#### A. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE

In this section, it is not clear what are the top five labor-intensive crops (as requested by the instructions), when these crops have heavy activity nor what that activity is, nor what are the specific geographic areas of those top five-labor intensive crops. This information is critical for the Employment Department staff to take the steps to develop and implement a plan to match employers with employees. The general assertions made are insufficient to guide a meaningful plan. For example, some of the listed crops, like hazelnuts, may be a top commodity but are not in the top five labor-intensive crops. We request that a more detailed assessment of the need be included in this section of what type, when and where is agricultural labor needed.

This part of the plan does not include Farm Labor Contractors, employers who hire thousands of workers to perform agricultural work in Oregon. We ask you to recognize the important role that licensed contractors play in supplying labor at times of critical need and include their perspectives in the plan.

*OED Response: Thank you for the feedback on the top-five labor-intensive crops. OED agrees with your assessment and will update the top-five labor-intensive crops list to include the months and specific geographic regions of heavy activity.*

*As mentioned earlier, OED recognizes and appreciates the contributions of all those who have played a role in the success of Oregon agriculture. However, OED believes recognizing individuals for their contributions to the agricultural industry is not in scope for the AOP.*

#### B. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS

Again, we are concerned that you follow the paragraph describing the 90,000 domestic agricultural workers, with a focus on the "increase" of H-2A workers. We ask the Employment Department to maintain its focus on connecting agricultural employers with domestic workers.

We appreciate your recognition of the need to serve agricultural workers who speak Spanish and those who speak indigenous languages from Mexico. We also ask the department to recognize the growing and diverse communities of workers from Guatemala. We ask that the plan include specific steps as to how to reach these communities and in particular how to provide meaningful services in languages other than English and Spanish and to those who have limited literacy and computer skills.

*OED Response: As stated earlier, OED will incorporate language emphasizing that one of our longstanding goals has been and will continue to be connecting domestic MSFWs with agricultural employers as appropriate.*

*Thank you for the suggestion to recognize the growing and diverse communities of workers from Guatemala. OED will communicate this important need to outreach staff and work to promote services to this community. However, OED believes adding language about outreach to a specific*

*group of workers is out of scope for the AOP. Please know that OED is committed to outreach activities to locate and contact as many MSFWs as possible not reached by normal intake/registration activities in local WorkSource Oregon centers.*

## 2. Outreach activities

### A. CONTACTING FARMWORKERS WHO ARE NOT BEING REACHED BY THE NORMAL INTAKE ACTIVITIES CONDUCTED BY THE EMPLOYMENT SERVICE OFFICES.

This is a critical section. We appreciate your recognition that "MSFW outreach staff and WSO field staff do not sufficiently update and promote H-2A job listings with higher paying wages to the local domestic workforce." (p. 4) We ask you to include specific steps that staff will take to communicate H-2A job listings to the domestic workforce with specific performance measures. These steps might include radio shows, job fairs, including specific H-2A job listings when MSFW outreach staff do community presentations and outreach events, consistently creating easy-to-read attractive flyers within a short time frame and distributing to key organizations and community locations (like laundromats and local stores). Please include specific steps about how will you connect with indigenous language speaking communities - will you hire staff who speak indigenous languages, tape radio spots in those languages, etc.

*OED Response: OED appreciates the suggestions for promoting H2-A job listings to domestic workers and will take those into consideration for implementation. OED will add language to the AOP to reflect this important activity and the need to look at alternative ways to promote H2-A job listings to the local domestic workforce. OED has and will continue to promote H2-A job listings by posting them in our one-stop centers so they are visible to MSFWs and others to consider. OED also appreciates the suggestions for connecting with indigenous language speaking communities and will take those into consideration for outreach staff.*

We support your recognition of the importance of "one-to-one" outreach. We ask that MSFW staff be given the time outside of the office to make these connections happen. We ask the Employment Department to track MSFW staff time to ensure that sufficient time is spent outside of the office, in the field. We ask you to set specific performance measures as to the amount of time for MSFWs to spend in the field conducting outreach to domestic agricultural workers, as required by the Wagner-Peyser Act and regulations.

*OED Response: Each of our seven significant MSFW offices have full-time, dedicated, staff responsible for MSFW outreach efforts. Non-significant offices also have dedicated staff as needed during peak seasons to perform outreach work. Local office management in coordination with the State Monitor Advocate are responsible for ensuring outreach staff perform their duties as required under federal guidelines and local outreach plans. At this time, OED believes current oversight is sufficient and that implementing performance measures for staff is an unnecessary administrative burden for the department at this time.*

We applaud the Monitor Advocate for his "vigorous outreach." His presence in the many agricultural worker communities is well-known. We also thank the MSFW staff for their efforts. It is important that OED acknowledge and support the valuable contributions to OED's mission that the Monitor Advocate and MSFW workers make.

*OED Response: OED appreciates LASO's and OLC's recognition of the State Monitor Advocate's work and the contributions of MSFW staff in serving the MSFW community.*

Each region is different. We suggest that the plan include details about the specific efforts the significant offices will take to contact farmworkers not reached through normal intake activities.

*OED Response: Thank you for the suggestion. Please know that each significant office works with the State Monitor Advocate to prepare an annual outreach plan describing specific outreach steps*

*to contact MSFWs in their community. OED believes that providing this level of detail for significant offices is outside the scope of the AOP.*

#### B. PROVIDING TECHNICAL ASSISTANCE TO OUTREACH WORKERS.

We appreciate that this section starts with assertion that OED is conducting wage and practice surveys to help determine actual working conditions. (p. 5) We ask OED to complete the survey such that prevailing practices can be established. Not only did the 2016 plan include a plan to conduct a survey, as you know, Oregon has gone for many years without prevailing practice survey results. We ask OED to commit the resources necessary to complete this. We ask that the plan include a date by which such survey will be completed. We ask that regular completion of these surveys continue as required by law and that they be used to evaluate job openings. In the absence of completed and validated surveys, we ask that OED use its staff expertise and other information to make informal determinations of actual prevailing practices in the agricultural areas.

*OED Response: OED is committed to conducting and completing a wage and prevailing practices survey. We have the necessary resources to put a survey together and disperse it. We will attempt to obtain responses from agricultural employers in Oregon as best we can. In absence of a finding from the responses we receive, we will conduct ad-hoc surveys and request guidance from expert staff. OED is not prepared at this time to include a survey completion plan.*

We support the need to adequately complete MSFW registrations. We note that this includes training all WorkSource Oregon staff who may greet agricultural workers coming into the office. This training should include respectful and culturally appropriate ways to determine whether a worker has the requisite skills to use the computer system. Our clients often tell us that they are just pointed to a computer when they do not know how to use one or have the skills to learn how to use one. OED staff should complete the MSFW registrations when agricultural workers are unable to do so themselves.

*OED Response: Thank you for providing this feedback. OED is committed to ensuring future MSFW training sessions incorporate respectful and culturally appropriate ways for staff to determine whether MSFWs have the requisite skills to use our computer systems.*

We support the need for increased field visits. (p. 6) We suggest that the plan include additional training on what steps to take during field visits, including adequate record keeping of data collected during such field visits. Documenting the work experiences of MSFWs during field check interviews is essential to ensuring that employers adhere to the requirements of the law.

*OED Response: OED appreciates this suggestion but believes this level of detail is beyond the scope of AOP. Please know that OED has developed new documents for staff to capture field visit data. These documents outline steps to take during field visits and include sections for recording specific field data and other relevant information. These documents will be shared with staff at the upcoming MSFW training conference and in future training sessions.*

#### C. INCREASING OUTREACH WORKER TRAINING AND AWARENESS ACROSS CORE PROGRAMS INCLUDING THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING ON IDENTIFICATION OF UI ELIGIBILITY ISSUES.

We support the need for increased funding and other resources to support MSFWs. Staff time spent in the field connecting with agricultural workers one-on-one in safe, community locations is key to meaningfully reaching many workers. We note that while it is important for field work to include outreach to H-2A workers, sometimes that work is easier because the H-2A workers are easier to be found. It is critical that field work include the difficult work of finding and connecting with domestic agricultural workers in their communities.

*OED Response: Thank you for your support. OED agrees that is critical to find and connect with domestic agricultural workers to provide labor-exchange and other needed services. This has been and will continue to be a focus of the MSFW program.*

We continue to be concerned that many agricultural workers face barriers in accessing unemployment benefits. Many workers do not understand the telephone system or how to report correctly. Language barriers often cause misunderstandings that lead to allegations of overpayments causing those workers to avoid applying for benefits in the future even when they are eligible because they are afraid. We suggest that the department conduct focus groups with agricultural workers who use the UI system or have used it in the past but have ceased using it to obtain further insight on how to reduce barriers to accessing these important benefits. We suggest that the plan include training for UI staff on agricultural worker issues such as transportation, raiteros, contract work, usual work searches, etc.

*OED Response: OED appreciates this feedback and will share your concerns and suggestions with UI management.*

#### D. PROVIDING STATE MERIT STAFF OUTREACH WORKERS PROFESSIONAL DEVELOPMENT ACTIVITIES

We suggest that the "Agricultural Outreach Workers Training Module" also include cultural competency training specifically regarding working with farmworkers and their different communities.

*OED Response: OED agrees and is developing a cultural competency training for the OED training team so they can better assist and relate to MSFW outreach staff.*

#### 3. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH ONE-STOP DELIVERY SYSTEM.

##### A) PROVIDING THE FULL RANGE OF EMPLOYMENT AND TRAINING SERVICES TO THE AGRICULTURAL COMMUNITY

This section of the plan was difficult to understand because many assertions were vague and did not include specific steps that staff will take to insure that agricultural workers receive workforce services equitably. For example, "[i]n addition to improved customer outcomes, more efficient and effective customer service is expected from the systemic coordination of federal workforce services." (p. 10). The plan fails to list what are the "customer outcomes" desired, nor how more efficient and effective customer service will be measured. It is unclear exactly how federal workforce services will be coordinated. Effectively serving MSFWs requires additional effort that might run counter to vague concepts of "efficiency."

*OED Response: Customer outcomes will be measured by the federal MSFW performance measures (quantitatively proportionate services that include the following categories: Referred to Jobs, Provided Workforce Services, Referred to Support Services, Career Guidance, and Job Development); increased placements of MSFWs thru local Business Services Teams, which provide enhanced recruitment and referral services for employers in targeted sectors; increased numbers of MSFW registrations that are complete and current in the state's labor-exchange system, iMatchSkills; and finally, anecdotal evidence obtained through MSFW outreach staff and OHDC partner staff. This language will be added to the AOP.*

*As for coordination of federal workforce services, the plan mentions, in numerous places, coordination with OHDC to mutually serve a common customer and collaborate outreach efforts. The plan also identifies the need to enhance ties with Title 1 providers for serving MSFW customers. OED is also a SNAP Employment and Training provider (a program launched in 2017). This program is offered in all WorkSource Centers across the state and made available to eligible MSFWs as part of WorkSource Oregon's "Welcome Conversation" for new and returning customers.*

*Services offered through SNAP E&T include enhanced job placement assistance, support services to include assistance with transportation, tools, and other work related expenses, and funding for training. Staff are also trained to assess and refer customers to other WIOA partner programs as relevant and necessary.*

We understand that improved registrations is necessary to this system working. Please describe in the plan what the department understands to be the current barriers to adequately obtaining MSFW registrations and what strategies it will employ to work to overcome those barriers. Please state what are the department's goals - how many new MSFW registrations will be completed each year for each significant office.

*OED Response: Thank you for the suggestions to update the AOP. Improving the quality of MSFW registrations will be a key initiative for the department in the coming years. Training is currently being developed to assist staff in working with MSFW customers to develop quality registrations to improve job matching and service delivery efforts. In developing this training, OED will also learn more about current barriers to serving MSFWs and obtaining quality registrations. Please know that this training is being developed by OED's Workforce Operations training unit. This unit is staffed with dedicated, full-time trainers that specialize in all aspects of training development and delivery. These individuals work closely with subject matter experts and other technicians to develop customized training for staff. And finally, the department is working to develop strategies to monitor and measure quality registrations.*

*In regards to stating the department's goals with respect to the number of MSW registrations that will be completed each year, OED believes listing this is outside the scope of the AOP and furthermore, trying to predict the number of registration per office would be difficult.*

Please share what are the steps by which "locally designed employer services teams" will connect local employers with domestic agricultural workers. Please explain how "local Business Services Teams" will help enhance "job placement assistance" for agricultural workers. Those steps are not clearly listed in the plan.

*OED Response: Comprehensive Business Services are offered through WSO centers to ensure that WSO is providing a value-added service to businesses and is supporting local sector strategies and investment priorities. Staff working in these roles are referred to as "employer services teams." The most important Business Service WSO provides is connecting employers to qualified candidates. Business services are responsive to business and workforce needs of the local area, how these align with local sector strategies, and protocols to access recruitment processes and other services. All WSO centers will provide appropriate recruitment and other business services on behalf of employers (to include agricultural employers), including small employers, in the local area. Business services include: recruitment services, customized training, incumbent worker training, job postings, incentives, and rapid response.*

*Business services are continually evolving and improving. At the start of 2013, WorkSource Oregon began offering an enhanced business services model. Employers select this option when they want a deeper partnership with their business services staff member. To build a successful relationship, WSO staff begins by conducting on-site employer visits prior to the start of the recruitment, to better understand the business culture and the business recruitment needs, which allows staff to refer qualified candidates in a timely manner with an increased level of success. The employer then has a smaller, more highly qualified applicant pool, which saves them time and money.*

*This model has proven successful in building high-functioning business services teams, which serve as a single point of contact for businesses. In turn, this has helped improve communication and coordination of service delivery between workforce partners and allowed for more streamlined and targeted placement of WorkSource Oregon customers to include MSFWs, veterans, claimants, dislocated workers and other special populations. This model has also helped local areas align business services efforts and ensure that workforce investment activities meet the needs of*

*businesses and support economic growth in each area. Enhanced communication, coordination and collaboration among businesses, economic development, service providers, business team members, and the local Boards will help leverage and align collective resources.*

*OED's business services teams are currently working with the OED's Business Services Coordinator and MSFW outreach staff to facilitate the referral of MSFWs to Business Services teams for job matching and placement services.*

We support the plan's listing of activities to help support labor exchange for agricultural workers. We ask that the plan emphasize the critical step of MSFW staff following up and contacting workers referred to jobs to determine what happened. If the worker was not offered the job, MSFW staff should inquire further as to what occurred, record that information and determine if further assistance is needed. Use of the Job Service Complaint System is essential to ensuring that MSFWs receive the services they need from OED and the jobs they deserve from agricultural employers.

*OED Response: Thank you for this suggestion. OED's current business model supports follow-up with MSFWs after referral. We will continue to train to this and look for ways to improve follow-up activities. OED does not believe the plan needs to emphasize the importance of follow-up activities.*

We support the activity listed as "[s]taff will also use historical information on monthly employment patterns to identify employment opportunities for workers to effectively move from one local grower to another or be available for referral on any agricultural listing approved for recruitment of non-local workers." (p. 10) We ask that the plan include a specific goal of where this will occur and by which date annually will such an assessment be made. We ask further that the plan specify how this information will be communicated to employers and workers.

*OED Response: Thank you for this feedback, OED will take these suggestions into consideration. OED is not prepared to discuss any potential goals related to employment assessments at this time.*

We support that OED will promote the inclusion of agricultural workers on local and state workforce boards. (p. 11) We also support that the training needs of agricultural workers be assessed by these boards and that training resources be equitably allocated to this group of low-income workers.

*OED Response: OED appreciates this feedback and thanks LASO and OLC for their continued support of our efforts in these critical areas.*

#### C. MARKETING THE AGRICULTURAL RECRUITMENT SYSTEM TO AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH PUBLICITY.

We appreciate that "WSO expects its labor exchange system will become a critical resource for agricultural employers." (p. 11) However, the labor exchange system has to be publicized to employers in a targeted manner. We ask that the plan include an assessment of those employers most likely to benefit from the system and the timing when the employers are most likely to benefit from use of the system. OED could require employers to utilize the system before it determines that there are insufficient domestic workers available as needed to approve H-2A job orders.

*OED Response: Thank you for these suggestions. OED agrees that a more sophisticated mechanism or model to identify and target employers most likely to benefit from using the system would be helpful. This need will be taken into account as the department moves toward modernizing its labor-exchange system.*

#### 4. OTHER REQUIREMENTS

##### (A) COLLABORATION

We appreciate your concerned recognition that "[w]hile MSFWs are recognized as a targeted population and receive equitable workforce services at the State Workforce Agency (SWA), integration of the WIOA Title I services for MSFWs is unresponsive" and that "[a]s more H-2A job listings come into Oregon, more domestic MSFWs are being displaced." (p. 12) Both of these situations are not only undesirable but also potentially unlawful. We ask that the plan include specific steps as to how Title I services will be integrated and how to prevent domestic MSFWs from being displaced. We ask that the plan include specific goals as to how many MSFWs will be referred to WIOA Title I providers and that follow up be done to check on the status of those referrals.

*OED Response: OED does not believe it necessary to develop goals on MSFWS referred to and served by Title 1. Instead, OED will be working with our Title 1 partners on ways to improve integration of service delivery to MSFWs. Specific steps to improved integration will be identified as conversations with partners occur, areas for integration are identified, and service delivery models are developed.*

### (C) DATA ASSESSMENT

We understand that the "WSO has fallen short of providing qualitatively equivalent and quantitatively proportionate services to MSFWs in comparison to services provided to non-MSFWs in the areas of Total Staff Hires, Staff Hires at Greater than Minimum Wage, and Staff Non-Agricultural hires." We ask you to clarify what are the department's goals in these areas for the next four years. Please give additional information on what does it mean to "focus on addressing the needs of the agriculture employer base to improve the hiring of Total Active MSFW applicants." How will the department increase outreach - what are your outreach goals? How many MSFWs will be referred to NFJP?

*OED Response: OED does not have specific goals for these measures (Total Staff Hires, Staff Hires at Greater than Minimum Wage, and Staff Non-Agricultural hires), but will take this into consideration. To improve outcomes, OED's regional business services teams will be working closely with outreach staff to help place MSFWs with employers posting with WorkSource. By focusing on addressing the needs of the agriculture employer base to improve the hiring of Total Active MSFW applicants, OED means it will enhance outreach to agricultural employers to better understand their hiring needs (this will be done in coordination with our business services teams as discussed above in a prior section). This outreach will be conducted by outreach staff and members of our business services teams. OED will identify agricultural employers through the iMatchSkills database of employers and by using employer data from our research unit and other venues. Outreach will be conducted using a variety of methods as appropriate to include in-person visits, phone calls, email, and attending community events such as the Chamber of Commerce meetings. OED has not established any outreach goals in terms of numbers, but will take this suggestion into consideration. And finally, OED has not identified the need to develop a goal of MSFWs referred to NFJP, but will also take this into consideration.*

We ask that the plan include not approving job orders that are not in compliance and for which there are sufficient domestic workers. We ask the plan include steps that the department will determine whether there are sufficient domestic workers before approving job orders. We ask that the plan include that outreach to domestic MSFWs includes publicizing specific H-2A job orders. We ask that the plan include how many job fairs will be held in each significant office for H-2A jobs. We ask that the plan include whether follow up will be conducted to MSFWs referred to H-2A jobs. As you state in the following section, "[s]imple follow ups with MSFW clients, H-2A job listing promotion and advertisings, job fairs for MSFWs, updated and complete MSFW registrations in the state's labor exchange system, and communication with agriculture employers regarding domestic MSFW referrals would significantly improve outcomes if implemented and managed through the SWA." (p. 15) We agree! We ask that the plan include performance measures goals for each significant office and specific steps as to how these goals will be reached.

*OED Response: In regard to not approving job orders that are not in compliance and for which there are sufficient domestic workers, please know that OED follows federal guidelines in the review and approval of H-2A job orders. We do believe this needs to be called out in the AOP.*

*In regard to the plan including steps that the department will determine whether there are sufficient domestic workers before approving job orders, please know that this is something that OED will look into and is open to further discussions with LASO and OLC on a process for moving forward. As for including this in the plan, we believe that such steps are beyond the scope and intent of the AOP.*

*In regard to asking for the plan to include that outreach to domestic MSFWs includes publicizing specific H-2A job orders, please know that OED publicizes H-2A job orders through iMatchSkills and posts them in WSO Centers. OED is also exploring ways for outreach staff to distribute flyers about job orders thru community events and regular staff outreach activities. OED is open to other methods of promoting H-2A job orders to domestic MSFW's and will continue to explore ways to promote these listings to domestic MSFWs. OED will add a statement to the plan reflecting these additional outreach activities.*

*In regard to the plan including how many job fairs will be held in each significant office for H-2A jobs, please know that job fairs for H-2A job orders will be held on an as-needed basis in local WSO Centers. As such, a specific number of job fairs cannot be provided in the AOP.*

*In regard to asking that the plan include whether follow up will be conducted to MSFWs referred to H-2A jobs, OED agrees. OED does mention following-up with MSFWs but will modify the language to clarify that this is in relation to job referrals.*

*In regard to having the plan include performance measures goals for each significant office and specific steps as to how these goals will be reached, we thank you for the suggestion. However, OED believes adding goals for each office is beyond the scope of the AOP. OED is open to a dialogue with LASO and OLC regarding performance measures for individual offices.*

#### **(D) ASSESSMENT OF PROGRESS**

We appreciate your assessment. We appreciate the work of many of your department's staff that are working to make this work. We ask for broader support from the department, especially WorkSource Oregon directors and staff, to make this work a priority, to create specific action plans and to hold offices accountable to accomplish the steps listed in the plans.

Thank you for giving us this opportunity to provide some comments about your plan. We look forward to continuing to work with you and your staff to help improve services and equitable access to resources for domestic workers.

*OED Response: OED would like to thank LASO and OLC for their thorough and thoughtful review of our AOP and providing valuable feedback and suggestions on ways to hold the MSFW program accountable, improve service delivery to the MSFW community, and further strengthen OED partnerships with service providers. OED looks forwards to working with LASO and OLC to ensure MSFW customers have equitable access to services and are served in a manner that is qualitatively equivalent and quantitatively proportionate to the services provided to all other job seekers.*

**The following comments were received from Oregon Human Development Corporation (OHDC). Our comments are in italics.**

#### **I. AOP Section 1 – Assessment of Need: Page 2, 2nd paragraph includes the statement:**

The MOU is subject to change and re-evaluation if OHDC fails to collaborate.

OHDC Comments: "OHDC objects to this language – the Memorandum of Understanding between OED and OHDC is subject to change and is re-evaluated from either party.



Collaboration is not a one-way street. This sentence implies that OED is the arbiter of the level of cooperation/collaboration of this relationship. Please strike this sentence.”

*OED Response: OED agrees with OHDC and will strike the sentence.*

## **II. AOP Section 1 – Assessment of Need: Page 2, 3rd paragraph states:**

Below is a list by activity and services category showing the number of farmworkers OHDC proposed to serve in Program Year 2019 under the NFJP. MSFWs may be eligible to receive these services under NFJP when referred to OHDC by WorkSource Oregon (WSO) staff and partner programs. WSO staff, particularly MSFW representatives, work in concert with NFJP staff to promote these services to farmworkers.

OHDC Comments: “There (is) no value to the intended audiences on the exact numbers OHDC proposes to serve and or expected categories. Please remove numerical values from activities and strike those service activities.

Below is a suggested rewrite of this paragraph and subsequent activities.

Below is a list of WIOA based services that are made available via the Oregon workforce development system. We acknowledge while there is a dedicated Career/Training Farmworker service provider in OHDC via the National Farmworker jobs Program, it is upon the workforce system as a whole to ensure that equitable services are accessible to farmworkers across the state.

Therefore, the following menu of services is made available for referrals from WSO staff to OHDC NFJP offices for farmworkers. The referrals made by WSOD should not include those services that can be delivered via current WSOD MSFW and or OED staff.

Career Services:

- Basic Career Services
  - Registration into state job search system
  - Eligibility determination for the NFJP program
  - Initial assessment of skill levels including literacy and English proficiency, and support service needs
  - Job search assistance and placement
- Individualized Career Services
  - Funded Work Experience opportunities
  - Career Planning
  - Development of Individualized Employment Plans
  - Short term pre-vocational classes (Ethics in the workplace, teamwork, problem-solving, working in U.S. culture)
  - Job Readiness classes
  - English language acquisition classes and access to ESL software
- Follow-up Services
  - Counseling on workplace integration and success

- 12 months of follow-on services to ensure successful placement after exiting from program services
- Training Services
  - Occupational skills training
  - On-the-job training opportunities
  - Training programs offered by the private sector
  - Other training opportunities as allowed by WIOA”

*OED Response: OED agrees with OHDC’s comments and will strike this section. OED does not agree to the suggested rewrite which essentially lists mandatory WIOA services available through WorkSource Oregon. The proposed strategies for providing services to farmworkers is covered in the AOP in Section 3, Services Provided to Farmworkers and Agricultural Employers through the One-Step Delivery System. In this section OED describes the services that will be provided to farmworkers through an integrated service delivery model such as skill enhancement products, occupational training, and job matching.*

**III. AOP Section 2 – Outreach Activities, sub-section A, page 5:**

OHDC Comments: “Insert the following language and list of locations.

Per the intent of the MOU between OED SMA and OHDC NFJP to improve service accessibility to farmworkers statewide OED staff will endeavor to coordinator outreach with NFJP in the below-listed locations on regular basis and documentation of those efforts at collaboration or joint outreach shall be reported to the management periodically of both agencies.

- OHDC Hood River, Wasco County;
- OHDC Woodburn, Marion/Polk/Yamhill Counties;
- OHDC Klamath Falls, Klamath/Lake Counties;
- OHDC Hermiston, Umatilla County;
- OHDC Ontario, Malheur County;
- OHDC Tigard, East Multnomah/Clackamas Counties;
- OHDC Hillsboro/Beaverton, Washington County;
- OHDC Affiliate Medford, Jackson/Josephine Counties;
- OHDC Affiliate Bend/Redmond/Madras, Jefferson/Deschutes/Crook Counties; and
- OHDC Affiliate North Coast, Lincoln/Tillamook/Clatsop Counties.”

*OED Response: OED believes the AOP contains sufficient language, as noted in the excerpts below, that the intent of the MOU is to improve service accessibility to farmworkers and promote collaboration between OHDC and OED.*

- “OHDC has a presence in various counties in Oregon and coordinates with State Workforce Agency (SWA) outreach staff to conduct outreach to MSFWs through a Memorandum of Understanding (MOU) established in 2018.” (Section 1, Assessment of Need)
- “The State Workforce Agency (SWA) signed a Memorandum of Understanding (MOU) with Oregon Human Development Corporation (OHDC)/National Farmworker Jobs Program (NFJP) in 2018 to facilitate MSFW registrations in the state’s labor-exchange system

*(iMatchSkills) to increase access to reemployment and training services under WIOA. The MOU also provides NFJP staff access to job listings, the employer referral system, and wage data to help determine NFJP eligibility and provide enhanced services to MSFWs.” (Section 2, Outreach Activities)*

- *“OED will also have an ongoing cooperative Memorandum of Understanding (MOU) with OHDC to provide access to the job seeker registration system, as well as connecting them to local office workforce planning.” (Section 2, Outreach Activities)*

*OED does not believe it necessary to list each OHDC location. The following AOP statement includes mention that OED will collaborate with OHDC and by default, all locations across the state: “All OED field offices will collaborate with workforce partners and service providers to leverage training services for MSFWs. Partners will include Oregon Human Development Corporation (OHDC)/ National Farmworker Jobs Program (NFJP) grantee of Oregon.” (Section 2, Outreach Activities)*

*OED does not believe it necessary to include a statement about documenting outreach efforts and periodically reporting them to the management of both agencies. The MOU requires OED and OHDC local staff to meet each quarter to coordinate outreach efforts and share meeting notes with their respective managers.*

The Oregon Employment Department (OED) would like to OHDC for reviewing and providing comment on the State’s Four-Year Agricultural Outreach Plan (AOP) covering Program Years 2020-2023.

#### **BELOW IS INFORMATION REGARDING THE REVIEW AND PUBLIC COMMENT FOR THE AOP MODIFICATIONS**

The state's NJFP grantee, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations were given an opportunity to comment on the AOP. Below is the list of organizations from which feedback and suggestions were solicited:

- Columbia Gorge Growers Shippers, Executive Director
- Legal Aid Services of Oregon, Attorney
- Oregon Association of Nurseries, Wilsonville Executive Director
- Oregon Bureau of Labor and Industries, Compliance Manager
- Oregon Department of Agriculture, Special Assistant to the Director
- Oregon Farm Bureau, Executive Vice President
- Oregon Human Development Corporation, Executive Director
- Oregon Law Center, Farmworker Office, Managing Attorney
- Pineros y Campesinos Unidos del Noroeste, Executive Director
- US Department of Labor, Wage and Hour Division, Portland District Office
- US Department of Labor, Wage and Hour Division, Community Outreach Specialist

The following comments were received from Legal Aid Services of Oregon (LASO). Included are the department's responses.

Legal Aid Services of Oregon ("LASO") is a non-profit organization that provides free legal services to low-income Oregonians in a variety of civil legal matters. LASO Farmworker

Program provides free legal help to agricultural workers regarding employment, housing, and other civil legal matters. Our staff conducts extensive outreach and community education programs to agricultural workers in communities across Oregon. Our staff speak with hundreds of migrant, seasonal and year-round agricultural workers each year.

We submit the following comments regarding the "Draft Oregon Agricultural Outreach Plan for WIOA State Plan Modification: Program Years 2022-2023" (hereinafter "the plan"). We thank the department's staff for its efforts in developing the plan and support its overall goals and strategies. We ask the department to set specific performance measures and to clarify several sections of the plan. Specifically, we ask that the department indicate more clearly how it will give MSFWs equitable access to its services and how it will work to connect Oregon's workers with agricultural jobs and other jobs.

#### 1. Assessment of Need

(a) This section appears to summarize the needs of some growers rather than highlight the "the unique needs of farmworkers in the area," as requested. We ask you to consult further with MSFWs to provide additional detail as to what are agricultural worker needs for employment, training and housing. In addition, other community partner organizations, such as OHDC, have done studies as to farmworker needs. It would be helpful to include their findings in the department's plan.

OED Response: The department appreciates the suggestion to include information about the needs of farmworkers from studies conducted by community partner organizations, such as OHDC, and will reach out to these organizations when drafting future AOPs. For this version of the AOP, the department will highlight some of the key needs of farmworkers based on feedback from MSFW outreach staff.

Please know that one of the goals of the department's new outreach plan is to improve information regarding the needs of farmworkers, particularly in the areas of employment, training and housing. The department plans to use this information to improve outreach efforts and services to farmworkers and will work to include this information in future AOPs.

(b) The section starts by highlighting the appearance of "fewer" U.S. workers. In 2020, we noted that the department did the same. First, this is not highlighting the needs of farmworkers. Second, it is important to put this in the proper context. The department notes that there are nearly 90,000 agricultural workers in Oregon and that a tiny fraction - far less than 10% of the workers each year - are requested through H-2A job orders. We ask you to focus on the needs of the great majority of Oregon's agricultural workers who live and work in Oregon and note that the H-2A job orders are a small piece of the overall picture.

OED Response: Please know that one of our longstanding goals has been, and will continue to be, connecting domestic MSFWs with agricultural employers and other workforce services.

The department does not believe it necessary to highlight that H-2A job orders are a small fraction of the overall number of agricultural workers in Oregon.

(c) The paragraph also notes growers' concerns that agricultural workers are "aging." We are concerned that noting this in this manner could be interpreted as a form of age discrimination. Many agricultural workers work until well past the retirement age of other workers and contribute to their workplaces. It is illegal for agricultural and other employers to refuse to hire or to lay off workers on the basis of their age. Part of the department's role is to encourage employers to consider these workers a valuable resource.

OED Response: While the department disagrees that reference to grower's concerns about the aging of the agricultural workforce could be interpreted as a form of age discrimination, it will modify this section to reference "pending retirements of many agricultural workers."

(d) The paragraph then states that a younger generation is not choosing to follow in their parents' path. This statement is concerning. First, it seems to be based on an inaccurate assumption that farmworker children should or will become farmworkers. For example, when there is a need for teachers, we don't ask why teachers' children aren't going into teaching. Second, there is no exploration from the workers' point of view as to why the workers may not choose to go into the agricultural field - such as that the work conditions are less competitive than they are in other types of industries.

OED Response: The statement about a younger generation choosing not to follow in their parent's footsteps is based on feedback from agricultural employers, who are concerned about having a viable workforce to meet future needs. One of the roles of the department is to listen to and help agricultural employers meet their workforce needs, either through recruitment of domestic farmworkers, or thorough the H-2A program, which is why this statement was included.

Please know that the department supports all MSFWs and their families learning about educational, training and employment opportunities that lead to improved working conditions and career advancement, regardless of industry sector.

(e) We encourage you to include that there are more ways to meet these needs than "broader use of available tax credits by employers" and migrant labor camps. Building more and increasing access to community-based housing for agricultural workers is another way to create more housing and recruit and retain workers. We encourage OED to continue to work with OHDC and other agencies to improve housing options for agricultural workers - a key component of recruiting and retaining workers.

OED Response: The department agrees with the suggestion to continue to work with OHDC and other agencies to improve housing options for agricultural workers. The department also acknowledges that many MSFWs continue to live in substandard housing, and supports alternatives to the use of tax credits to create more and improved housing to recruit and retain workers.

Please know that the department has since determined that it is beyond the scope of the AOP to offer housing remedies, such as the use of tax credits, and will revise this section accordingly.

(f) We ask you to revise the plan to highlight "the unique needs of farmworkers in the areas" as directed. We ask you to conduct further investigation into the employment, training and housing needs of agricultural workers. Some of these needs may include: transportation facilitation and assistance especially in rural areas, how to learn about employment opportunities when they do not have access to the internet, training in new technologies to allow them to have greater job opportunities in and outside of agricultural industries, training in supervision and lead roles to help facilitate promotion and develop effective leadership in agricultural industries. It would also be helpful to hear from workers who may transition out of the agricultural work, why they are choosing to leave the field to analyze changes agricultural employers could make to recruit and retain workers.

OED Response: The department agrees and will include a general assessment of farmworker needs in the AOP (see response to 1. (a) above).

Please know that one of the goals of the department's new outreach plan is to improve information regarding the needs of farmworkers, particularly in the areas of employment, training and housing. The department plans to use this information to improve outreach efforts and services to farmworkers, and will work to include this information in future AOPs.

While the department agrees that it would be helpful to hear from workers transitioning out of agricultural work, and their reasons for leaving the industry, we do not believe this falls within the scope of the MSFW outreach program or the AOP.

## 2. Assessment of Agricultural Activity in the state

(a) We appreciate the higher level of detail regarding agricultural activity. We think it would be helpful to have additional detail in this section clarifying which crops of those listed are labor intensive.

OED Response: Thank you for recognizing the higher level of detail regarding agricultural activity. As for clarifying which crops of those listed are labor intensive, the department will take this into consideration for future AOPs.

(b) We also ask the department to include greater detail regarding subsection 3) especially regarding climate change issues that are affecting and will affect agriculture in the state. For example, there is increased agricultural activity in Eastern Oregon and there are increasing impacts on the industry due to high heat and dry conditions, including increased wildfire risk.

OED Response: The department agrees that addressing climate change and other natural impacts on the agricultural industry would be helpful. Unfortunately, the department does not have time to adequately address these impacts in the current AOP, and will take this suggestion into consideration for future AOPs.

(c) Again, we object to the emphasis on the H-2A program when that population makes up a tiny fraction of the total agricultural workers and employers in the state. We ask the department to focus on serving those agricultural workers who live in the state and connecting them with agricultural and other jobs and the majority of growers relying on local workers to meet their labor needs.

OED Response: The department agrees that we should focus on serving Oregon's domestic agricultural workforce (this was addressed in an earlier response, please see 1. (b) above).

## 3. Assessment of Unique Needs of Farmworkers

(a) We ask the department to include greater detail in this section such that MSFWs have additional and adequate information needed to shape and plan their outreach and other activities. The section does not list the countries of origin of the workers. Thus, there is not a reflection that workers are coming from the United States, Mexico, Guatemala, other Central American countries and other countries and how to meet the unique needs of workers coming from different countries throughout the state.

OED Response: The department agrees that this section would benefit from additional detail, and will include characteristics of farmworkers from a 2021 report prepared for the US Department of Labor titled: "Findings from the National Agricultural Workers Survey (NAWS), 2017-2018: A Demographic and Employment Profile of United States Farmworkers."

The department's AOP acknowledges that staff encounter a number of indigenous dialects, such as Huichol, Mayan Yucatan and Mixteco-Hahuatl. Please know that staff have access to translation services and other resources through the department's universal access program, to assist non-English speaking individuals.

(b) While we appreciate your recognition of the breadth of indigenous languages that are spoken by different workers, we object to the department's characterization that such languages "present challenges to the medical, education and employment fields." This appears to consider speaking a language other than English as a burden. Equitably meeting the needs of workers requires the department to embrace the opportunities to provide services in multiple languages and benefit from the diversity of workers in our communities. We ask the department to include greater detail of the different languages spoken, the location of workers speaking those languages and resources that will be available to help MSFWs effectively communicate with these workers. We also note that the languages listed by the department are "languages" and not "dialects."

OED Response: The department agrees that, as written, this section may be interpreted as speaking a language other than English is a burden. Please know that this was not our intention, and the department is committed to providing equitable and just services to all customers, regardless of their primary language. The goal was to convey that these languages can present challenges to workers receiving services in the areas of medicine, education and employment. The department will adjust the verbiage to clarify our intent.

The department will consider adding greater detail of the different languages spoken, and the location of workers speaking those languages in future AOPs, as relevant and appropriate.

Thank you for noting that languages were incorrectly referenced as “dialects.” The department will update the AOP to reflect this change.

(c) We encourage you to expand upon your listing of worker concerns about their workplaces. For example, many agricultural workers have suffered from retaliation including hostile work environment and loss of employment after reporting violations or reporting a workplace injury. Many agricultural workers lack information about their rights to sick leave, family leave and accommodations and are often denied access to these rights.

OED Response: The department appreciates LASO’s feedback and will consider expanding on this section in future AOPs. For now, however, the department believes this section is adequately covered.

#### 4. Outreach Activities

(a) We support the department’s move to designate full-time MSFW outreach workers. We ask the department to explain in greater detail how the department determined that fourteen MSFWs will be sufficient to conduct the work. We also ask the department to include in the plan what data will be collected to assess whether 14 MSFWs are adequate to meet the need.

OED Response: Outreach staff are located in areas of the state that have the highest volume of MSFWs, as determined by data from the National Center for Farmworker Health. The actual number of outreach staff needed was determined using a variety of factors, including available funding, historical MSFW staffing levels, travel limitations for staff, and feedback from area managers and program staff.

The department will monitor outreach activity and staff performance, and adjust staffing levels as appropriate, as resources and funding allow. The department believes a discussion of any data that may be used to assess whether fourteen MSFWs are adequate to meet outreach needs is beyond the scope of the AOP.

(b) We also encourage the department to consider restructuring the supervision of the MSFWs such that they are supervised by someone who has MSFW background, experience and expertise to allow the program to function as effectively as possible. While we understand that this may be part of the longer term plan, we ask you implement this immediately.

OED Response: The department appreciates this feedback and will take this request into consideration.

(c) We understand that the Monitor Advocate may be transitioning in the next year or so. Due to the critical importance and complexity of this role, we ask that you consider selecting his replacement soon to allow for a time of overlap for sufficient training and orientation.

OED Response: The department appreciates this feedback and will take this request into consideration.

(d) We appreciate the description of the work of the outreach staff and its focus on the need to do outreach to where workers “live, work and gather” and the need to work to identify those populations of workers unknown to the department.

OED Response: Thank you for recognizing this important work.

(e) We also support outreach workers reaching out to agricultural employers.

OED Response: Thank you for recognizing this important work.

(f) We appreciate the work of the Monitor Advocate and MSFW outreach staff and their continued collaboration with community partners.

OED Response: The department appreciates LASO's recognition of the important work performed by the Monitor Advocate and MSFW outreach staff. We look forward to working with LASO, and other community partners, in the coming year to serve MSFWs and their families.

(g) We note that the plan states that "OED is conducting wage and practice surveys." We ask the department to complete this survey. Oregon has not had a completed survey for years. The last outreach plan noted that the survey would be conducted or that ad hoc surveys would be conducted. As of this time, neither has been completed. We note that this is not a reflection upon individual staff. We ask that the department leadership to commit sufficient resources to complete this necessary task. The accuracy of the data is negatively impacted as time passes without the survey.

OED Response: The department agrees with the need to complete the wage and practice surveys, and plans to complete this work as soon as possible, as time and resources allow.

(h) We appreciate the attention on MSFW training. We encourage the department to invest in cultural competency training for MSFWs and other trainings directly related to understanding and building trust with the agricultural worker community.

OED Response: The department appreciates this feedback and will take this request into consideration.

(i) We ask that the plan include more detail about the performance measures that will be assessed and what are the specific performance goals the department would like to attain.

OED Response: The department believes this level of detail is outside the scope of the AOP.

##### 5. Services provided to farmworkers & agricultural employers through the one-stop system.

(a) We appreciate the detail included about the work of business services. We appreciate the detail of staff assistance to MSFWs looking for work including the importance of follow up. We ask the department to include greater detail on HOW the department will ensure that these services are provided equitably to MSFWs. We are glad that you noted the need for the department to provide training to MSFWs to meet the needs for increased skills in agricultural opportunities. We ask the department to provide greater detail on what kind of training will be made available and how it will be made available to agricultural workers.

OED Response: Ensuring MSFWs are provided equitable services through our business services teams is not something that is currently measured. The department appreciates LASO's concerns, and will take this into consideration as a monitoring tool.

The department appreciates the suggestion to include greater detail on the kind of training that will be made available to agricultural workers, and will take this into consideration for future AOPs.

(b) We ask the department to include more specifics on the plan to train and encourage business specialists in the WorkSource Centers to serve agricultural workers coming in for services equitably and effectively. The plan should support that any agricultural worker who walks into or calls any WorkSource Center will receive immediate service in their language and



will receive the full range of services, including complete and accurate registration in the iMatchSkills system/MSFW system, job referral and follow up and job training opportunities.

OED Response: Serving all customers equitably and effectively is a guiding principle of WSO, and is core to our mission, vision and values. As such, the department does not believe it necessary to call it out in the AOP.

In regards to serving agricultural workers who contact a WSO Center, please know that the WorkSource Oregon Standards provide a system-wide expectation for serving all customers. Developed in 2007 to support the vision of the Workforce Innovation and Opportunity Act, the Standards provide the minimum-level content/services(s) required to be available at all WSO Centers to ensure a seamless customer-facing service delivery system. One of the guiding principles of the Standards is that job search assistance should be customized to the needs of the individual, and delivered through a continuous process that results in next steps at each engagement, until a job seeker is placed in employment.

In regards to serving agricultural workers immediately and providing a full range of services, please know that the Standards call for greeting all customers within one minute of entering a center, and engaging in a one-on-one meeting with staff within 15 minutes after the initial greeting.

During the one-on-one meeting (referred to internally as the “Welcome Conversation”), staff review, assist with, or conduct basic registration (including registration in iMatchSkills, the state’s labor-exchange system for job matching); provide additional information about available services; listen to customer needs; and provide guidance on next steps based on needs and interests.

(c) Finally, we encourage the department to include agricultural workers on local and state workforce boards to ensure that their perspectives are part of the planning process.

OED Response: The department believes this suggestion is outside the scope of the AOP. The department suggests LASO share this suggestion with local and state workforce board leadership.

(d) Thank you for providing us this opportunity to provide comments on this plan. We look forward to working together to improve employment opportunities and conditions for Oregon's agricultural worker community.

OED Response: The department would like to thank LASO for taking the time to review our AOP and provide thoughtful and valuable feedback to help improve this important document. We also look forward to working together to help ensure Oregon farmworkers and their families receive the assistance they need, particularly in the areas of employment, training, health care and housing.

## C. DATA ASSESSMENT

### MODIFICATION/REPLACED

The State Workforce Agency (SWA) has met the required MSFW Program Equity Ratio Indicators for Program Years 2017-2020. Equity was met in Referred to Jobs, Provided Workforce Services, Referred to Support Services, Career Guidance, and Job Development.

However the SWA has fallen short of providing qualitatively equivalent and quantitatively proportionate services to MSFWs in comparison to services provided to non-MSFWs in the areas of Total Staff Hires, Staff Hires at Greater than Federal Minimum Wage, and Staff Non-Agricultural Hires.

This deficiency has consistently been addressed by the Monitor Advocate in annual MSFW program training and through Monitor Advocate Significant Office Reviews. In Program Year

2020, field office management and outreach staff focused on addressing the needs of the agriculture employer base to improve the hiring of Total Active MSFW applicants, increase outreach to MSFWs to make them aware of WorkSource Oregon job services, training outreach staff in Job Development services, and referring MSFWs to the National Farmworker Jobs Program (NFJP), which focuses on non-agriculture vocational training services.

The SWA technical department has also updated the state's registration and intake system to better align with the new WIOA MSFW definitions and performance measures. This will improve the overall quality and accuracy of MSFW registrant data for WIOA performance reporting. Monitoring on a quarterly basis will also be a priority by the SWA so that more complete and accurate data is captured.

Below are service counts by category that SWA staff provided to MSFWs in Program Years PY 2019/20 as recorded in the state's labor exchange system (iMatchSkills). Note: The drop in service counts between PY 2019 and PY 2020 is a direct reflection of COVID-19 impacts to the state. Not only did the economy slow down but WSO Centers closed to in-person traffic and ES staff shifted to help process UI claims.

- Welcome Process Completed (One-on-One Intake): PY 2019: 3,765 PY 2020: 474
- Resume Assistance: PY 2019: 680 PY 2020: 85
- Next Steps Planning: PY 2019: 4,603 PY 2020: 646
- Job Search Planning: PY 2019: 1,648 PY 2020: 295
- Job Search Workshop: PY 2019: 405 PY 2020: 39
- Job Coaching: PY 2019: 813 PY 2020: 116
- Staff Referrals to Job Listings: PY2019: 363 PY 2020: 83
- Self-Referrals to Job Listings: PY 2019: 4,460 PY 2020: 1,806
- SNAP Employment and Training (STEP) Orientation: PY 2019: 1,157 PY 2020: 252
- STEP Plan Uploaded (Individual Employment Plan): PY 2019: 690 PY 2020: 93
- Workforce Information Provided (Labor Market Information): PY 2019: 3,957 PY 2020: 406

#### D. ASSESSMENT OF PROGRESS

##### MODIFICATION/REPLACED

##### Assessment of Previous AOP Program Years 2017-2020

The progress made on services to MSFWs in Oregon during the previous four year program years (2017-2020) can best be described as times of making strides with periods of unintended complacency. Ensuring that services be provided qualitatively equivalent and quantitatively proportionate compared to other job seekers continues to be a struggle.

To some degree, the MSFW program is hampered by the inability to provide qualitatively equivalent and quantitatively proportionate services to MSFWs due to Wagner-Peyser funding levels which have remained relatively flat over time. Funding constraints limit the impact for all customers with significant barriers, in particular the underserved and hard to reach MSFW population.

In spite of funding constraints, the following actions have been identified, and many acted on, to bolster program outcomes: simple follow ups with MSFW clients following the initial intake and

registration process, including job referrals; H2-A job listing promotion; job fairs and other recruitment activities targeting MSFWs; updated and complete MSFW registrations in the state's labor-exchange system for job-matching; and communication with agriculture employers regarding domestic MSFW referrals.

In PY 2018, the SMA identified that MSFWs were not receiving assistance in getting complete registrations in the state's labor-exchange system, a violation of the Judge Richey Court Order. MSFWs should be recognized in all WSO centers as a targeted population entitled to effective and equal access to the full range of workforce services. Federal regulations under the Judge Richey Court Order of 1974 mandate that MSFWs receive services on a quantitatively proportionate and qualitatively equivalent basis as those provided to non-MSFWs.

As a result of the Judge Richey Court Order, the SWA will take uniform, complete applications for each Migrant Seasonal job applicant utilizing Employment Service offices, including a meaningful history of prior employment, training and education of the applicant and a statement of their desired training and/or employment goals, and utilize such applications in providing applicants with and referring them to available jobs, and training opportunities directed to upgrading job capabilities. The SWA is pleased to report that new processes and procedures were fully implemented in PY 2020 to correct this violation. To sustain this important work, designated MSFW representatives within each workforce area work with field office staff to ensure that MSFWs receive the necessary assistance for a complete and accurate registration that will help match them to job opportunities other than agricultural job listings.

The SMA has noted that MSFW outreach staff and WSO field staff do not sufficiently update and promote H2-A job listings with higher paying wages to the local domestic workforce. To improve this, WSO Centers will ensure that those higher paying agricultural jobs are visible and accessible to walk-in customers. OED will also look for new and creative ways to promote H2-A job listings to the local domestic workforce.

In addition to the aforementioned activities, Oregon believes that its new MSFW service delivery model (see above, Outreach Activities) will streamline outreach activities and improve overall program outcomes for the MSFW community. The state will monitor implementation of this model in the coming years, working with SWA staff, WIOA partners, and MSFW service providers across the state to ensure that it is impactful and meeting the state's outreach goals and the reemployment and training needs of the MSFW community.

The SMA in PY 2020 identified that MSFW outreach staff were being required to conduct H2A housing consultations, a violation of MSFW outreach regulations. Per 20 CFR 653.107 (4), MSFW significant states must have full-time, year round outreach staff to conduct year round outreach duties. Following a corrective action filed by the SMA, outreach staff no longer conduct H2A housing inspections.

The SMA in PY 2020 signed a data sharing agreement with the Oregon Health Authority MSFW Task Force. This agreement allows OED to share MSFW administrative data with the task force so they can more quickly respond to COVID-19 outbreaks reported by MSFWs.

In PYs 2017-2020, staff were able to resolve 90% of MSFW complaints at the local level, which is a good outcome for MSFWs.

#### E. STATE MONITOR ADVOCATE

As the State Monitor Advocate, I have been engaged in some of the writing on the Oregon AOP and agree with most but not all of the plan regarding workforce services to Oregon's MSFWs and agriculture employers.

Fernando Gutierrez, State Monitor Advocate

WAGNER-PEYSER ASSURANCES

The State Plan must include	Include
1. The Wagner-Peyser Act Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time (sec 121(e)(3));	Yes
2. If the State has significant MSFW one-stop centers, the State agency is complying with the requirements under 20 CFR 653.111, State Workforce Agency staffing requirements;	Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser Act services, Adult and Dislocated Worker programs and Youth Programs under Title I; and	Yes
4. SWA officials: 1) Initiate the discontinuation of services; 2) Make the determination that services need to be discontinued; 3) Make the determination to reinstate services after the services have been discontinued; 4) Approve corrective action plans; 5) Approve the removal of an employer's clearance orders from interstate or intrastate clearance if the employer was granted conditional access to ARS and did not come into compliance within 5 calendar days; 6) Enter into agreements with State and Federal enforcement agencies for enforcement-agency staff to conduct field checks on the SWAs' behalf (if the SWA so chooses); and 7) Decide whether to consent to the withdrawal of complaints if a party who requested a hearing wishes to withdraw its request for hearing in writing before the hearing.	Yes

**WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS**

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	68.2	68.2	68.2	68.2
Employment (Fourth Quarter After Exit)	68.0	68.0	68.0	68.0

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Median Earnings (Second Quarter After Exit)	\$6,959	\$7,000	\$7,098	\$7,000
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

<sup>1</sup>

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

## PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAMS

### A. ALIGNING OF CONTENT STANDARDS

#### **MODIFICATION/REPLACED:**

The Oregon Council of Adult Basic Skills Development (OCABSD) made a recommendation in October 2018 to the Oregon State Title II leadership to have Oregon Title II programs transition from the Oregon-specific Oregon Adult Learning Standards (OALS) to the nationally recognized College and Career Readiness Standards (CCRS). There was interest in preserving certain elements of the Oregon Adult Learning Standards and to consolidate them along with the CCRS into the Oregon Adult College and Career Readiness Standards (OACCRS). The rationale behind this recommendation was the alignment of the CCRS with the new CASAS Reading and Math GOALS which are the required assessments in Oregon, together with access to the many resources and materials available nationally to support implementation of CCRS. During program year 2018-19, a Learning Standards Reconciliation Project took place whereby a group of expert trainers, many of whom had previously developed the OALS, created Mathematics and Language Arts Handbooks to accompany the implementation of OACCRS. In addition, a training module was created with a view to orienting programs to CCRS during program year 2019-20. Training and professional development will continue to be offered on an ongoing basis to Title II program staff. Support for the development and implementation of Professional Learning Communities for local providers also continues.

### B. LOCAL ACTIVITIES

#### ADULT EDUCATION AND LITERACY ACTIVITIES (SECTION 203 OF WIOA)

#### **MODIFICATION/REPLACED:**

##### Funding Adult Education and Literacy Programs

The eligible agency administering Title II programs in Oregon is the Higher Education Coordinating Commission (HECC): Office of Community Colleges and Workforce Development (CCWD). In July 2017, CCWD awarded three-year grants through a Request for Application (RFA) process in order to meet the statutory purposes of the Adult Education and Family

Literacy Act. The RFA process adhered to the provisions set forth in WIOA Title II sections 231 and 232.

A new multi-year competition for grant funds beginning PY22 is currently underway and Grantees receiving funds under the competition will be required to negotiate program budgets each year using a performance—based funding model. The grants will be for a five-year period and continuation will be dependent upon program compliance and performance. By federal law, eligible providers are prohibited from using federal grant funds to supplant state or local dollars. CCWD will continue to award WIOA Title II funds as set forth in WIOA section 222(a):

1. Not less than 82.5% of the grant funds to award grants and contracts under section 231 (Grants and Contracts for Eligible Providers) and to carry out section 225 (Programs for Corrections Education and Other Institutionalized Individuals). Not more than 20% of such amount will be available to carry out section 225.
2. Not more than 12.5% of the grant funds to carry out State Leadership activities under section 223; and
3. Not more than 5% of the grant funds for the administrative expenses of CCWD.

Eligible providers, will be required to demonstrate effectiveness in providing adult education services. Examples of eligible providers, as detailed in Section 203(5) are, but not limited to:

- A local educational agency
- A community-based organization or faith-based organization
- A volunteer literacy organization
- An institution of higher education
- A public or private nonprofit agency
- A library
- A public housing authority
- Other nonprofit institutions that [had] the ability to provide adult education
- A consortium or coalition of entities listed
- A partnership between an employer and an entity.

The RFA was announced across a variety of platforms to ensure statewide participation. These platforms included HECC's monthly newsletter, press releases, and contacts with other state and local agencies and workforce partners. CCWD will ensure that all eligible providers have direct and equitable access to apply for Title II funds by:

- Using the same grant announcement, application, and proposal process for all eligible providers;
- Providing information about the RFA to any eligible agency that requests it;
- Incorporating the considerations specified in section 231(e) of WIOA in the review criteria; and
- Evaluating all applications using the same rubric and scoring criteria.

The State will conduct demonstrated effectiveness reviews by requiring applicants to provide three-years ( 2018-2019, 2019 – 2020, and 2020 – 2021) of data related to Measurable Skill Gains. A Measurable Skill Gain was defined as the percentage of program participants who,

during a program year, obtain an education functioning level, are in an education or training program who are achieving measurable skill gains toward such a credential or employment. Additionally, programs must provide a single year's data as it relates to outcomes for participants related to employment, attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education and training. This information will then be reviewed by staff to ensure effectiveness was demonstrated.

Training was provided to the directors of local workforce boards which included an overview of the process and applicable WIOA and CFR citations. Boards identified reviewers and reviewer packets will be provided along with copies of the applications received for their local workforce area. While boards were encouraged to provide feedback, those who do not provide feedback were treated as not having any recommendations. State Title II staff will also conduct a review to ensure alignment with local identified priority sectors and activities.

CCWD distributes funds provided under Title II in accordance with the 13 considerations and provisions set forth in the Act and the Oregon's Unified State Plan. Applicants will be required to provide narrative detail on how they will meet each consideration.

1. The degree to which the provider is responsive to (a) regional needs as identified in the local plan under section 108; and (b) serving individuals in the community who are identified in such plan as most in need of adult education and literacy activities, including individuals who have low levels of literacy skills and who are English language learners.
2. The ability of the provider to serve eligible individuals with disabilities, including eligible individuals with learning disabilities.
3. The past effectiveness of the eligible provider in improving the literacy of eligible individuals, especially those individuals who have low levels of literacy, and the degree to which those improvements contribute to CCWD meeting its State-adjusted levels of performance for the primary indicators of performance described in WIOA section 116.
4. The extent to which the eligible provider demonstrates alignment between proposed activities and services and the strategy and goals of the local plan under section 108 of the Act, as well as the activities and services of the one-stop partners.
5. Whether the eligible provider's program (a) is of sufficient intensity, and quality, and based on the most rigorous research available so that participants achieve substantial learning gains, and (b) uses instructional practices that include the essential components of reading instruction.
6. Whether the eligible provider's activities including reading, writing, speaking, mathematics, and English language acquisition instruction are based on best practices derived from the most rigorous research available.
7. Whether the eligible provider's activities effectively use technology, services and delivery systems, including distance education, in a manner sufficient to increase the amount and quality of learning, and how such technology, services and systems lead to improved performance.
8. Whether the eligible provider's activities offer learning in context, including through integrated education and training, so that an individual acquires the skills needed to transition to and complete postsecondary education and training programs, obtain and advance in employment leading to economic self-sufficiency, and to exercise the rights and responsibilities of citizenship.
9. Whether the eligible provider's activities are delivered by well-trained instructors, counselors and administrators who meet any minimum qualifications established by the

State, where applicable, and who have access to high quality professional development, including through electronic means.

10. Whether the eligible provider coordinates with other available education, training and social service resources in the community, such as by establishing strong links with elementary schools and secondary schools, postsecondary educational institutions, institutions of higher education, local workforce development boards, one-stop centers, job training programs, and social service agencies, business, industry, labor organizations, community-based organizations, nonprofit organizations, and intermediaries in the development of career pathways.
11. Whether the eligible provider's activities offer the flexible schedules and coordination with Federal, State and local support services (such as child care, transportation, mental health services, and career planning) that are necessary to enable individuals, including individuals with disabilities or other special needs, to attend and complete programs.
12. Whether the eligible provider maintains a high-quality information management system that has the capacity to report measurable participant outcomes (consistent with WIOA section 116) and to monitor program performance.
13. Whether the local area in which the eligible provider is located has a demonstrated need for additional English language acquisition programs and civics education programs.

#### Local Activities

The term "adult education and literacy activities" means programs, activities, and services that include the following terms. Oregon will fund the following activities; however, not all providers will be required to provide the following programs, activities, and service, but WIOA Title II funds may be used to support them:

- Adult education
- Literacy
- Workplace adult education and literacy activities
- Family Literacy activities
- English language acquisition activities
- Integrated English literacy and civics education
- Workforce preparation activities
- Integrated education and training

#### Current Local Activities

Oregon currently expends WIOA Title II funds to provide ABE, ASE, and ESL in community college and correctional settings. Instruction is guided by the Oregon Adult College and Career Readiness Standards (OACCRS) which reflect a shared vision of what adults need to know and be able to do to carry out their goals and purposes. The OACCRS are contained in Learning Standard Frameworks which provide detailed information for instruction and are organized by educational functioning levels (EFLs) as defined by the Office of Career Technical and Adult Education. The OACCRS support Title II Adult Basic Skills service providers' goal of improving access to and completion of post-secondary credentials.

Oregon also uses integrated approaches such as such as I-BEST and Vocational English as a Second Language (VESL) to address this goal. These approaches accelerate time to completion and increase certificate and degree attainment for Adult Basic Skills students through



collaboration with CTE programs and relationships with industry and local employers to identify competencies and needs. This work has been advanced by the Oregon Pathways Alliance which has used targeted investment to develop a national model for a systemic framework for career pathways. State career pathways funds are used at community colleges for advising, instruction, and support services to support ABS student in pathways and bridge programs in occupational areas such as welding, health care, computer applications, HVAC, and automotive technology.

Programs are required to participate in professional development training and activities that focus on civics curriculum development. In addition, programs are encouraged to leverage additional grants such as the Pathways to Opportunities and the STEP (SNAP Training and Employment Program) Consortium to provide wraparound services for participants.

CCWD will require that all activities funded under Title II are of sufficient intensity and quality and based on the most rigorous research available, particularly with respect to improving reading, writing, mathematics, and English proficiency of eligible individuals. The scope, content and organization of local activities are described below.

CCWD will require all applicants to offer adult education and literacy activities and English language acquisition activities where there is local need throughout the three-year cycle.

#### Adult Education and Literacy Activities

Scope: All providers will be required to offer adult education and literacy activities.

Content: The content of adult education and literacy will be academic instruction and education services below the postsecondary level that increase adults' ability to read, write, and speak in English, and perform mathematics or other activities necessary for the attainment of a high school diploma or its recognized equivalent; transition to postsecondary education, and obtain employment. Implementation of the Oregon Adult College and Career Readiness Standards (OACCRS) which include the essential components of reading, must be evident in curriculum and instruction.

Organization: Adult education and literacy activities will use technology, services, delivery systems, which may include distance education in order to encourage measurable skill gains for learners. Programs will provide learning activities in contexts that promote attainment of high school equivalency, transition to postsecondary education or training, or employment. Programs will follow Oregon Accountability Policies and Procedures, assessing learners with approved tests and placing them in instructional levels as described by the Educational Functional Levels (EFLs) for Adult Basic Education (ABE) and Adult Secondary Education (ASE). Implementation of the OACCRS must be evident in the organization of instruction.

#### English Language Acquisition Activities

Scope: All providers will be required to offer English language acquisition where there are sufficient numbers of English language learners, i.e., eligible individuals who have limited ability in reading, writing, speaking, or comprehending the English language and whose native language is not English or who live in a family or community environment where a language other than English is the dominant language.

Content: The content of English language acquisition will be reading, writing, speaking, and comprehending the English language in order to lead to attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education or training or employment. Implementation of the OACCRS must be evident in curriculum and instruction in English language acquisition.

Organization: English language acquisition will be of sufficient intensity and quality and based on rigorous research and effective educational practice. Activities will use technology, services,

delivery systems, including distance education in order to encourage measurable skill gains for learners. Programs will provide learning activities in contexts that promote attainment of high school equivalency, transition to postsecondary education or training, or employment. Programs will follow Oregon Accountability Policies and Procedures, assessing learners with approved tests and placing them in instructional levels as described by the Educational Functional Levels (EFLs) for English as a second language (ESL). Implementation of approved Learning Standards must be evident in the organization of instruction. Programs will offer educational and career counseling services that assist learners to transition postsecondary education or employment, or offer English language acquisition as part of a career pathway.

CCWD will require all eligible applicants receiving section 231 funds who have previously provided workforce preparation activities and integrated education and training (IET) activities to offer them during the first year of the five-year grant cycle. For those who have not provided workforce preparation and integrated education and training activities, those programs will be required to offer them no later than the third year of the five-year cycle. If funding is available, CCWD will offer incentives to programs to offer these activities earlier in the grant cycle.

#### Family Literacy Activities

Scope: Some providers may offer family literacy activities during the five-year grant cycle.

Content: The content of the family literacy activities will be activities that make sustainable improvements for a family and that better enable the parents or family members to support their children's learning needs.

Organization: Family literacy activities must integrate the following activities: parent or family adult education and literacy activities that lead to readiness for postsecondary education or training, career advancement, and economic self-sufficiency; interactive literacy activities between parents or family members and their children; training for parents or family members regarding how to be the primary teacher for their children and full partners in the education of their children, and an age-appropriate education to prepare children for success in school and life experiences.

#### Integrated English Literacy and Civics Education

Scope: Some providers will offer Integrated English Literacy and Civic Education services during the five year grant period.

Content: The content of Integrated English Literacy and Civics Education are services provided to English language learners who are adults, including professionals with degrees and credentials in their native countries, that enables such adults to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers, and citizens in the United States. Such services shall include instruction in literacy and English language acquisition and instruction on the rights and responsibilities of citizenship and civic participation, and may include workforce training.

Organization: Local providers will build IELCE services on the successful practices and principles related to citizenship and civic participation contexts.

#### Workforce Preparation Activities

Scope: All providers will be required to offer workforce preparation activities no later than the third year of the five-year cycle.

Content: The content of workforce preparation will be the skills necessary for successful transition into and completion of postsecondary education and training, skills necessary for successful transition into employment, and other employability skills that increase an

individual's preparation for the workforce. These include basic academic skills, critical thinking skills, digital literacy skills, employability skills, and self-management skills such as utilizing resources, using information, working with others, and understanding systems. Implementation of the OACCRS must be evident in curriculum and instruction.

Organization: Workforce preparation will be offered concurrently with another activity such as adult education and literacy, English language acquisition, or integrated English literacy and civics, or and meet the organizational requirements for those activities. Programs will be encouraged to use the U.S. Department of Education's Employability Skills Framework or other comprehensive resource to structure workforce preparation activities. Implementation of the OACCRS must be evident in the organization of workforce preparation instruction. Workforce preparation activities will be assessed broadly through the assessment of EFLs.

- Family Literacy activities ( )
- Integrated English literacy and civics education (aren't you offering IELCE as a local activity? The narrative needs to be here. Just because there is a separate section that addresses it specifically doesn't mean you don't include it here. Add narrative that is like
- the other narratives: scope, content and organization)
- Workforce preparation activities (You have this listed above)
- Integrated education and training

#### Integrated Education and Training

Scope: All providers will be required to offer IET activities to learners no later than the third year of the five-year cycle.

Content: IET activities will include adult education and literacy or English language acquisition concurrently and contextually with workforce preparation, and workforce training for a specific occupation or occupational cluster. An IET program will have a single set of learning objectives that identifies specific adult education content from the OACCRS, workforce preparation activities and workforce training competencies.

Organization: In order to meet the requirement that IET activities provided are for the purpose of educational and career advancement, the adult education and literacy component of the program will be aligned with the OACCRS. IET activities may also be a part of a career pathway. CCWD may fund eligible applicants to offer workplace adult education and literacy activities, family literacy activities, and/or integrated English literacy and civics education activities (IEL/CE) (section 231) during the five-year cycle.

#### Workplace Adult Education and Literacy Activities

Scope: Some providers will offer workplace adult education and literacy activities during the five- year cycle.

Content: Workplace adult education and literacy activities will include the content of adult education and literacy or English language acquisition which addresses the improvement of the productivity of the workforce. Implementation of the OACCRS must be evident in curriculum and instruction.

Organization: Workplace adult education and literacy activities will be offered by the eligible provider in collaboration with an employer or employee organization. Implementation of the OACCRS must be evident in the organization of instruction.

## C. CORRECTIONS EDUCATION AND OTHER EDUCATION OF INSTITUTIONALIZED INDIVIDUALS

### **MODIFICATION/REPLACED:**

Each eligible agency using funds provided under Programs for Corrections Education and Other Institutionalized Individuals to carry out a program for criminal offenders within a correctional institution must give priority to serving individuals who are likely to leave the correctional institution within 5 years of participation in the program.

Oregon will continue to support corrections education and education of other institutionalized individuals under section 225 of WIOA. The amount of funding will not exceed the 20% allowable under WIOA. Academic programming may include adult education and literacy activities, English language acquisition activities, integrated education and training, career pathways, secondary school credit, and peer tutoring. Where feasible, section 225 funds will also be used for integrated education and training and career pathways in order to increase the number of institutionalized individuals transitioning to post-secondary education.

Grants of section 225 funds will be awarded in a separate application process in accordance with the requirements of Subpart C in Title II of WIOA. CCWD will ensure that all eligible providers have direct and equitable access to apply for these funds by:

- Using the same grant announcement, application, and proposal process for all eligible providers;
- Providing information about the RFA to any eligible agency that requests it;
- Incorporating the considerations specified in section 231(e) of WIOA in the review criteria; and
- Evaluating all applications using the same rubric and scoring criteria.

The State will conduct demonstrated effectiveness reviews by requiring applicants to provide three-years ( 2018-2019, 2019 – 2020, and 2020 – 2021) of data related to Measurable Skill Gains. A Measurable Skill Gain was defined as the percentage of program participants who, during a program year, obtain an education functioning level, are in an education or training program who are achieving measurable skill gains toward such a credential or employment. Additionally, programs must provide a single year's data as it relates to outcomes for participants related to employment, attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education and training. This information will then be reviewed by staff to ensure effectiveness was demonstrated.

Training was provided to the directors of local workforce boards which included an overview of the process and applicable WIOA and CFR citations. Boards identified reviewers and reviewer packets will be provided along with copies of the applications received for their local workforce area. While boards were encouraged to provide feedback, those who do not provide feedback were treated as not having any recommendations. State Title II staff will also conduct a review to ensure alignment with local identified priority sectors and activities.

CCWD will give specific consideration in the criteria to eligible applicants that indicate priority of service to individuals who are likely to leave the correctional institution within five years of participation in the program.

## D. INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION PROGRAM

### **MODIFICATION/REPLACED:**

Describe how the State will fund, in accordance with the requirements of title II, subtitle C, an Integrated English Literacy and Civics Education program and how the funds will be used for the program.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to integrate with the local workforce development system and its functions to carry out the activities of the program.

Programs funded under section 243(a) will have the additional requirement to provide Integrated English literacy and civics education in combination with integrated education and training services (IETs). Programs offered under section 243(a) of WIOA must also be designed in consultation with the local workforce board and lead the participant to unsubsidized employment opportunities, economic self-sufficiency, and be within locally identified in-demand industries.

CCWD will distribute Title II funds to successful grant applicants according to WIOA guidelines and the needs of local programs. Competitive grant awards will comply with considerations in Section 231(e) of WIOA. A new multi-year competition for grant funds beginning PY22 will be held and Grantees receiving funds under the competition will be required to negotiate program budgets each year using the existing performance—based funding model. The grants will be for a five-year period and continuation will be dependent upon program compliance and performance. The same application process for these grants will be used as for section 203 and corrections funds.

The State will conduct demonstrated effectiveness reviews by requiring applicants to provide three-years ( 2018-2019, 2019 – 2020, and 2020 – 2021) of data related to Measurable Skill Gains. A Measurable Skill Gain was defined as the percentage of program participants who, during a program year, obtain an education functioning level, are in an education or training program who are achieving measurable skill gains toward such a credential or employment. Additionally, programs must provide a single year’s data as it relates to outcomes for participants related to employment, attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education and training. This information will then be reviewed by staff to ensure effectiveness was demonstrated.

Training was provided to the directors of local workforce boards which included an overview of the process and applicable WIOA and CFR citations. Boards identified reviewers and reviewer packets will be provided along with copies of the applications received for their local workforce area. While boards were encouraged to provide feedback, those who do not provide feedback were treated as not having any recommendations. State Title II staff will also conducted a review to ensure alignment with local identified priority sectors and activities.

Oregon’s Integrated English Literacy and Civics Education services are designed to enable English language learners (ELLs), including professionals with degrees or credentials in their native countries, to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers, and citizens in the United States.

Local providers will build IEL/CE services on the successful practices and principles related to citizenship and civic participation contexts. These may include classroom and experiential activities such as:

- Instructional experiences that teach English language reading, writing, speaking/listening, and math skills along with instruction in civic responsibility by collaborating with a local police department to help students get drivers’ licenses, understand the rules of the road, identify their rights and responsibilities as drivers, and prepare for interactions with local law enforcement while driving;

- An instructional unit called on ‘The Road to Citizenship ‘which takes participants through the entire citizenship process, including field trips to US Office of Citizenship and Immigration Services. Participants use the actual forms and materials needed to apply for and pass the citizenship exam and create portfolios of all the documents they need to collect and turn in to complete the process; or

A unit, responding to a participant interest survey, on accessing medical services for families with children. The participants help plan a Health Fair that provides information to their community, including health screenings, an immunization clinic, and presentations by public school leadership, health care providers and insurance carriers to inform parents how to access care and services for themselves and their children.

#### E. STATE LEADERSHIP

##### 1. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT THE REQUIRED STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA

#### **MODIFICATION/REPLACED:**

CCWD will pursue the following required State Leadership Activities under this section of 223 of WIOA:

##### 1. Alignment with other core programs:

Activities will include but may not be limited to:

- Explore the potential revision of Oregon Pathways to Adult Basic Skills (OPABS) and expansion of I—BEST and VESL models that integrate education and training
- Participation and active engagement in the Oregon Workforce Systems Executive Team (WSET). The team is a partnership consisting of the Workforce Innovation and Opportunity Act (WIOA) Program Directors that are committed to an aligned vision of the workforce system and that seeks to collectively serve business and program participants across programs and funding streams and is supported by agency executives and the Governor’s office. WSET will continue to work together to integrate all programs in the public workforce system to reduce duplication and lift families out of poverty. The State Director will continue to work with Career and Technical Education leaderships throughout the state to develop seamless transitions for WIOA Title II students in to career pathways.
- Continue to support for the development of instructional content and models for career pathways

##### 2. Establishment of high quality PD:

Activities will include but may not be limited to:

- Exploration and collaboration in the development of standardized components of an adult education and literacy orientation process with identified learning outcomes
- Continued maintenance and updating to the professional development framework for the state that outlines required professional development activities in the areas of assessment, data collection, reporting and use, OACCRS and Program Administration. These activities will be outlined in the Oregon Adult Basic Skills Policy Manual.

##### 3. Provision of TA:

Activities will include but may not be limited to:

- Provide technical assistance to eligible providers on strategies to achieve negotiated targets on the primary indicators of performance and other identified areas of compliance.
- Provide support to meet WIOA data collection and reporting requirements.

#### 4. Monitoring and evaluation:

Activities will include but may not be limited to:

- CCWD will communicate to programs their responsibilities related to compliance with the award terms and conditions via multiple methods including training for new and continuing programs and by describing responsibilities in the Oregon ABS Policy Manual. In addition, CCWD will annually assess the risk of programs and conduct both desk and onsite monitoring to ensure compliance with federal regulations and grant conditions. Program Improvement Plans will be developed and technical assistance provided.

Describe how the State will use the funds to carry out permissible State Leadership Activities under section 223 of WIOA, if applicable.

CCWD will pursue the following permissible state leadership activities:

- To promote transition of adult education students to employment and/or postsecondary education, CCWD will fund the development of instructional content and models for career pathways. CCWD will explore the revision of OPABS and support the expansion of I—BEST and VESL models that integrate education and training as a method to facilitate student transition.
- Technical assistance to eligible providers will include support for developing and implementing strategies to achieve measurable progress toward the state adjusted performance measures
- Exploration and collaboration in the development of standardized components of an adult education and literacy orientation process with identified learning outcomes
- Development of Professional Development materials that are based upon state and local program needs in order to improve and/or ensure program quality and compliance.
- Support state and local participation in professional development at state and local meetings and conferences.

#### **2. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT PERMISSIBLE STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA, IF APPLICABLE**

CCWD will pursue the following permissible state leadership activities:

- To promote transition of adult education students to employment and/or postsecondary education, CCWD will fund the development of instructional content and models for career pathways. CCWD will explore the revision of OPABS and support the expansion of I—BEST and VESL models that integrate education and training as a method to facilitate student transition.
- Technical assistance to eligible providers will include support for developing and implementing strategies to achieve measurable progress toward the state adjusted performance measures

- Exploration and collaboration in the development of standardized components of an adult education and literacy orientation process with identified learning outcomes
- Development of Professional Development materials that are based upon state and local program needs in order to improve and/or ensure program quality and compliance.
- Support state and local participation in professional development at state and local meetings and conferences.

## F. ASSESSING QUALITY

### **MODIFICATION/REPLACED:**

CCWD as the eligible agency will assess the quality of adult education and literacy activities on regular basis by:

- Reviewing quarterly performance (e.g., number of students enrolled, hours attended, matched pre and post—tests, etc.);
- Conducting annual desk monitoring and onsite technical assistance visits; and
- Reviewing annual financial reports.

Frequent reviews will utilize data collected and reported in TOPSpro Enterprise more effectively for continuous program improvement, allowing CCWD to tailor technical assistance to areas of enrollment, instruction, student persistence, and transition to either employment or postsecondary training.

Oregon Title II professional development participants currently assess their experience by completing an evaluation after each training. Participants also frequently have the opportunity to reflect on each training day or event and share their reflection with the professional development staff. This keeps the training team apprised of the participants' progress, understanding, and plans for using new information. As the State develops and implements interactive training modules – posted and readily accessible on the CCWD website - to support the Oregon Adult College and Career Readiness Standards, faculty will be able to work in groups, with workshops facilitated by a trainer, or in self-paced mode using accompanying workbooks to document progress. The State will continue to review evidence of implementation, e.g., course outlines, lesson plans, and classroom observation, as other training opportunities in Learning Standards, data collection and use, English language acquisition, and other topics in order to ensure the quality of professional development.

In addition to the above, as part of the annual risk assessment policy, programs will be asked to self-reflect on their level of risk in the area of professional development and evaluate their participation in required activities. These activities include attendance at professional development planning meetings, online trainings for faculty, program administrators, and data professionals, participation in program-based professional learning communities and the completion of training plans and assignments. Programs are required to provide evidence of the completion of these activities by submitting the documents listed in the ABS Policy Manual for the scrutiny of state staff. The State ABS Team will also review this documentation and the self-assessment outcomes to identify those programs in which professional development technical assistance is needed. The self-assessment tool will be evaluated for effectiveness and refined as necessary in order for the information collected to provide a basis for examining the effectiveness and quality of instruction. The State ABS Team will also review data related to student outcomes (for example Measurable Skill Gains) and offer assistance (for example site visits, technical support for faculty and supervisors and comprehensive needs' analysis) to programs where high risk appears to correlate with low gains.



Oregon will use a variety of data sources including but not limited to program performance to determine if the professional development and technical assistance we are providing is achieving the desired outcomes for the program.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM CERTIFICATIONS

The State Plan must include	Include
1. The plan is submitted by the State agency that is eligible to submit the plan;	Yes
2. The State agency has authority under State law to perform the functions of the State under the program;	Yes
3. The State legally may carry out each provision of the plan;	Yes
4. All provisions of the plan are consistent with State law;	Yes
5. A State officer, specified by title in the certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan;	Yes
6. The State officer who is submitting the plan, specified by the title in the certification, has authority to submit the plan;	Yes
7. The agency that is submitting the plan has adopted or otherwise formally approved the plan; and	Yes
8. The plan is the basis for State operation and administration of the program;	Yes

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM ASSURANCES

The State Plan must include	Include
1. The eligible agency will expend funds appropriated to carry out title II of the Workforce Innovation and Opportunity Act (WIOA) only in a manner consistent with fiscal requirements under section 241(a) of WIOA (regarding the supplement-not-supplant requirement);	Yes
2. The eligible agency will ensure that there is at least one eligible provider serving each local area, as defined in section 3(32) of WIOA;	Yes
3. The eligible agency will not use any funds made available under title II of WIOA for the purpose of supporting or providing programs, services, or activities for individuals who are not "eligible individuals" within the meaning of section 203(4) of WIOA, unless it is providing	Yes

The State Plan must include	Include
programs, services or activities related to family literacy activities, as defined in section 203(9) of WIOA;	
4. Using funds made available under title II of WIOA to carry out a program for criminal offenders within a correctional institution, the eligible agency will give priority to serving individuals who are likely to leave the correctional institution within five years of participation in the program.	Yes
5. The eligible agency agrees that in expending funds made available under Title II of WIOA, the eligible agency will comply with sections 8301 through 8303 of the Buy American Act (41 U.S.C. 8301-8303).	Yes

**AUTHORIZING OR CERTIFYING REPRESENTATIVE**

<b>APPLICANT'S ORGANIZATION</b>	<b>Enter information in this column</b>
	Oregon Higher Education Coordinating Commission  Office of Community Colleges & Workforce Development
<b>PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE</b>	<b>Enter information in this column</b>
First Name	Donna
Last Name	Lewelling
Title	ABS State Director
Email	Donna.j.lewelling@state.or.us

**SECTION 427 OF THE GENERAL EDUCATION PROVISIONS ACT (GEPA)**

**MODIFICATION/REPLACED:**

Local programs will be required to describe the steps they will take to ensure equitable access to Title II activities for participants with race, national origin, color, disability, or age barriers. For state-funded professional development activities, accommodations will be made as appropriate to ensure equitable access.

The state will ensure local programs receive opportunities for professional development in complying with GEPA requirements by providing information and mandatory training during at least one State Director meeting on an annual basis. In addition, access to national webinars and technical assistance regarding accommodations, technology accessibility, and other student support promising practices will be provided for instructional and program staff.

State staff will be required adhere to the same expectations and participate in the annual professional development opportunities described above. In addition, state staff will participate in monthly meetings in which diversity, equity, and inclusion are included. Annual discrimination training will also be required for state staff.

**ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS**

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	40.1	40.1	40.3	40.3
Employment (Fourth Quarter After Exit)	20.0	20.5	20.2	21.0
Median Earnings (Second Quarter After Exit)	\$3,540	\$3,540	\$3,550	\$3,550
Credential Attainment Rate	15.0	15.0	15.2	15.2
Measurable Skill Gains	32.6	32.6	33.1	33.1
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

<sup>1</sup>

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

**PROGRAM-SPECIFIC REQUIREMENTS FOR VOCATIONAL REHABILITATION  
(COMBINED OR GENERAL)**

**A. INPUT OF STATE REHABILITATION COUNCIL**

**1. INPUT PROVIDED BY THE STATE REHABILITATION COUNCIL, INCLUDING INPUT AND RECOMMENDATIONS ON THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, RECOMMENDATIONS FROM THE COUNCIL'S REPORT, THE REVIEW AND ANALYSIS OF CONSUMER SATISFACTION, AND OTHER COUNCIL REPORTS THAT MAY HAVE BEEN DEVELOPED AS PART OF THE COUNCIL'S FUNCTIONS;**

INPUT 1: The SRC has seen some changes to the new structure of Vocational Rehabilitation (VR) and would like to know what the Vocational Rehabilitation Program is most proud of or feels most accomplished about in the time since the last State Plan.

INPUT 2: Regarding Pre-Employment Transition Services (Pre-ETS) and Youth Transition Program (YTP), the SRC would like to acknowledge the hard work VR has done implementing these programs and services. However, individuals in rural and underserved areas in Oregon have expressed concern and frustration about the lack of services in their communities. This information shows that while any student in Oregon can request Pre-ETS, these services are not known to teachers, students, or their families within underserved communities.

RECOMMENDATION: The SRC recommends that a plan to implement these services and education statewide be created and cost evaluated before the next State Plan.

INPUT 3: Per the Workforce Innovation and Opportunity Act (WIOA), VR is required to be integrated/work closely with WorkSource Centers. The SRC wants to stress the importance of making sure these centers are best serving VR consumers by understanding what services VR offers, knowing how to best assist individuals with disabilities and making sure these centers are fully accessible.

RECOMMENDATION: In order to best support VR's clients, the SRC encourages VR to evaluate the current accessibility of the centers, including but not limited to building access and other Americans with Disabilities Act (ADA) guidelines, electronic and print material access, and assistive technology devices and software; as well as provide training to center staff to help them understand VR services and how to work with individuals with all types of disabilities before further integration into these centers takes place.

INPUT 4: In the Comprehensive Statewide Needs Assessment (CSNA) 2017, one area of concern to consumers was not being able to receive assistive technology in a timely manner.

RECOMMENDATION: To assist in speeding up services to clients who needs assistive technology, the SRC recommends that staff be provided training on assistive technology service providers throughout the state who conduct assessments to identify most appropriate accommodations based on clients' needs; as well as provide training to staff on the Oregon Statewide Assistive Technology program, which will allow VR Counselors to rent a variety of assistive technology to bridge the length of time it may take to purchase equipment following an assessment.

INPUT 5: There is no doubt that VR clients throughout the state need a variety of services in order to be successfully employed in competitive employment with increased independence. Members of the SRC have heard from field staff about the lack of service providers in their areas and the cost to get service providers to more remote areas of Oregon. Some rural office VR staff have even resorted to conducting job development and job coaching tasks in house.

RECOMMENDATION: The SRC recommends creating and distributing a Service Provider Survey in 2020 and using the data from the Survey and the upcoming CSNA report to evaluate areas in the state where service providers are scarce and develop a plan for how to recruit more service providers to fill these needs.

## 2. THE DESIGNATED STATE UNIT'S RESPONSE TO THE COUNCIL'S INPUT AND RECOMMENDATIONS; AND

Thank you for the Input regarding the VR Program. The VR Program looks forward to working with the SRC in the future as we continue to provide quality rehabilitation services to Oregonians with disabilities.

### Program Response to Input #1:

The VR Program has undergone significant evolution since the previous State Plan was developed in 2016 and updated in 2018. The Program has undergone significant changes in leadership and is proud of the fact that we effectively implemented the requirements of new federal legislation as well as developing a new Executive Leadership Team. With new, cohesive leadership the program can continue to provide high quality rehabilitation service to both Oregonians with disabilities and the employers of our communities.

### 2022 Update to Input #1:

Since the submission of the State Plan in 2020 there have been unprecedented natural disasters in Oregon and a global pandemic that has disrupted society. These events have impacted and changed the “normal” way programs serve individuals seeking services through the Oregon Department of Human Services. The VR program is proud of the resiliency that we have demonstrated over the past two years by continuing to respond to our client’s needs and by supporting our partners serving people with disabilities. The 2020 Oregon wildfire season was one of the most destructive on record in the state of Oregon and many VR clients were displaced or had to reconsider employment options because of that devastating natural disaster. Our counselors and support staff were a voice of hope for those clients providing them with support and guidance through that challenging time. In response to the COVID-19 pandemic, Oregon VR was able to transition into a program that could provide virtual services to clients that were concerned with interacting with the program in an in-person setting. We invested in remote service delivery for adults and youth alike and we will use this opportunity to consider how we can utilize these new services even after we emerge out of the pandemic to make VR more accessible across the state.

**Program Response to Input #2:**

Thank you for the input regarding Pre-ETS and YTP services. It is the goal of the VR Program to implement Pre-ETS and YTP statewide. We have received three positions from the legislature to support the work in this area. We continue to work with our partners at the Department of Education to make sure that this service is known and available to students with disabilities, their families and educators.

**2022 Update to Input #2:**

In the past two years Oregon VR has hired the three permanent Pre-Employment Transition team members mentioned above. Two of those positions have their duty stations set in areas (Hillsboro and Medford) of the state where they can travel to the more rural parts of the state and deliver those services in person. Additionally, with the investments in remote service delivery in response to COVID-19 VR staff are now able to provide virtual services to individuals in rural settings that may not have a physical VR office.

**Program Response to Input #3:**

The VR Program looks forward to working within the statewide workforce system and is proud to be a partner in the development of an accessible and efficient service delivery system regarding employment. It is the goal of the workforce system to create a system that is accessible to all Oregonians and the Program stands ready to assist the local WorkSource Centers and Local Workforce Development Boards (LWDBs) in identifying any accessibility and service delivery barriers to Oregonians with disabilities that wish to access the workforce system. We will continue to work with the Oregon Employment Department and our other workforce partners in this process.

**2022 Update to Input #3:**

In the 2021 legislative session, senate bill 623 passed which establish a Committee for Continuous Improvement within the statewide Workforce and Talent Development Board (WTDB) to assess the effectiveness of the public workforce development system in this state. The VR Director is a member of this Board and was able to advocate for the co-chair of the SRC to be a member of that Committee for Continuous Improvement. That committee developed a survey that was distributed widely to consumers of all WIOA funded workforce programs. At the end of 2021 the results of the survey were released. One of the findings was that, “WorkSource isn’t set up for one-to-one needs, it isn’t set up to meet the needs of people with disabilities.” The findings demonstrated in that assessment will be the foundation that VR, the Committee for Continuous Improvement, and the WTDB can explore ways to meet the recommendation to create greater access for people with disabilities. An additional challenge

for the VR program and for VR clients was that during the greater part of the last two years all WorkSource centers were closed to the public because of the COVID-19 pandemic and access was limited for all consumers throughout the state. All state offices that were closed to the public will open May 1<sup>st</sup> 2022 and this will provide a good opportunity for VR and WorkSource to address this original recommendation.

**Program Response to Input #4:**

The VR Program agrees that further education regarding assistive technology is a great benefit to Oregonians with disabilities and our staff. We have revamped our training unit and continue to integrate assistive technology, its uses, its benefits, the resources available to the Program and the procedures to obtain at every level, from assessing the need for it to the purchase and implementation when appropriate. The Program understands the necessity and importance of appropriate assistive technology in ensuring employment success for our clients.

**2022 Update to Input #4:**

In 2021 Oregon VR completed a new Comprehensive Statewide Needs Assessment. In that assessment there is a table that outlines the “Most Common Services Received for 2018-2020.” Assistive technology was one of those most common services and it was reported that approximately 10% of VR clients received that service during that time. The needs assessment also conducted a participant survey where respondents noted services they did not receive through VR and assistive technology was included in that list. With those results from the CSNA Oregon VR will continue to work with staff and provide training on how to utilize assistive technology. VR also is partnering with Access Technology Inc. (ATI) to provide greater access to assistive technology. ATI is a technology-related assistance programs that increases access to assistive technology devices and services for individuals with disabilities and their families. They also facilitate the development of a consumer-responsive assistive technology service delivery system. Program staff work with consumers, service providers, state agencies, private industry, legislators, and other interested individuals to facilitate the development of a statewide system to provide AT services. In 2021 VR invited and had ATI provide a statewide training for all staff on how to utilize their services and how we can collaborate with VR clients in the future.

**Program Response to Input #5:**

The Program agrees there are certain areas of the state that lack capacity in employment services. The Program will continue to identify these areas and create mitigation plans. The Program is coordinating efforts with State Agencies, such as the Office of Developmental Disability Services (ODDS) and other community partners to explore and expand capacity. The Program has requested technical assistance from the Youth Technical Assistance Center (Y-TAC) to provide guidance in the development of capacity.

**2022 Update to Input #5:**

In 2020 Oregon VR and ODDS leadership convened a workgroup to explore ways to recruit more service providers to fill needs in rural settings throughout the state. This workgroup meets monthly and is comprised of VR staff, ODDS staff, Brokerages, Community Developmental Disabilities Programs, and community-based organizations that proved employment services as contractors for both VR and ODDS. This will be a continuous workgroup that will be solution oriented in developing more resources and innovative ways to deliver remote services.

**3. THE DESIGNATED STATE UNIT’S EXPLANATIONS FOR REJECTING ANY OF THE COUNCIL’S INPUT OR RECOMMENDATIONS.**

Oregon VR did not reject any SRC feedback.

Oregon VR and the SRC have undergone significant changes in leadership and personnel in the last two years. Both entities are developing new working relationships with each other and in fact, internally. The VR program stands ready to assist the SRC in whatever capacity required to provide quality services to Oregonians with disabilities and looks forward to a continuing partnership with the SRC and the expertise and input it brings.

**B. REQUEST FOR WAIVER OF STATEWIDENESS**

**1. A LOCAL PUBLIC AGENCY WILL PROVIDE THE NON-FEDERAL SHARE OF COSTS ASSOCIATED WITH THE SERVICES TO BE PROVIDED IN ACCORDANCE WITH THE WAIVER REQUEST;**

Oregon Vocational Rehabilitation (VR) requests a continuation of its waiver of state-wideness for its Youth Transition Program (YTP). Currently, VR is in 65 Intergovernmental Agreements (IGAs) with Local Education Agencies (LEAs) representing over 200 schools. Through this program, transition age students with disabilities are provided Pre-Employment Transition Services (Pre-ETS), enhanced activities and services that allow for career exploration and lead to employment or career-related post-secondary education or training. VR is working to ensure there is a clear distinction moving forward between Pre-ETS, Transition Services, and Employment Services, how they are done, who approves them and who pays for them. YTP's Core Services include identification and referral to Vocational Rehabilitation, and under the direction of VR, the provision of Pre-Employment Transition Services, Motivational Interviewing, collecting information for the purpose of IPE development, career development, connecting to other agencies, job development and yearlong follow-up services.

The Program assures that current intergovernmental agreements (IGAs) in effect provide the non-federal share of the costs associated with the delivery of YTP services. As new local education agencies (LEAs) are brought into the system, new IGAs will be completed that ensure their participation in the costs of provision of these services.

YTP is a collaboration with the school districts and VR through interagency agreements. Every biennium school district apply for the interagency agreement which includes a budget to run the program for two years. School districts pay match checks to the amount of one third of the total program budget for the biennium. Vocational Rehabilitation is responsible for two-thirds of the total budget for the biennium. School districts, following qualifications outlined by VR hire and train qualified personnel to provide the transition services to students. School Districts submit quarterly fiscal reports and payment is remitted based on verification of hours work in alignment with IGA duties. Each budget includes a total not to exceed amount which is not surpassed.

School districts participating in the YTP Program:

	<b>Total NTE</b>	<b>Total Non-Federal Contribution</b>	<b>Total Federal Contribution</b>	<b>Student Base</b>
Athena-Weston School District #29J	\$ 124,798.29	\$41,599.43	\$83,198.86	15
Baker School District #5J	\$ 351,087.00	\$117,029.00	\$234,058.00	40

	<b>Total NTE</b>	<b>Total Non-Federal Contribution</b>	<b>Total Federal Contribution</b>	<b>Student Base</b>
Bandon School District #54	\$ 90,427.20	\$30,142.40	\$60,284.80	10
Bend-La Pine School District #1	\$ 283,824.44	\$94,608.14	\$189,216.30	35
Bethel School District #52	\$ 149,893.94	\$49,964.64	\$99,929.30	25
Brookings-Harbor School District #17C	\$ 345,426.69	\$115,142.23	\$230,284.46	30
Camas Valley School District #21	\$ 85,221.03	\$28,407.01	\$56,814.02	10
Centennial School District #28J	\$ 204,918.27	\$68,306.09	\$136,612.18	25
Central Linn School District #552C	\$ 106,630.70	\$35,543.56	\$71,087.14	10
Central Point School District #6	\$ 196,411.70	\$65,470.57	\$130,941.13	25
Corbett School District #39	\$ 189,828.79	\$63,276.26	\$126,552.53	20
Corvallis School District #509J	\$ 168,096.43	\$56,032.14	\$112,064.29	25
Crook County School District	\$ 250,510.53	\$83,503.51	\$167,007.02	45
Dallas School District #2	\$ 173,692.43	\$57,897.48	\$115,794.95	25
Douglas ESD	\$ 467,521.49	\$155,840.50	\$311,680.99	40
Elkton School District #34	\$ 63,341.76	\$21,113.92	\$42,227.84	10
Estacada School District #108	\$ 177,306.80	\$59,102.27	\$118,204.53	20
Eugene School District 4 J	\$ 514,939.97	\$171,646.66	\$343,293.31	85
Gladstone School District #115	\$ 176,131.64	\$58,710.54	\$117,421.10	20



	<b>Total NTE</b>	<b>Total Non-Federal Contribution</b>	<b>Total Federal Contribution</b>	<b>Student Base</b>
Grant County ESD Yr 1	\$ 130,248.17	\$43,416.05	\$86,832.12	15
Greater Albany Public School District #8J	\$ 267,579.93	\$89,193.31	\$178,386.62	45
Harney County School District #3	\$ 161,291.51	\$53,763.84	\$107,527.67	15
Hermiston School District #8	\$ 196,873.15	\$65,624.39	\$131,248.76	20
Hillsboro School District #1J	\$ 375,807.56	\$125,269.19	\$250,538.37	45
Hood River County School District	\$ 175,527.20	\$58,509.07	\$117,018.13	25
Jefferson County School District 509-J	\$ 481,462.31	\$160,487.44	\$320,974.87	65
LaGrande School District #1	\$ 152,889.76	\$50,963.25	\$101,926.51	20
Lane Education Service District	\$ 1,294,464.63	\$431,488.21	\$862,976.42	160
Lebanon Community School District #9	\$ 146,167.82	\$48,722.61	\$97,445.21	25
Lincoln County School District	\$ 165,393.13	\$55,131.05	\$110,262.08	25
Linn Benton Lincoln ESD	\$ 251,210.66	\$83,682.89	\$167,527.77	38
Malheur ESD	\$ 436,669.73	\$145,556.58	\$291,113.15	60
Milton-Freewater	\$ 144,425.81	\$48,141.94	\$96,283.87	20
Molalla River School District	\$ 146,095.89	\$46,312.12	\$99,783.77	25
Myrtle Point School District #41	\$ 227,592.46	\$75,864.16	\$151,728.30	20

	<b>Total NTE</b>	<b>Total Non-Federal Contribution</b>	<b>Total Federal Contribution</b>	<b>Student Base</b>
North Clackamas School District #12	\$ 565,031.89	\$188,343.97	\$376,687.92	75
North Wasco County School District #21	\$ 198,343.21	\$66,114.40	\$132,228.81	25
Northwest Regional Education Service District	\$ 312,891.21	\$104,297.07	\$208,594.14	40
Oregon City School District #62	\$ 288,604.03	\$96,201.34	\$192,402.69	35
Oregon Trail School District #46	\$ 238,819.77	\$79,606.59	\$159,213.18	30
Pendleton School District #16	\$ 96,179.55	\$32,059.85	\$64,119.70	25
Philomath School District #17]	\$ 161,493.87	\$53,831.29	\$107,662.58	20
Portland Public School District	\$ 638,995.94	\$212,998.65	\$425,997.29	60
Rainier School District #13	\$ 169,040.72	\$56,346.90	\$112,693.82	20
Redmond School District #2]	\$ 161,571.41	\$53,857.14	\$107,714.27	25
Reynolds School District #7	\$ 429,445.39	\$143,148.46	\$286,296.93	45
Salem-Keizer Public School District #24]	\$ 986,086.26	\$328,695.42	\$657,390.84	130
Sherwood School District #88]	\$ 264,940.09	\$88,313.36	\$176,626.73	35
Silver Falls School District #4]	\$ 162,194.40	\$54,064.80	\$108,129.60	25
Sisters School District #6	\$ 164,645.16	\$54,881.72	\$109,763.44	20
South Coast Education	\$ 786,983.15	\$262,327.72	\$524,655.43	80

	<b>Total NTE</b>	<b>Total Non-Federal Contribution</b>	<b>Total Federal Contribution</b>	<b>Student Base</b>
Service District				
Southern Oregon Education Service District	\$ 802,686.78	\$267,562.26	\$535,124.52	75
Springfield School District #19	\$ 562,757.89	\$187,585.96	\$375,171.93	55
St. Helens School District #502	\$ 297,662.68	\$99,220.90	\$198,441.78	43
Three Rivers School District	\$ 369,750.70	\$123,250.23	\$246,500.47	45
Tigard-Tualatin School District #23J	\$ 322,279.06	\$107,426.36	\$214,852.70	35
Tillamook School District #9	\$ 341,853.16	\$113,951.06	\$227,902.10	40
Umatilla School District #6	\$ 152,665.50	\$50,888.50	\$101,777.00	20
Vernonia School District #47J	\$ 152,677.67	\$50,892.55	\$101,785.12	20
Wallowa ESD	\$ 174,030.25	\$58,010.08	\$116,020.17	10
West Linn - Wilsonville School District #3J	\$ 419,068.29	\$139,689.43	\$279,378.86	50
Willamette ESD	\$ 698,282.32	\$232,760.78	\$465,521.54	86
Woodburn School District #103	\$ 169,784.63	\$56,582.87	\$113,201.76	25
<b>Total</b>	<b>\$ 18,962,473.80</b>	<b>\$6,318,372.11</b>	<b>\$12,644,101.69</b>	<b>2332</b>
UO	\$ 1,503,413.00			

2. THE DESIGNATED STATE UNIT WILL APPROVE EACH PROPOSED SERVICE BEFORE IT IS PUT INTO EFFECT; AND

**put into effect; and**

Sixty-five Intergovernmental Agreements (IGAs) have been executed with local school districts and Educational Service Districts (ESDs). In Oregon an Educational Service District, or ESD, is a

governmental organization that provides additional and specialized services to local school districts.

VR has agreements with 65 entities consisting of schools, consortia of districts, and Educational Services Districts (ESDs). When all are counted, over 200 schools are providing YTP and Pre-Ets services to Oregon's youth who are eligible or potentially eligible for VR services. These agreements cover local YTP and Pre-ETS arrangements for the July 1, 2021 – June 30, 2023 period. All the proposed services outlined in these Intergovernmental Agreements have been approved by VR.

In instances involving multiple districts, the districts involved have additionally been required to have memorandums of understanding (MOUs) with each other in order to ensure that YTP and Pre-ETS are appropriately and effectively carried out.

Under the terms of the 2021-2023 YTP IGAs, districts participating in YTP will be responsible for providing Pre-Employment Transition Services (Pre-ETS), Core YTP and other activities, services, and supports. Provision of these activities, services, and supports will be subject to VR's approval prior to implementation and any and all applicable requirements of VR's State Plan. In addition, the 2021-2023 YTP IGAs:

- Specify that participating school districts or educational service districts (ESDs) are to provide matching funds equal to one-third (1/3) of the grant awarded by VR to a school district or educational service district (ESD) for carrying out the agreement. Moreover, the match must be from a school district's or educational service districts (ESD's) cash funds; and neither federal nor "in-kind" district resources, including donations or contributions of property or services, may be applied towards the match
- Require that services provided pursuant to agreements will be provided in accordance with the Order of Selection, if invoked, under which VR operates, as long as the Order remains in effect. In the event that VR invokes the Order of Selection, eligible individuals on the waitlist will not receive individualized VR services required to be provided under an approved individualized plan for employment (IPE) until the individual is removed from the waiting list and an IPE developed and approved.

Pre-Employment Services (Pre-Ets) are only available to students with disabilities who are potentially eligible or eligible for VR services.

Required Pre-ETS Services consist of:

- Job Exploration Counseling.
- Work-based learning experiences, which may include in-school or after school opportunities, experiences outside of the traditional school setting, and/or internships.
- Counseling on opportunities for enrollment in comprehensive transition or post secondary educational programs.
- Workplace readiness training to develop social skills and independent living
- Instructions in self advocacy

Core YTP Services consist of activities to:

a. Arrange for the provision of Pre-Employment Transition Services for all Students with Disabilities in need of such services without regard to the type of disability. Application for VR services is not a requirement before the delivery of Pre-Employment Transition Services.

- b.** Provide individualized Enhanced Transition Services to Students with Disabilities. At a minimum, this shall include provision of Core YTP Activities to the core Student Base.
- c.** Identify and refer Students with Disabilities with an interest in employment to VR.
- d.** Utilize motivational interviewing as a goal-oriented communication style to elicit personal motivation for development and change.
- e.** Provide Information and Referral Services to Students with Disabilities.
- f.** Facilitate the development and completion of an Individualized Plan for Employment, pursuant to OAR 582-070-0043, as early as possible during the transition planning process but no later than 90 days from the time VR determines the Student with a Disability is eligible for VR services. If VR is in an Order of Selection, the development of the IPE will be completed as soon as VR resources allow and in accordance with the Order of Selection waitlist release procedures.
- g.** Identify and establish a Local YTP Team. Optional members of the Local YTP Team could include general educators including career technical educators.
- h.** Plan and arrange for Year-Round YTP Services.
- i.** Establish qualifications, classification, and a job description for a Transition Specialist position that will provide Year-Round YTP Services as follows. The Transition Specialist FTE allocated to the YTP Transition Specialist position must not be utilized to carry out any other services that are a requirement of Recipient under IDEA or any other duties that are not directly related to the provision of YTP activities (e.g. YTP Transition Specialists cannot be a certified teacher carrying an IEP caseload nor can they teach a class that would otherwise be the responsibility of Recipient).
  - (1) Complete orientation for new Transition Specialists;
  - (2) Identify, screen, and refer Students with Disabilities to VR and, if necessary, provide I and R Services;
  - (3) Gather and provide key information to assist VR in determining a Student with a Disability's eligibility for VR services and identifying the Student with a Disability's vocational goals and supports;
  - (4) Assist Students with Disabilities in the application process to obtain VR services, and if necessary, assist with the transportation in order to keep appointments;
  - (5) Provide at least one documented Pre-ETS to Students with Disabilities prior to their application for VR services;
  - (6) Assist in the development and alignment of an IPE with their IEP or 504 plan with a focus on the Student with a Disability's post-school employment goal's and postsecondary education and independent living;
  - (7) Coordinate with VR and Students with Disabilities for additional disability assessment or career exploration needed to develop a Student with a Disability's IPE within 90 days of being found eligible for VR services, in conjunction with YTP activities;
  - (8) Identify transition and career-skill readiness deficits and address them in the Student with a Disability's IPE;
  - (9) In collaboration with VR, provide a variety of transition services for Students with Disabilities including, but not limited to: Pre-ETS and development of paid employment consistent with the Student with a Disability's vocational goal and post-secondary goals. Maintain information in DHS' already established databases on each Student with a Disability;

(10) Ensure Students with Disabilities have access to instruction, training opportunities, and resources needed to successfully transition from school to work, or additional education and career training;

(11) Provide referral and access to individualized and group activities beyond the training or resources that are available to the general student body or through IDEA transition services. Examples include job clubs, community-based work experiences, work skill development, work-based trainer, community mobility training, selection or enrollment in postsecondary training, arranging for long-term employment support, etc.;

(12) Provide individualized job development for both work experience and career related employment;

(13) Under the direction of VRC, take lead responsibility in assisting each Student with a Disability to ensure that their IPE is carried out;

(14) Provide Follow-Up Services for 12 months following a Student with a Disability's YTP exit to ensure they have access to needed I and R Services required for success in postsecondary training or competitive integrated employment. The YTP exit is the date that the Student with a Disability, Transition Specialist, and Site YTP Coordinator agree that active YTP activities are no longer needed;

(15) Meet regularly with assigned Site YTP Coordinator to provide updated information on each Student with a Disability's progress, changes in status, and completion of secondary school, employment, post-secondary education, and any other YTP grant activities;

(16) Attend all trainings, meetings, and conferences as required by VR or the YTP management team;

(17) Utilize resources and training available on the YTP website to support and further develop understanding of VR and Evidence- Based Practices related to YTP activities; and

(18) Inform every Student with a Disability who receives a Pre-ETS about the Client Assistance Program.

**j.** Identify a Site YTP Coordinator to assist Transition Specialist in managing the YTP.

**k.** Make a reasonable effort when hiring a Transition Specialist to include a VR representative in the process to maintain continuity and support to the YTP.

**l.** Work with the local VR office to provide Transition Services for all Students with Disabilities in need of YTP services regardless of disability and assist VR in tracking Pre-ETS.

**m.** Provide the Transition Specialist with the necessary support of the Principal and Director of Special Education at the location where the YTP is carried out so that each Student with a Disability's goals may be achieved and performance measures may be met.

**n.** Enter data, as required, using DHS' established data collection systems in cooperation with other YTP program partners. Pursuant to FERPA (34 CFR Part 99.31(a)(3)) DHS' authorized representative is allowed access to education records and Personally Identifiable Information (PII) for the purpose of enforcement of or compliance with Federal legal requirements which relate to YTP, Pre-ETS, and the federal funding. Recipient agrees to provide data to DHS to the extent allowed by state and federal law, including, but not limited to Executive Order No. 13-04 and 34 CFR 99.31.

**o.** Require the Transition Specialist, and permit, encourage, and support other Local YTP Team members, to attend trainings and conferences jointly sponsored by IGA Partners

**p.** Work with assigned VRC provided by VR. The assigned VRC will:

- (1) Coordinate, provide, or arrange for Pre-ETS;
- (2) Serve and participate on Recipient's local YTP Team;
- (3) Assist in the screening and selecting of Students with Disabilities who will participate in Recipient's YTP and will be assisted by Recipient's Transition Specialist;
- (4) Evaluate and determine eligibility of each Student with a Disability for VR services;
- (5) Assist Recipient's Transition Specialist and Students with Disabilities in identifying and accessing information and referral resources that may assist the Student with a Disability in making informed career choices and successfully work towards their employment goals;
- (6) Assist Student's with Disabilities, not subject to an Order of Selection wait -list, in developing and implementing IPEs;
- (7) Provide or arrange for funding of necessary VR services that are not the responsibility of the Recipient. After a Student with a Disability is no longer eligible for transition services under IDEA, continue IPE services as needed;
- (8) Assist Recipient in selecting and evaluating Recipient's Transition Specialist; and
- (9) Attend joint meetings, trainings, and conferences.

### 3. REQUIREMENTS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN WILL APPLY TO THE SERVICES APPROVED UNDER THE WAIVER.

Requirements of the VR services portion of the 2020 Combined State Plan will apply to any services approved under this waiver.

If the VR Program were to enter into an Order of Selection (OOS), all OOS requirements will apply to the TPCA arrangements. Eligible individuals on the waitlist will not receive individualized VR services until the individual is removed from the waitlist. When the eligible individual is removed from the waitlist, an IPE can be developed, approved and implemented.

The contracts with the local entities providing YTP were written with the VR service portion of the Combined Plan in mind and therefore the requirements will be adhered to.

### C. COOPERATIVE AGREEMENTS WITH AGENCIES NOT CARRYING OUT ACTIVITIES UNDER THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM

#### 1. FEDERAL, STATE, AND LOCAL AGENCIES AND PROGRAMS;

Oregon Vocational Rehabilitation (VR) has developed and maintains cooperative agreements and cooperative relationships where necessary with federal and state agencies not carrying out activities through the statewide workforce development system. This cooperation includes, but is not limited to the Centers for Independent Living (CILs), Office of Developmental Disability Services (ODDS), local intellectual and developmental disabilities (I/DD) brokerages, county service providers, Oregon's Mental Health Programs (including programs that serve in and out of school youth), the Client Assistance Program (CAP), Tribal VR 121 Programs, Oregon Department of Education (ODE), local school districts, community colleges, Access Technologies Inc. (ATI), and local agencies providing services to our clients. VR strives to have cooperative relationships that streamline referral and service delivery, including joint planning, leverage

funds, provide coordinated and non-duplicated services, and maximize the use of wrap around services to ensure success. VR's goal is to simplify, streamline, and expedite services to clients while maximizing access to services that will help with their success.

The aforementioned relationships have resulted in improved outcomes due to these collaborations. There has been a significant increase in Competitive Integrated Employment outcomes (COI) for the DD/IDD population due to the VR/ODDS/ODE collaboration. The Tribal 121 Programs have seen an increase in outcomes for Tribal participants by developing a more streamlined referral and cooperative working relationship with VR General. The collaboration with Oregon's Mental Health system has seen an increase in success for Individual Placement and Support programs (IPS). A significant observation is that as these relationships become more sophisticated, a level of employment support can be provided to clients as they exit the VR General program resulting in retention and long term employment consistency. The VR program continues to work with the CILs to provide services through their system as they become identifiable and necessary. This allows for and a degree of flexibility in the "system" to exist.

The partnerships that have developed with these organizations and others have demonstrated that a collaborative response that allows for the utilization of other resources beyond just those of the VR General program will result in better long term employment outcome for Oregonians with disabilities.

## 2. STATE PROGRAMS CARRIED OUT UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998;

Access Technologies, Inc. (ATI), serves as the Implementing Entity for the Oregon Statewide Assistive Technology (AT) Program; providing all state level and state leadership activities as mandated by the Assistive Technology Act of 1998, as amended. ATI has entered into an administrative agreement with Oregon's Lead Agency (the Department of Human Services or DHS). This administrative agreement sets forth the activities that must be conducted by ATI on behalf of DHS and the system of oversight to be provided by ATI's Board of Directors. DHS has assigned a Project Officer to oversee the administrative agreement, and who will meet with the President of ATI quarterly to discuss activities and the implementation of this State Plan. The Project Officer, and/or a representative from the Lead Agency, attends all Advisory Council meetings for ATI. ATI submits monthly expenditure reports to the Project Officer for review and approval, while the Lead Agency Project Officer ensures that the DHS fiscal unit provides timely and appropriate assistance to ATI. ATI also provides annual reports to DHS on activities completed, activities planned, and any data related to those activities.

The collaboration and partnership with ATI has resulted in more timely response to accommodation issues and situations that have resulted in successful employment outcomes for Oregonians with disabilities. ATI has also been instrumental in working with VR staff to introduce new products and strategies so that the staff will be up to date on accommodations available to their client. ATI has made available a "lending" program so that in certain situations multiple accommodations can be sampled and therefore when the best one is selected, the client will have better employment success.

## 3. PROGRAMS CARRIED OUT BY THE UNDER SECRETARY FOR RURAL DEVELOPMENT OF THE DEPARTMENT OF AGRICULTURE;

Oregon VR has no cooperative agreements or cooperative relationships with programs currently being carried out by the Under Secretary for Rural Development of the Department of Agriculture.



#### 4. NON-EDUCATIONAL AGENCIES SERVING OUT-OF-SCHOOL YOUTH; AND

Oregon VR works with non-educational agencies serving out of school youth predominantly through the Workforce System as we coordinate efforts with Title IB providers. VR offices in local workforce areas (LWA) have collaborative relations with the Title 1 B provider in their area as well as some local organizations that provide service to out of school youth not enrolled in the Workforce system.

In the context of this section, non Workforce system affiliated providers of youth services with whom Oregon VR General works with are:

Looking Glass: a youth mental health/runaway/homeless youth outreach project in Lane County. In partnership with Looking Glass and their youth services section, a collaborative relationship with Lane County VR offices. Specific VRCs with specialized knowledge of houseless youth developed specific training and support resources not otherwise readily available to these youth. The needs of these youth, and the need to partner extensively with our other DHS partners in Self Sufficiency and Child Welfare to ensure these highly at risk youth have access to VR services. The wrap around services created by this partnership make employment for runaway and homeless youth with disabilities a possibility. During Covid this partnership flourished as the number of runaway and homeless youth in the Lane County area appeared to grow.

EASA, the Early Assessment and Support Alliance, a Mental health support program. VR partnership with EASA usually starts with a referral from EASA. Given the criteria to be served by EASA it is rare that participants of VR become clients of EASA. EASA referrals are youth who are experiencing their first psychotic break. EASA and VR often partner with the local IPS program to provide holistic mental health and employment supports for individuals in this situation. EASA engages the family so that mental supports are understood across the participant's support network. Together the engagement and services provided stabilize youth and help them stay positive and focused on employment. During COVID the EASA and VR relationship stayed positive, but the number of referrals dropped off. Employment outcomes also seemed to languish.

Easter Seals "Connecting Communities" which works with Latino and other youth populations. This culturally and linguistically specific service helps Latino youth integrate and connect to opportunities for measurable skills gains, connect to employment, and be supported in employment. Easter Seals has allowed VR to engage with this often hard for government services to reach population. While services shifted to more virtual during the pandemic, the services provided by CC continued to allow VR to serve this population. Like all of our VR caseload, referrals, applications, and employment outcomes dropped during the pandemic.

#### 5. STATE USE CONTRACTING PROGRAMS.

Oregon VR utilizes the Statewide Office of Contracts and Procurement to memorialize service delivery arrangements using cooperative agreements and contracts with entities outside of the statewide workforce development system.

Oregon also provides priority for the purpose of purchasing goods and services to companies that hire persons with disabilities. Oregon has a program called Qualified Rehabilitation Facilities (QRFs) that gives priority for the purpose of purchasing goods and services to companies that hire persons with disabilities.

A QRF is a non-profit rehabilitation corporation that employs individuals with qualifying disabilities to provide products and services to public agencies. A QRF must employ individuals

with qualifying disabilities for at least 75% of the hours of direct labor across the entire company. Each QRF's mission must include providing vocational services which enable employment opportunities for individuals with disabilities.

ORS 279.850 mandates state agencies to procure products and services that are included on the QRF Program Procurement List available on the Oregon Department of Administration Services website. Agencies that seek to procure products or services found on this list must procure through the QRF Program, provided the product or service meets the agency's quantity, quality, and delivery specifications. The QRF Program allows an agency to acquire directly from the QRF and does not require a competitive procurement.

#### D. COORDINATION WITH EDUCATION OFFICIALS

##### 1. THE DESIGNATED STATE UNIT'S PLANS, POLICIES, AND PROCEDURES FOR COORDINATION WITH EDUCATION OFFICIALS TO FACILITATE THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO THE RECEIPT OF VR SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, AS WELL AS PROCEDURES FOR THE TIMELY DEVELOPMENT AND APPROVAL OF INDIVIDUALIZED PLANS FOR EMPLOYMENT FOR THE STUDENTS

The VR Program VR has Intergovernmental Agreements (IGAs) with 65 entities consisting of schools, consortia of districts, and Educational Services Districts (ESDs). When all are counted, over 200 schools are providing YTP and Pre-ETS services. Performance benchmarks for YTP are in place within the IGAs to ensure the timely development and approval of individualized plans for employment for the participating students.

The agreement was signed with the State Educational Agency and executed on November 5, 2019.

Transition services provided through the YTP is a collaboration with the school districts and VR through interagency agreements. Every biennium school districts apply for the interagency agreement which include a budget to run the program for two years. School districts pay match checks to the amount of one third of the total program budget for the biennium. Vocational Rehabilitation is responsible for two-thirds of the total budget for the biennium. Working together, school districts and VR hire and train qualified personnel to provide the transition services to students. School Districts send in fiscal reports quarterly to be paid and not to exceed the amount of the negotiated budget in the interagency agreement.

VR actively works in coordination with state and local education agencies (SEA and LEAs) to assist eligible and potentially eligible students in pursuit of career exploration or employment goals to facilitate their transition from school to employment, higher education or vocational training. This occurs on a regular and continuing basis as part of delivery of individualized vocational rehabilitation services to students including the provision of Pre-Employment Transition Services (Pre-ETS). VRCs collaborate regularly with schools to identify and serve students. In regards to outreach and identification of students, VR presents at various conferences that have different audiences such as school administrators, transition teachers, case management entities and family members. VR partners with FACT Oregon, Oregon's Parent Training and Information Center, to provide trainings to families and students. We disaggregate data to identify regional areas that have not requested Pre-ETS as well as race/ethnicities that are not represented in our data. We continue to review this data to target our outreach and enroll other agencies and organizations to assist with informing various areas of our state. Pre-ETS Coordinators regularly communicate with VR Branch offices to assure understanding of Pre-ETS and areas that need more support. All presentations or information sessions include age requirements and the scope of Pre-ETS along with specific VR eligibility when needed. The Transition Specialists within the Youth Transition Program provides students with all necessary

information regarding the VR process from application procedures through possible scope of services.

Age requirements for these services is 14 years to 21.

Eligibility for Pre-ETS requires either a documented disability, an Individual Educational Plan (IEP) or 504 plan.

In order to apply for these services, a request for consultation form is utilized for Pre-ETS in non YTP schools. YTP schools provide Pre-ETS services and then assist students in the regular application to apply for and enter regular VR services when appropriate.

Oregon VR also collaborates with the State Education Agency, the Oregon Department of Education, to administer the Transition Technical Assistance Network (TTAN). This network includes staff called Transition Network Facilitators who educate Teachers and District personnel throughout the State about VR Programs for students in school and specifically review Pre-ETS requirements, goals and outcomes. This network ensures that all YTP and non-YTP schools are coordinating with their local VR office to facilitate the transition of students with disabilities from school to the receipt of VR services, including Pre-ETS.

The scope of services provided are the required Pre-ETS services; consisting of job exploration, self advocacy, work readiness, work based learning experience and counseling on Post Secondary opportunities for enrollment in comprehensive transition or postsecondary educational programs of higher education. In addition to these services, students can also receive core YTP services including assistance with VR application, gathering of information to assist in eligibility determination, plan development, job development and follow up services.

It necessarily includes development and approval of individualized plans for employment as early as possible during the transition planning process, but at the latest 90 days after the student is determined eligible for VR services (or in the event VR is subject to an Order of Selection and a waitlist for services is being utilized, before each eligible student able to be served leaves the school setting).

Oregon VR, the SEA and LEAs across the state are committed to not enter into contracts or any other agreement with community based organizations that would compensate students at a subminimum wage. This commitment was codified in Executive Order 13-04 which directed the SEA to support proposed legislative or rule changes that will prohibit local education agencies from contracting with adult service providers for employment or vocational assessment services in Sheltered Workshops. The SEA supported and the State Board of Education adopted a rule that prohibits local educational agencies from including Sheltered Workshops in the continuum of alternative placements and supplementary aids and services provided to students. ODE shall continue to support legislation consistent with the intent of the directive to support proposed legislative changes that will prohibit local education agencies from contracting with adult service providers for employment or Comprehensive Vocational Assessment services in Sheltered Workshops.

## 2. INFORMATION ON THE FORMAL INTERAGENCY AGREEMENT WITH THE STATE EDUCATIONAL AGENCY WITH RESPECT TO:

### A. CONSULTATION AND TECHNICAL ASSISTANCE TO ASSIST EDUCATIONAL AGENCIES IN PLANNING FOR THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO POST-SCHOOL ACTIVITIES, INCLUDING VR SERVICES;

Information on the formal interagency agreement with the state educational agency with respect to consultation and technical assistance to assist educational agencies in planning for

the transition of students with disabilities from school to post-school activities, including VR services;

The Oregon Department of Education (ODE) and VR have executed an agreement and MOU to coordinate transition services leading to successful transition for students with disabilities from a free and appropriate public education to post-secondary career-related training and employment activities.

VR and ODE additionally have developed another agreement to co-fund eight regional Transition Network Facilitators (TNFs) and four regional support staff who cover the entire state. The TNFs are working with every LEA to ensure the provision of Pre-ETS are available to all students with disabilities in need of such services.

VR Transition Staff:

VR has a full-time YTP Coordinator. This position is responsible for leading and coordinating YTP and more generally VR's transition efforts as part of a larger Program transition team. This coordinator and other VR staff work closely with Oregon's community colleges and workforce programs on transition and related service coordination issues.

VR also has a full time Pre-ETS program coordinator. The person in this position is responsible for the development of Pre-ETS policy, procedures and data validation. Additionally, this staff member is the administrator of contracts pertaining to the delivery of Pre-ETS services and sits on the State Advisory Council for Special Education and its Transition Advisory Committee.

The YTP Coordinator, ODE Transition Specialist, and the University of Oregon (UO) YTP Technical Assistance Team, together comprise the cross-agency YTP leadership team.

In addition, VR and its YTP partners:

- Maintain a YTP website. The site ([ytp.uoregon.edu](http://ytp.uoregon.edu)) provides information on transition, YTP, special education and related services, research, training, and links. The intended audience is school and VR personnel, youth and adults with disabilities, parents and other supporters of such individuals, and the public at large. The website is also used to transmit and report on YTP performance data.
- Jointly sponsor and organize two statewide transition conferences, provide training on a regional basis throughout Oregon about transition, Individuals with Disabilities Education Act (IDEA), modified diploma standards, and the VR process.
- Serve as liaison to the Oregon Association of Vocational and Special Needs Personnel's Board of Directors; and UO and ODE representatives serve on the SRC.

**B. TRANSITION PLANNING BY PERSONNEL OF THE DESIGNATED STATE AGENCY AND EDUCATIONAL AGENCY THAT FACILITATES THE DEVELOPMENT AND IMPLEMENTATION OF THEIR INDIVIDUALIZED EDUCATION PROGRAMS;**

Under the direction of VR, YTP Transition Specialists, Pre-ETS Coordinators, TNFs, and Pre-ETS Support Specialists, herein referred to as Transition Technical Assistance Network (TTAN) work with school transition staff members to coordinate the development and implementation of individualized transition planning for students with disabilities. When a student is determined eligible for VR services, they work with a school transition specialist and a VR counselor to develop an Individualized Plan for Employment (IPE) that reflects the interests, strengths, and abilities of the student, and which addresses the barriers to training or employment outcomes for the student.

Oregon took a very cautious approach to implementing COVID safety measures. Other than a very small handful of districts with student catchment less than 100, Oregon schools pivoted to virtual learning in March of 2020, and operated in a combination of synchronous and asynchronous virtual learning until September of 2021. The duties of the TTAN have been impacted as a result of this. The most obvious way is that TTAN services also became virtual. In many cases, this increased the amount of time and resources available to school employees in virtual schools, resulting in an increase in Pre-ETS Coordination. However, direct access to students was significantly diminished as a result of high mobility of our populations (moving away from last known school) to screen fatigue. Specifically, in our YTP sites, services shifted to mainly Pre-ETS, as Vocational Rehabilitation offices also closed down March of 2020, and have yet to re-open. VR offices are currently scheduled to re-open to the public May 1, 2022. Providing employment services became a particular challenge when things like Job Development and Job Coaching were attempted to be implemented remotely. VR was left often needing to purchase services from private, independent providers who were not accountable to the State of Oregon, Department of Education and Oregon Health Authority's policies and restrictions around mitigating risk of COVID spread, infection, hospitalization, and death.

Should it be necessary for VR to reinstitute an Order of Selection, the scope of VR services and expected employment outcomes for all individuals served by VR, including YTP students, will be modified to comply with VR's Order of Selection

#### C. ROLES AND RESPONSIBILITIES, INCLUDING FINANCIAL RESPONSIBILITIES, OF EACH AGENCY, INCLUDING PROVISIONS FOR DETERMINING STATE LEAD AGENCIES AND QUALIFIED PERSONNEL RESPONSIBLE FOR TRANSITION SERVICES;

VR is responsible for:

- Administering and coordinating YTP and the Pre-ETS Program in the local jurisdictions in partnership with the LEA.
- Entering into YTP intergovernmental agreements with school districts that wish to participate in YTP. These agreements provide districts with the funding needed for staff that deliver a district's YTP and Pre-ETS services and supports.
- Working with school district staff at the VR field/school level to provide YTP and Pre-ETS activities, and providing needed technical assistance and support.

In partnership with Oregon Department of Education, VR co-funds the work of the Transition Technical Assistance Network (TTAN). The TTAN is a cohort of 8 FTE Transition Network Facilitators, and 4 FTE Pre-Employment Transition Services Support Specialists. Each member of the TTAN are responsible for providing training and technical assistance to LEAs and VR offices of the transition process and VR services. The TNFs and Pre-ETS Support Specialists provide Pre-Employment Transition services to students with disabilities, provide students and families with information about VR and how to apply, and support LEAs by having a direct point of contact to help with community engagement and resources for transition aged students with disabilities. LEA, YTP and other staff co-funded by VR and the SEA will be responsible for outreach, referral and assisting in the application process for VR services. VRCs will be responsible for determining eligibility for VR throughout the application process.

All financial agreements for the sharing or stacking of funds are handled by VR and ODE through intergovernmental agreements. For example, with VR's YTP program the participating school districts provide VR with general fund dollars that are paid back to the schools along with VR

program funds when they provide the required services outlined in the IGA. In this way, VR can assure that the services paid for are an enhancement to the services the school district are required to provide.

#### D. PROCEDURES FOR OUTREACH TO AND IDENTIFICATION OF STUDENTS WITH DISABILITIES WHO NEED TRANSITION SERVICES.

There are varying methods of reaching out to students with disabilities and their families regarding Transition and Pre-ETS services. This outreach begins, for example, when a child with a disability and as early as 14 years old begins school. The Educators inform the family of the resources that are available through the school system as well as VR (and any other) programs. As disability related difficulties are observed or identified with in school process, Special Ed teaches can initiate a "team" process to meet educational needs taking into account the barriers posed by the disability. This may result in the creation of an IEP or 504 plan and these plans will require input from the VR counselor as the student moves through the educational system.

VR staff provide information to students and families regarding the VR Program, application procedures and the scope of services that may be provided to eligible individuals. This information is provided at IEP meetings and is also available to individuals and families at local VR offices and through electronic means. VR Program information is available on Social Media platforms as well. VR staff also present about VR services at conferences for parent advocacy groups, educators, and other partners service providers.

VR and ODE co-fund eight regional Transitional Network Facilitators (TNFs) and four Pre-ETS Support Specialists who provide support and resource to the entire state. The TNFs and Pre-ETS Support Specialists work with every high school in the state to educate school staff, families, and other provider agencies to undertake outreach and identification of students with disabilities in need of transition services. They also share information with students and families in all school districts regarding the purpose of the VR Program, application procedures and the scope of services that may be provided to eligible individuals.

VR has a Statewide Transition Coordinator that works with ODE to develop trainings that help schools identify students with disabilities who need transition services. Oregon VR also has a robust website with extensive information for students, families and educators relating to VR services including Pre-ETS. Our website has videos explaining our services, a downloadable Pre-Employment Consent and Release form to request services and links to other resources and services.

VR counselors, as well as TNFs, Pre-ETS Support Specialists and Pre-ETS coordinators regularly attend functions (back to school nights, job clubs, vocational classes, etc.) at high schools and other locations to educate youth, families, and school staff about VR services. VR staff collaborate with districts to provide Pre-ETS which leads to identification of students that can benefit from VR services.

As a result of COVID, following Oregon's Governor's Executive Order, all outreach services were remote and virtual from March 2020 – September 2021. Beginning September 2021, contracted partners (TNFs, Pre-ETS Support Specialists, YTP Transition Specialists) who are employees of school districts were able to begin outreach efforts in person in various phases and timelines. Schools were able to take a local approach to re-opening, and while some would welcome itinerate staff, others would not. Some opened, only pivot back to virtual due to high infection rates. One of our largest high schools in Oregon, and longtime strong partner with VR, had to close for two weeks after reopening in order to train staff on implementing social emotional supports and positive behavioral measures due to the number of fights and acts of bullying and harassment that were occurring. This last example highlights a thread that can be seen throughout all of our systems. All of this adjustment has taken a toll on staff, families, and youth.

Meanwhile in VR, an exception was sought and received designating our Pre-ETS Coordinators as an essential service, and the ability to travel and provide in-person services at client or partner request beginning January 1, 2022. Since then, this internal team has been utilizing a hybrid approach. The State of Oregon, during this time of transition, conducted productivity assessments and found that employees as a whole were 33% more productive when working from home than in the office. Some employees report an increase satisfaction. In alignment with reducing environmental impact, the State of Oregon, including VR, is offering community-based hybrid as a permanent work status going forward.

#### E. COOPERATIVE AGREEMENTS WITH PRIVATE NONPROFIT ORGANIZATIONS

Oregon Vocational Rehabilitation (VR) continues to establish relationships with private non-profit and for-profit entities that are community rehabilitation providers, medical services providers, and providers of other services and supports that are required by VR clients to achieve the goals in their Individualized Plans for Employment (IPEs). VR staff develop relationships in the community to meet the needs of their client and to provide choice of providers to their clients. Services provided by the community rehabilitation providers, contractors, and vendors include medical and psychological assessments and services, job development and employer services, job coaching and facilitation, accommodations and ergonomics, independent living services to support employment goals, follow up services, and other services especially for individuals with significant disabilities. The cooperative relationships vary from information and referral relationships to fee-for-service and pay for performance relationships. VR follows State of Oregon contractual processes when establishing contracts for services. The Oregon VR Program has thirty nine "fee for service" agreements with CRPs.

Oregon VR works with the Office of Contracts and Procurement to develop contracts. The fee for services is determined by fair market value. Additionally, these contracts follow state Rules and Policies that simplify, clarify and modernize Public Contracting pursuant to ORS 279A.015(1). These Rules provide a foundation for ethical and fair dealing in Public Contracting, designed to instill public confidence pursuant to ORS 279A.015(2). The Oregon Department of Justice also reviews contracts as an additional oversight.

These services and contracts will enhance VR's capacity to respond to specific populations with regards to disability, cultural and linguistic and communication preference. By utilizing these contractors, the VR Program will have further reach to the populations addressed in these contracts and agreements and by leveraging their work and our resources will have better outcomes regarding employment as a whole for Oregonians with Disabilities.

#### F. ARRANGEMENTS AND COOPERATIVE AGREEMENTS FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES

There are varying methods of reaching out to students with disabilities and their families regarding Transition and Pre-ETS services. This outreach begins, for example, when a child with a disability and as early as 14 years old begins school. The Educators inform the family of the resources that are available through the school system as well as VR (and any other) programs. As disability related difficulties are observed or identified with in school process, Special Ed teaches can initiate a "team" process to meet educational needs taking into account the barriers posed by the disability. This may result in the creation of an IEP or 504 plan and these plans will require input from the VR counselor as the student moves through the educational system.

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## G. COORDINATION WITH EMPLOYERS

### 1. VR SERVICES; AND

Oregon Vocational Rehabilitation (VR) knows that given the needs of our clients, a robust employer engagement model is required to be successful. VR continues to use job placement contractors to identify individual employment, assessment, and training opportunities for those who require those services to become employed. Additionally, VR strives to expand the base of employers who work with our clients who do not require individualized outreach to employers. By leveraging opportunities with other workforce partners, VR believes that it can increase employment opportunities for Oregonians with disabilities and begin to change perceptions associated with individuals with disabilities in the workforce.



To this end, VR has hired four Regional Workforce and Business Coordinators, where there was currently one statewide position, to more closely connect with, analyze and communicate business need to VR staff so that services and programming may align more responsively and strategically.

VR will:

- partner with the local Employment Department Business Teams to coordinate employment services
- partner with the Local Workforce Development Boards (LWDBs) to coordinate employer engagement activities
- provide information to VR staff regarding apprenticeship programs and processes
- partner with local mental health providers in coordinating employment services
- continue to partner with Oregon Commission for the Blind (OCB) on employment services
- participate and coordinate local employer recruitment events and job fairs
- contract with providers to provide local employer engagement events and activities for individuals with disabilities
- provide training to contracted job placement and partner providers
- establish local MOU's with federal business contractors
- provide information to VR staff regarding 503 information, protocols and processes
- provide local trainings and resources on disability awareness and accommodations
- establish partnerships with local nonprofits that provide employment services
- participate in local area business events to enhance disability awareness
- promote and develop local area internships for individuals with disabilities

Employer survey respondents were asked to rate the perceived helpfulness of a variety of potential services provided to employers by VR. The survey items with the highest perceived helpfulness reported by respondents to the business survey were:

- Providing workers with disabilities with the accommodations and supports they need to do the employer's work;
- If concerns arise, providing consultation with management, the workers, and co-workers to resolve the concerns;
- Placing qualified individuals in internships at the business with full reimbursement of the employer's expenses;
- Providing training consultation and resources related to the provision of reasonable accommodations; and
- Finding workers that meet the employer's workforce needs.

## 2. TRANSITION SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, FOR STUDENTS AND YOUTH WITH DISABILITIES.

The VR Program has increased its Workforce team to now include a Lead, and four Regional Workforce and Business Coordinators. This team plugs into all existing workforce efforts in the state throughout each region. In addition, through targeted outreach based on local labor

market needs, they are outreaching to businesses and pitching opportunities for structured and strategic partnership. Which can include any number of the following: analysis of business need across entry points into the sector, training services needed to gain upward mobility within each sector, analysis of belief and culture around employing people with disability, disability awareness training, and specific training on supporting neuro and physically diverse people within their workforce to match current and future need.

As an extension of this, Oregon VR has received a Disability Innovation Fund Grant for implementing and scaling out Inclusive Career Advancement Program (ICAP), across all 17 community colleges across Oregon. ICAP will place a Career Coach in each community college who coordinates with the Regional Workforce and Business Coordinator, the Vocational Rehabilitation Counselor, and the Youth Transition Specialist (when involved) to support our clients and business partners each step of the way toward fulfilling Oregon's employment needs. Managers of ICAP, the VR Workforce Team and VR Youth Team are coordinating to ensure we are creating sustainable career pathways for current and future Oregonians who experience disabilities.

As an extension of the Youth Team, VR has agreements with 65 entities consisting of schools, consortia of districts, and Educational Services Districts (ESDs). When all are counted, over 200 educational entities are providing YTP and Pre-ETS services.

Pre-ETS consist of:

- Job Exploration Counselling
- Work-based learning experiences, which may include in-school or after school opportunities, work experiences outside of the traditional school setting, and/or internships
- Counselling on opportunities for enrollment in comprehensive transition or postsecondary educational programs
- Workplace readiness training to develop social and independent living skills
- Instruction in self advocacy

Youth Transition Program Core Services include identification and referral to Vocational Rehabilitation, Motivational Interviewing, assisting VR in IPE development, career development, connecting to other agencies, job development and yearlong follow up services.

A Student with a disability is an individual with a disability in a secondary, postsecondary, or other recognized education program who -

- is not younger than the earliest age for the provision of transition services under section 614(d)(1)(A)(i)(VIII) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)(1)(A)(i)(VIII) unless the state elects a lower minimum age for receipt of Pre-ETS and is not younger than that minimum age; and
- is not older than 21; unless the individual state law provides for a higher maximum age for receipt of services under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.); and is not older than that maximum age; and
- is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act (20 U.S.C. 1411 et seq.); or
- is an individual with a disability, for purposes of section 504.

In Oregon, the VR Program works with Students with Disabilities from the age of 14, when appropriate, to age 21.

In the context of "coordination with employers", YTP Transition Specialists work directly with employers to:

1. Perform worksite assessments before student placement
2. Train students in workplace readiness
3. Provide screening and referral of appropriate youth for Identification of appropriate worksites and tasks for work-based learning opportunities and competitive integrated employment opportunities
4. Provide counseling on opportunities for enrollment in comprehensive training opportunities to meet the desired qualification of employers
5. Train students on the job for task completion
6. Maintain employer relationships to assist in future placements.

In the Portland Metro area, Youth Transition Program staff are working with health providers, Legacy and Providence Health, to train and streamline hiring programs for students with disabilities. Students placed in competitive integrated employment with these employers are supported after stability with 12 months of follow along services to ensure stable employment.

Youth Transition Specialists and VR contractors work with businesses and schools regarding employer engagement models to offer competitive, integrated employment and career exploration opportunities. These opportunities include:

1. Pre-employment trainings with school staff to meet employer needs
2. Interest inventories with students, trainings on developing partnership agreements, trainings, on the job needs analysis, and marketing school-based programs
3. Pre-training and post-training evaluations for students involved in work experiences

In areas where there are no established YTP Programs, the VR Program partners with employers to provide Pre-ETS to students with disabilities in schools through collaborated service delivery by Pre-ETS Coordinators, Pre-ETS Support Specialists and Transition Network Facilitators.

As has been mentioned in prior sections, Oregon took a very cautious approach to mitigating spread of COVID. All team members directly employed by the State of Oregon Office of Vocational Rehabilitation have been providing remote services to both business and schools since March of 2020. It was just in January 2022 that these services were granted the status of essential, and therefore were able to begin providing in-person service and coordination when businesses or schools requested this option. Contracted provided, those working in our 65 YTP sites, were sporadically able to provide onsite business relations throughout the 2020-2021 school year, depending on local school district policy, and have fully been able to provide onsite business relation services beginning September 2021. The impact of VR's staff still being remote while others have returned to in-person services has created a situation where it has been difficult to meet both 1) the demand for labor, and 2) our requirements for determining eligibility and plan services of youth, including acquiring additional permissions from guardians, accessing school records, locating timely assessment when needed.

## H. INTERAGENCY COOPERATION

### 1. THE STATE MEDICAID PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT;

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VR works with and establishes relationships with non-profit organizations to fully utilize the benefits provided through the Social Security Administration (SSA) Ticket to Work (TTW) program. In January 2010, Oregon VR initiated a TTW shared payment agreement pilot with ten community mental health programs that provide evidence-based mental health supported employment services. These mental health agencies are governed by the Oregon Health Authority (OHA) who contracts with the Oregon Supported Employment Center for Excellence (OSECE) to provide annual programs and technical assistance. These agreements allow Oregon VR to be the TTW Employment Network of record with SSA and partner with the mental health agencies to provide dual services to an individual. Once the VR case is closed, the mental health agency continues to support the individual until the support is no longer needed. If the individual works and reaches the SSA wage activity thresholds, Oregon VR receives TTW payments which in turn are split with the mental health agencies. This pilot evolved into a program that has strengthened the relationship between VR and these participating agencies by providing additional TTW dollars for additional program funding. As of July 2021, we have seventeen agreements in place, and we are working with OSECE to promote more participation in the future

The partnership and sharing of these funds allow for better supports and wraparound services for clients leading to a greater level of employment success for Oregonians with significant disabilities.

## 2. THE STATE AGENCY RESPONSIBLE FOR PROVIDING SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES; AND

VR and the Office of Department of Developmental Disability Services (ODDS) continue to work on to achieve the outcomes set forth in Executive Order 15-01. This Executive Order emphasize with more clarity the state's Employment First Policy. Additionally, the State of Oregon is currently in a settlement agreement that calls for increased integrated employment opportunities for individuals with intellectual and developmental disabilities (I/DD). VR, ODDS, the Oregon Department of Education (ODE) and the I/DD service delivery system have a working relationship that shares information, leverages and braids funding, and encourages the joint case management of joint clients. VR will continue to work with ODDS and I/DD service delivery system as well as with ODE to increase our collaboration to maximize funding, streamline processes, and meet the competitive and integrated employment goals of intellectually and developmentally disabled clients.

VR, ODE and ODDS have:

Hired staff specialists who serve individuals with I/DD. These three groups of regional staff meet regularly; co-train other agency staff; and, co-develop tools and strategies to provide services that are consistent and reflect best practices.

Have established collaborative training regarding consistency and quality in curricula used for VR, ODDS and ODE staff throughout Oregon; accomplished through: Agency conferences (VR In-Service, ODDS Case Management Conference, and ODE Regional Transition Conferences) used mixed groups of staff and cross-training techniques to further collaborative training goals, VR, I/DD, and school transition staff training on varied topics, presented regionally to groups consisting of staff from all three agencies. Staff are consistently co-trained by specialists from the three agencies.

Ongoing and regularly scheduled meetings lead to collaborative actions by ODDS, VR and ODE. Employment First Steering Committee meetings direct the overall work of the following collaborative meetings. This committee is co-led by VR and ODDS Administrators.

Policy and Innovation meetings are co-led by VR staff and ODDS staff to facilitate these collaborative actions. The three agencies review and discuss all new or newly revised policy to

assure alignment across agencies. Each agency sends policy transmittals to their regional and community staff when another of them adopts new or newly revised policy.

Education and transition meetings discuss pertinent issues for students who have transition plans including those receiving Pre-Employment Transition Services (Pre-ETS); facilitating these collaborative actions: A jointly held goal of seamless transition for students with transition plans, students in transition programs, and post high school students.

Examination of agency procedures, leading to the development of tools and strategies for use by field staff; and referral to the Policy Work Stream for potential policy revision or development. Training and technical assistance meetings address issues of staff and vendor training to facilitate.

Increased numbers of vendors shared across agencies.

Increased knowledge and skill (competency) of agency staff and vendors. Quality Assurance is a cross-agency group that evaluates collaborative outcomes providing a means to assess collaborative efforts.

### 3. THE STATE AGENCY RESPONSIBLE FOR PROVIDING MENTAL HEALTH SERVICES.

A primary effort of VR and OHA Behavioral Health Programs has been development and expansion of evidence-based supported employment services by increasing the number of county mental health organizations providing such services and meeting fidelity standards. VR continues to partner with and utilize the Oregon Supported Employment Center for Excellence (OSECE) in developing and refining evidence-based supported employment services. As of the end of federal year 2021, 40 community mental health programs and 35 out of 36 counties are providing IPS services to Oregon citizens. With the inclusion into Oregon's Administrative Rules (OARs), evidence-based supported employment services continue to expand across Oregon.

Additionally, VR collaborates and supports the Early Assessment and Support Alliance (EASA) which is an evidence-based practice effective in reducing the early onset of and the symptoms of severe mental illness. VR works with EASA in assisting young people with early onset psychiatric disabilities by helping them obtain and maintain employment.

While continuing to expand and support employment outcomes, the quality of those outcomes, and the skills of the employment service providers, VR is looking ahead to increasing the capacity of community rehabilitation programs and providers.

#### I. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT; DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

##### 1. SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

###### A. QUALIFIED PERSONNEL NEEDS

###### I. THE NUMBER OF PERSONNEL WHO ARE EMPLOYED BY THE STATE AGENCY IN THE PROVISION OF VR SERVICES IN RELATION TO THE NUMBER OF INDIVIDUALS SERVED, BROKEN DOWN BY PERSONNEL CATEGORY;

The Oregon Legislature has the sole authority to establish the type and number of state government positions, including Oregon Vocational Rehabilitation (VR) positions. The chart below indicates the type and number of positions allocated by the legislature for the 2019-2021 biennium and the type and number of vacancies and projected vacancies over the next five years.

**VR Program (01/01/2022) Total Positions:** 294

Current vacancies:	21
Projected vacancies in the next 5 years:	51

**VR Counselors:**

Total positions:	139
Current vacancies:	8
Projected vacancies in the next 5 years:	28

**VR Specialists:**

Total positions:	6
Current Vacancies:	0
Projected vacancies in the next 5 years:	3

**Transition Network Facilitators:**

Total positions:	8
Current vacancies:	0
Projected vacancies in the next 5 years:	2

**Pre ETS-Coordinators:**

Total positions:	6
Current vacancies:	0
Projected vacancies in the next 5 years:	1

**Human Services Assistants/Office Assistants**

Total positions:	79
Current vacancies:	13
Projected vacancies in the next 5 years:	10

**Branch Managers**

Total positions:	15
Current vacancies:	0
Projected vacancies in the next 5 years:	7

**Regional Managers**

Total positions:	3
Current vacancies:	0
Projected vacancies in the next 5 years:	0

**Administration Unit and Executive Management Team: 43**

In the pool of 135 Vocational Rehabilitation Counselors (VRCs), VR has 6 VR Specialist positions. The counselors in these positions provide training, technical assistance, and caseload support to other field staff on a given area of focus, in addition to carrying a general caseload. The areas of

focus include autism, deaf and hard of hearing services, intellectual and developmental disabilities, mental health, Motivational Interviewing, spinal cord injuries, traumatic brain injury, and workers' compensation.

All VR field staff are provided with the supervision necessary to ensure the delivery of quality VR services. In addition to direct supervisory practices, a minimum of 20 hours of training per VR employee per year has been established as a staff development performance benchmark. Managers meet annually with staff to address professional development needs for the upcoming year.

PY 2018: VR served: 17204

Staffing Ratio (VRC): 1:127

PY 2019: VR served: 16907

Staffing Ratio (VRC): 1:125

PY 2020 : VR Served 12,210

Staffing Ratio (VRC): 1:90

PY 2021 : (projected): 12,820

Staffing Ratio (VRC): 1:95

The present and projected staffing level and configuration meet currently identified needs.

## II. THE NUMBER OF PERSONNEL CURRENTLY NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES, BROKEN DOWN BY PERSONNEL CATEGORY; AND

Included in i.1.A.i.

### III. PROJECTIONS OF THE NUMBER OF PERSONNEL, BROKEN DOWN BY PERSONNEL CATEGORY, WHO WILL BE NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES IN 5 YEARS BASED ON PROJECTIONS OF THE NUMBER OF INDIVIDUALS TO BE SERVED, INCLUDING INDIVIDUALS WITH SIGNIFICANT DISABILITIES, THE NUMBER OF PERSONNEL EXPECTED TO RETIRE OR LEAVE THE FIELD, AND OTHER RELEVANT FACTORS.

included in i.1.A.i

## B. PERSONNEL DEVELOPMENT

### I. A LIST OF THE INSTITUTIONS OF HIGHER EDUCATION IN THE STATE THAT ARE PREPARING VR PROFESSIONALS, BY TYPE OF PROGRAM;

Oregon has two institutions of higher education with Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited graduate programs in Rehabilitation Counseling: Western Oregon University (WOU) and Portland State University (PSU). Due to the COVID-19 pandemic, all courses which were previously offered only onsite are now being taught in a fully online format. As the CDC-recommended precautions are lifted, program faculty and university administrators will determine whether some or all courses will be transitioned back to their traditional formats.

WOU has two Rehabilitation Counseling degree options: The Master of Science in Rehabilitation and Mental Health Counseling for the Deaf (RCD) is one of only four deafness specialty programs in the United States and has been in place continuously since 1973; and the Master of

Science in Rehabilitation and Mental Health Counseling (RMHC), which was authorized by the Oregon University System in 1991. WOU's RCD program has fully transitioned from being an on-campus program to an online/distance learning program. This change has already significantly decreased the number of available VR counselor interns with skills and training to appropriately serve deaf, hard of hearing and deaf-blind Oregonians because students will be doing all their fieldwork in their local communities around the US. The RMHC program is presently in transition to become a hybrid program, with students participating in online coursework and gathering onsite one Saturday per month for a full day of coursework. The program has also been relocated from the main campus in Monmouth, Oregon to a building the university purchased which is located in downtown Salem; the Salem campus is located approximately 20 miles east of the main campus in Monmouth, in the state capitol. The WOU programs are also adding a 3-year curriculum to their present 2-year programs; the expectation is that the added year will provide students who are working part- or full-time with greater ability to complete the programs; additionally, this will provide the faculty with greater ability to meet the standards for accreditation required by CACREP. WOU's RMHC/RCD Advisory Committee has 2-3 Oregon VR staff appointed to help in the guidance of the programs.

PSU offers a Master of Science in Clinical Rehabilitation Counseling. This is a three-year program, as opposed to the two-year curriculum at WOU and other regional university programs. All students are served through the main PSU campus in downtown Portland, with courses scheduled in the evenings, making it possible for working individuals to have access to attaining a Clinical Rehabilitation Counseling degree. The PSU program features many Oregon VRCs and managers as guest presenters and adjunct faculty and works closely with the Portland Metro area VR branches to provide fieldwork placements for students. Unlike the WOU programs' format, PSU students are still taking classes during their internships, so must find placements in the Portland Metro area. PSU's CRC Advisory Committee has 2 Oregon VR staff appointed to help in the guidance of the program.

Western Washington University (WWU), located in Everett, Washington, offers a hybrid on-campus/online two-year Master of Arts in Rehabilitation Counseling. Most of these students will seek internship and employment in Washington State, but Oregon VR is actively involved in recruiting interns and graduates from this program. PSU's CRC Advisory Committee has 1 Oregon VR staff person appointed to help in the guidance of the program.

The University of Idaho, which offered a two-year program of study leading to either a Master of Education or a Master of Science in Counseling and Human Services, with an emphasis in Rehabilitation Counseling, closed in May 2020. Oregon VR hosted two graduate interns from this program prior to its closure. Idaho State University (ISU) was granted RSA funding and opened a 2-year program of study leading to a Master of Counseling in Clinical Rehabilitation Counseling program in both Pocatello and Meridian, Idaho beginning August 2020. Oregon VR's Internship Coordinator has expressed interest to the ISU faculty in providing internship sites in Eastern and Central Oregon when and if they have students who are interested in completing their fieldwork experiences with Oregon VR. Oregon VR will also begin sharing recruitment announcements with ISU faculty.

Each graduate of any program options described here is qualified and eligible to seek national certification from the Commission on Rehabilitation Counselor Certification (CRCC) as Certified Rehabilitation Counselors (CRCs) and/or state licensure as Licensed Professional Counselors (LPCs) by the Oregon Board of Licensed Professional Counselors and Therapists.

## II. THE NUMBER OF STUDENTS ENROLLED AT EACH OF THOSE INSTITUTIONS, BROKEN DOWN BY TYPE OF PROGRAM; AND

For the current academic year (2021-22), the institutions have the following census:

Western Oregon University Current Enrollees: RMHC 30 + RCD 12 (42 total)



Portland State University Current Enrollees: RC 40

Western Washington University Current Enrollees: RC 42

III. THE NUMBER OF STUDENTS WHO GRADUATED DURING THE PRIOR YEAR FROM EACH OF THOSE INSTITUTIONS WITH CERTIFICATION OR LICENSURE, OR WITH THE CREDENTIALS FOR CERTIFICATION OR LICENSURE, BROKEN DOWN BY THE PERSONNEL CATEGORY FOR WHICH THEY HAVE RECEIVED, OR HAVE THE CREDENTIALS TO RECEIVE, CERTIFICATION OR LICENSURE.

Graduates of all three regional graduate programs have the credentials required to attain Certified Rehabilitation Counselor status upon passing that examination. They also meet the preparation criteria for Oregon's Licensed Professional Counselor—Associate status, which provides them up to 5 years to complete the 2400 hours of supervised direct client contact hour required for full licensure.

For the academic year 2020-21:

Western Oregon University Graduates: RMHC 10 RC, CRC/LPC eligible upon graduation: 10

Portland State University Graduates: RC 10 CRC/LPC eligible upon graduation: 10

Western Washington University: RC 11 CRC/LPC eligible upon graduation: 11

2. PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL

VR continues to work closely with the graduate rehabilitation counseling programs at Western Oregon University, Portland State University and elsewhere in order to increase recruitment of qualified applicants to work in the field. Part of this work consists of reaching out and working with graduate programs to provide practicum and internship sites for students working their way through the program. In the 2018-19 academic year VR hosted nine interns. For the graduating class of 2021-22, Oregon VR received 10 applications for internships from students representing 3 graduate academic programs; 6 are currently placed in field offices around the state.

The VR Director's Stipend Program continued during this reporting period, providing financial support to interns during the current (2021-22) academic year. This program is designed to attract and support interns, as well as develop a rich and diverse pool of applicants for VR counselor positions in the Oregon VR program. Cooperative Agreements between VR and public universities (referred to as interagency agreements in Oregon) offering graduate degrees in Rehabilitation Counseling are developed and implemented prior to disbursement of stipend funds, which include a portion of the overhead costs for the Universities' staff administering the funds.

For the 2022-23 academic year, VR expended a stipend cost of \$43,200 for three WOU students and \$18,144 for one PSU student intern. VR staff members continue to serve on Rehabilitation Counselor Education Advisory Councils for programs in the region (WU, PSU, and WOU). An increasing number of VR managers and VR counselors are participating as guest presenters in the classes at the graduate level and in the mock interviews conducted with students in preparation for internship and post-graduation job search. The VR Internship Coordinator, VR managers and several VR counselors have also been invited to and have participated in the selection process for incoming students at WOU and PSU for the past three years. VR managers engage local partners in their recruitment process and are encouraged to consider the demographics of their community and client base when making hiring decisions.

Overall, VR and the other four programs in ODHS are beginning to struggle with staff retention and recruitment. One of the reasons often cited by departing staff is the pay scale and lack of

opportunity to promote. VR looking at its current structure to ensure that positions are classified correctly and paid in the right classification. VR is a relatively flat organization that has few opportunities for professional growth. We are looking at better utilizing the Vocational Rehabilitation Specialist positions to offer more pay for expertise. Additionally, VR struggles in some rural areas to maintain regular staffing. A new recruiter for VR was requested and granted by ODHS. Our hope that this recruiter brings a higher level of recruitment knowledge and expertise in rural recruitment.

### 3. PERSONNEL STANDARDS

#### A. STANDARDS THAT ARE CONSISTENT WITH ANY NATIONAL OR STATE-APPROVED OR -RECOGNIZED CERTIFICATION, LICENSING, REGISTRATION, OR OTHER COMPARABLE REQUIREMENTS THAT APPLY TO THE PROFESSION OR DISCIPLINE IN WHICH SUCH PERSONNEL ARE PROVIDING VR SERVICES; AND

VR continues to utilize an established set of standards to evaluate and select VR counselors. These standards are based on a modified version of standards utilized by the Workers' Compensation Division (WCD). The State of Oregon's VR counselor classification is shared by WCD, the Oregon State Hospital, the Oregon Commission for the Blind, and VR. It requires that VR counselors possess:

- A Master's degree in Rehabilitation Counseling; OR
- Be certified by either the Commission on Rehabilitation Counselor Certification as a Certified Rehabilitation Counselor (CRC), or the Certification of Disability Management Specialists Commission as a Certified Disability Management Specialist D (CDMS), **and** six months full-time work experience providing vocational rehabilitation-related services; OR
- A Master's degree in psychology, counseling, or a field related to Vocational Rehabilitation (such as one that promotes the physical, psychosocial, or vocational well-being of individuals with disabilities) **and** 12 months full-time work experience providing vocational rehabilitation-related services, OR
- A Bachelor's degree in a related field, such as one that promotes the physical, psychosocial, or vocational well-being of individuals with disabilities, **and** three years of full-time work experience providing vocational rehabilitation-related services to individuals with disabilities. There is no direct experience substitute for a Bachelor's degree.

VR continues to have a goal that all employees classified as VR counselors will hold a Master's degree in Rehabilitation Counseling or a closely related field. VR will continue to seek counseling staff with Master's degrees, but VR counselor candidates with an appropriate Bachelor's degrees and related work experience may be hired.

In the past few years, VR has broadened support to staff who have attained their CRC credential through not only ensuring that all eligible training sessions are pre-approved for CRC continuing education units (CEUs), but by also paying for renewal fees and online training courses through CRCC's E-University. Additionally, staff who are eligible to apply to take the CRC examination are supported by VR covering the cost of the testing fees, preparation materials and the University of Wisconsin-Stout CRC Preparation Course (an 8-week training that is completed online).

On March 15, 2020, there are 67 VR staff with CRC credentials; 53 of these are practicing VR counselors, 7 are branch or regional managers stationed in the field and the remaining 7 are former VR Counselors who are now working in Central Administration. There is also one

Central Administration staff person who has earned the Certified Vocational Evaluation Specialist (CVE) credential.

Executive staff, Administration staff and a group of Field Office staff are currently exploring the possibility of the Agency to provide some level of financial support to those staff who are in process of obtaining, or who are considering pursuing Licensed Professional Counselor status in the state of Oregon. There are 7 staff currently pursuing full LPC status and three who have completed the 2400 hours of clinical supervision required to qualify for full licensure. Of these 10 staff members, 8 are already CRC-credentialed professionals.

**B. THE ESTABLISHMENT AND MAINTENANCE OF EDUCATION AND EXPERIENCE REQUIREMENTS, IN ACCORDANCE WITH SECTION 101(A)(7)(B)(II) OF THE REHABILITATION ACT, TO ENSURE THAT THE PERSONNEL HAVE A 21ST CENTURY UNDERSTANDING OF THE EVOLVING LABOR FORCE AND THE NEEDS OF INDIVIDUALS WITH DISABILITIES.**

VR continues to expect that all staff participate in appropriate professional development activities. This includes keeping up with the most recent advances and best practices when working with individuals with specific disabilities, staying up to date with best practices overall, and maintaining an updated understanding of the evolving labor market in their area. Relationships are being developed with Regional Economists and Workforce Analysts who are employed by the Oregon Employment Departments (OED) Research Department to ensure that staff have the information and the cross training they need to understand the labor markets in their area. VR is establishing robust relationships with Local Workforce Development Boards (LWDBs) so that VR, understands their local sector strategies, and therefore can support those efforts when working with VR clients.

**4. STAFF DEVELOPMENT**

**A. A SYSTEM OF STAFF DEVELOPMENT FOR PROFESSIONALS AND PARAPROFESSIONALS WITHIN THE DESIGNATED STATE UNIT, PARTICULARLY WITH RESPECT TO ASSESSMENT, VOCATIONAL COUNSELING, JOB PLACEMENT, AND REHABILITATION TECHNOLOGY, INCLUDING TRAINING IMPLEMENTED IN COORDINATION WITH ENTITIES CARRYING OUT STATE PROGRAMS UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998; AND**

The Program provides a comprehensive system of staff development and training. The goal is to ensure staff development for VR personnel in areas essential to the effective management of the VR program and delivery of VR services.

The Program provides training for new employees. Counselor training provides new VRC and support staff core knowledge including but not limited to assessment, vocational counseling, plan development, job placement and rehabilitation technology. This occurs at on-boarding and is also available to all staff as an ongoing curriculum. The Program also an annual In-Service to cover core and aspirational topics regarding the provision of VR services. The Program has an agreement with ATI (Assistive Technology Incorporated), the provider of services under section 4 of the Assistive Technology Act of 1998, to provide, when requested, advice to individual counselors regarding client needs of AT as well as training to Branches and/or Regions regarding Assistive technology applications and new development.

The Program provides ongoing sessions of Leadership Professional Development training for all VR Executive Team leaders, VR Branch Managers, and VR Developmental Managers. The professional development line-up in the series includes, but is not limited to, topics around Hermann Brain Dominance Instrument training, giving purposeful feedback to and coaching employees, running effective meetings with VR staff, situational leadership, psychological safety, cultural competency, and cultural humility.

VR managers provide feedback to the Program Training unit as to the needs for staff training based on their work with and supervision of staff and based on observation, performance evaluations and Employee Development Plans.

A list of all questions received from the Field regarding the application or interpretation of Policy are catalogued and a regularly updated FAQ is available to all Staff. This information is reviewed and informs the Executive Team and the Program Training Unit to help in planning what Program trainings are necessary to be developed and implemented.

The Program partners with the Office of Developmental Disability Services (ODDS) and the Oregon Department of Education to sponsor an annual conference every year to disseminate information to VR Staff, partners and stakeholders regarding developments in these fields.

#### B. PROCEDURES FOR THE ACQUISITION AND DISSEMINATION OF SIGNIFICANT KNOWLEDGE FROM RESEARCH AND OTHER SOURCES TO DESIGNATED STATE UNIT PROFESSIONALS AND PARAPROFESSIONALS.

VR will continue with our Job Development Orientation Training (JDOT) that is provided to our job placement contractors and the Job Placement Services Contract training for our staff. These training curricula focus on a skill-based job placement process that looks at placement from a business perspective. VR will also prioritize training focused on best practices for working with specific disability populations, vocational assessment, transition, motivational interviewing practice, rehabilitation technology, assistive technology, effective case management, and understanding the labor market. VR has multiple trainings presented throughout the year that cover each section listed. VR is committed to providing continuing education units (CEUs) for each training provided, allowing for staff to maintain credentials and/or licensure easily and effectively.

VR will continue to coordinate training opportunities with other partners and partner staff. VR believes that joint trainings provide an opportunity to enhance the service delivery system, increase opportunities for better levels of partnership, and create common goals and understandings for all involved. VR is also looking internally for subject matter experts to provide information to other staff. This is to increase and secure institutional knowledge from those veterans who have been in the field. VR wants to retain the strong bases of knowledge and expand upon them for the success of all participants and the program.

VR is partnering with the Department of Human Services (DHS) Training Unit to launch a comprehensive professional development series for all members of the Leadership Team that includes executive members, regional managers, and branch managers. The sessions take place monthly and incorporate concepts of leadership, personnel and resource management, the Workforce Innovation and Opportunity Act (WIOA), and tailors all this content to the VR Program.

#### 5. PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS

VR continues to hire and retain staff capable of communicating with diverse populations. Currently, VR has 25 staff who have passed mandatory proficiency evaluations and have demonstrated that they are bilingual in the following languages: Amharic, Farsi, Spanish, Russian, Bosnian and American Sign Language (ASL). Of these, 14 are ASL fluent or are native ASL signers. One of the staff members has demonstrated proficiency in both Russian and Bosnian. In specific geographic areas and for specific caseloads, VR engages in targeted recruiting for job applicants with specific language skills. VR staff who are not fluent in the native language of an applicant or a client have access to, and training in, the use of the 11

different contractors approved for onsite/virtual spoken language interpreting services and 11 onsite/virtual ASL interpreter coordination agencies; by CTS Language Link for telephone interpreting; and by Voiance for on-demand video remote interpreting in both ASL and spoken languages.

In addition, the program has developed and utilizes outreach and application materials in alternate language formats, including Spanish, Vietnamese, Somali, and Russian. VR continues to contract and collaborate with the Easter Seals Connecting Communities Program in reaching out to and providing specialized job placements services to native Spanish-speaking individuals with disabilities. The focus of these services has been in Portland, Beaverton, Gresham, Clackamas, Salem, Woodburn, and Eugene, which have large Latino communities. VR continued to develop and utilize training materials in alternate formats, including new counselor training materials, to meet the accommodation needs of VR counselors who are blind or deaf. The training unit assists staff, contractors and interns who need accommodations for training events with assistive listening devices and qualified interpreters.

#### 6. COORDINATION OF PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

VR, the Oregon Department of Education (ODE), and local school districts have robust relationships that include many opportunities for partnering, joint planning, and cross-training. Under the Workforce Innovation and Opportunity Act (WIOA) and the new requirement for Pre-Employment Transition Services (Pre-ETS), this relationship continues to grow. This commitment was demonstrated in 2021 when VR provided the following opportunities:

1. The continuation of the series of professional development opportunities called PACT, occurred. In the 2021, VR, ODE, and Oregon Developmental Disability Services (ODDS) conducted five and four regional trainings the state for school staff, VR staff, community members, and providers. These trainings covered services available through VR, Individuals with Disabilities Education Act (IDEA) services, and ODDS services in transition and aims to clarify the role of each entity within this critical process.
2. VR co-funds eight regional Transition Network Facilitators (TNFs) whose role is to cross-train VR and school staff in the implementation of IDEA, WIOA, and the Executive Order 01-15.
3. VR co-funds four Pre-ETS Support Specialists/TNFs whose role is to deliver Pre-ETS as well as work with school staff in the implementation of IDEA, WIOA, and the Executive Order 01-15.
4. A quarterly meeting, Transition Technical Assistance Network (TTAN), occurs with the Youth Transition Program (YTP) Coordinator, the Pre-ETS Program Coordinator, Pre-ETS Coordinators, Pre-ETS Support Specialists, TNFs along with Office of Developmental Disability Services (ODDS) Employment Specialists to discuss group plans occurring with students, educators, developmental disability services, and VR.
  - a. Regional Job Clubs were expanded around the state.
  - b. A Student Summit was piloted.
  - c. Reverse Job Fairs began development.
5. VR staff sit on ODE's State Advisory Committee for Special Education (SACSE) to coordinate services, provide trainings, and policy guidance with respect to special education and related services for children with disabilities in the state.

6. VR staff sit on ODE's Advisory Committee on Transition (ACT) in an advisory capacity on issues related to determining transition priorities for documents, web information and development and other issues that may arise. The ACT considers the services and post-secondary outcomes for students and informs the department on strategies and plans to improve transition for students beginning at age 14 and continuing through age 21. During 2022, the Planning My Way to Work 2.0 booklet was updated by ACT.
7. VR staff participate with the National Technical Assistance on Transition (NTACT) with Oregon's State Plan. This is a collaborative team including educational staff to assist with positive outcomes for students.
8. VR has a contract with the University of Oregon to provide technical assistance to VR and school staff in the implementation of YTP. This contract funds five regional Technical Assistance Providers who coordinate services and develop best practices in collaboration between VR and schools including IDEA funded services.
9. One challenge VR is working to overcome is enhancing our ORCA case management system to better record all services provided to a single students regardless of status. Our goal is to be able to seamlessly move information from the point when an individual is only receiving Pre-ETS to the point that they apply for services and move into an IPE.

#### J. STATEWIDE ASSESSMENT

##### 1. PROVIDE AN ASSESSMENT OF THE REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES RESIDING WITHIN THE STATE, PARTICULARLY THE VR SERVICES NEEDS OF THOSE:

##### A. WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT SERVICES;

Federal Fiscal Year (FFY) 2021, VR staff and State Rehabilitation Council (SRC) members formed a committee that collaborated with and monitored the implementation of the contractor, Public Consulting group (PCG), to develop a comprehensive assessment of the vocational rehabilitation needs of persons with disabilities residing in Oregon. PCG administered the assessment, gathered and analyzed the results and provided VR and the SRC with written and in-person reports on its findings. Efforts were made to incorporate the Workforce Innovation and Opportunity Act (WIOA) expectations and expand the assessment to better report the needs of students with disabilities in transition.

The results and findings from the 2021 CSNA are summarized below. The findings will be considered and addressed by VR and the SRC as they review, update and refine VR's goals, priorities, strategies and activities.

The complete assessment and appendices of data for the VR report can be found at:

<http://www.oregon.gov/DHS/EMPLOYMENT/VR/Pages/Data-Publications.aspx>.

Unemployment and labor force participation rates are important metrics to understand the overall employment landscape of a state. The following data are based on the 2019 ACS one-year estimates for the State of Oregon, published by the US Census Bureau. PCG also used the 2020 Current Population Survey (CPS) data estimates, published by the US Bureau of Labor Statistics. COVID-19 changed the labor market. The pandemic increased unemployment rates and decreased labor force participation across the country, so the more up-to-date CPS estimates are important to understanding the current landscape. Data also indicates that

individuals marginally attached to the labor force may have been impacted by COVID-19 even more than the general population.

### **Unemployment and Labor Force Participation**

The labor force is made up of both people who are employed, i.e. have a job and people who are unemployed, i.e. are jobless, looking for a job, and available for work. People who are not looking for work or are not available to work are not in the labor force. Many who are not in the labor force are going to school or are retired. Family responsibilities keep others out of the labor force. However, across all age groups, persons with a disability were much less likely to be employed than those with no disability.

Individuals with disabilities in Oregon are almost 200 percent (190%) more likely to not be part of the labor force compared to the general population. Individuals with disabilities are 44 percent less likely to be employed compared to the general population, 43.4% compared to 78.4%. However, the large difference in employment is driven mostly by differences in labor force participation. Individuals with a disability are only 30% more likely to be unemployed than those without a disability.

### **Education**

Individuals with disabilities are 106.3% more likely to have less than a high school diploma and 34% more likely to have only a high school diploma and no college experience compared to the general population of Oregon. Individuals with disabilities are 50% less likely to have a bachelor's degree or higher compared to the general population. As with the general population, individuals with a disability who have higher educational attainment are more likely to be employed. For instance, an individual with a disability who has a bachelor's degree or higher is 238% more likely to be employed compared to individuals with less than a high school diploma.

### **Wages:**

Individuals with a disability are generally more likely to have lower wage positions than individuals without a disability. Individuals with disabilities are 22.8% more likely to have an hourly paid job as opposed to a salaried position compared to the general population. This means their jobs and income are less secure, more likely to fluctuate, and less likely to come with an associated suite of benefits to help provide for critical costs like medical care.

Individuals in Oregon generally are almost 200 percent (181.1%) more likely to make over 100 thousand dollars a year compared to the disabled population. Individuals with disabilities are 56 percent more likely to make less than twenty thousand dollars a year compared to the general population.

Individuals with a most significant disability are one of the primary populations examined in the CSNA process. In Oregon, most significant disabilities are divided into two categories: Priority 1 and 2. Together, these two cases represent 82% of the individuals served by VR in the analyzed time period. Together, these two groups represented 82.2% of survey responses. As a priority population, these individuals equitably represented in the research and analysis of this report.

While these two priority categories share the label 'most significant disability', there is a contrast in these two populations. In particular, individuals in Priority 1 have an hourly wage at exit of \$12.92 and weekly hours of 22.8. This contrasts considerably with individuals in priority 2 who have an hourly wage of \$15.59 and work an average of 29.04 hours. Individuals in priority 2 have outcomes that align more closely with Priority 3. Individuals in Priority 1 are also less likely than those in Priority 2 to have a successful case closure (39.5% versus 46.5%). While individuals categorized in Priority 1 inherently have a higher impact of disability on daily living, there may still be opportunities to learn from successful practices to reduce these barriers and increase the number and quality of successful outcomes for individuals in Priority

1. Exploration, identification, and capacity building of successful practices in supporting individuals in Priority 1 and 2 could be a part of this solution.

Individuals with most significant disabilities (priority 1 and 2 categories combined) are not notably more likely to face barriers relating to their basic needs than individuals of other priorities, with the exception of transportation. This may indicate that VR counselors and CRPs provide comparable connections to resources as they would for any other disability category. However, individuals with Most Significant Disabilities – Priority 1 are notably more likely to report transportation related barriers. As noted earlier, individuals in priority 1 experience a greater impact of disability on daily living, which may include transportation skills, the resources to afford transportation, and natural supports to assist. Further exploration of this barrier for individuals in priority 1 may lead to further clarification on the cause, and subsequently solution, to addressing this need.

VR works closely with ODDS to increase employment opportunities for individuals with intellectual and developmental disabilities. VR works closely with ODDS and the IDD service delivery systems to share information, leverage and/or weave funding, and encourage joint case management of shared clients. VR, in collaboration with ODDS and ODE has:

1. hired staff specialists to serve individuals with IDD;
2. conducted co-training with statewide to enhance collaborative efforts;
3. met on an ongoing and regular basis to enhance communication and collaboration;
4. co-developed tools and strategies that reflect best practices;
5. facilitated the Employment First Steering Committee co-led by VR and ODDS Administrators to develop new policies, review current policies and/or assure alignment across agencies;
6. created a collaborative system to enhance a seamless system of transition for youth by examining agency procedures and policies for field staff to develop innovative tools and strategies;
7. provided co-agency training and technical assistance to increase staff and vendor knowledge and competencies as well as increasing the number of shared vendors across agencies; and,
8. conducted quality assurance through the cross-agency group that evaluates collaborative outcomes and efforts.

According to the Director of ODDS, VR and ODDS meet regularly with the Employment First Leadership Team. VR has strong leadership that identifies what needs to happen and embraces the cultural and mind-set shift which has been occurring when serving individuals with IDD. In FY 2020, 48.8 percent of the clients served were individuals with cognitive disabilities (State Rehabilitation Council Annual Report, 2020).

### **VR and Oregon Health Authority Behavioral Health Services**

VR and Behavioral Health collaborated to develop and expand evidence-based supported employment services, or the Individual Placement and Support (IPS) model. These agencies worked together to increase the number of mental health organizations meeting the fidelity standards. VR partnered with Oregon Center for Excellence in Supported Employment (OSECE) to provide training, technical assistance, and oversight. According to an IPS Statewide Trainer, it was VR's leadership and funding which brought the IPS model to Oregon. This included VR funding the agency start-up and expansion. At the end of fiscal year 2019, 40 community mental health programs and 35 out of 36 counties provided evidence-based supported employment services IPS model to individuals with mental health diagnoses.



## **Cooperation with Organizations to Deliver Services**

Oregon's 2020-2023 State Plan describes VR's cooperation with both for-profit and non-profit entities to deliver the services individuals with disabilities need to achieve their employment goals. These services range widely, just like the needs of individuals. Cooperative relationships vary from information and referral relationships to fee-for-service and pay for performance relationships. VR follows the State of Oregon contractual processes when establishing contracts for services. One notable example is the Ticket to Work program. VR is the Employment Network of Record with SSA and supports dual service delivery with the mental health agency for individuals with mental health disabilities. As of July 2019, VR supported 19 agreements.

## **Arrangements and Cooperative Agreements for the Provision of Supported Employment**

VR maintains cooperative and collaborative relationships with partner agencies to effectively deliver supported employment services. VR coordinates with ODDS to support individuals with intellectual and developmental disabilities and supports expansive activities and efforts through Oregon's Employment First initiative. Additionally, VR maintains a close relationship with OHA mental health agencies to support individuals with mental health disabilities. Efforts to support individuals with mental health disabilities have continued with VR's collaboration with the Oregon Supported Employment Center for Excellence (OSECE), who oversees the fidelity of the 37 programs that currently offer IPS services throughout the state. VR continues to work with OSECE to expand the availability of these services. In addition to aligning policies and service sequences, VR coordinates with OHA, Behavioral Health, and ODDS to ensure alignment of certification requirements for service providers.

## **Cooperative Agreements with Agencies not Carrying out Activities Under the Statewide Workforce Development System**

Access Technologies, Inc. (ATI) has an administrative agreement with the Oregon Department of Human Services (ODHS) to deliver assistive technology consultation and services statewide. The agreement further details the administration of assistive technology services outlined in the state plan, including financial expenditures review and approval, as well as reporting requirements.

In 2008, Oregon adopted an Employment First policy, supporting work in the community as an option for all individuals with intellectual and developmental disabilities (I/DD). In 2013, Executive Order 13-04 mandated the Oregon Integrated Employment Plan. This plan led to statewide strategic thinking, development, and implementation of the Employment First policy.[1] In 2015, Executive Order 15-01 enhanced previous policies to improve Oregon's systems of designing and delivering employment services to those with I/DD. This Executive Order established partnerships between the State and VR, the Office of Developmental Disability Services, the Oregon Department of Education, and the Oregon Council on Developmental Disabilities to ensure employment services are evidence-based and individualized, based on an individual's capabilities, choices, and strengths.[2]

In September 2015, the U.S. Department of Justice and State of Oregon entered into a settlement agreement to resolve alleged violations of the Americans with Disabilities Act (ADA). As a result of the settlement agreement, the State of Oregon agreed to transform its system over the following seven years, impacting approximately 7,000 individuals. Due to the settlement, Oregon must provide and support the following activities:[3]

1. **Individuals with I/DD that Receive(d) Sheltered Workshop Services:** Oregon will provide supported employment services to 1,115 working age-individuals that currently

have or have received sheltered workshop services in obtaining competitive integrated employment. The supported services will be individualized, evidence-based, flexible, offered in an integrated employment setting, and based on an individual's capabilities, choices and strengths.

2. **Youth At-Risk of Entering Sheltered Workshops:** As of July 1, 2015, Oregon no longer purchases, or funds sheltered workshop placements for transition-aged youth. Instead, Oregon will ensure that at least 4,900 youth ages 14 to 24 years of age are provided employment services necessary for them to prepare for, choose, get and keep integrated employment.
3. **Enhancing Employment Outcomes:** Oregon Department of Human Services (ODHS) will enhance employment outcomes by: issuing guidance regarding the recommended standard that employment opportunities include at least 20 hours of work per week; developing and seeking approval from the Centers of Medicare and Medicaid Services for reimbursement rates for supported employment services for outcome payments and incentives for providers; offering one-time performance-based payments to providers who employ individuals with I/DD for at least 20 hours a week; and, collecting and reporting bi-annually the percentage of individuals with I/DD who receive supported employment services who are working in integrated employment settings at least 20 hours per week.
4. **Career Development Planning:** All individuals in the target populations will receive a career development plan.
5. **Transition Planning for Youth:** The state will develop a broad-based professional plan for transition services that includes targeted technical assistance and will facilitate engagement with Oregon school districts to continue to expand evidence-based transition practices.
6. **Training:** Through June 30, 2019, the State provided technical assistance regarding competency-based training, ongoing assistance, and support to agencies which provide supported employment services.
7. **Provider Capacity:** Through at least June 30, 2019, Oregon maintained grants for the transformation of existing and new employment service providers.
8. **Data Collection Monitoring:** The state will collect and report on a variety of data points pertaining to the settlement agreement.

Engagement in these activities to support improved services and opportunities to individuals with intellectual and developmental disabilities has come with increased participation in Vocational Rehabilitation services. As described later in the report, individuals with intellectual and developmental disabilities were the largest population served by VR in 2019.

In 2015, just over 570 individuals with intellectual and developmental disabilities worked in supported employment. Today, more than 1,575 people are working in supported employment in Oregon[4]. September 2020 marked the end of ODDS-funded sheltered workshop services in Oregon. This notable accomplishment is the culmination of tremendous efforts by self-advocates, families, providers, case management entities, among others.

## B. WHO ARE MINORITIES;

Oregon is home to a wide array of minority groups. To support engagement with these populations, VR continues to hire and retain staff capable of communicating with diverse populations. Currently VR has 17 staff who have passed mandatory proficiency evaluations and have demonstrated they are bilingual in different languages. When staff are not proficient in languages, VR uses 11 contractors to provide translation services. Additionally, VR provides outreach and application materials in a number of languages. These materials, and languages, include ASL and accommodations for individuals who are blind. VR also facilitates a training unit to provide auxiliary supports.

VR reports that many providers offer services in a variety of languages. ODDS maintains a website where providers from across the state list the languages that they can serve clients with. VR's 2020-2023 State plan illustrates an example: Easter Seals Connecting Communities Program provides specialized outreach and services to native Spanish-speaking individuals, with a focus on Portland, Beaverton, Gresham, Clackamas, Salem, Woodburn and Eugene, which have large Latinx communities.

Another key population in the CSNA analysis is individuals who are minorities. This research and report express the perspectives, needs, services, and outcomes of individuals who are minorities.

Pervasively and across the country, individuals who are minorities experience several barriers and challenges compared to their peers who are not minorities. Results and analysis indicate that VR participants who are minorities also experience these challenges. RSA and VR acknowledge that this is a priority population. Asked about unserved or underserved racial and ethnic groups, VR staff saw a number of groups as likely to not get the VR services they need. This may be caused by more profound service needs than by disparate service receipt. Highlights and analysis are provided here. Below, potentially unserved and underserved populations are described.

### **Outreach**

Racial and ethnic minority individuals are somewhat overrepresented within the service population. Staff may, therefore, be recognizing the barriers faced by these groups as requiring additional resources. The majority of responding staff (55.9%) identify African American or Black individuals as unserved or underserved. Almost half reported Hispanic or Latino (49.5%) and American Indian individuals (47.3%) as potentially unserved or underserved.

Staff identified several ways to improve services and better serve minority communities. Survey responses showed that staff believe resources spent on better engaging with minority communities would be most helpful. The most common response staff gave was to improve outreach on the availability of services (73.1%). Staff also felt that more services focus on their communities and cultural awareness training (60.3%) for VR staff are important components to addressing needs.

When considering that individuals who are minorities are well represented in the VR service population, but attain less favorable outcomes, individuals who are minorities may benefit from a different approach to service delivery. Staff identified several ways to improve services. For example, Better engagement with minority communities could be addressed by focusing services on their communities (64.1%) and ensuring greater access to VR offices in or near their communities (47.4%).

Focus groups and key informant interviews believe outreach to minority communities must be user friendly and customized to the audience. Informational documents disseminated should be accessible and reflect the respective language. Partnering with cultural organizations and community leaders may assist in both outreach and service delivery.

In the upcoming legislative session VR is developing a Policy Option Package (POP) that will request 15 new field staff members that will address equity and culturally responsive access in their communities. If the POP is successful and the positions are granted by the legislature VR will hire linguistically and racially diverse staff to reflect minority populations throughout the state. This will be accomplished using a Human Centered Design Approach to engage with communities to get better Access and better Outcomes for Minorities who experience disabilities.

All VR staff will have access to training co-developed with Cornell University on understanding our local communities, their needs, and access all members of the disabled community. This includes training on intersectionality of disability and race, disability and lived experience and disability and linguistic and/or communication.

### **Barriers to Employment**

Likely comparable to their peers without disabilities, VR participants who are members of a minority racial and ethnic group report greater levels of barriers compared to participants who are white. These needs are also supported by feedback from other groups, including VR staff. The greater impact of barriers span across critical needs including:

- Basic needs
- Legal barriers, including overall legal need and criminal offense that impacts employment
- Funding for education and training
- Limited work experience

While VR is unable to control the barriers members of a minority and ethnic group face, there may be opportunities to improve access and delivery of services to address these barriers. For example, identified barriers may address through refined outreach and communication paired with enhanced relationships organizations that are embedded within communities. Additionally, training, resources, and coordination for both VR staff and CRPs in cultural competency and serving individuals with unique needs may address other barriers. Further exploration and assessment may support targeted efforts in understanding and addressing these barriers.

### **Outcomes**

Research indicates that overall, individuals who are minorities are represented in the VR service population but have less favorable outcomes than their peers who are not minorities. Individuals who are not white or white Hispanic make less money and work more hours than their peers. Individuals who are not white have a slightly lower successful case closure rate (39.7% vs. 42.5%). Together, these results may translate into reliance on public benefits, lower socioeconomic status, and less stability on a long-term basis. While these may not be favorable results, they align with more pervasive challenges. Individuals who are minorities without disabilities experience a pay gap of 20%. With this consideration, participation in VR services may reduce an already pervasive gap experienced by individuals who are minorities. However, specifically addressing the discrepancy in quantity and quality of outcomes of individuals who are minorities would further benefit this population.

#### **C. WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM;**

Results and analysis identify several potentially underserved populations. Greater exploration may clarify and better define the needs, and potential solutions to address gaps.

### **Individuals with legal needs**

Survey results indicate that VR participants have legal needs. Participants who are a part of VR's priority populations were more likely to identify legal needs compared to others. Individuals who are in priority 1 or 2 categories are more likely to experience legal needs, as are individuals who are minorities. Within survey results, most legal needs reported by participants were considered 'some other legal need'. There was a considerable theme across open responses: participants reported needs related to employment including loss of employment, financial hardships, and wage withholding. These needs align with those described in other sections of this report. Additionally, VR staff were much more likely to report their clients frequently facing criminal offenses than any other legal need. In fact, 83.8% of staff said their clients frequently face barriers related to criminal offenses. Staff are much less likely to report their clients frequently face other legal needs than participants.

Further exploration may be needed to determine if this population is underserved. While legal needs are beyond the scope of VR, they may impact an individual's ability to gain and maintain employment. Further understanding into what's working, and potential gaps could span coordination with state and local resources that support individuals with these needs. Additionally, VR may assess the knowledge and resources of VR counselors and employment providers to address these barriers throughout the employment process may be helpful in supporting this population.

### **Individuals living in rural areas**

Results indicate individuals living in rural areas may be underserved. Throughout PCG's engagement with VR, during conversations with staff, individuals, and key informants, a frequent topic of discussion was the difficulty of individuals in more rural areas receiving the services they needed. Additionally, this was carried through the staff survey results and focus groups. This difference is clear when comparing the cost and mean number of services in a metro area compared to a rural area. On average, individuals who live in metro areas receive 2 more services than their peers in rural areas. Additional services correspond to additional funds being spent on individuals living in rural areas. While metro consumers are slightly more likely to receive services than others, this is likely not the primary cause of spending differences as these differences are very small.

VR staff and VR participants report conflicting views in adequacy of services. VR staff reports indicate that individuals living in rural areas are underserved, participants responding to the survey did not indicate that they were missing services, or that they had any greater barriers than individuals living in other areas. However, individuals living in rural areas may be unaware of what services are available, or what their counterparts living in different areas receive.

To further determine the extent of these challenges, as well as solutions to addressing challenges, VR could consider several paths. As with other areas, examining outreach and communication of available services may be helpful. Additionally, examining the relationships and resources that counselors and providers have at the local level may also assist in individuals in rural areas getting appropriate and relevant supports.

### **Specific Disabilities**

Staff most frequently identified individuals with traumatic brain injuries (42%) as being underserved, followed by individuals with mental health disabilities (33%). Focus group participants and key informant interviews also identified individuals with traumatic brain injuries and mental health disabilities as underserved groups. Twenty-three percent (23%) of staff respondents indicated they were unsure of any particular type of disability that is unserved or underserved. This has been a difficult population to serve due to the lack of ongoing supports that are often needed and the loss of specialist staff who understand this population.

### **Individuals with specialized training or education looking for corresponding employment**

Individuals with specialized training or education looking for corresponding employment may be another underserved group. While a similar process, these individuals are likely seeking employment in positions that are not typical to the employment provider or VR counselor. Having the job seeker, VR counselor, and any supporting providers on the same page is important to supporting informed choice, career advancement, and individualized services for individuals. It's an important component to ensuring that investment leads to outcomes.

More than one third of VR staff respondents (36.5%) identified individuals with disabilities pursuing career paths that require an advance degree as another unserved or underserved group. Seeking higher level employment can mean different things during a person's career: an individual may be seeking career advancement after a combination of experience in the field and going back to get additional credentials. The individual might be a young adult who completed postsecondary education, but lacks the experience needed to obtain a position. Alternatively, the individual might need support in job placement. Further evaluation may delineate and clarify these needs.

#### D. WHO HAVE BEEN SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM; AND

In interviews, staff from multiple agencies cited the need for more communication and better collaboration around coordinating employer relationship management, especially between OED and VR. The coordination between the two agencies has worked better in some of the larger, more populated areas such as Salem, where there are more staff. The coordination is more difficult in rural areas at the local level. There also seems to be gaps in communication about information shared around job postings, target sectors, and business relationships between staff at the leadership level, and what is communicated to frontline staff. Currently, there is not a process in place to do follow-up to see if VR referred talent to an employer, so OED does not always know if placement referrals have taken place. OED also does not currently access a list of VR talent. OED Staff noted that if they could see the most current list of VR talent, they would be able to market those candidates to employers and target employers that would be a good fit. These services are within OED's scope of work.

OED has 39 WorkSource Career Centers where people with disabilities can come for services. WorkSource should be referring jobseekers with disabilities to VR staff for services, but this does not always happen according to WorkSource staff. In some geographic locations, VR staff are co-located with WorkSource staff and other job programs, resulting in higher rates of referral and stronger relationships.

Referrals for jobseekers with disabilities are almost always referred to VR, but staff wonder if it should also include other CBO and nonprofit providers. When it comes to service delivery, a lot of coordination is required for referrals. As one interviewee noted, "It should be more (coordination), but when it happens it's good." For referred participants, it's a collective effort to support the jobseeker to success. One interviewee noted that reverse referrals to VR are great. They are always welcoming and accommodating to work with and find the right staff who can help, which gives the referring agency more confidence participants will get the one-on-one support needed.

#### **Data, Metrics, and Accountability**

Several OED staff who were interviewed commented on issues related to use of VR data. They noted that VR has an outdated data system that is different from the system(s) used by other human services agencies. It is the responsibility of the Counselor to navigate all those programs. OED uses a labor management tool ([qualityinfo.org](http://qualityinfo.org)) to pull all metrics with shared responsibility into the same space; however, OED is not sure if VR is active on the website.

VR and the larger statewide workforce development system are exploring ways to better share data through existing data agreements and to better align VR's data in the Performance Reporting Information System (*PRISM*). VR is a member of the statewide PRISM data workgroup and is collaborating with all WIOA programs that are feeding data into this centralized repository. VR is also a member of the Workforce System Executive Team (*WSET*) along with OED and other WIOA titled programs. The goal of the WSET is to address systemic issues of access for jobseekers (with and without disabilities) in the larger statewide workforce system and how all programs can support individuals with greater access to all available programs and services. In this role VR is working with OED and the other WSET members as a subject matter expert representing people with disabilities that is advocating and advising on best practices, systems change and interventions that will create greater access for people with disabilities. This is a collaborative relationship that benefits all statewide workforce programs including OED.

Placing jobseekers with disabilities in jobs is an important metric for OED (along with veterans, SNAP recipients, and other special groups). The State Workforce Development Board staff noted that it may be beneficial to identify strategies for the system to hold itself accountable to serving the customer, as measured by WIOA goals and metrics.

### **Training and Technical Assistance**

Staff from multiple agencies who were interviewed cited the need for more training and technical assistance on the services and supports offered by VR. OED staff commented that employers struggle with the paperwork to hire a jobseeker with a disability. If OED staff had training on what is required of businesses to hire populations with disabilities, they could help prepare the business and ease the process. OED cited the successful training offered in partnership by VR and the Oregon Commission for the Blind, and how it resulted in OED staff being able to more comfortably speak to resources available for visually impaired jobseekers and services available to employers. It also improved the referral relationship between the two agencies. OED would like to see a similar training take place with VR.

Workforce Development Board staff at the local level confirmed staff among stakeholder organizations do not always understand the scope of roles and responsibilities, or services available to be able to make referrals to partner agencies. Local Workforce Development Board staff promote VR's orientation monthly to spotlight their services. It should be noted that while there is a training video available, not all VR offices have a monthly orientation, and it is not required to access VR services. Staff noted a need for "relationship building to get beyond placing jobseekers with disabilities in the same industries over and over." Using a "person first" perspective, staff described a vision of having a system of "super-navigators" for jobseekers with disabilities and designing an employment and career plan for various in-demand industries, beyond the typical industries where jobseekers with disabilities are typically placed (i.e. call centers).

#### **E. WHO ARE YOUTH WITH DISABILITIES AND STUDENTS WITH DISABILITIES, INCLUDING, AS APPROPRIATE, THEIR NEED FOR PRE-EMPLOYMENT TRANSITION SERVICES OR OTHER TRANSITION SERVICES.**

Services for youth transitioning from high school to a workplace or higher education setting and other young adults with disabilities are an important aspect of VR services, and a particular area of interest for the CSNA process. Because of this, PCG made a particular effort to reach out to youth service recipients. This included asking numerous survey questions designed to learn more about the areas of pre-employment transition services (Pre-ETS) identified in the Workforce Innovation and Opportunity Act (WIOA).

The majority of students with disabilities who reported receiving Pre-ETS stated they received the services they needed. The service Pre-ETS recipients (24.5%) state they were most likely to

need but did not receive was training in self-advocacy, however about half of all Pre-ETS respondents (50.9%) reported receiving training in self-advocacy (Table 46).

46: Students with Disabilities Response to Pre-ETS Questions (N>=50)

<b>Question to Student with a disability</b>	<b>Yes</b>	<b>No, but I need this</b>	<b>No, I do not need this</b>
Have you received training to get the skills you need to succeed at work?	78.2%	16.4%	5.5%
Have you received counseling to help you explore what kind of careers you might want to pursue?	65.4%	13.5%	21.2%
Have you learned more about careers by visiting workplaces or trying out different types of jobs?	63.6%	20.0%	16.4%
Have you received training in self-advocacy?	50.9%	24.5%	24.5%
Have you attended other classes or workshops for people interested in work?	44.0%	18.0%	38.0%
Have you received counseling on your choices for education after high school ends?	38.9%	14.8%	46.3%

VR staff assessed the quality of Pre-ETS in Oregon. More than 85 percent of responding staff found that all Pre-ETS questions were adequate some or all of the time. However, counselors were more likely to find services to be sometimes adequate in all cases than they were to declare that services were always adequate (Table 47). This may mean that staff perceive some service gaps but are usually adequate to meet the needs in their communities.

47: Staff Assessment of Quality of Pre-ETS (N>=62)

<b>Question to staff assessing Pre-ETS</b>	<b>Never adequate</b>	<b>Rarely adequate</b>	<b>Sometimes adequate</b>	<b>Always adequate</b>
Job exploration counseling	1.6%	9.7%	48.4%	40.3%
Work-based learning experiences	1.6%	11.3%	54.8%	32.3%
Counseling on post-secondary education options	3.2%	11.1%	54.0%	31.7%



<b>Question to staff assessing Pre-ETS</b>	<b>Never adequate</b>	<b>Rarely adequate</b>	<b>Sometimes adequate</b>	<b>Always adequate</b>
Workplace readiness training	1.6%	12.5%	<b>57.8%</b>	28.1%
Instruction in self-advocacy	3.2%	11.3%	<b>51.6%</b>	33.9%
Pre-employment transition coordination	1.6%	8.1%	<b>54.8%</b>	35.5%

Community partners who responded to the survey were even more positive about Pre-ETS than VR staff. Less than ten percent of community partners felt any of the listed Pre-ETS were rarely adequate, and no community partner stated they felt services were never adequate (Table 48).

*48: Community Partner Assessment of Quality of Pre-ETS (N=11)*

	<b>Never adequate</b>	<b>Rarely adequate</b>	<b>Sometimes adequate</b>	<b>Always adequate</b>
Job exploration counseling	-	9.1%	<b>45.5%</b>	<b>45.5%</b>
Work-based learning experiences	-	9.1%	<b>63.6%</b>	27.3%
Counseling on post-secondary education options	-	9.1%	27.3%	<b>63.6%</b>
Workplace readiness training	-	9.1%	36.4%	<b>54.5%</b>
Instruction in self-advocacy	-	-	45.5%	<b>54.5%</b>
Pre-ETS coordination	-	-	45.5%	<b>54.5%</b>

Community partners also mentioned several other services they felt Pre-ETS recipients need. Mainly, they suggested a wider array of individualized services, and helping individuals set and achieve realistic goals. This included a wide range of specific types of goals they felt were difficult for students to achieve. These included difficulty for individuals with intellectual or developmental disabilities to get skills to help them achieve a livable wage, and limited resources for students trying to pursue higher education. Community partners collectively agreed more tailoring of services might be necessary.

VR is in the process of assessing youth and students with disabilities and their need for Pre-ETS and other transition services. Ultimately this will also assist the program identify the best modality to provide these services. VR is exploring options for existing VRCs to provide more Pre-ETS and the program is exploring its options to increasing the internal staff capacity to provide these services in school and other settings. This could result in a change in the current structure of VR funded transition programs statewide.

## 2. IDENTIFY THE NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE; AND

### Community Rehabilitation Providers (CRP's)

When considering the capacity of CRP's, we are charged with evaluating if there are enough skilled providers in a given area to deliver needed services in a timely fashion. This section analyzes research to evaluate the capacity of CRPs. Feedback from VR staff and community partners provides mixed results in the capacity of CRPs to provide skilled services in a timely way.

- Of VR staff responding to the survey, 85% indicated that they authorize services from employment service providers. The vast majority of VR staff responding through the survey felt that employment services were sometimes adequate, indicating there is a majority who perceive that employment services could be stronger or more effective. The second largest percent was often always adequate.
- A majority of community partners completing the survey (80%) believed that the network of services providers in their area met the service needs of individuals with disabilities. Those who disagreed universally (100%) felt that there were not enough providers, and those providers that did exist lacked the skills to offer high-quality services. Like other types of service provision, it is likely that communities experience different needs and supports depending on the community. There are likely greater levels of expertise in some areas compared to others, and different levels of staffing to meet needs quickly.

Considering the findings from other sections of this report, it is also important to consider how the training, resources, and experience of CRPs impact individual outcomes. Outcome data indicates that individuals regularly enter lower paying jobs that may not reflect high expectations for employment outcomes. It is possible that providers influence where placements are made: providers may guide job placement based on their established relationships and resources in their local community. Ensuring that job seekers are making an informed choice about the field and position they are entering requires that CRP and VR staff have the resources and knowledge to support a wide array of activities and information to support quality outcomes. This becomes especially true for individuals with little or no work experiences, such as youth or those leaving a sheltered workshop. The need is even greater for individuals to have a wide variety of experiences and exposure to jobs to help make an informed decision.

Over the course of the last 3 years, CRPs have been a critical partner in the shift to employment as the first option for individuals with disabilities. Throughout this time, policy and practices have shifted with VR. While progress has been made, study results indicate that there is room to grow to support better quality outcomes for individuals, with a focus on individuals with most significant disabilities. Improvement in quality of outcomes may reflect a natural progression in culture shift and progress that Oregon has embraced.

## 3. INCLUDE AN ASSESSMENT OF THE NEEDS OF INDIVIDUALS WITH DISABILITIES FOR TRANSITION CAREER SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES, AND THE EXTENT TO WHICH SUCH SERVICES ARE COORDINATED WITH TRANSITION SERVICES PROVIDED UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

VR has an established, collaborative relationship with the Oregon Education Department. Through a number of programs, such as YTP and TNF positions, VR and ODE coordinate to extend and expand opportunities for students with disabilities. While the state coordination and relationship is strong, research results indicate there may be opportunity to extend this strength from the state level to the service provision level. Through the VR staff survey, 58% of

respondents felt that transition services from high school to adult services these services were 'sometimes adequate'.

### **Process and Coordination**

Pre-ETS youth services are presented with unique barriers which differ from traditional VR services. It was noted multiple times throughout focus groups that there needs to be better education around eligibility of Pre-ETS before it 'becomes too late' for someone to continue being eligible. Youth focus group participants noted they would like more support in navigating the VR process and a more detailed understanding of what services are and are not available to them. Additionally, Pre-ETS youth who receive services noted there needs to be better coordination related to long term support after services are closed out. In certain instances, services do not continue after the individual completes their schooling.

Through focus groups and key interview informants, some educators noted the level of turnover among VR staff can sometimes be a barrier, a factor that seems to vary by geographic location. One respondent stated "there is a lot of start-overs" due to turnover and hurts collaboration. Most notably educators stated they are sometimes confused as to who is supposed to be providing what services, such as YTP compared to Pre-ETS and sometimes the process can become overwhelming.

From the onset of the pandemic VR has experienced turnover in positions. This retention issue is occurring within VR and the other four programs in ODHS. Recruitment has also been challenging in the post-pandemic phase of economic recovery. This causes problems around the retention of knowledge, continuity for clients and partners and overall productivity. Some of the actions VR is taking to address these issues is to develop more growth opportunities within the program. ODHS has instituted a new state wide professional development system called "The Oregon Management Project" and we plan to create developmental opportunities for staff to learn more skills and create professional growth opportunities. We are hoping that this will create a career growth ladder that will provide VR staff with incentive to stay within the program and see themselves as having an opportunity to advance within the program instead of seeking employment elsewhere. Additionally we are working with our HR department to develop targeted recruitment materials to solicit a highly talented applicant pool. VR is also exploring its options for increasing the internal staff capacity to provide transition services in school and other settings. This would add capacity to local VR offices partnering with local school districts.

Educators also shared that VR Counselors don't always utilize school transition assessments and information. For example, VR staff may start all over with a student, and not utilize the existing collateral available from the school. Given capacity and workloads, it would be in all parties best interest to identify the needed collateral information for efficiency and reducing duplication of efforts.

## **K. ANNUAL ESTIMATES**

### **1. THE NUMBER OF INDIVIDUALS IN THE STATE WHO ARE ELIGIBLE FOR SERVICES**

According to the 2020 American Community Survey, among the 2,587,425 individuals between the age of 18 and 64 living in Oregon, a total of 306,183 experience disabilities and could be potentially eligible. A reported 1% statewide growth would increase that number to 312,337 potentially eligible (18 to 64) for FFY 2022 and 315,461 for FFY 2023.

Projections are based on a population increase which would necessarily impact the VR Program by increasing the number of Oregonians with Disabilities proportionately.

### **2. THE NUMBER OF ELIGIBLE INDIVIDUALS WHO WILL RECEIVE SERVICES UNDER:**

#### **A. THE VR PROGRAM;**

It is projected that Oregon VR Program will serve 9,450 in FFY 2022, and 10,870 in FFY 2023. The lower projections are based on current numbers due to offices being closed to the public during COVID-19. Offices are scheduled to reopen fully to the public May 2023.

#### B. THE SUPPORTED EMPLOYMENT PROGRAM; AND

In FFY 2022, it is projected that 1,786 individuals will be receiving supported employment services and 1,875 individuals in FFY 2023.

Oregon VR's Title VI, Supported Employment Funds are \$253,200 for FFY 2022. At a current cost per case of approximately \$3,310.00, Title VI funds will cover services to 77 supported employment clients. As it is projected that in FFY 2022 the number of individuals receiving supported employment services will be 1,786 individuals, the cost beyond the Title VI funds will be supplemented by Title I funds of \$5,375,440.00, for a total expenditure for FFY 2022 supported employment services of \$5,628,640.00

In FFY 2023, if the Title VI Supported Employment Grant remains \$253,200.00, and the cost per case remains constant at \$3,310.00, Title I funds of \$5,951,380.00 will supplement the Title VI funds order to serve the projected 1,875 individuals receiving supported employment services, for a total expenditure of \$6,204,580.00.

#### C. EACH PRIORITY CATEGORY, IF UNDER AN ORDER OF SELECTION.

Oregon VR Program is not under an Order of Selection.

##### 3. THE NUMBER OF INDIVIDUALS WHO ARE ELIGIBLE FOR VR SERVICES, BUT ARE NOT RECEIVING SUCH SERVICES DUE TO AN ORDER OF SELECTION; AND

Oregon VR Program is not under an Order of Selection.

##### 4. THE COST OF SERVICES FOR THE NUMBER OF INDIVIDUALS ESTIMATED TO BE ELIGIBLE FOR SERVICES. IF UNDER AN ORDER OF SELECTION, IDENTIFY THE COST OF SERVICES FOR EACH PRIORITY CATEGORY.

It is projected the Oregon VR Program will spend a total of \$16,907,000 for 9,450 eligible individuals in FFY 2022 and \$20,100,000 for 10,868 in FFY 2023.

Expenditures for services to 7,664 individuals not receiving supported employment services for FFY 2022 are projected to be \$11,276,955 and \$13,894,185 to provide services to 8,993 individuals in FFY 2023.

For FFY 2022, total expenditures for supported employment services to 1,786 individuals is projected to be \$5,630,310.

For FFY 2023, total expenditures for supported employment services to 1,875 individuals is projected to be \$13,894,185.

#### L. STATE GOALS AND PRIORITIES

##### 1. IDENTIFY IF THE GOALS AND PRIORITIES WERE JOINTLY DEVELOPED AND AGREED TO BY THE STATE VR AGENCY AND THE STATE REHABILITATION COUNCIL, IF THE STATE HAS A COUNCIL, AND JOINTLY AGREED TO ANY REVISIONS

Oregon Vocational Rehabilitation (VR) and the State Rehabilitation Council (SRC) have had opportunities over the last year to work together on several aspects of the VR program, policies, procedures, and service delivery. Additionally, VR and SRC worked to jointly develop our state's goals, priorities and strategies looking forward. The SRC approved the final draft of the VR portion of Section 6 of the 2020 Combined State Plan.

Below are some of the other goals and priorities in development:

Through the Inclusive Career Advancement Program (ICAP) VR staff are being trained on looking at career focused education and training for our clients. We are utilizing the nationally recognized Oregon Career Pathways model that works with local community employer need and develops skill based pathways utilizing short term training and stackable credentials.

VR is developing a relationship with the new career technical education program that ODE is running with local community colleges that is creating greater access to training for VR clients.

VR is shifting culture to think more about career advancement and access to VR services for individuals whose disability is a barrier to advancement.

## 2. IDENTIFY THE GOALS AND PRIORITIES IN CARRYING OUT THE VR AND SUPPORTED EMPLOYMENT PROGRAMS

When VR created its portion of the initial Unified State Plan (2016, updated in 2018) as a result of the implementation of the Workforce Innovation and Opportunity Act (WIOA), a significant amount of activity took place with workforce partners, stakeholders and staff to identify the goals identified below. The Program will continue to work towards these goals but will now be aligning our activities with the “Imperatives” identified by the State Workforce Board, (known in Oregon as the Workforce Talent Development Board or WTDB). The goals and priorities and the strategies below continue to be the VR program goals. Strategies are influenced and informed by the WTDB” Imperatives”. In addition to working toward the goals and strategies set forth for the entire Oregon workforce development system in the earlier sections of the Combined Plan, listed below are the VR program specific goals, priorities, and strategies.

VR Goals/Priorities/Strategies:

### 1. Increase quality employment outcomes for all Oregonians with disabilities

WTDB Imperative #1, “Create a culture of equitable prosperity”, calls for the increased participation of all groups and an increase in upward mobility within the workforce of Oregon. VR is the mechanism to assist Oregonians with disabilities to participate in the workforce system to achieve these objectives.

- a. Support and accelerate the customer experience to be empowering, effective, and efficient.
  - i. Promote earlier engagement with workforce partners for VR clients in the application process.
  - ii. Streamline referral and data collection from common referral agencies.
  - iii. Work with VR staff to streamline the Individual Plan for Employment (IPE) process in order to get clients into plan more quickly.
  - iv. Use data to determine success rate of specific services and focus on their duplication.
- b. Continue implementation of inclusive and dynamic statewide student and youth programs that meet the community needs.
  - i. Develop a meaningful presence in all high school districts in Oregon.
  - ii. Train staff on participation in Individual Education Plans (IEPs).
  - iii. Continue partnership with Families and Community Together (FACT) to educate students and their families about transition.

- iv. Expand partnership with the Oregon Department of Education (ODE) Transition Network Facilitators (TNFs), including expansion of joint training opportunities.
  - v. Work to support youth who are not in school through strategic partnerships with other lead workforce agencies.
  - vi. Develop and implement summer activities for high school-aged students and youth; these opportunities will include work opportunities and post-secondary education exploration activities.
  - vii. Develop and implement year-round post-secondary education opportunities for youth and students.
- 
- c. Expand and improve VR services to Oregonians who have been underserved and underrepresented in the VR program.
    - i. Establish quarterly review of caseloads to ensure equitable access and outcomes.
    - ii. Establish local plans for community outreach when underserved or underrepresented populations are identified.
    - iii. Partner with agencies that provide culturally specific service.
    - iv. Continue working with Tribal VR programs to ensure access to joint case management and culturally appropriate services.
  - d. Work with state and local partners to increase access to employment including supported employment services for individuals.
    - i. Continue to meet the expectations outlined in Executive Order 15-01 and the Lane v. Brown settlement that address the need for competitive and integrated employment, including supported employment, opportunities for the commonly underrepresented population with intellectual and developmental disabilities (I/DD) in the workforce.
    - ii. Plan for, and implement a process to identify, track, and inform clients currently working in subminimum wage environments about opportunities to work in competitive and integrated employment.
  - e. Increase programmatic consistencies to ensure quality employment outcomes.
    - i. Align rules, policies, and procedure with the new WIOA requirements and statewide workforce development system.
    - ii. Create and implement a new service quality review process.
    - iii. Use data from the review process to inform training needs.
  - f. Increase the knowledge about and usage of assistive technology (AT).
    - i. Expand training for staff on availability of AT and its uses.
    - ii. Work with Access Technologies Inc. (ATI) to establish a communication plan to keep staff up to date on new technologies.

iii. Explore how to support FACT's training on AT to transition aged students and their families. Encourage VR staff attending IEP's to explore the use of AT at an earlier age for students.

## 2. Increase capacity and resources to provide enhanced levels of service to Oregonians with Disabilities

WTDB Imperative #2 calls for an "increase in the understanding and utilization of the system". VR is committed to increasing user and stakeholder awareness of the services available through the system and is in alignment with this imperative.

WTDB Imperative #4 calls for an alignment of the resources in the system to achieve the outcomes for all clients who utilize the workforce system. VR addresses the needs of underserved populations of Oregonians with disabilities and is consistently looking for opportunities to align, or braid funding and other resources for the benefit of the consumer.

- a. Assist the workforce system with increasing its capacity and capability to serve Oregonians with disabilities.
  - i. Convene a cross agency workgroup to address the needs of underserved populations in the workforce system.
  - ii. Provide training to workforce partners on working with individuals with disabilities.
  - iii. Work with other agencies who work with clients with barriers to employment to address common access issues in the workforce system. Work with local workforce boards to ensure that programmatic access issues are identified and addressed.
  
- b. Restructure the VR service delivery model to comply with state contracting requirements and be outcome driven.
  - i. Continue transition to newly structured pay-for-performance Job Placement Services Contract which includes a third track for individuals with the most significantly disabilities. These individuals require additional services that are were not funded appropriately in our traditional supported employment track.
  - ii. Create contracts with clear minimum qualifications, scope of work, and cost structure for all personal services to ensure high quality and consistent services statewide.
  
- c. Expand the availability of vendor and partner services that meet the needs of Oregonians with disabilities, including those requiring supported employment services.
  - i. Develop a community college-based Career Pathway to develop job placement professionals and job coaches in the community.
  - ii. Identify areas of limited service availability, including supported employment services, and develop and implement recruitment and solicitation plans.
  - iii. Work with providers of sheltered and subminimum wage employment to transition to the integration of their clients into competitive and integrated employment in their respective communities.

3. Improve the performance of the VR program with respect to the performance accountability measures under section 116 of WIOA

VR has restructured its Training Unit and curriculum to teach the WIOA Common Performance Measures, the mechanisms to identify, track and record and to understand the implication of these measures on the outcomes for Oregonians with disabilities and their employment success. These measures are also the underpinnings for the Program's Department of Human Services (DHS) required Performance Management System and process are either in place or are being developed to regularly review the Common Performance Measures and to adjust the trajectory of the Program's activities as trends are identified.

- a. Increase staff knowledge of the labor market.
  - i. Encourage branch level engagement with regional economists and workforce analysts to educate staff on local labor market issues.
  - ii. Work with Local Workforce Development Boards (LWDBs) to engage with local sector strategies and pursue high wage, high demand work opportunities.
  
- b. Expand opportunities for skill gain and credentialing.
  - i. Identify and access local skill upgrading opportunities within the Local Workforce Areas (LWA).
  - ii. Partner with community college Disability Service Offices (DSOs) to increase access to existing credentialing programs.
  - iii. Work with employers to establish on-the-job training opportunities.
  - iv. Provide opportunities for skill upgrading for individuals who face barriers to work and career advancement based on disability.
  
- c. Expand opportunities for clients to learn about and enter higher wage, high demand jobs.
  - i. Use labor market information to create work-based learning opportunities at local business who have high wage, high demand jobs.
  - ii. Inform clients about training opportunities to prepare them for jobs that are above entry level.
  - iii. Encourage clients to access VR services who face disability related barriers to advancement.
  
- d. Create an employer engagement model that creates opportunities for work-based learning opportunities.
  - i. Identify and develop best practices for providing Business Relation Services.
  - ii. Create and train local VR employer engagement teams.
  - iii. Work with partners on joint engagement opportunities.
  - iv. Continue our collaboration with OFCCP (Office of Federal Contract and Compliance Programs) to support businesses in meeting their goals established by 503 Hiring Targets.



- v. Utilize the SRC Business Committee to enhance engagement with employers.
- e. Expand the use of benefits planning to assist Oregonians with disabilities.
  - i. Create online benefits training and information to address basic benefit concerns.
  - ii. Work with partner agencies to create additional funding opportunities for expanding capacity.
  - iii. Continue to partner with the Work Incentives Planning and Assistance program operated by Disability Rights Oregon.

3. ENSURE THAT THE GOALS AND PRIORITIES ARE BASED ON AN ANALYSIS OF THE FOLLOWING AREAS:

A. THE MOST RECENT COMPREHENSIVE STATEWIDE ASSESSMENT, INCLUDING ANY UPDATES;

The most recent comprehensive needs assessment was completed in 2021 by VR and Public Consulting Group. Recommendations and observations from this report are consistent with the priorities, goals, and strategies in this plan.

B. THE STATE'S PERFORMANCE UNDER THE PERFORMANCE ACCOUNTABILITY MEASURES OF SECTION 116 OF WIOA; AND

Priorities, goals and strategies were crafted with an eye towards the needs of the Agency and the performance measures as defined by Section 116 of WIOA as well as a review of prior years' data regarding the metrics identified by Sec 116.

C. OTHER AVAILABLE INFORMATION ON THE OPERATION AND EFFECTIVENESS OF THE VR PROGRAM, INCLUDING ANY REPORTS RECEIVED FROM THE STATE REHABILITATION COUNCIL AND FINDINGS AND RECOMMENDATIONS FROM MONITORING ACTIVITIES CONDUCTED UNDER SECTION 107.

As stated in the earlier attachment, VR's CSNA was part of the discussion of what the goals, priorities, and strategies should accomplish. Additionally, VR considered the feedback received from multiple SRC surveys, including surveys with providers and staff. VR also considered DHS internal audit recommendations. As VR looks to the future, the program understands that with tightening budgets and increased demands we must expand our services in a way that is both equitable and innovative in order to be successful. That understanding was very important to establishing this State Plan.

The Program as a regular practice reviews and discusses the Monitoring Guidance (currently 2022) provided by RSA. The Program considers the subjects identified in the Guidance and if necessary, adapts the program as necessary VR is currently having a virtual monitoring in February and March 2022. We look forward to the report from this monitoring so we can continue to improve our program and improve our services to the people we serve and the communities we serve them in.

M. ORDER OF SELECTION

1. WHETHER THE DESIGNATED STATE UNIT WILL IMPLEMENT AND ORDER OF SELECTION. IF SO, DESCRIBE:

A. THE ORDER TO BE FOLLOWED IN SELECTING ELIGIBLE INDIVIDUALS TO BE PROVIDED VR SERVICES

The Oregon Vocational Rehabilitation (VR) Program has provided services to all eligible Oregonians since July 2010. Projections do not indicate that VR will need to invoke an Order of Selection at this time or in the next biennium.

If circumstances change, and VR must consider invoking an Order of Selection, the program has a process with which to address the issues of returning to an Order of Selection status, including discussions with the State Rehabilitation Council (SRC) regarding process, the determination of Priority Groups and timeframes.

#### B. THE JUSTIFICATION FOR THE ORDER

Oregon VR is not in an Order of Selection at this time.

#### C. THE SERVICE AND OUTCOME GOALS

Oregon VR is not in an Order of Selection at this time.

#### D. TIME WITHIN WHICH THESE GOALS MAY BE ACHIEVED FOR INDIVIDUALS IN EACH PRIORITY CATEGORY WITHIN THE ORDER; AND

Oregon VR is not in an Order of Selection at this time.

#### E. HOW INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES ARE SELECTED FOR SERVICES BEFORE ALL OTHER INDIVIDUALS WITH DISABILITIES

Oregon VR is not in an Order of Selection at this time.

#### 2. IF THE DESIGNATED STATE UNIT HAS ELECTED TO SERVE ELIGIBLE INDIVIDUALS, REGARDLESS OF ANY ESTABLISHED ORDER OF SELECTION, WHO REQUIRE SPECIFIC SERVICES OR EQUIPMENT TO MAINTAIN EMPLOYMENT

Oregon VR is not in an Order of Selection at this time.

#### N. GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI FUNDS

##### 1. SPECIFY THE STATE'S GOALS AND PRIORITIES FOR FUNDS RECEIVED UNDER SECTION 603 OF THE REHABILITATION ACT FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES

Oregon Vocational Rehabilitation's (VR's) goal for Title IV funds which are used for supported employment services is to help individuals with the most significant disabilities that have traditionally not been able to successfully enter the competitive and integrated labor market. VR utilizes Title IV funds with other partners and providers who have an interest in the success of the individual's who require Supported employment services to achieve employment success.

The goal of the Program in the utilization of these funds is to maintain the current level of growth in the Supported Employment area of the program and increase the outcomes in regards to individuals entering Competitive Integrated Employment. The number of Individuals receiving Supported Employment Services is anticipated to increase to 1,786 in FFY 2022 and 1,875 individual in FFY 2023.

The VR Program priority of expanding the Individual Placement and Support (IPS) program for individuals with Mental Health issues when achieved would result in an increase from 35 counties in Oregon providing this service to all counties (36) providing this service.

The funds are used to provide supported employment services to those adult and transitional age youth with the most significant disabilities. At least 50% of these funds are targeted towards youth with the most significant disabilities in order to assist them in the transition to competitive and integrated employment.

For individuals with a primary disability of intellectual and/or development disability (I/DD), clients receive extended services after exit from the VR Program from the Office of Developmental Disabilities Services (ODDS). For clients with mental health disabilities who receive services from Oregon Health Authority (OHA) Mental Health programs, extended services are provided by the fidelity based Individualized Placement and Support (IPS) program once the client exits from the VR Program.

**2. DESCRIBE THE ACTIVITIES TO BE CONDUCTED, WITH FUNDS RESERVED PURSUANT TO SECTION 603(D), FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING:**

**A. THE PROVISION OF EXTENDED SERVICES FOR A PERIOD NOT TO EXCEED 4 YEARS; AND**

For youth with the most significant disabilities, VR may provide up to 4 years of extended support services, in specific instances and based on individual need. This service must be provided on a year-by-year basis to better assess the individual needs of the Participating Youth and ensure informed choice. Extended services funded by VR may not exceed 4 years, or until the individual turns 25 and no longer meets the definition of youth with a disability, whichever comes first.

**B. HOW THE STATE WILL LEVERAGE OTHER PUBLIC AND PRIVATE FUNDS TO INCREASE RESOURCES FOR EXTENDED SERVICES AND EXPANDED SUPPORTED EMPLOYMENT OPPORTUNITIES FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES.**

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Services are coordinated from the outset of involvement to ensure that the clients receive appropriately sequenced services in order to achieve the best possible employment outcomes. VR's Title VI, Supported Employment Funds are \$253,200 for FFY 2021. At a current cost per case of approximately \$3,310, VR will be able provide services to approximately 77 clients using these funds. The number of individuals receiving supported employment services is much larger than this number and is supported using Title I funds.

In PY 2022, and PY 2023, the VR Program will work with the Office of Developmental Disabilities (ODDS), a State agency within the Department of Human Service (DHS) to access and utilize funds from CMS to provide pre employment Discovery services and post VR Employment supports. In PY 2022, and PY 2023, the VR will also work with the various providers of Youth Training and Employment Services through the WorkSource Oregon system and the local Workforce areas (LWA) under the provisions of the WIOA to work with Youth with the most significant disabilities as is appropriate.

**O. STATE'S STRATEGIES**

**1. THE METHODS TO BE USED TO EXPAND AND IMPROVE SERVICES TO INDIVIDUALS WITH DISABILITIES**

Oregon Vocational Rehabilitation (VR) and the State Rehabilitation Council (SRC) created a series of goals, priorities, and strategies that are found earlier in this plan. The strategies identified below come from that portion of the plan and address the specific questions of this attachment. They do not represent all the strategies that the program has identified as ways to achieve our goals and priorities.

The methods to be used to expand and improve services to individuals with disabilities:

- (1) Promote earlier engagement with workforce partners for VR clients;
- (2) Streamline the referral process to and from workforce and other partners, while continuing to improve data collection from common referral agencies;

(3) Work with VR staff to streamline the development and completion of Individual Plans for Employment (IPEs) in order to get clients into plan more quickly;

(4) Continue the implementation of training regarding the expectations and goals identified in the Workforce Innovation and Opportunity Act (WIOA) for new and developing VR staff in order that the significance of the Common Performance Measures is understood in the context of successful client outcome.

## 2. HOW A BROAD RANGE OF ASSISTIVE TECHNOLOGY SERVICES AND DEVICES WILL BE PROVIDED TO INDIVIDUALS WITH DISABILITIES AT EACH STAGE OF THE REHABILITATION PROCESS AND ON A STATEWIDE BASIS

(1) Provide training for management staff on the availability and the process to obtain assistive technology (AT);

2) Work with Access Technologies Inc. (ATI) to establish a communication plan to keep staff up to date on new technologies;

(3) Work with workforce partners in order to assist them in recognizing when interventions regarding the provision of AT are appropriate; and assist them as necessary to do so;

(4) Encourage VR staff attending Individualized Education Plan (IEP) meetings to evaluate the use of AT with students.

## 3. THE OUTREACH PROCEDURES THAT WILL BE USED TO IDENTIFY AND SERVE INDIVIDUALS WITH DISABILITIES WHO ARE MINORITIES, INCLUDING THOSE WITH THE MOST SIGNIFICANT DISABILITIES, AS WELL AS THOSE WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM

The Oregon Department of Human Services (ODHS) has established the Office of Equity and Multicultural Services (OEMS). There is now a Service Equity Manager from OEMS embedded in each of the 5 ODHS Programs. The VR program looks forward to working with OEMS and our OEMS Service Equity Manager to assess and identify any areas that need improvement in this regard and implement activities to see that Oregonians with the most significant disabilities who are minorities or have been underserved have an equitable opportunity to receive the VR services they need to become successful in the workplace.

(1) Complete regular review of caseload data to ensure that there is equitable access to VR services and to ensure comparable representation based on demographics of the community.

(2) In partnership with OEMS, establish statewide and local plans for community outreach when underserved or underrepresented populations are identified within the community.

(3) Partner with agencies that provide culturally specific employment services to increase opportunities to access service and increase employment outcomes.

(4) Continue working with Tribal VR 121 programs to ensure successful joint case management and culturally appropriate services to Tribal members.

(5) Develop relationships with workforce partners to promote awareness of cultural and disability needs in the service delivery model.

(6) Utilize our Vocational Rehabilitation Specialist positions to hire a TBI specialist.

(7) Utilize the TBI VRS to build resources to better serve individuals with TBI and train staff on those resources.

In the fall of 2021 VR was awarded one of the Disability Innovation Fund grants related to the development of a Career Advancement Initiative Model Demonstration Project. Oregon's project is called the Inclusive Career Advancement Program (ICAP), which will provide access to

existing career pathways in the state for VR clients. ICAP will leverage Oregon's current statewide success in utilizing career pathways for other populations, including integrated education and wraparound support, to advance educational and economic equity for people with disabilities including those from marginalized populations. ICAP will braid the supports and services of all 17 Community Colleges (urban, suburban, and rural) in the state, the state's Self-Sufficiency Programs in addition to local collaboration with employers and other WIOA workforce partners. ICAP is a comprehensive, coordinated and personalized approach to engage 500 VR clients through the provision of layered coaching supports and navigation capacity (an evidence-based practice for increasing access and success at community college campuses in Oregon) with the current taxonomy of VR services.

#### 4. THE METHODS TO BE USED TO IMPROVE AND EXPAND VR SERVICES FOR STUDENTS WITH DISABILITIES, INCLUDING THE COORDINATION OF SERVICES DESIGNED TO FACILITATE THE TRANSITION OF SUCH STUDENTS FROM SCHOOL TO POSTSECONDARY LIFE (INCLUDING THE RECEIPT OF VR SERVICES, POSTSECONDARY EDUCATION, EMPLOYMENT, AND PRE-EMPLOYMENT TRANSITION SERVICES)

- (1) Develop a meaningful presence in all high school districts in Oregon.
- (2) Train staff on participation in IEPs.
- (3) Expand partnership with the Oregon Department of Education (ODE) Transition Network Facilitators (TNFs), including expansion of joint training opportunities.
- (4) Work to support youth who are not in school through strategic partnerships with other lead workforce agencies.
- (5) Develop and implement summer activities for high school-aged students and youth; these opportunities will include work opportunities and post-secondary education exploration activities.
- (6) Develop and implement year-round post-secondary education opportunities for youth and students.

Additionally, VR is in the process of evaluating our Youth Transition Program. VR is doing this work in collaboration with our RSA state liaison and in consultation with the VRTAC-QM. This evaluation will have two goals. The first is to identify any areas of the program that need to be update or changed to come into compliance with current local, state, or federal regulations. And the second goal is to improve the overall coordination and delivery of services that will facilitate the transition of students with disabilities from school to postsecondary life.

#### 5. IF APPLICABLE, PLANS FOR ESTABLISHING, DEVELOPING, OR IMPROVING COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE

VR partners with and purchases many rehabilitation services from community programs. VR has been working with Community Rehabilitation programs (CRPs) who are transitioning from a sheltered and subminimum wage model to a more inclusive focus on competitive, integrated employment opportunities. This assistance and guidance allow us to ensure that there is capacity within the system to provide needed services to VR clients and to meet the various mandates of the state and WIOA regulations regarding competitive, integrated employment (CIE) outcomes for all VR clients.

Additionally, VR continues to identify areas of the state that have insufficient capacity and continues the work to rectify this lack of capacity. To address this VR is taking several steps to recruit and support CRP. VR is partnering with Cornell University to provide training to the CRPs on a variety of disability specific topics and on service delivery methodology that will improve their ability to provide services and collaborate with VR. VR is also increasing the outcome payments for our CRPs to financially incentivize more CRPs. And VR is also partnering

with the state's Developmental Disabilities program to recruit their providers to become co-enrolled with VR as CRPs.

#### 6. STRATEGIES TO IMPROVE THE PERFORMANCE OF THE STATE WITH RESPECT TO THE PERFORMANCE ACCOUNTABILITY MEASURES UNDER SECTION 116 OF WIOA

1. Increase staff knowledge of the labor market.
  - a. Encourage branch level engagement with regional economists and workforce analysts to educate staff on local labor market issues.
  - b. Work with Local Workforce Development Boards (LWDBs) to engage with local sector strategies and pursue high wage, high demand work opportunities.
2. Expand opportunities for skill gain and credentialing.
  - a. Identify and access local skill upgrading opportunities within the Local Workforce Areas (LWAs).
  - b. Partner with community college Disability Service Offices (DSOs) to increase access to existing credentialing programs.
  - c. Work with employers to establish on-the-job training opportunities.
  - d. Provide opportunities for skill upgrading for individuals who face barriers to work and career advancement based on disability.
3. Expand opportunities for clients to learn about and enter higher wage, high demand jobs.
  - a. Use labor market information to create work-based learning opportunities at local businesses who have high wage, high demand jobs.
  - b. Inform clients about training opportunities to prepare them for jobs that are above entry level.
  - c. Encourage clients to access VR services who face disability related barriers to advancement.
4. Create an expansive employer engagement model that creates opportunities for work-based learning opportunities.
  - a. Develop a common employer engagement plan, language, and focus that can be used statewide.
  - b. Implement a progressive employment model.
  - c. Create and train local VR employer engagement teams.
  - d. Work with partners on joint engagement opportunities.
  - e. Engage with employers on the need to meet the 503 federal hiring targets.
  - f. Utilize the SRC Business Committee to enhance engagement with employers.
5. Expand the use of benefits planning to assist Oregonians with disabilities
  - a. Create online benefits training and information to address basic benefit concerns.
  - b. Work with partner agencies to create additional funding opportunities for expanding capacity.
  - c. Continue to partner with the Work Incentives Planning and Assistance program operated by Disability Rights Oregon.

VR has been and continues to be an active participant in the implementation of the WIOA. The VR Administration has taken an active leadership role in the process of developing the protocols and policies that will govern the inter-Title, inter-program and inter-agency negotiations, collaboration and implementation of agreements that will govern the delivery of workforce activities for years to come. The Deputy Director of VR sits on the Workforce Systems Executive Team (one of 5) in order to facilitate the development and direction of work teams consisting of various agency participants in order to clarify, define and affect delivery of coordinated workforce services. These services are being defined as more than just a “referral” process but an understanding that all partners are working together to deliver the most efficient and nonduplicative services a consumer requires. This is especially important in the area of service delivery to Oregonians with disabilities. VR is leading the way in working with partners to know what to do, when to do it and when to come to VR for more specific interventions for Oregonians with disabilities who are accessing employment services through the developing unified workforce delivery system that is evolving in Oregon.

The message that the workforce system must align and integrate is being delivered to the nine LWDBs with VR representation on every local board as well as VR representation on the Oregon Workforce Investment Board (OWIB). VR’s goal is to see that the development of local service delivery systems reflect the intent of WIOA, that Oregonians with disabilities can access workforce services either when the impediment mitigation has occurred or with the understanding that cases requiring VR assistance to overcome disability based impediments that are a true barrier to work will be provided with services utilizing the expertise for the programs in partnership as is necessary to achieve the consumer’s goal (arrived at through an informed choice and career exploration/labor market research goal identification process).

#### 7. STRATEGIES FOR ASSISTING OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM IN ASSISTING INDIVIDUALS WITH DISABILITIES

Since the passage and implementation of WIOA, VR has been an active participant in the evolution of Oregon’s workforce system. Strategies regarding the development of the workforce system overall but more specifically for the benefit of Oregonians with the most significant disabilities are:

1. Convene a cross agency workgroup to address the needs of underserved populations in the Workforce system.
2. Provide training to workforce partners on working with individuals with disabilities.
3. Collaborate and coordinate with other agencies who work with Oregonians with barriers to employment to address common access issues to the workforce system.
4. Participate with local workforce boards to ensure that programmatic access issues are identified and addressed.
5. Utilize VR Regional Workforce and Business Coordinator team to bridge gap between OED Business service and VR staff. Create and facilitate local hiring events where individuals with disabilities are invited and supported.
6. Continue to work to jointly identify individuals who can best be served by other workforce programs and create joint plans through the Workforce System Executive Team (WSET) along with OED and other WIOA funded programs.

#### 8. HOW THE AGENCY'S STRATEGIES WILL BE USED TO:

- A. ACHIEVE GOALS AND PRIORITIES BY THE STATE, CONSISTENT WITH THE COMPREHENSIVE NEEDS ASSESSMENT;

The goals and priorities of the VR program are informed by the Comprehensive Statewide Needs Assessment (CSNA).

#### B. SUPPORT INNOVATION AND EXPANSION ACTIVITIES; AND

The second of three primary goals of VR is the continued development of capacity to meet field and client needs. The Program plans to review and analyze the possibility of utilizing CFR 361.5 (b)(16). As activities are identified regarding the utilization of the Programs Innovation and Opportunity funds, they will be reported in the 2024 state plan.

The Program is reviewing options for future utilization of I and E funds for Program development activities. At this time, there are no concrete projections but preliminary conversations have begun within the VR Executive team. There is no planned utilization of I and E funds with SILC or SRC but Program will determine if there is an opportunity for those entities to mutually develop and implement Program capacity building activities.

#### C. OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VR SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM.

In Oregon, the State is oftentimes defined as follows: The Metro area, the Rural area and the Frontier. The Metro areas have, generally speaking, sufficient resources across the board in regards to the issues that cause inequitable access. Issues such as transportation or sufficient number of vendors is not as significant as in the Frontier regional and then, to a lesser effect, the Rural regions.

The VR program is working to increase vendor capacity in Frontier and Rural regions by participating in a "Rural Stakeholders Engagement Group" in partnership with the Office of Developmental Disability Services (ODDS), Oregon Department of Education (ODE) and the Oregon Tribal 121 Programs. Mutual and individual Program and vendor issues, transportation issues and other service delivery issues are addressed in this forum. The solution is not always the same for every area, but as issues are identified they are addressed here.

Additionally, the VR Program has representation on the 9 Local Leadership teams of the Local Workforce Boards and in this venue work on access issues to WIOA Services

The VR Program is working with Workforce partners such as the Community College system to offer training opportunities in the fields of job development and job coaching in order to create a sustainable foundation of future service delivery.

Additionally the VR Program is working with existing and possible new contractors to provide linguistically appropriate service in all areas of the State.

These strategies are of even greater importance now in the COVID 19 environment. There may be Vendors and Contractors that are unable to weather this period, the Transportation systems have initiated physical distancing and time table changes, as an example, and these have an impact on the employment success of Oregonians with Disabilities. As we move forward, the various venues are addressing issues that arise as a commitment of the Department of Human Services, the VR Program and the other Workforce System and non workforce partners is to develop system that allows for and encourages the greatest participation possible for Oregonians with Disabilities.

As the identified Strategies are implemented, we should see access and participation issues decrease as overall program improvements are implemented.

#### P. EVALUATION AND REPORTS OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS



1. AN EVALUATION OF THE EXTENT TO WHICH THE VR PROGRAM GOALS DESCRIBED IN THE APPROVED VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN FOR THE MOST RECENTLY COMPLETED PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:

A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS

The Oregon Vocational Rehabilitation (VR) goals that were established in the 2019-2021 Unified State Plan were as follows:

a.) Increase quality employment outcomes for all Oregonians with disabilities.

In PY 2019, VR served 14,948 clients with 4,585 entering plan resulting in 2,494 (54%) exiting successfully.

In PY 2020, VR Served 12,210 clients with 3,170 entering plan resulting in 1,689 (53%) exiting successfully.

In PY 2021, VR Served 9,000 clients with 1,967 entering plan resulting in 1,341 (68%) exiting successfully.

The decrease is due to COVID, which resulted in offices being closed and fewer Oregonians with disabilities seeking services. Offices are expected to reopen in May 2022. Oregon VR expects to:

b.) Increase capacity and resources to provide enhanced levels of service to Oregonians with disabilities.

VR has decreased the number of Job Placement Contractors from 164 to 145 from PY 2019 to PY 2021. This is due to COVID. VR has (indicated elsewhere) increased its participation with the school system in Oregon regarding transition programs for youth and has also created a Pre-Employment Transition Services (Pre ETS) delivery system.

c.) Improve the performance of the VR program with respect to the performance accountability measures under section 116 of WIOA.

The following is the representation of VR's performance in these areas by PY:

2<sup>nd</sup> quarter retention: 2019: 26.9% 2020: 29.2%

4<sup>th</sup> quarter retention: 2019: 25% 2020: 22.9%

Measurable skills gain: 2019: 29.8% 2020: 25.4%

Credential attainment: 2019: 1.4% 2020: 32.3%

B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

Oregon is a diverse state with one large metro area and many rural jurisdictions. The primary reason VR is challenged in some goals is the lack of capacity in the rural areas where VR services are being provided. Prior goals and expectations have been met but moving forward with the implementation of state and federal legislative requirements and expectations will be challenging in some ways to meet those expectations. In section VI-VR-o.5, plans are explained to increase capacity and to work with an evolving provider system to meet current expectations. Prior goals were around meeting RSA requirements and for the most part, VR has been successful in this area. New goals take into account VR Leadership changes, implementation of new state and federal legislation and requirements, and new expectations from VR's umbrella organization, the Department of Human Services (DHS). Impediments to achieving these new

goals will clearly be in the ability to develop the capacity and the relationships in various parts of the state to meet these goals. Additional challenges are staff turnover, lack of staff at an administrative level and the changing caseload demographics. This will require new and additional policy development. The program will then need to bring this new information and procedures to the field.

Additionally, Covid -19 has been particularly difficult in Oregon. On March 12, 2020 Governor Brown closed State offices to the public. They will reopen May 1, 2022. During this time, while services could be provided remotely and eventually by appointment, providing services was difficult. Many of VR’s partners and providers were only able to serve clients remotely, if at all. Many Oregonians decided that the pandemic was not a good time to look for work and chose to either not apply or delay seeking rehabilitation and employment services.

**2. AN EVALUATION OF THE EXTENT TO WHICH THE SUPPORTED EMPLOYMENT PROGRAM GOALS DESCRIBED IN THE SUPPORTED EMPLOYMENT SUPPLEMENT FOR THE MOST RECENT PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:**

**A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS**

VR was able to use previously established partnerships with our Supported Employment partners to achieve the Programs Supported Employment goals.

Strategies included:

- Person—centered planning
- Community—based assessment
- Job development and job placement
- On—site training for worker and/or co—workers
- Long—term support development
- Other services and goods
- Post—employment service

In addition to these strategies being utilized, the environment in Oregon that has resulted from the Governors Executive Order, the Lane V Brown Settlement Agreement and the WIOA expectations established regarding Competitive, Integrated Employment has resulted in a significant increase in the number of Supported Employment clients receiving SE services and entering the workforce:

PY 2019 Clients in Supported Employment	2,396
PY 2020 Clients in Supported Employment	1,776
PY 2021 Clients in Supported Employment	1,701
PY 2022 (projected) Clients in Supported Employment	1,786
PY 2023 (projected) Clients in Supported Employment	1,875

During the same periods of time, the Supported Employment Clients entering CIE is:

PY 2018	1,565
PY 2019	1,112
PY 2020	1,055

This includes all clients with descriptors in the case management system that indicate Supported Employment services and includes Developmental Disability, Intellectual Disability, Mental Health and Traumatic Brain Injury.

#### B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

Factors which impede even better outcomes for the Program's supported employment clients are readily identified in (p)(1)(B). The issues are resolving as strategies continue to be implemented and mature. The relationships at the state's Administrative level between the Office of Developmental Disabilities (ODDS) and the Oregon Health Authority (OHA) Behavioral Health have continued to improve and mature. This is reflected in the local areas as branch offices and individual counselors create and maintain effective working relations with their counterparts in the other agencies addressing supported employment. There are still issues regarding skill level and turnover which has a deleterious effect but those situations as they occur are being dealt with more effectively. Oregon has begun to see a melding of the General VR Program, and the I/DD and mental health systems resulting in better, quality outcomes for these clients.

#### 3. THE VR PROGRAM'S PERFORMANCE ON THE PERFORMANCE ACCOUNTABILITY INDICATORS UNDER SECTION 116 OF WIOA

Please see: (p)(1)(A)

#### 4. HOW THE FUNDS RESERVED FOR INNOVATION AND EXPANSION (I&E) ACTIVITIES WERE UTILIZED

VR reserves a portion of our funds to provide innovative activities that allows us to expand our services. IN PY 2018 these reserve funds were utilized to focused our innovation funds on:

- Developing additional Training Network Facilitator positions to help expand our relationships with Special Education programs across the state.
- Funding the Latino Connection to expand multicultural VR services.

In PY 2020 no I and E funds were utilized with SILC.

#### Q. QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

##### 1. THE QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES TO BE PROVIDED TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING YOUTH WITH THE MOST SIGNIFICANT DISABILITIES

VR's Supported Employment Program provides opportunities for individuals of ages with the most significant disabilities to achieve competitive integrated employment with ongoing support provided by a variety of partners. These same individuals are those for whom competitive employment has not traditionally occurred. VR provides a continuum of supported employment services in partnership with other human services agencies and programs that

persons with the most significant disabilities need to develop, maintain and advance in competitive employment. VR continues to work closely with other state programs, local governmental units, community-based organizations and groups to develop, refine and expand the availability of supported employment services throughout Oregon.

VR currently has over 140 contracts in place to provide job placement statewide. These contracts give VR the ability to pay for placement services in three tiers based on the significance of the functional limitations that the client experiences. Tiers 2 and 3 focus on clients who require supported employment services in order to be successful in the labor market; with Tier 3 designed for those with the most extreme barriers to employment and/or a need for customized employment. Oregon initiated a pilot project in fall 2019 designed to increase the number of VR participants who appropriately receive Tier 3 services and increase the number of job developers who choose to serve this population of job seekers. To facilitate the pilot, the VR job developer's required training was revised, and a version was created and launched for VR staff who manage the job development contracts. Simultaneously, staff training and technical assistance to raise staff skill and knowledge in working with those with the most significant functional limitations is being coordinated by VR with assistance from Youth Technical Assistance Center staff.

Historically, VR has partnered with the OHA Behavioral Health Programs in promoting Individualized Placement and Support (IPS), an evidence-based supported employment model. The quality of these programs is assessed through compliance with a scale, which measures the 'fidelity' or the degree to which a program is being implemented in accordance the evidence-based fidelity model developed after extensive research from Dartmouth College. Some of the measures used in the IPS fidelity scales are the kinds of employment outcomes participants are obtaining; the degree of collaboration with VR; availability of rapid job search and evidence of consumer choice. VR maintains quality supported employment outcomes through ongoing collaboration with mental health providers on the local level and OHA Mental Health Programs central office staff.

Supported employment is integrated into the array of services and programs available to Oregonians with disabilities, including Oregon's mental health and developmental disability service systems.

Success in supported employment requires a partnership among the responsible state and community programs, other service providers, consumers and families, advocacy organizations, employers and others. Long-term success continues to depend on the availability of funding for follow-along supported employment services.

- Work is performed in an integrated setting.
- The individual is receiving a wage and benefits commensurate with non-disabled workers doing the same work.
- The individual is receiving opportunities for advancement commensurate with non-disabled workers doing the same work.
- The ongoing support needs and sources of support have been identified and secured.
- Supported employment services provided to clients are for the maximum number of hours possible, based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities.

- Clients and employers are satisfied with placements.

VR utilizes Title VI, Part B and Title I funds for the time-limited services necessary for an individual to stabilize in a community-based job.

Services that may be part of a supported employment IPE include:

- Person centered planning
- Community-based assessment
- On-site training for worker and/or coworkers
- Long-term support development
- Other services and goods
- Post-employment services

Supported employment services provide post placement can include:

- Job Coaching
- Transportation assistance
- Retention services
- Post Employment Services, if necessary

Supported Employment services are also available to youth with the most significant disabilities. These supported employment services can be provided for up to 24 months, unless under special circumstances the eligible individual and VRC jointly agree to extend the time necessary to achieve the employment outcome identified in the IEP. The extended services may then be provided to youth with the most significant disabilities for up to 4 years, or until the individual turns 25 and no longer meets the definition of "youth with a disability", whichever comes first.

The specific type, level and location of ongoing supports provided to an individual are based upon his or her needs and those of the employer. Ongoing support may be provided by a variety of public and/or private sector resources including:

- OHA Behavioral Health Programs and community mental health programs
- ODDS community supports
- County developmental disability case managers and developmental disability service brokerages
- Social Security work incentives
- Employer-provided reasonable accommodations
- Natural supports

- Family or community sponsorship

## 2. THE TIMING OF TRANSITION TO EXTENDED SERVICES

Generally, VR will not exceed its 24-month in-plan status with a supported employment case. This 24-month timeline can be extended for exceptional circumstances, if the counselor and client jointly agree to the extension. Job coaching and/or on-the-job training supports are usually structured into a much shorter time frame, with long-term extended services being built into the plan as quickly as possible to ensure ongoing success when VR involvement ends.

For youth with the most significant disabilities, VR may provide up to four years of extended support services, or until the individual turns 25 and no longer meets the definition of a "youth with a disability", whichever comes first.

### VOCATIONAL REHABILITATION (COMBINED OR GENERAL) CERTIFICATIONS

1. THE (ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE,) IS AUTHORIZED TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN UNDER TITLE I OF THE REHABILITATION ACT OF 1973 (REHABILITATION ACT), AS AMENDED BY WIOA[14], AND ITS SUPPLEMENT UNDER TITLE VI OF THE REHABILITATION ACT[15];

ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE

The Designated State Unit (DSU) is Vocational Rehabilitation Program, a program with in the Oregon Department of Human Services (VR/DHS)

2. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE I OF THE REHABILITATION ACT FOR THE PROVISION OF VR SERVICES, THE (ENTER THE NAME OF DESIGNATED STATE AGENCY)[16] AGREES TO OPERATE AND ADMINISTER THE STATE VR SERVICES PROGRAM IN ACCORDANCE WITH THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[17], THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[18], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER SECTION 111 OF THE REHABILITATION ACT ARE USED SOLELY FOR THE PROVISION OF VR SERVICES AND THE ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

ENTER THE NAME OF DESIGNATED STATE AGENCY

The Designated State Agency (DSA) is the Oregon Department of Human Services (DHS). The Vocational Rehabilitation Program is the unit that provides Vocational Rehabilitation Services in Oregon and is a Program within the Oregon Department of Human Services.

3. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE VI OF THE REHABILITATION ACT FOR SUPPORTED EMPLOYMENT SERVICES, THE DESIGNATED STATE AGENCY AGREES TO OPERATE AND ADMINISTER THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM IN ACCORDANCE WITH THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[19], THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[20], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER TITLE VI ARE USED SOLELY FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES AND THE ADMINISTRATION OF THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

4. THE DESIGNATED STATE AGENCY AND/OR THE DESIGNATED STATE UNIT HAS THE AUTHORITY UNDER STATE LAW TO PERFORM THE FUNCTIONS OF THE STATE REGARDING THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

5. THE STATE LEGALLY MAY CARRY OUT EACH PROVISION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT.

6. ALL PROVISIONS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT ARE CONSISTENT WITH STATE LAW.

7. THE (ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY UNDER STATE LAW TO RECEIVE, HOLD, AND DISBURSE FEDERAL FUNDS MADE AVAILABLE UNDER THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW

Keith Ozols

8. THE (ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND THE SUPPLEMENT FOR SUPPORTED EMPLOYMENT SERVICES;

ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW

Director

9. THE AGENCY THAT SUBMITS THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT HAS ADOPTED OR OTHERWISE FORMALLY APPROVED THE PLAN AND ITS SUPPLEMENT.

FOOTNOTES

CERTIFICATION SIGNATURE

Signatory information	Enter Signatory information in this column
Name of Signatory	Keith Ozols
Title of Signatory	Director, VR Program, Oregon Department of Human Services
Date Signed	[March15, 2022 ]

ASSURANCES

The State Plan must include	Include
1. Public Comment on Policies and Procedures: The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.	
2. Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement: The designated State unit assures it	

The State Plan must include	Include
will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.	
3. The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:Administration of the VR services portion of the Unified or Combined State Plan:	
3.a. The establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of the Rehabilitation Act	
3.b. The establishment of either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act. The designated State agency or designated State unit, as applicable (A or B must be selected):	
3.b.(A) "is an independent State commission" (Yes/No)	No
3.b.(B) "has established a State Rehabilitation Council" (Yes/No)	Yes
3.c. Consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act	
3.d. The financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3)	
3.e. The local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the local administration of VR funds (Yes/No)	No
3.f. The shared funding and administration of joint programs, in accordance with section	No



The State Plan must include	Include
101(a)(2)(A)(ii) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the shared funding and administration of joint programs (Yes/No)	
3.g. Statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act. Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? (Yes/No) See Section 2 of this VR services portion of the Unified or Combined State Plan	Yes
3.h. The descriptions for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act	
3.i. All required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act	
3.j. The requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act	
3.k. The compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act	
3.l. The reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities	
3.m. The submission of reports as required by section 101(a)(10) of the Rehabilitation Act	
4. Administration of the Provision of VR Services: The designated State agency, or designated State unit, as appropriate, assures that it will:	
4.a. Comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(D) and (20) of the	

The State Plan must include	Include
Rehabilitation Act	
4.b. Impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act	
4.c. Provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services in accordance with section 101(a)(5) of the Rehabilitation Act? (Yes/No)	Yes
4.d. Determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act	
4.e. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act	
4.f. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act	
4.g. Provide vocational rehabilitation services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act	
4.h. Comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a community rehabilitation program or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by section 101(a)(14) of the Rehabilitation Act	
4.i. Meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for community rehabilitation programs	
4.j. With respect to students with disabilities, the State,	

The State Plan must include	Include
4.j.i. Has developed and will implement,	
4.j.i.I. Strategies to address the needs identified in the assessments; and	
4.j.i.II. Strategies to achieve the goals and priorities identified by the State, to improve and expand vocational rehabilitation services for students with disabilities on a statewide basis; and	
4.j.ii. Has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15) and 101(a)(25))	
5. Program Administration for the Supported Employment Title VI Supplement:	
5.a. The designated State unit assures that it will include in the VR services portion of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act	
5.b. The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the Rehabilitation Act	
5.c. The designated state unit will coordinate activities with any other State agency that is functioning as an employment network under the Ticket to Work and Self-Sufficiency program under Section 1148 of the Social Security Act	
6. Financial Administration of the Supported Employment Program:	
6.a. The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(G) and (H) of the	

The State Plan must include	Include
Rehabilitation Act	
6.b. The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the individualized plan for employment, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act	
7. Provision of Supported Employment Services:	Yes
7.a. The Designated State Agency Assures That it Will Provide Supported Employment Services as Defined in Section 7(39) of the Rehabilitation Act	
7.b. The designated State agency assures that:	
7.b.i. The comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome, in accordance with the requirements of section 606(b)(7)(B) of the Rehabilitation Act	
7.b.ii. An individualized plan for employment that meets the requirements of section 102(b) of the Rehabilitation Act, which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(6)(C) and (E) of the Rehabilitation Act	

VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	50.0%	51.0%	50.0%	52.0%
Employment (Fourth Quarter After Exit)	40.0%	43.0%	40.0%	44.0%
Median Earnings	\$3514.2	\$3,700	3514.2	\$3,900

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
(Second Quarter After Exit)				
Credential Attainment Rate	34.0%	35.0%	34.0%	36.0%
Measurable Skill Gains	25.0	32.0%	25.0	34.0%
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

## PROGRAM-SPECIFIC REQUIREMENTS FOR VOCATIONAL REHABILITATION (BLIND)

### A. INPUT OF STATE REHABILITATION COUNCIL

1. INPUT PROVIDED BY THE STATE REHABILITATION COUNCIL, INCLUDING INPUT AND RECOMMENDATIONS ON THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, RECOMMENDATIONS FROM THE COUNCIL'S REPORT, THE REVIEW AND ANALYSIS OF CONSUMER SATISFACTION, AND OTHER COUNCIL REPORTS THAT MAY HAVE BEEN DEVELOPED AS PART OF THE COUNCIL'S FUNCTIONS;

1. The Oregon Commission for the Blind (OCB) is an independent consumer controlled commission with a Governor appointed State Board that provides governance and program guidance, and as such is not required to submit this section. The results of the 2017 Certified State Wide Needs Assessment (CSNA), and detailed preliminary feedback from the 2020 CSNA were used to inform plan elements. OCB's program specific portion of the Oregon Combined State Plan draft submission has been reviewed and approved by the OCB Board of Commissioners. Further, the OCB program specific portion of the state of Oregon has been informed and aligned with the Oregon Workforce Talent Development Board's Strategic Imperatives and Objectives as well as OCB's own Strategic Priorities.

#### **Oregon PYs 2022-2023(MOD) OCB Update:**

The Oregon Commission for the Blind (OCB) is an independent consumer controlled commission with a Governor appointed State Board that provides governance and program guidance, and as such is not required to submit this section. OCB's plan elements from the prior state plan submission remain in alignment with the Oregon Workforce Talent Development Board's Strategic Imperatives and Objectives as well as OCB's own Strategic Priorities. OCB's plan elements were informed by data from the completed 2020 CSNA and the 2019 American Community Survey (ACS).

An Executive Summary of the completed 2020 CSNA follows:

The Comprehensive Statewide Needs Assessment (CSNA) is conducted every three years to assess perceived adequacy of service provision. It has been mandated by the Workforce Innovation Opportunity Act (WIOA), and it is monitored by the Rehabilitation Services Administration (Department of Education) who establishes regulations and guidance for providers of Rehabilitation Services. This CSNA gathered data during August through December,

2019, from stakeholder groups made up of: staff and board members; current and past clients: community-based nonprofits, job developers, and vendors of cooperative or complementary services; and members from Oregon-based chapters of consumer groups such as National Foundation for the Blind (NFB) and American Council of the Blind (ACB). This data/information was then analyzed and compiled into the current CSNA January/February 2020 and the report was completed March 2020.

Agency leadership has committed to ensure CSNA recommendations are translated into relevant, actionable results, and will consider these recommendations in ongoing service improvement and design. While not every recommendation may be undertaken by the agency at the present time, some of the recommendations were already underway prior to the CSNA, while others were actionable and able to start implementing while the CSNA was being conducted. We trust that these recommendations and continuous programmatic and process improvements will serve to enhance future outcomes for Oregonians who experience vision loss.

These are the top recommendations for consideration from the Comprehensive Statewide Needs Assessment (CSNA) completed in March of 2020:

1. Improve information about OCB and the VR process online and in person: The Commission is encouraged to explore additional ways of sharing information about the services available at the Commission and the vocational rehabilitation process. A major aspect of this recommendation is to improve the online users' experience for clients seeking information about the Commission and its services. State Plan Alignment: Goal 1, Sub-goal 1.2, Goal 2.
2. Create a Strategic Outreach Plan for the Commission: Develop and incorporate outcomes-focused goals for outreach and embed it within existing efforts of periodic strategic planning, and update performance measures through problem-solving workgroups. Specific recommendations are included in this report which are based on findings on reaching potential rural and Hispanic clients. Stakeholders suggested hiring a part-time outreach-focused staff person, with a focus on equity and inclusion. State Plan Alignment: Goal 2, Sub-goal 2.2.
3. Expand training for frontline staff on complex disabilities, including training instructors and Rehabilitation Assistants, in serving clients with multiple disabilities or complex needs, especially population-specific training related to: clients facing mental health barriers, DeafBlind clients and DeafBlind transition-age youth, Oregonians with Intellectual and Developmental Disabilities, and disability and cultural awareness training for clients who do not speak English or who experience learning disabilities. State Plan Alignment: Goal 2, Sub-goal 2.1.
4. Focus attention on Hispanic and Latino Oregonians: This is a small gap that persisted in the data from the previous needs assessment. Since this population also experiences earlier averages of onset of blindness and higher participation in the labor force, it is likely that the data underestimates the gap in serving this population. Outreach was the top suggested solution. Goal 2, Sub-goal 2.1.
5. Focus attention on Rural Oregonians and Older Oregonians continuing work: These groups overlap substantially; the suggested solutions also overlap with increased outreach at the top. This group also cited expedited/targeted technology training (e.g. iPhone boot camp) as a high area of interest. Alignment with State Plan: Goal 2, Sub-goal 2.2.
6. Integrate adjustment counseling in-house and/or increase mental health partner training: A great need cited among clients and stakeholders is to enhance supports related to mental health, in the form of adjustment counseling, as an integral part of the

rehabilitation process. Resources may be assessed to determine if an adequate amount of adjustment counseling may be provided in-house or whether an external program to educate mental health providers on blindness is feasible. Alignment with State Plan: Goal 4, Sub-goal 4.1.

7. Keep ahead of innovation by keeping clients at the center: In order to provide the highest quality services possible to Oregonians experiencing vision loss, a substantial body of research exists around best practices and promising practices in vocational rehabilitation. Alignment with State Plan: Goal 1, Sub-goal 1.2, Goal 2, Goal 3, Sub-goal 3.2.

These recommendations align with OCB's existing Goals, sub-goals and strategies and values around performance improvement and quality service.

**2. THE DESIGNATED STATE UNIT'S RESPONSE TO THE COUNCIL'S INPUT AND RECOMMENDATIONS; AND**

N/A. The Oregon Commission for the Blind procured, participated in, and oversaw the development of the 2017 CSNA, the initiation of the 2020 CSNA, and the development of OCB's portion of Oregon's WIOA 2020 Combined State Plan. OCB's Board of Commissioners provided feedback on the development of agency goals and strategic priorities, and voted to approve a draft of this plan.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

N/A. OCB is an independent consumer controlled commission, and not subject to this section. OCB's previously approved goals and strategic priorities remain in effect for PY 2022 and PY 2023.

**3. THE DESIGNATED STATE UNIT'S EXPLANATIONS FOR REJECTING ANY OF THE COUNCIL'S INPUT OR RECOMMENDATIONS.**

OCB is an independent consumer controlled commission, and not subject to this section.

**Oregon PYs 2022-2023 (MOD) OCB update:**

OCB is an independent consumer controlled commission, and not subject to this section. OCB's previously approved goals and strategic priorities approved by OCB's Board of Commissioners remain in effect for PY 2022 and PY 2023.

**B. REQUEST FOR WAIVER OF STATEWIDENESS**

**1. A LOCAL PUBLIC AGENCY WILL PROVIDE THE NON-FEDERAL SHARE OF COSTS ASSOCIATED WITH THE SERVICES TO BE PROVIDED IN ACCORDANCE WITH THE WAIVER REQUEST;**

The Oregon Commission for the Blind requests a continuation of a Waiver of Statewideness for our transition program that serves eligible or potentially eligible transition aged students who are blind or who have conditions likely to lead to legal blindness and enrolled in an education program. OCB's transition services are provided statewide through transition counselors employed by the agency, and third party cooperative agreements (TCPAs), Intergovernmental Agreements (IGAs) and other agreements in regions around the state that enhance the services available in those areas.

This is a continuation of the Waiver of Statewideness approved through OCB's 2016-2017 state plan submission, and 2018-2019 state plan updates. OCB is not in an Order of Selection, and OCB's Order of Selection requirements do not apply at this time.

OCB's transition program assures that Third Party Cooperative Agreements (TPCAs), such as IGAs and other forms of agreements, provide the non-federal share of the costs associated with delivery of OCB's transition services. In the event that OCB engages with additional local education agencies (LEAs), new agreements will be put into place that ensure their participation of the costs of these services. Invoices document what pre-employment transition services were provided with the non-federal share of costs, and are tracked and documented accordingly. LEAs submit fiscal reports quarterly to be paid and not to exceed the amounts of the negotiated budgets in the agreements.

Through OCB's Transition Services, transition age students experiencing vision loss are provided with enhanced activities. These activities will contribute to a larger number of transition age students experiencing vision loss receiving services. Each third party cooperative agreement IGA is negotiated to include specifically what pre-employment transition services will be provided with the nonfederal share, and how they will be approved. Each proposed service will be approved prior to implementation. These agreements are negotiated and approved in advance of the services being provided. The negotiated non-federal share is paid after OCB invoices the LEA, immediately following the execution of the agreement.

Services include the following: provide OCB staff with input and feedback on transition programs and students' Individualized Education Plans as they relate to preparing for and entering into employment, make appropriate referrals of students to OCB at the beginning of the transition planning process from school to employment, assist in the coordination of job development for Summer and/or after school work experiences or internships, identify Regional Program Orientation and Mobility personnel to provide orientation and travel training to job sites for students during the school year, coordinate Individual Education Plan/Individual Transition Plan meetings with OCB, assist in Career Exploration and Assessment, provide information to students and parents/significant others on blindness, assist OCB Technology Specialists in assessing students on technology skills related to future employment.

The applicable Intergovernmental Agreements are:

1. NW Regional Education Services District (NWRESD). Geographic Area Served: Columbia, Tillamook and Washington Counties. Population served: students with disabilities. Scope of services: to provide Pre-ETS and Vocational Rehabilitation Services to students enrolled in the NWRESD who are blind or visually impaired, to establish effective transition processes for VR services for applicants and eligible clients under the Rehabilitation Act as amended, to improve coordination between NWRESD and OCB, to increase opportunities for eligible transition students to practice and improve workplace skills needed to achieve competitive, integrated employment, to increase the knowledge of transition students and their families around OCB services. Contracted student service hours: 800 hours (or .5 FTE TVI). Cost of IGA: \$86,562.75. Non federal share provided by NWRESD: \$46,167.

2. Columbia Regional Program (CRP). Geographic Area Served: Clackamas, Hood River, Multnomah and Wasco Counties. Population served: students with disabilities. Scope of services: to provide Pre-ETS and Vocational Rehabilitation Services to students enrolled in the CRP who are blind or visually impaired, to establish effective transition processes for VR services for applicants and eligible clients under the Rehabilitation Act as amended, to improve coordination between CRP and OCB, to increase opportunities for eligible transition students to practice and improve workplace skills needed to achieve competitive, integrated employment, to increase the knowledge of transition students and their families around OCB services. Cost of IGA: \$232,000. Contracted student service hours: 1600 hours (or 1.0 FTE TVI). Non federal share provided by CRP: \$92,000.

3. Greater Albany Public Schools (GAPS). Greater Albany and Linn and Benton Counties.



Population served: students with disabilities. Scope of services: to provide Pre-ETS and Vocational Rehabilitation Services to students enrolled in the GAPS who are blind or visually impaired, to establish effective transition processes for VR services for applicants and eligible clients under the Rehabilitation Act as amended, to improve coordination between GAPS and OCB, to increase opportunities for eligible transition students to practice and improve workplace skills needed to achieve competitive, integrated employment, to increase the knowledge of transition students and their families around OCB services. Contracted student service hours: 800 hours (or .5 FTE TVI). Cost of IGA: \$154,144. Non Federal share provided by GAPS: \$61,658.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB does not have a waiver of Statewideness in place, and does not request one.

2. THE DESIGNATED STATE UNIT WILL APPROVE EACH PROPOSED SERVICE BEFORE IT IS PUT INTO EFFECT; AND

Currently OCB has agreements with Portland Public Schools, the Northwest Regional Education Service District, and Greater Albany Public Schools. These agreements are used to receive non-federal funds from the school district/regional education programs that are used by the agency as match for federal funds. These agreements stipulate that the entity will provide specific pre-employment Transition Services outlined in the agreement to eligible students.

In addition, The Commission will approve each proposed service before it is put into effect through the negotiation and execution of the third party cooperative agreement.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB does not request a waiver of Statewideness.

3. REQUIREMENTS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN WILL APPLY TO THE SERVICES APPROVED UNDER THE WAIVER.

Requirements of the VR services portion of the Combined State Plan will apply to the services approved under the waiver. Each of the interagency/intergovernmental agreements includes assurances that all State Plan requirements apply, including Order of Selection.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

Although OCB has previously requested a waiver, we have determined that a waiver is not required based on our state-wide service delivery model. Therefore, OCB does not request a waiver of Statewideness. OCB counselors, instructors and business relations coordinators provide services throughout Oregon to potentially eligible and eligible VR clients. OCB staff also work cooperatively with State agencies, regional programs and other key partners to insure access to appropriate vocational training and employment opportunities for potentially eligible and eligible clients throughout the state.

C. COOPERATIVE AGREEMENTS WITH AGENCIES NOT CARRYING OUT ACTIVITIES UNDER THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM

1. FEDERAL, STATE, AND LOCAL AGENCIES AND PROGRAMS;

The Oregon Commission for the Blind (OCB) is committed to collaborating with stakeholders as an essential aspect of assisting people with disabilities to successfully become employed. This ongoing effort maximizes resources and addresses the quality of life issues that can enhance the ability of a person with a disability to obtain and maintain employment.

The agency recognizes that the major leading causes of blindness are diabetes and age related macular degeneration. For this reason, the agency maintains regular communication with the

medical community as well as WIOA and non-WIOA partners who provide services to Oregonians throughout the state. Staff regularly engages with these organizations in order to outreach to potential referral sources and clients and to provide education on blindness related issues.

These relationships are long standing and many have not culminated in formal cooperative agreements. However, the Commission for the Blind is open to such agreements as the state workforce system continues in the implementation of WIOA.

OCB has developed and maintains cooperative agreements and relationships where necessary with federal, state and local agencies not carrying out activities through the statewide public workforce system. OCB maintains a cooperative agreement with the Oregon Department of Education in this way.

OCB's formal and informal cooperative agreements include, but is not limited to, the partnerships that follow: OCB actively partners with Centers for Independent Living (CIL) around the state. OCB refers clients for related services to support their independent living goals and individualized plans for employment. We also often receive referrals from these CILs and work in collaboration with CILs to improve outcomes for our mutual clients. OCB actively engages with and partners with the Washington State School for the Blind (WSSB), school districts/regional programs, teachers of the visually impaired, and families of students with vision loss in order to insure the youth are supported throughout their transition from high school to college/employment. OCB collaborates with the Oregon University System (OUS). OCB and Oregon's Office of Vocational Rehabilitation Services (OVR) have entered into a formal agreement with the Oregon University System and public institutions of higher education in Oregon. This agreement facilitates collaboration for our participants with disabilities who are attending Higher Education schools in the state of Oregon. OCB has developed MOUs or Cooperative Agreements with the state community colleges individually. The community college agreements include: Tillamook Bay Community College, Klamath Community College, Blue Mountain Community College, Clackamas Community College, Portland Community College, Chemeketa Community College, Southwestern Oregon Community College, Oregon Coast Community College, Clatsop Community College, Rogue Community College, Treasure Valley Community College, Clackamas Community College, Lane Community College, Mt Hood Community College and Linn-Benton Community College. OCB has agreements with the following four year colleges: Willamette University and Portland State University. OCB has agreements in place with the Oregon School for the Deaf to better provide coordinated services for students who are deaf/blind.

OCB engages with tribal vocational rehabilitation programs in order to better serve our mutual clients through enhanced communication and understanding of specific needs. OCB has cooperative agreements in place with the following Tribal entities: The Confederated Tribes of the Siletz, The Confederated Tribes of the Umatilla Indian Reservation Tribes, and The Confederated Tribes of Warm Springs.

OCB services and corresponding outcomes for OCB's clients have improved through these partnerships. OCB has benefited from work with the CIL's by accessing services and resources from their system as they become available and as appropriate. This provides OCB with additional flexibility in service delivery. Agreements with Tribal entities have resulted in improved communication and enhanced outcomes, while building staff capacity with this population. Relationships with Oregon's community college system have improved communication and streamlined referral to services and resources for OCB clients and staff. Benefits from these varied relationships, partnerships and agreements help create efficient and effective referral and service delivery - including joint planning when appropriate, provide coordinated and non-duplicated services, leverage funding and enhance wrap around supports for OCB clients that contribute to positive competitive, integrated employment outcomes.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB continues to maintain partnerships and relationships where appropriate and necessary with federal, state and local agencies not carrying out activities through the statewide public workforce system. OCB has maintained agreements with Oregon VR and the Oregon Department of Education. These agreements assist with facilitating relationships with Oregon's system of higher education. OCB has maintained cooperative agreements with the following Tribal entities: The Confederated Tribes of the Siletz, The Confederated Tribes of the Umatilla Indian Reservation Tribes, and The Confederated Tribes of Warm Springs. OCB maintains its current informal agreements and partnering with the state's Centers for Independent Living (CIL). OCB maintains appropriate informal relationships and with Community College partners, but several formal agreements with Community College partners are no longer current. OCB currently holds agreements with: Tillamook Bay Community College, Klamath Community College, Blue Mountain Community College, and Oregon Coast Community College that are set to expire in June of 2022. OCB plans to revisit the need and appropriateness for formal agreements moving into PY 2022 and PY 2023.

### **2. STATE PROGRAMS CARRIED OUT UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998;**

OCB engages with the Public Utility Commission Technology Devices Access Program. The Oregon Telecommunication Devices Access Program (TDAP) loans adaptive telephone equipment at no charge and with no income restrictions to eligible Oregon residents who have a loss in hearing, speech, vision, mobility or cognition. The Public Utility Commission of Oregon oversees the program.

The Oregon Commission for the Blind has a current agreement with Access Technologies, Incorporated, the current Technology Act provider in Oregon, to provide the following skills training that prepare an individual for a work setting: Basic and Intermediate Screen Reading using JAWS, WindowEyes, Zoom Text Reader, Guide. Magnification software training including Zoom Text, MAGic, Windows Built In Accessibility system, Basic Keyboarding, Basic Windows, Navigation of keyboard commands and document, word processing, email, internet navigation, Excel development of worksheets and use of PowerPoint. Access Technologies, Inc. (ATI) serves as the Implementing Entity for the Oregon Statewide Assistive Technology Program, providing all state leadership for state level activities as mandated by the Assistive Technology Act of 1998, as amended.

The partnership and collaboration with ATI has resulted in OCB staff being introduced to new technologies to creatively deploy in assistive and adaptive technology foundational skill development as well as placement and retention support for OCB clients. This extends to OCB business partnerships in developing new workplace or jobsite access solutions to ever changing work conditions and roles, making it easier for businesses to partner with OCB. This technical support has contributed to improved employment outcomes in the short, mid and long range.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

### **3. PROGRAMS CARRIED OUT BY THE UNDER SECRETARY FOR RURAL DEVELOPMENT OF THE DEPARTMENT OF AGRICULTURE;**

OCB does not have cooperative agreements with programs carried out by the Under Secretary for Rural Development of the Department of Agriculture.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB does not have cooperative agreements with programs carried out by the Under Secretary for Rural Development of the Department of Agriculture.

#### 4. NON-EDUCATIONAL AGENCIES SERVING OUT-OF-SCHOOL YOUTH; AND

The Oregon Commission for the Blind (OCB) is actively engaged with the National Federation of the Blind of Oregon and the American Council of the Blind of Oregon. Both consumer groups have been very helpful in offering scholarships to clients as well as providing mentoring and educational opportunities to clients. Both organizations also hold positions on the agency's board and are very active in setting agency policies and priorities.

OCB engages with Northwest Association for Blind Athletes (NWABA) in order to provide clients with exposure to social and environmental experiences that prepare them for dealing with challenges and opportunities in both independent living and work.

The agency regularly and actively engages with businesses around the state through involvement with local Chambers of Commerce and other business facing organizations. Although these are not formally connected to the workforce system, these are important connections in order to maximize the placement opportunities for OCB clients.

Through collaboration with these and other non-educational entities and non-workforce entities, creative wraparound supports can be brought into place when needed to support and assist OCB's out of school youth to obtain positive employment outcomes when working with OCB. These supports include: scholarships, mentoring, educational activities and more that have had a benefit on the positive employment outcomes for OCB's out of school youth.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

#### 5. STATE USE CONTRACTING PROGRAMS.

OCB does not currently have cooperative agreements with State use contracting programs.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission. OCB does not currently have cooperative agreements with State use contracting programs.

#### D. COORDINATION WITH EDUCATION OFFICIALS

##### 1. THE DESIGNATED STATE UNIT'S PLANS, POLICIES, AND PROCEDURES FOR COORDINATION WITH EDUCATION OFFICIALS TO FACILITATE THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO THE RECEIPT OF VR SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, AS WELL AS PROCEDURES FOR THE TIMELY DEVELOPMENT AND APPROVAL OF INDIVIDUALIZED PLANS FOR EMPLOYMENT FOR THE STUDENTS

The Oregon Commission for the Blind has a long history of successful coordination with education officials at the state and local level, in order to enhance the service delivery for transition aged students in Oregon. OCB collaborates with a number of partners to coordinate strategic activities to ensure positive outcomes for students with vision loss. There is active information sharing and coordinated planning between OCB and regional programs, OVR, education and health care organizations throughout the state. Partners join in planning outreach efforts, coordinate referral of potentially eligible students for VR, and implement process improvements for assessment & training statewide in the areas of daily living skills, orientation and mobility/cane travel, communication skills, technology, vocational aptitudes, interpersonal /social skills, and academic preparation for transition-age students. The Oregon

Commission for the Blind has a Cooperative Agreement with the Oregon Department of Education and Vocational Rehabilitation that facilitates outreach and provision of services.

OCB's agreement with State Education Agency (Oregon Department of Education, ODE) was executed November 5th, 2019. Per this agreement, ODE and OCB follow the coordinated documentation procedures in accordance and consistent with Section 511 of the Rehabilitation Act and C.F.R. Part 397. This includes but is not limited to, notification requirements, documentation requirements, explanation of services and other details.

Students with disabilities who are eligible or potentially eligible, are able to access OCB's Pre-Employment Transition Services (Pre-ETS). Students begin receiving Pre-ETS prior to receiving Vocational Rehabilitation Services. All potentially eligible students may receive Pre-ETS regardless if they meet VR eligibility requirements. When students turn 16 they also become eligible to apply for the Summer Work Experience Program (SWEP). To participate in SWEP, students apply for VR and must be eligible for VR services in order to attend. All students who apply for VR Services, starting as early as 14 years, participate in the application, eligibility, and plan development process. Students collaborate with their VRC to develop an Individualized Plan for Employment (IPE) within 90 days of eligibility, which matches the timeline for adult services.

For outreach to and identification of students, staff present at multiple conferences and events throughout the state that have targeted audiences such as school administrators, transition teachers, case management entities and family members. OCB partners with community and parents groups throughout the state, and provide trainings and presentations when appropriate. OCB uses demographic and anecdotal data sources to identify areas in need of service, in part based on the level of information requests about Pre-ETS coming from that area. OCB staff attached to Pre-ETS services regularly communicate with staff from Oregon's General VR agency, appropriate school district personnel and community partners to understand OCB's role and resources and supports available to designated Pre-ETS and Transition students.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

The Oregon Commission for the Blind supports students with employment opportunities that provide minimum wage or better. At times, the program offers paid work experiences for students to develop soft skills and as an opportunity for work hardening, students are paid hourly minimum wage or better while participating in these experiences. To our knowledge, the SEA and LEAs do not operate programs that offer subminimum wage, OCB would not support participants engaging in a program that offers an individual a subminimum wage. Per the Governor's Executive Order No 13-04, all sheltered workshops offering subminimum wage in the state have been phased out.

## **2. INFORMATION ON THE FORMAL INTERAGENCY AGREEMENT WITH THE STATE EDUCATIONAL AGENCY WITH RESPECT TO:**

### **A. CONSULTATION AND TECHNICAL ASSISTANCE TO ASSIST EDUCATIONAL AGENCIES IN PLANNING FOR THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO POST-SCHOOL ACTIVITIES, INCLUDING VR SERVICES;**

OCB's primary services while a student is in high school are outreach, assessment, information & referral, counseling & guidance, and pre-employment transition services in order to prepare for successful transition into post-secondary higher education and career activities. Consultation and technical assistance is provided to both the SEA and LEAs around the state, using alternate means for participation when needed (i.e. video or conference calls), to assist the ODE in planning for the transition of students with disabilities from school to post-school activities, including pre-employment transition services, transition services for youth, and other vocational rehabilitation services.

Under the Cooperative Agreement with the Oregon Department of Education, the following responsibilities are outlined:

The Oregon Department of Education will assist local education agencies, including the Oregon School for the Deaf: in accessing the services provided by OCB, which can be requested to aid in the transition to employment services, serve as a liaison between the parties, encourage the screening, identifying and referring of potential clients to OCB to provide a continuum of appropriate procedures and services, identify methods to coordinate the IEP with the IPE, provide information related to the availability of public education programs, and facilitate the availability of diagnostic and evaluative information to the Oregon Commission for the Blind relevant to the determination of eligibility.

The Oregon Commission for the Blind will provide consultation & technical assistance, using alternate means for participation when necessary (i.e. video or conference calls) to the schools to prepare students with disabilities for career opportunities.

**Oregon 2022-2023 (MOD) OCB Update:**

The section is unchanged from the prior submission.

**B. TRANSITION PLANNING BY PERSONNEL OF THE DESIGNATED STATE AGENCY AND EDUCATIONAL AGENCY THAT FACILITATES THE DEVELOPMENT AND IMPLEMENTATION OF THEIR INDIVIDUALIZED EDUCATION PROGRAMS;**

OCB authorizes and pays for any services needed to establish a transition student's eligibility for OCB services, and funds services outside the scope of the school district's IDEA and FAPE (Free Appropriate Public Education) responsibility. OCB collaborates with educational staff and families to ensure youth who are blind have early exposure to pre-employment transition services such as career exploration, job shadowing and paid work experiences, and extra-curricular opportunities to more fully develop self- advocacy and independent living skills. OCB transition counselors conduct outreach and ongoing consultation statewide to teachers of the visually impaired, students, families and others in the education community.

As outlined in the Cooperative Agreement for ODE, VR, and OCB, transition planning is addressed as:

VR and OCB will:

Participate as available per district in regular transition planning meetings and department meetings, when invited.

Attend meetings for the development of an Individualized Education Plan (IEP) when invited, with appropriate consent and as resources allow. VR and OCB will not charge the schools district for staff to attend these meetings.

Provide a transition and Pre-ETS materials to the SEA and LEA to distribute to students, family members, guardians or their representatives.

In collaboration with LEAs, provide or arrange for the provision of Pre-ETS to all students with disabilities identified as requiring these services.

Determine the eligibility of all students with disabilities who have applied for Vocational Rehabilitation services within 60 days from the date of application pursuant to section 102(a)(6) of the Rehabilitation Act and section 34 CFR 361.41(b)(1) of its implementing regulations.

Develop an Individualized Plan for Employment (IPE), which is consistent with and which takes into consideration the student-client's IEP transition planning goals, prior to exit and within 90 days of VR/OCB eligibility, unless an extension is approved.

ODE will:

Provide for transition planning by designated education agency personnel for students with disabilities that facilitates the development and implementation of their Individualized Education Programs (IEPs) under section 614(d) of IDEA.

Develop an IEP which is consistent with and which takes into consideration the student-client's IPE with VR and OCB.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

**C. ROLES AND RESPONSIBILITIES, INCLUDING FINANCIAL RESPONSIBILITIES, OF EACH AGENCY, INCLUDING PROVISIONS FOR DETERMINING STATE LEAD AGENCIES AND QUALIFIED PERSONNEL RESPONSIBLE FOR TRANSITION SERVICES;**

Students who are blind, Deaf/blind, and visually impaired may be eligible to apply for individualized vocational rehabilitation services and/or participate in pre-employment transition services as a potentially eligible student. There is no minimum or maximum age by which an individual may apply for VR services. Students must be between the ages of 16 and 21 to receive pre-employment transition services, but OCB may begin working with eligible or potentially eligible students at age 14. Case management activities are coordinated by the agency's VR Counselors to provide pre-employment transition services. OCB also coordinates closely with local school districts and regional Teachers of the Visually Impaired (TVIs), to identify students who are blind and visually impaired that are eligible for VR services.

As outlined in the Cooperative Agreement for ODE, VR, and OCB, responsibilities are addressed as:

Meet regularly to address systems, policy, practice and funding issues that facilitate or negatively impact the transition of youth with disabilities from school to work or post-secondary education.

Foster innovation in transition program design and service delivery strategies between VR, OCB and LEA.

Utilize a common message when sharing information to local VR and OCB offices and LEA's.

Post this agreement on their respective websites (or in a location readily available to agency staff).

Align policy and practice at the state and local level, in order to facilitate the seamless transition of youth with disabilities from school to work or postsecondary education; minimize redundant services; and maximize resources in both systems.

Develop and provide common trainings and professional development opportunities to improve transition and employment results.

Provide a copy of this Agreement to the following key stakeholders:

all LEA superintendents

all directors of Special Education

all VR administrative staff to include branch managers

all OCB administrative staff to include policy and program officials

all Tribal VR Directors

the State Rehabilitation Council  
all Brokerage Directors  
the Office of Developmental Disabilities Services  
the Oregon Developmental Disabilities Council  
other entities as identified.

Mutually develop and distribute notices, memorandums and other information regarding transition to key stakeholders.

Give timely notice to key stakeholders of all proposed changes to rule or policy that relate to youth transition.

Collaborate toward meeting the unique needs of LEAs, VR, and OCB offices and facilitate seamless transition for students with disabilities from a FAPE to the provision of vocational rehabilitation services.

In collaboration with LEA's provide, or arrange for the provision of, Pre-ETS for all students with disabilities in need of such services who are eligible or potentially eligible for services under the WIOA.

Additionally, financial responsibilities are outlined as:

In collaboration with ODE, VR and OCB will provide, when appropriate, in- service training available to LEA staff, VR field staff, OCB staff and TVR Programs around topics or issues that are designed to improve the effectiveness of transition services and employment outcomes for students with disabilities.

LEA's will be responsible for the development of the IEP, including appropriate "transition services" and associated costs and other IEP- related services that are not generally available to all students through VR and OCB services.

VR and OCB will be responsible for the development of the IPE; related community based technical/occupational skill training and associated costs, assistive technology devices, and other IPE-related services that are not generally available to all students through the LEA. If the student is a federally recognized Native American Alaska Native student, VR and OCB will partner with the TVR in the identified service-delivery area to provide culturally relevant services.

VR and OCB services are available to applicants to the degree needed to establish eligibility, and for eligible individuals to determine the scope and nature of services and then the provision of those services. While VR and OCB bears primary financial responsibility for these services, VR and OCB will utilize comparable benefits when it will not impede the progress of IPE activities. If the student is a federally recognized Native American Alaska Native student, VR and OCB will partner with the TVR in the identified service delivery area to provide culturally relevant services.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

**D. PROCEDURES FOR OUTREACH TO AND IDENTIFICATION OF STUDENTS WITH DISABILITIES WHO NEED TRANSITION SERVICES.**

OCB is able to develop relationships with students and their parents, starting at age 14, who experience a visual disability, providing a vocational context within the IEP and 504 Transition



Team discussions. This ensures there is an important link to identifying the individualized skills needing to be addressed in order for the student to be prepared for adult life after graduation.

OCB's formal agreement with the Oregon Department of Education assists in the dissemination of agency information and identification of potential transition aged students with disabilities who need transition services. Further, in Oregon there is a statewide Regional Service Provider system for Teachers of the Visually Impaired that provide services to in school students who are blind. These teachers assist in the early identification of students who experience a visual disabilities and who need transition services, and help facilitate the agency's involvement in the IEP process.

OCB promotes outreach to and identification of students with disabilities who are in need of transition services for transition planning (including Pre-ETS) beginning when the student turns 16, however, may begin when the student turns 14. Outreach to these students will include, at a minimum, a description of the purpose of the vocational rehabilitation program, eligibility requirements, application procedures, and scope of services that may be provided to eligible individuals. Outreach activities can include the use of brochures, social media, attendance at back to school nights, group orientations, and transition events. Agencies will obtain, when necessary, a release of information from parent or guardian to assist in coordinating services.

OCB Transition VRCs are additionally trained on procedures for working with potentially eligible students to ensure students throughout the state are able to access Pre-ETS in their area. Often through the partnership established by the Transition VRCs and the Regional Program Teachers, early identification and consultation of eligible students for Pre-ETS & VR Services are established/provided.

OCB transition counselors provide students with Pre-Employment Transition Services and counseling/services/programs to aid in preparation for transitioning to post-high school/college/employment. Individuals who are blind/low vision, who have early exposure to adaptive skills training, vocational exploration and active socialization have a head start to becoming functional, employed and fully integrated adults. The OCB knows not all learning can take place in the classroom, and therefore offers Summer Work Experience Programs (SWEP) to complement the learning that is available through the public education system. These pre-employment transition programs serve to give each participant a safe environment to discover their vocational aptitudes, develop confidence in adaptive skills and encourage self-advocacy and independence. These pre-employment transition programs (offered in the Summer) are a key to the agency's success in quality of employment outcomes for students with vision loss.

OCB offers a five-week entry/foundational program and a six-week more advanced program each Summer. Each program offers paid employment experiences based on student interests, experience and ability. The residential living component of the program provides students the opportunity to refine their daily living skills often for their first time away from home and without parental supports: students plan, purchase and prepare their meals; manage their finances; develop/enhance time-management skills; and maintain a clean and organized living environment in a dorm setting. They also develop and practice independent travel skills and navigation and the use of public transportation by travelling to work and other locations (e.g. grocery stores, banks, restaurants, etc.). Community speakers and student-planned activities encourage deeper integration into the community and refine skills in self-advocacy and independent living.

Pre-employment Transition Services: While OCB has had a long history of providing strong vocational counseling & guidance and progressive core pre-employment transition services and activities for students with visual disabilities, the costs for these activities as they exist will not come close to meeting the required 15% set aside of the federal grant. OCB's goal is to continue expanding upon our existing Pre-ETS and work experience programs by increasing capacity for

the existing programs and developing new opportunities for pre-employment workshops, peer mentorship, and career and work experiences throughout the year.

Our challenges will include identifying appropriate service providers and educational partners that will be able to serve our small, low-incidence population with the specialized skills and tools they require. We will seek to identify and implement appropriate curricula and activities that meet the required five pre-employment transition services. We will be in discussion with educational staff and families to explore how to effectively allocate time for successful completion of rigorous academic requirements, practice of essential adaptive skills, and beneficial work experiences. The agency is looking at options for spending a portion of its required set-aside Pre-Employment Transition Service dollars on authorized activities in order to build capacity.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB has engaged with NTACT-C for technical assistance with Pre-ETS services and corresponding challenges. OCB's Youth Business Relations Coordinator and other Transition staff regularly attend a Community of Practice as part of engagement with NTACT-C.

#### **E. COOPERATIVE AGREEMENTS WITH PRIVATE NONPROFIT ORGANIZATIONS**

OCB has established a number of formal and informal cooperative agreements with non-profit organizations to enhance services and resources available to OCB clients and business partners.

National Federation of the Blind of Oregon (NFBO) & American Council of the Blind (ACB) – OCB collaborates and shares information with consumer groups with a focus on vision loss in Oregon to promote opportunities for our participants, partner around shared issues related to blindness, and to solicit input for consumer priorities and expectations in service provision. The agency actively encourages and supports agency participants who are new to blindness and staff in attending state consumer conventions in order to broaden exposure to issues of blindness and consumer perspectives.

Helen Keller National Center (HKNC) - OCB regularly collaborates with the Helen Keller National Center (HKNC). The Helen Keller National Center is a resource for OCB on Deaf-Blind resources and can provide contracted services to OCB participants as well as trainings for OCB staff for working effectively with clients who are Deaf Blind. We have a MOU with HKNC that outlines on-going engagement and collaboration strategies.

The National Employment Team (NET) – OCB has an active relationship and partnership in the activities of the NET, connecting agency participant talent to businesses that understand the importance of inclusion of people with disabilities into their workforce. OCB is represented as a single point of contact for NET activities.

Northwest Association for Blind Athletes (NWABA) - OCB engages with Northwest Association for Blind Athletes in order to provide clients with exposure to social and environmental experiences that prepare them for dealing with challenges and opportunities in both independent living and work

Blindskills, Inc.: OCB has an on-going partnership with Blindskills, which distributes information to young people and their families through a nationally distributed magazine. Subscribers learn about how successful persons with vision loss accomplish their work, participate in recreational activities and enjoy engaged and fulfilling lives. OCB also uses Blindskills, Inc. for community resources and blindness related supports for clients.

Easter Seals, Latino Connection Program: OCB works collaboratively with the Latino Connection program, which provides training/education to Latino and non-native English speaking participants focusing on employment. Their program consists of bilingual English-Spanish staff members who utilize program resources to support translation and interpretation services to

persons who do not speak English as their first language and to assist them in their training and job placement efforts. They serve non-English speaking job seekers with disabilities in multiple locations throughout Oregon.

Centers for Independent Living (CILs): OCB works collaboratively with CILs throughout Oregon both formally and informally to benefit our mutual clients. CILs provide CRP services to our clients under the RFA and also provide benefits planning and the full breadth of CIL services to clients via referrals from, and collaboration with, OCB.

The cooperative relationships vary from information and referral relationships to fee-for-service and pay for performance relationships. OCB follows State of Oregon contractual processes when establishing contracts for services.

OCB works with the Office of Contracts and Procurement to develop contracts. The fee for services is determined by fair market value. Additionally, these contracts follow state Rules and Policies that simplify, clarify and modernize Public Contracting pursuant to ORS 279A.015(1). These Rules provide a foundation for ethical and fair dealing in Public Contracting, designed to instill public confidence pursuant to ORS 279A.015(2). The Oregon Department of Justice also reviews contracts as an additional oversight.

Partnering and collaborating with Private Non-Profit organizations enhances and expands OCB's 'toolkit' of resources and services available to clients. In developing these relationships, OCB staff are able to better 'meet clients where they are at' and respond to individual client needs in a more individualized manner. In this way, OCB is better able to realize positive employment and retention outcomes for individual clients and OCB's business partners. These services and contracts will enhance OCB's capacity to respond to specific populations with regards to disability, cultural and linguistic and communication preference.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

#### **F. ARRANGEMENTS AND COOPERATIVE AGREEMENTS FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES**

OCB provides Supported Employment services to individuals with disabilities co-occurring with visual impairment that make long-term supports necessary for the individual's success in maintaining integrated and competitive employment, including developmental disabilities, traumatic brain injury (TBI) and disabilities due to mental health.

OCB believes that all individuals are capable of integrated and competitive work with the right supports in place, and the state has over the years reduced options for sub-minimum wage employment. The new regulations requiring the agency to provide pre-employment transition services for eligible or potentially eligible students with disabilities before certification for sub-minimum wage work is expected to have little impact on the agency, as this is the direction the state has been moving towards. A challenge for supported employment is that the comparable benefit resources available in Oregon State to provide extended long-term support services are limited. OCB works in collaboration with all available resources and partners on cases that have co-occurring disabling conditions that make long-term supports necessary. The OCB continues to work with employers and other natural supports to identify funding for long-term support services.

In Oregon, the Department of Human Services provides funding for extended services for individuals with the most significant disabilities. This funding is routed through county Developmental Disability agencies via a client's Case Manager, and is contracted for each individual through Brokerages. These agencies work with the individuals and their social support systems to develop a plan for ongoing supports, which can be used for a variety of

purposes, one of which are long term employment supports. Extended services for youth with most significant disabilities may also be funded through vocational rehabilitation resources, for up to four years, or until the individual turns 25 and no longer meets the definition of a "youth with a disability", whichever comes first.

Training and post-employment services that will lead to supported employment are provided by OCB. Supported Employment begins after job placement, any services provided prior to placement are VR services, not supported employment services. Once the individual is transitioned from agency vocational rehabilitation support, another agency or resource provides extended services. Services we provide include: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic training, job development, follow up services, regular observation or supervision at the training site, rehabilitation technology, and other services needed to support the individual in successful employment.

Community Rehabilitation Providers (CRPs). OCB contracts with private, for- and not-for-profit Vocational Rehabilitation service providers for general and supported employment services. The most commonly purchased CRP services include: vocational evaluation, trial work experience, job placement and job retention. Vocational evaluation and trial work experience are VR services. On-going supports and job retention are part of supported employment activities. Any services provided prior to employment are VR services, after job placement, Supported Employment services are provided as needed.

Community Rehabilitation Program providers are qualified through a Request for Application (RFA) process. All vendor staff must pass a federal background check and be vetted through our application process.

OCB also uses this RFA process for vendors who provide services such as Rehabilitation Teaching, Orientation & Mobility and Assistive Technology training. Prior to permitting direct-unsupervised access with agency participants, including supported employment participants, all vendors/providers of services are required to complete and pass background checks. In requiring both the technical qualification process and the criminal background check of providers, OCB has taken the necessary steps to ensure that when agency participants choose to utilize community providers, they can count on safety and quality services for our clients.

In addition, the OCB is included in the Integrated Work Plan for Individuals with Intellectual and Developmental Disabilities. The Oregon Department of Human Services (DHS) along with its many partners and stakeholders, strives to support the choices of individuals with intellectual and other developmental disabilities (I/DD) and their families within local communities by promoting and providing services that are person-centered and directed, flexible, inclusive and supportive of the discovery and development of each individual's unique gifts, talents and abilities. Oregon is committed to work toward service options that ensure people with I/DD have the opportunity to live lives that are fulfilling and meaningful.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

## **G. COORDINATION WITH EMPLOYERS**

### **1. VR SERVICES; AND**

OCB knows that given the unique needs of our clients, a robust employer engagement model is required to be successful. OCB employs a Progressive Employment Model which is a dual customer model approach that serves both OCB clients and businesses as customers.

OCB uses Job Placement contractors to identify individual employment, assessment and training opportunities as well as Progressive Employment opportunities for those who require those

services to become employed. OCB provides extensive training to contracted Job Developers and Job Coaches to help improve their understanding of the context, issues and supports available for people experiencing vision loss.

Additionally, OCB strives to expand the base of employers who work with our clients who do not require individualized outreach to employers. By leveraging opportunities with other workforce partners, OCB believes that it can increase employment opportunities for Oregonians with disabilities and change the perception associated with individuals with disabilities in the workforce.

OCB has implemented a statewide Workforce Team that provides services to Oregon businesses and is composed of 1 full-time Workforce Manager, 3 full-time Business Engagement Specialists (1 dedicated to Transition Youth/Pre-ETS) and 5 full-time Assistive Technology Specialists. This team supports each of the local field offices in the activities detailed below:

The OCB Workforce team partners with:

Regional Employment Department business teams to coordinate employment services, employer recruitment events and job fairs, regional business events to enhance disability awareness

Local workforce development boards (LWDB) to coordinate employer engagement activities

Internal VR staff to keep them informed of the latest news regarding apprenticeship programs and processes, 503 protocols and processes, and Regional Business Relations Communications

Local mental health providers to coordinate employment services

Oregon Vocational Rehabilitation (the state's general agency) Workforce and Business Coordinator on collaborative employer outreach

Local employer engagement events and activities for individuals with disabilities

Community Rehabilitation Partners to provide Job Development and job coaching services

OFCCP by leveraging our partnership to best service businesses 503 recruitment needs and establish local MOU's with federal business contractors

Businesses and partner agencies to provide local trainings and resources on disability awareness and blind etiquette, quarterly Business Outreach Newsletter, accommodations, develop opportunities for company tours, job shadows, informational interviews, internships and work experiences for OCB clients. Additionally, the OCB Workforce team provides consultation around accommodations, diverse recruitment strategies, work site assessments, assistive technology assessments and recommendations

Local nonprofits that provide employment services

OVR SRC Business/ Committee Outreach Committee, as an ad hoc member, to develop a new platform for business facing disability related partnerships

OCB is actively engaged with the National employment Team (NET). The national network of the 80 public Vocational Rehabilitation (VR) programs supports a united or "one company" approach to working with business customers. The 80 VR Directors have each named a business consultant that functions as the designated point of contact for their agency. These 80 points of contact, through CSAVR leadership and support, form the National Employment Team or The NET.

OCB has a strong working relationship with The NET Business Relations Director, Kathy West Evans, who provides local introductions to NET Business partners throughout the State. OCB also participates in National Team calls, Regional Team calls and attended the 2019 NET

Summit. OCB will continue working with NET one evolving strategies for engaging businesses, including the Model State Employer program.

Examples of business relationships established based on OCB's involvement with The NET include: Amazon, Xerox, Apple Care Call Center, Sprint Call Center, Wells Fargo, CVS, Starbucks, Walgreens, Intel, Microsoft, and Hewlett Packard (HP).

A strategy OCB uses with state and national employers is Progressive Employment (PE). The PE model used by OCB is based on the Vermont Progressive Employment model, and replicated in Oregon with assistance from JD VRTAC and University of Massachusetts, Boston. PE expands uses a selection of career exploration tools and approaches and a dual customer strategy to create career exploration opportunities that lead to competitive, integrated employment opportunities that are right for each individual client and business partner. PE packages readily available VR pre-employment options and coordinates rehabilitation counseling, job placement, and business account management to ensure that both jobseekers and employers benefit.

PE is a low risk model for employers that allows them to get to know a candidate as a person and a worker prior to making a hiring decision, and allows career exploration opportunities for the client. Some PE activities include: Company Tours, Job shadows, mock Interviews, informational interviews, work assessments, and work experiences.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

## **2. TRANSITION SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, FOR STUDENTS AND YOUTH WITH DISABILITIES.**

OCB employs a Progressive Employment (PE) Model which is a dual customer approach that serves businesses as an identified customer alongside clients. PE expands a selection of career exploration tools and approaches and a dual customer strategy to create career exploration opportunities that lead to competitive, integrated employment opportunities that are right for each individual client and business partner. The PE model supports the Pre-Employment Transition services "Required Activities" by engaging businesses in Career Exploration, Post-Secondary Opportunities, Workplace Readiness, Work-Based Learning Experiences, and Self-Advocacy activities such as company tours, job shadows, mock interviews, informational interviews, work assessments, apprenticeship opportunities, and work experiences.

Pre-Employment Transition Services (Pre-ETS) are only available to students with disabilities who are eligible or potentially eligible for VR services.

Pre-Employment Transition Services (Pre-ETS) make use of the PE model by engaging employers in career exploration and workplace readiness activities that increase employer awareness of OCB and supports provided through our Pre-ETS services, fostering long-term business relationships and supporting students experiencing vision loss in gaining the skills necessary for integrated competitive employment.

Through the annual Summer Work Experience Program (SWEP), OCB connects with employers to provide the opportunity to host student interns for four to five weeks and engage with OCB in a variety of other job exploration activities such as mock career fairs, informational interviews, and employer panels. Through the immersive SWEP experience, OCB is able to build robust personal relationships with businesses while making them aware of the emerging and historically underutilized labor pool that students with disabilities represents in Oregon.

OCB collaborates with a diverse array of partners across Oregon to engage with businesses in rural and underserved communities in providing PE and Pre-Employment Transition activities. These partners include student internship programs in local chambers of commerce or economic development organizations, regional transition networks, Oregon Employment

Department business teams, non-profit organizations, and post-secondary educational institutions. Working with these partners and more, OCB engages businesses by organizing reverse job fairs, industry tours, and other innovative activities that connect businesses to clients in geographically remote locations across Oregon.

The OCB Transition/Pre-ETS team engages with job placement professionals, community rehabilitation partners, transition specialists, and educational partners to utilize a combined expertise and network of business partners through collaborations such as MEET 1<sup>st</sup> (Multnomah Education and Employment Team), the College Readiness Collaborative, Employment First, and local workforce boards.

OCB strives to expand the base of employers who work with our clients who do not require individualized outreach to employers. By leveraging opportunities with other workforce partners, OCB believes that it can increase employment opportunities for Oregonians with disabilities and begin to change the perception associated with individuals with disabilities in the workforce.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

H. INTERAGENCY COOPERATION

1. THE STATE MEDICAID PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT;

OCB collaborates with the Department of Human Services (DHS), Seniors and People with Disabilities (SPD), Developmental Disability Services (DDS) and Community Rehabilitation Provider (CRP) brokerages throughout the state of Oregon. OCB will continue to explore and build opportunities for additional and enhanced collaboration, coordination of services, and better understanding of the scope and role of Medicaid in promoting success for individuals who require long-term employment supports. OCB will develop an improved understanding of the role of Medicaid for vocational services under an Order Of Selection scenario (though we are not in Order Of Selection currently).

In Oregon, the Oregon Health Authority (OHA) is the agency that administers the State Medicaid Program. Through a series of intergovernmental agreements (IGAs) and memorandums of understanding (MOUs), the Department of Human Services (DHS) is established as the agency that operates the Medicaid programs and waivers. OCB has not entered into separate formal agreements with OHA or DHS at this time. OCB receives and provides technical assistance and information and referral from and with OHA, SPD and DDS in order to maximize OCB client benefit from Medicaid and Medicaid related services and resources. Medicaid acts as an additional support for appropriate OCB clients in establishing stability to improve positive employment outcomes for individuals with the most significant disabilities.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

2. THE STATE AGENCY RESPONSIBLE FOR PROVIDING SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES; AND

OCB is committed to collaboration with DHS, SPD, DDS, ODE and brokerages throughout Oregon in order to prioritize long-term supports for employed individuals, and for detailing means for collaboration, coordination of services, and mutual understanding of scope and role of each agency in promoting success for individuals who require long-term employment supports.

OCB is included in the Integrated Work Plan for Individuals with Intellectual and Developmental Disabilities. The Oregon Department of Human Services (DHS) along with its many partners and stakeholders, strives to support the choices of individuals with intellectual and other

developmental disabilities (I/DD) and their families within local communities by promoting and providing services that are person-centered and directed, flexible, inclusive and supportive of the discovery and development of each individual's unique gifts, talents and abilities. Oregon is committed to work toward service options that ensure people with I/DD have the opportunity to live lives that are fulfilling and meaningful.

OCB clients benefit from strong working relationships with these service providers in Oregon. OCB, ODDS, the Oregon Department of Education (ODE) and the I/DD service delivery system have a working relationship that shares information, leverages and braids funding, and encourages the joint case management of shared clients. Moving forward, OCB will continue to work with ODDS and I/DD service delivery systems as well as with ODE to increase our collaboration to maximize funding, streamline processes, and meet the competitive and integrated employment goals of intellectually and developmentally disabled clients. OCB staff collaborate with these state and community service providers to share information, best practices and resources in order to maximize positive employment outcomes for OCB's IDD clients.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

**3. THE STATE AGENCY RESPONSIBLE FOR PROVIDING MENTAL HEALTH SERVICES.**

OCB is committed to collaborating with mental health services throughout Oregon in order to insure collaboration, coordination of services, and mutual understanding of scope and role of each agency in promoting success for individuals who require long-term employment supports.

Although we have no formal agreement in the provision of mental health services, the agency has been effective in the individualized coordination of services on a case by case basis, in the event we have a client who is blind who is also a client of that system. OCB has supported the expansion of evidence based supported employment services through work with county mental health organizations. 35 out of Oregon's 36 counties provide IPS services to Oregonians, and this has been helpful to OCB staff in connecting clients to specialized resources and services when appropriate. OCB staff have and continue to access resource and referral services, technical training and structural supports that exist within Oregon's IDD services infrastructure. This ongoing relationship help OCB staff build competency and appropriate skill sets needed to impact employment and retention outcomes for OCB clients.

While continuing to expand and support employment outcomes, the quality of those outcomes, and the skills of the employment service providers, OCB is looking ahead to increasing the capacity of community rehabilitation programs and providers working with IDD clients. OCB will continue to build on, expand and develop it's existing CRP and service provider training for ongoing improvement. Access to the specialized expertise of these and other mental health providers throughout the state have increased positive employment outcomes for OCB clients, and helped build out systems for OCB clients needing mental health resources achieve and retain competitive, integrated employment goals.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

**I. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT; DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT**

**1. SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT**

**A. QUALIFIED PERSONNEL NEEDS**



I. THE NUMBER OF PERSONNEL WHO ARE EMPLOYED BY THE STATE AGENCY IN THE PROVISION OF VR SERVICES IN RELATION TO THE NUMBER OF INDIVIDUALS SERVED, BROKEN DOWN BY PERSONNEL CATEGORY;

The agency has a total of 13 Vocational Rehabilitation counselor positions. a) 11 are caseload-carrying positions b) 1 is a career exploration counselor with a small caseload c) 3 are counselors who specialize in working with employers to enhance employment outcomes, with one caseload carrying. The ratio of clients served to VRC (full caseload carrying) FTE in PY18 was 57:1 (including potentially eligible/Pre-ETS clients). OCB reviews and analyzes qualified personnel needs on an ongoing basis to ensure quality service provision. Currently, two of these VRC positions are vacant due to a retirement and departure for another position.

Oregon Commission for the Blind Total positions in provision of VR services.

VR Counselors: 13

Vacant VR Counselor positions: 1

Rehabilitation Instructors: 23 (18 VR, 5 Independent Living for Older Blind)

Rehabilitation Assistants: 9

Administrative Unit: 12 (8 VR, 4 Business Enterprise)

Executive Management/Management: 7 (5 VR, 1 Business Enterprise, 1 Independent Living for Older Blind)

**Oregon PYs 2022-2023 (MOD) OCB Update:**

Staffing levels for most of OCB's professional positions remains unchanged. The agency has a total of 13 Vocational Rehabilitation counselor positions. a) 11 are caseload-carrying positions b) 1 is a career exploration counselor with a small caseload c) 3 are counselors who specialize in working with employers to enhance employment outcomes, only one carrying a case load. The ratio of clients served to VRC (full caseload carrying) from PY 2020 was 53:1 (including potentially eligible/Pre-ETS clients). OCB reviews and analyzes qualified personnel needs on an ongoing basis to ensure quality service provision.

The COVID-19 Pandemic and corresponding impacts to the labor market have created some challenges and delays in filling some positions, but this has not had a significant impact on service delivery. We are optimistic that hiring cadence will return to pre-pandemic levels. OCB's current staffing status:

VR Counselors: 13 (11 caseload carrying)

Rehabilitation Instructors: 26(17 VR, 9 Independent Living for Older Blind)

Rehabilitation Instructor Vacancies: 1

Rehabilitation Assistants: 9

Administrative Unit: 13 (9 VR, 4 Business Enterprise)

Executive Management/Management: 7 (1 Executive Director, 1 CFO, 1 VR Director, 1 Workforce Services Manager, 1 Training Center Director, 1 Office Manager, 1 Business Enterprise Director, 1 Independent Living for Older Blind Director).

II. THE NUMBER OF PERSONNEL CURRENTLY NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES, BROKEN DOWN BY PERSONNEL CATEGORY; AND

The agency hired three new Counselors in PY 19 (one for business relations/not caseload carrying and two to replace VRCs who exited for other employment opportunities), two of whom were VRC interns prior to hiring. We have been successful in being able to recruit (as needed) and retain vocational rehabilitation counselors and expect this trend to continue. The agency believes that we will be able to serve all eligible individuals with the current number of vocational rehabilitation counselors on staff and in the pipeline from our primary educational partners over the next five years. We are confident we will also be able to serve all eligible clients over the next five years (given our successful retention and recruitment methods historically).

Currently, for PY 19, OCB does not project the need for additional VR serving staff.

Due to the current and projected economic conditions, OCB anticipates that we will incrementally grow our overall caseload based on population growth in the state, but operate with the same staffing levels.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB has been successful in being able to recruit and retain vocational rehabilitation counselors historically, and expect this trend to continue. The agency believes that we will be able to serve all eligible individuals with the current number of vocational rehabilitation counselors on staff and in the pipeline from our primary educational partners over the next five years. We are confident we will also be able to serve all eligible clients over the next five years.

**III. PROJECTIONS OF THE NUMBER OF PERSONNEL, BROKEN DOWN BY PERSONNEL CATEGORY, WHO WILL BE NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES IN 5 YEARS BASED ON PROJECTIONS OF THE NUMBER OF INDIVIDUALS TO BE SERVED, INCLUDING INDIVIDUALS WITH SIGNIFICANT DISABILITIES, THE NUMBER OF PERSONNEL EXPECTED TO RETIRE OR LEAVE THE FIELD, AND OTHER RELEVANT FACTORS.**

The agency believes that we will be able to serve all eligible individuals with the current number of vocational rehabilitation counselors on staff and in the pipeline from our primary educational partners over the next five years, (PY 20-24).

The following projections are based on retirements and potential other departures:

Oregon Commission for the Blind Total positions in provision of VR services.

VR Counselors: 13

VR Counselor 5 year vacancy projection : 0

Rehabilitation Instructors: 23 (18 VR, 5 Independent Living for Older Blind)

Rehabilitation Instructors 5 year vacancy projection: 1

Rehabilitation Assistants: 9

Rehabilitation Assistants 5 year vacancy projection: 0

Administrative Unit: 12 (8 VR, 4 Business Enterprise)

Administrative Unit 5 year vacancy projection: 0

Executive Management/Management: 7 (5 VR, 1 Business Enterprise, 1 Independent Living for Older Blind)

Executive Management/Management 5 year vacancy projection: 0

**Oregon PYs 2022-2023 (MOD)OCB Updates:**

The agency believes that we will be able to serve all eligible individuals with the current number of vocational rehabilitation counselors on staff, with no anticipated retirements in the next five years. The numbers of Vocational Rehabilitation professionals graduating from local educational institutions has dropped in the past two years. OCB will monitor this potential issue moving forward into PY 22 and PY 23.

**B. PERSONNEL DEVELOPMENT**

**I. A LIST OF THE INSTITUTIONS OF HIGHER EDUCATION IN THE STATE THAT ARE PREPARING VR PROFESSIONALS, BY TYPE OF PROGRAM;**

Staff Development & Plan for recruitment. Western Oregon State University (WOU) and Portland State University (PSU) are the only two graduate programs in the state of Oregon that provide VR professionals with master's level training/education.

Western Oregon University (WOU) provides a graduate education program in Vocational Rehabilitation Counseling. Portland State University (PSU) offers a graduate program in Vocational Rehabilitation Counseling and Orientation & Mobility.

**Oregon PYs 2022-2023 (MOD) OCB Updates:**

Western Oregon State University (WOU) and Portland State University (PSU) are the only two graduate programs in the state of Oregon that provide VR professionals with master's level training/education and hold Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited graduate programs in Rehabilitation Counseling.

PSU offers a Master of Science in Clinical Rehabilitation Counseling. This is a three-year program, as opposed to the two-year curriculum at WOU and other regional university programs. All students are served through the main PSU campus in downtown Portland, with courses scheduled in the evenings, making it possible for working individuals to have access to attaining a Clinical Rehabilitation Counseling degree.

WOU has two Rehabilitation Counseling degree options: The Master of Science in Rehabilitation and Mental Health Counseling for the Deaf (RCD) is one of only four deafness specialty programs in the United States and has been in place continuously since 1973; and the Master of Science in Rehabilitation and Mental Health Counseling (RMHC), which was authorized by the Oregon University System in 1991.

Oregon has no other Institutions of Higher Education preparing VR professionals.

Regional Institutions of Higher Education not in Oregon:

Western Washington University (WWU), located in Everett, Washington, offers a hybrid on-campus/online two-year Master of Arts in Rehabilitation Counseling.

The University of Idaho, which offered a two-year program of study leading to either a Master of Education or a Master of Science in Counseling and Human Services, with an emphasis in Rehabilitation Counseling, closed in May 2020. Idaho State University (ISU) was granted RSA funding and opened a 2-year program of study leading to a Master of Counseling in Clinical Rehabilitation Counseling program in both Pocatello and Meridian, Idaho which began in August 2020.

II. THE NUMBER OF STUDENTS ENROLLED AT EACH OF THOSE INSTITUTIONS, BROKEN DOWN BY TYPE OF PROGRAM; AND

WOU currently has thirty-two total students in the Masters of Rehabilitation Counseling program twelve of whom are in the Masters of Rehabilitation Counseling for the Deaf track.

PSU currently has forty-one students enrolled in their Masters of Rehabilitation Counseling program.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

In 20-21, WOU currently had nineteen total students in the Masters of Rehabilitation Counseling program eight of whom were in the Masters of Rehabilitation Counseling for the Deaf track. In 20-21, PSU currently had twelve students enrolled in their Masters of Rehabilitation Counseling program.

For the current academic year (2021-22), the institutions have the following enrollment:

Western Oregon University Current Enrollees: Rehabilitation Mental Health Counseling 30, Rehabilitation Counseling Deaf 12 (42 total)

Portland State University Current Enrollees: Rehabilitation Counseling 40

Western Washington University Current Enrollees: Rehabilitation Counseling 42

III. THE NUMBER OF STUDENTS WHO GRADUATED DURING THE PRIOR YEAR FROM EACH OF THOSE INSTITUTIONS WITH CERTIFICATION OR LICENSURE, OR WITH THE CREDENTIALS FOR CERTIFICATION OR LICENSURE, BROKEN DOWN BY THE PERSONNEL CATEGORY FOR WHICH THEY HAVE RECEIVED, OR HAVE THE CREDENTIALS TO RECEIVE, CERTIFICATION OR LICENSURE.

In 2019 WOU graduated fourteen Rehabilitation Counselors and two Rehabilitation Counselors Deaf track (eight took the CRC exam and six passed). PSU graduated seven VR Counselors (all took/passed the CRC exam).

**Oregon PYs 2022-2023 (MOD) OCB Update:**

WOU graduated four Rehabilitation Counselors in the prior year. PSU graduated ten in the prior year.

2. PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL

OCB actively works with PSU and WOU graduate programs in Vocational Rehabilitation and related fields. All OCB counseling staff meet the state/agency's CSPD standards as they have all either earned a Degree in Vocational Rehabilitation Counseling or a related field or possess a valid Certified Rehabilitation credential/certificate.

OCB works closely with the graduate education programs at WOU, PSU and elsewhere to increase the recruitment of qualified applicants in the field. OCB connects with faculty and leadership in these graduate programs, and works to provide practicum and internship sites for students in these programs. In 2018-2019 OCB hosted two graduate interns, and consistently engages with WOU and PSU to solicit additional students moving forward. OCB works intentionally to identify potential new hires from minority backgrounds and those with disabilities, and utilizes the state's human resources recruiting resources to improve its recruitment messaging to communities of color and to people with disabilities seeking employment with the state of Oregon. OCB reaches out to professional organizations such as AER and others to solicit potential candidates for opportunities at OCB. OCB leads the state of Oregon as the agency with the highest percentage of people with disabilities on staff.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

In PY 2020, OCB hosted two graduate interns. This section otherwise remains unchanged from the prior submission.

### 3. PERSONNEL STANDARDS

#### A. STANDARDS THAT ARE CONSISTENT WITH ANY NATIONAL OR STATE-APPROVED OR -RECOGNIZED CERTIFICATION, LICENSING, REGISTRATION, OR OTHER COMPARABLE REQUIREMENTS THAT APPLY TO THE PROFESSION OR DISCIPLINE IN WHICH SUCH PERSONNEL ARE PROVIDING VR SERVICES; AND

OCB plans to continue to hire qualified Masters in Rehab Counseling or CRC certified VR counselors wherever possible. We recognize that the lower standards through WIOA may impact the agency's ability to meet the internal CSPD standards, and we will continue to monitor availability and continued quality of candidates with that certification.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

#### B. THE ESTABLISHMENT AND MAINTENANCE OF EDUCATION AND EXPERIENCE REQUIREMENTS, IN ACCORDANCE WITH SECTION 101(A)(7)(B)(II) OF THE REHABILITATION ACT, TO ENSURE THAT THE PERSONNEL HAVE A 21ST CENTURY UNDERSTANDING OF THE EVOLVING LABOR FORCE AND THE NEEDS OF INDIVIDUALS WITH DISABILITIES.

We are hopeful we can maintain the high caliber of professionalism that the CRC and Masters level training provides our counseling staff. The OCB actively coordinates with WOU and PSU for recruitment of talent. The agency maintains a broad recruitment mailing and website posting list, which we use to advertise vacant vocational rehabilitation positions. Recruitment information is also posted on Oregon State's job posting website and on several other web sites and list-serves that support rehabilitation professionals. Historically, OCB has partnered with WINTAC, the University of Massachusetts Boston's Institute for Community Inclusion, and other partners to receive technical assistance and support for employment and retention approaches and strategies such as Progressive Employment and other recent successful developments in the fields of vocational rehabilitation and employment.

OCB is committed to staff professional development, and has formal internal performance goals and targets related to professional and career development. Vocational Rehabilitation Counselors attend twice annual OCB sponsored professional development training. Staff attend webinars, conference calls and professional training activities to keep up to speed with the most effective information and practices to work successfully with individuals experiencing the most significant disabilities. Through relationships with WorkSource Oregon (WSO) - Oregon's America's Job Centers and public workforce system - OCB staff have access to information from Oregon Employment Department Workforce Analysts and Regional Economists and cross training to help understand local labor market conditions, labor sheds, industry sectors, demand hiring and other topics and subjects that work to improve the positive employment and retention outcomes for OCB clients.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

#### 4. STAFF DEVELOPMENT

A. A SYSTEM OF STAFF DEVELOPMENT FOR PROFESSIONALS AND PARAPROFESSIONALS WITHIN THE DESIGNATED STATE UNIT, PARTICULARLY WITH RESPECT TO ASSESSMENT, VOCATIONAL COUNSELING, JOB PLACEMENT, AND REHABILITATION TECHNOLOGY, INCLUDING TRAINING IMPLEMENTED IN COORDINATION WITH ENTITIES CARRYING OUT STATE PROGRAMS UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998; AND

The agency promotes a positive atmosphere, and makes every effort to provide staff with clear and consistent communications regarding performance expectations, agency decisions and agency initiatives. Recruitment of a diverse staff is important for the agency - we want our staff to be representative of the customer base and communities we serve. Five OCB staff are fluent in ASL, including four VR Counseling staff that are able to directly communicate with deaf blind participants. The agency's biggest recruitment challenge stems from the fact that Oregon has limited local training programs for both Rehabilitation Teachers and Orientation & Mobility Specialists. OCB is committed to staff development and training whenever possible and appropriate.

OCB conducts a Counselor Training Week annually, that provides training to staff on a variety of topics and subject areas, including: assessment, assistive technology, vocational counseling, job placement.

Throughout the year all OCB staff are encouraged to engage in career/professional development activities, which are tracked internally as part of OCB's performance management system. Examples of stand alone training activities thought the year include topics such as: Career Pathways, Business Engagement, Data Validation and more. Staff engage in professional development activities regardless of their team designation or role.

#### **Oregon PY's 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission. OCB remains committed to a robust system of staff development. Staff are provided multiple, consistent and targeted opportunities for professional development and growth annually. Topics vary, but enhance VRC capacity to provide quality service for clients. Staff training topics for PY 2020 included: Career Pathways, Trauma Informed Care, Assistive Technology, Labor Market Data and more. OCB staff engage in Annual, quarterly, monthly and weekly opportunities for professional development. Career Development opportunities and hours are tracked internally and reviewed at a management level. Opportunities for CEUs or other credits for ongoing professional certifications are provided whenever appropriate.

B. PROCEDURES FOR THE ACQUISITION AND DISSEMINATION OF SIGNIFICANT KNOWLEDGE FROM RESEARCH AND OTHER SOURCES TO DESIGNATED STATE UNIT PROFESSIONALS AND PARAPROFESSIONALS.

OCB has options for development of internal Rehabilitation Teacher/Orientation & Mobility staff through internal staff training & development, and we have taken advantage of this option for training/promoting staff in order to meet agency needs.

Staff Training & Development: OCB's Training Plan for Rehabilitation describes how the agency assesses and prioritizes ongoing training needs through input from the following sources:

1. Staff training needs: Staff training needs are evaluated annually during performance reviews and the agency actively supports staff development in order to insure personal/professional growth for each of our valued employees. Specific development and/or training needs are identified for each employee, by the employee and supervisor, and are addressed throughout the following year.

2. External factors: Results of audits, evaluations, state and federal compliance reviews, and agency case reviews identify critical areas that need to be addressed through staff training and provide the basis for our biannual and annual VR Program Trainings.

3. Changes to work: Implementation of new policies or procedures; new work tools implemented, changes the agency effects on the work provide new needs for training.

4. Planned change: Strategic Plan priorities and objectives requiring training as part of implementation. The executive Team and training coordinator plan the agency's annual training agenda and prioritize the training needs of agency employees. Specific training needs of counseling staff and other VR professionals are primarily being met through the utilization of training resources within the agency/state with occasional support being secured through national workshops and conferences.

The agency conducts credit earning workshops in rehabilitation at least once a year (during all-staff training) and for VRCs, two (2) times a year (VRC Spring training and all-staff). The agency's involvement with the Region X Technical Assistance Center through the University of Washington continues as the region's VR agencies have developed a membership dues system in order to continue to enhance staff and management development through their training services. OCB will continue to utilize internal training as well as regional training resources including: Region X Technical Assistance Center at the University of Washington, the general VR agency's trainings/in- services and private organizations and agencies for various rehabilitation related topics. OCB has a designated staff person to facilitate securing staff CEUs for various internal and/or external trainings.

Staff primarily attend in-state and some out-of-state trainings and conferences, such as the American Education & Rehabilitation (AER) Conferences, Council of State Administrators of Vocational Rehabilitation (CSAVR) & National Council of State Agencies for the Blind (NCSAB).

OCB supports Rehabilitation Teacher/Orientation & Mobility staff in securing the required continuing education CEUs to maintain their certification. We have supported staff in developing and securing formalized training in areas of Low Vision assessment, updated Orientation & Mobility concepts, and ethics. The agency Rehab Teachers meet via phone each month to provide peer training and share resources (more extensive training and resource sharing occurs annually at all-staff).

While currently there are no credential requirements for the agency's Adaptive Technology Specialists, it is an agency responsibility to ensure staff maintains up-to-date training and competence in assessment and training of adaptive tools as technology rapidly changes. The agency regularly provides staff time for vendors to demonstrate new products and staff to provide peer training on devices. AT staff are committed to reading technology and industry journals and reporting new information on adaptive technology devices to their peers.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB's approach to the dissemination of applicable and appropriate knowledge and research to staff remains unchanged from the prior submission. The COVID-19 pandemic and other disruptions shifted in-person attendance at conferences, classes and seminars to remotely delivered and attended.

#### **5. PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS**

Personnel to address individual communication needs State and agency policies, procedures and community resources ensure that applicants and recipients of program services who have limited English speaking ability are provided with the appropriate mode of communication to fully benefit from public VR services. Some of our staff members speak diverse languages such as Spanish and American Sign Language. Where it makes sense to do so, staff is able to

communicate directly with customers and community members in their native or preferred language. Three (3) staff speaks ASL and two (2) speaks Spanish. Where it does not make sense to rely on staff language skills, or where we do not have access to those skills, agency staff access community resources to communicate with diverse populations. Individuals who are Deaf- Blind or Hard- of- Hearing/Blind may communicate with staff via voice relay service. American Sign Language (ASL) interpreters are utilized when needed for in- person meetings, trainings or events. Bi-lingual WIOA partner staff are accessed to assist OCB clients as they engage with WorkSource Oregon (WSO) services as needed and appropriate.

OCB continues to employ personnel who are familiar and confident in the use of an array of communication modes to fully benefit the recipients of the program based on the preferred method of communication of the customer.

#### **Oregon PY's 2022-2023 (MOD) OCB Update:**

OCB's approach to meeting communication needs remains unchanged from the prior submission. Four staff speak ASL, one speaks Spanish. Bi-lingual WIOA partner staff are accessed to assist OCB clients as they engage with WorkSource Oregon (WSO) services as needed and appropriate. Other translation services are accessed as needed.

### **6. COORDINATION OF PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT**

Coordination of professional development under IDEA Agency staff who work with transition-age youth coordinate transition activities throughout Oregon to teachers of the visually impaired and other Special Education personnel. These staff work with regional staff to ensure customers receive services and information necessary to facilitate a smooth transition from high school to adult services. Based on assessments and training provided by OCB, OCB staff provide recommendations and information to regional programs, parents and students about vocational rehabilitation services including availability of services as potentially eligible students, referral to the full array of services, and eligibility requirements that support a coordinated transition plan from high school to post-school services.

Consultation is also provided as early as necessary to special education staff regarding IEP planning and development. OCB staff shares data and reports relevant to program development and planning with partners as appropriate and necessary.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB's coordination of personal development under IDEA has not changed from the prior submission.

### **J. STATEWIDE ASSESSMENT**

#### **1. PROVIDE AN ASSESSMENT OF THE REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES RESIDING WITHIN THE STATE, PARTICULARLY THE VR SERVICES NEEDS OF THOSE:**

##### **A. WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT SERVICES;**

The Oregon Commission for the Blind VR Program serves individuals who meet the legal definition of blindness (medical report documenting visual acuity of 20/200 or less, a visual field of 20 degrees or less). All Oregonians who are legally blind would be considered to have "the most significant disabilities."



Estimating the number of Oregonians with legal blindness is not easy or straightforward. At best, we can extrapolate from the American Community Survey estimates for Oregonians who self-report experiencing “vision difficulty, even when wearing glasses.” The prevalence of “vision difficulty” in Oregon is 2.2%, which represents an estimated 86,000 Oregonians over the age of 16, or broken out by age group as follows:

Youth and students transitioning from high school to postsecondary education or employment experience vision loss with a low prevalence of 0.9% which impacts 2,350 young adults (16 – 20 year olds) – estimated to impact a larger group of men (1,600) than women (700).

Working age adults (21 to 64) experience vision loss with a prevalence of 1.9%, totaling 45,200 individuals

Older adults’ (65- 74) vision loss prevalence is 3.9% which consists of 16,700 adults

Vision difficulty increases dramatically for adults over 75 with a prevalence of 8.3% affecting 22,100 older Oregonians<sup>1</sup> – roughly 13,500 women and 8,500 men.

The population the Oregon Commission for the Blind will likely serve is serve through its vocational rehabilitation program is smaller.

#### Vision Loss and Work:

Americans between 16 and 64 who report a visual difficulty consisted of one-third employed, about 10% unemployed (but in the labor force), while 64% are not in the labor force at all. Compared with the general population, unemployment is twice as large while fewer than half of people reporting a visual difficulty are employed. (Bureau of Labor Statistics, 2016 via McDonnall 2017). For reference, the employment rate among sighted Oregonians is 80%, or about 1.65 Million working adults while for Oregonians with a disability this rate is 37% (MOE +/- 2.1). (The employment rate for Oregonians with vision difficulty is not statistically different than the employment rate for Oregonians with disabilities). However, it’s important to note that statistics for employment rate or unemployment for individuals who are legally blind are not available.

#### Estimated VR Target Population:

The following is a conservative estimate based on Oregonians with vision difficulty in the labor force but unemployed (based on 2017 ACS estimates of Oregonians with vision difficulty and 10% of Americans reporting vision difficulty and meeting unemployed definition):

Youth and Young Adults:  $2,350 * 10\% = 235$

Adults: 21 to 64 and Vision Difficulty:  $45,200 \text{ Oregonians} * 10\% = 4,520$

65 – 75:  $16,700 \text{ Oregonians} * 10\% = 1,670$

Total = 6, 155

For reference, the Oregon Commission for the Blind has provided services for 1068 unduplicated individuals in PY16, PY17 and PY18 through OCB’s VR Program.

#### Poverty and Public Supports:

Oregonians 21-64 with vision difficulty experience higher levels of poverty than the population, and utilization of public supports resembles other Oregonians with disabilities:

Of Oregonians with vision loss, an estimated 32.8% ( $\pm 6.89$ ) lived in poverty in 2017 (14,700 Oregonians with vision loss). This figure is not statistically different than the estimate for adults with any disability 28.3% ( $\pm 2.67$ ), however, both figures are substantially higher than the population without any disabilities which is 10.7% ( $\pm 0.66$ ).

SSI: 18.2% ( $\pm 1.68$ ) of Oregonians with disabilities received SSI in 2017. The figure is not statistically different for Oregonians with vision loss, which is 17.8 % ( $\pm 4.14$ ).

From the 2017 completed CSNA on Supported Employment:

For individuals who need ongoing assistance in order to maintain a job, the Commission works with a variety of partners to provide supported employment. As a result, supported employment often requires more direct collaboration with community partners. The partners develop a team and plan of action including who is going to provide ongoing support. The goal for individuals is to be able to work in the community earning at least minimum wage.

Staff uses a variety of job search techniques for individuals requiring supported employment, including job carving and tailoring jobs to the individual. Job opportunities are developed as needed, based on each person's resources and strengths. Staff make recommendations for employers, purchases specialized equipment, or adapts equipment so that it works for the individual.

A vital strategy for supported employment is the use of Job Coaches. Particularly for individuals with the most complex disabilities, a place- and- train model in which individuals spend time training on the job tends to lead to success. The Commission hires Job Coaches to work alongside the individual until he or she learns the job. Job Coaches may work constantly alongside the person or check-in a few times a day or weekly as needed. Generally, when Job Coaches are needed for the long term they are funded through the local county. Counties provide supported employment for Survey respondents provided feedback regarding the Commission's services for individuals who are blind and experience the most significant disabilities. The feedback indicated that people experiencing multiple, significant disabilities often need support from multiple providers. This requires a great deal of coordination and oversight of service delivery.

Overall OCB client feedback on VR services from the completed 2017 CSNA indicated 93% of OCB clients achieving an employment goal rated the overall quality of the commission's services as "excellent (74%) or good (19%)."

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

From the 2020 Oregon CSNA:

Americans 16 - 64 who report a visual difficulty consisted of one-third employed, about 10% unemployed (but in the labor force), while 64% are not in the labor force at all. Compared with the general population, unemployment is twice as high while fewer than half of people reporting a visual difficulty are employed. For reference, the employment rate among sighted Oregonians is 80%, representing about 1.65 Million working adults while Oregonians with a disability experienced an employment rate of about 37% ( $\pm 2\%$ ), on par with national figures for adults with a disability. The Oregon Commission for the Blind vocational rehabilitation Program serves individuals who meet the legal definition of blindness (medical report documenting visual acuity of 20/200 or less, a visual field of 20 degrees or less) or who have a condition leading to legal blindness. Oregonians who are legally blind would be considered to have "the most significant disabilities," the chief concern in any vocational rehabilitation needs assessment. Estimating the number of Oregonians with legal blindness is not easy (let alone the number who require support with employment, sudden vision loss, or technology to maintain employment). We can extrapolate from the American Community Survey estimates for Oregonians who self-report experiencing "vision difficulty, even when wearing glasses."

The updated American Community Survey data for 2019 reports the prevalence of vision loss as follows:

Estimated VR Target Population:

The following is a conservative estimate based on Oregonians with vision difficulty in the labor force but unemployed (based on 2019 ACS estimates of Oregonians with vision difficulty and 10% of Americans reporting vision difficulty and meeting unemployed definition):

Youth 5,830\* 10% = 583

Adults: 18 to 64 and Vision Difficulty: 48,379 Oregonians \* 10% = 4,837

65 – 74: 17,698 Oregonians \* 10% = 1,769

Total = 7,189

This represents an approximate 15% increase in the overall prevalence of vision loss in Oregonians from the prior 2017 ACS Survey.

Recommendations from the 2020 CSNA:

1. Improve information about OCB and the VR process online and in person: The Commission is encouraged to explore additional ways of sharing information about the services available at the Commission and the vocational rehabilitation process. A major aspect of this recommendation is to improve the online users' experience for clients seeking information about the Commission and its services.
2. Create a Strategic Outreach Plan for the Commission: Develop and incorporate outcomes-focused goals for outreach and embed it within existing efforts of periodic strategic planning, and update performance measures through problem-solving workgroups. Specific recommendations are included in this report which are based on findings on reaching potential rural and Hispanic clients. Stakeholders suggested hiring a part-time outreach-focused staff person, with a focus on equity and inclusion.
3. Expand training for frontline staff on complex disabilities, including training instructors and Rehabilitation Assistants, in serving clients with multiple disabilities or complex needs, especially population-specific training related to: clients facing mental health barriers, DeafBlind clients and DeafBlind transition-age youth, Oregonians with Intellectual and Developmental Disabilities, and disability and cultural awareness training for clients who do not speak English or who experience learning disabilities.
4. Focus attention on Hispanic and Latino Oregonians: This is a small gap that persisted in the data from the previous needs assessment. Since this population also experiences earlier averages of onset of blindness and higher participation in the labor force, it is likely that the data underestimates the gap in serving this population. Outreach was the top suggested solution.
5. Focus attention on Rural Oregonians and Older Oregonians continuing work: These groups overlap substantially; the suggested solutions also overlap with increased outreach at the top. This group also cited expedited/targeted technology training (e.g. iPhone boot camp) as a high area of interest.
6. Integrate adjustment counseling in-house and/or increase mental health partner training: A great need cited among clients and stakeholders is to enhance supports related to mental health, in the form of adjustment counseling, as an integral part of the rehabilitation process. Resources may be assessed to determine if an adequate amount of adjustment counseling may be provided in-house or whether an external program to educate mental health providers on blindness is feasible.
7. Keep ahead of innovation by keeping clients at the center: In order to provide the highest quality services possible to Oregonians experiencing vision loss, a substantial body of research exists around best practices and promising practices in vocational rehabilitation. Section six outlines several of these trends – all related to adding value

for consumers and improving their experiences, for example through expanding remote work supports and counseling, offering expedited services or targeted services to maintain a job, and developing an agency policy on social media.

#### B. WHO ARE MINORITIES;

First phase of analysis of the Oregon population compared with recently served clients, shows the Commission is moving towards successfully reaching Oregonians of various race and ethnic backgrounds. The following compares VR clients served in PY 2017 and PY 2018 to the 2018 U.S. Census Estimates of Oregon demographics:

Native American: Commission served 5.3%, Oregon population 1.8%

Asian: Commission served 4.6%, Oregon population 4.8%

Black or African American: Commission served 5.3%, Oregon population 2.2%

Pacific Islander: Commission served 1.8%, Oregon population 0.5%

White: Commission served 85.1%, Oregon population 86.8%

Hispanic: Commission served 11%, Oregon population 13.3%

The 2017 CSNA identified gaps in serving Native American and Hispanic Oregonians. It appears the Native American service gap has closed while the Hispanic service gap persists only moderately.

This analysis is quantitative and does not address disparities in cultural competency or service quality, topics for continued research.

New Research on Race and Blindness:

OCB has the unique advantage of being located near one of the leading centers in eye research. In 2018 the Casey Eye Institute analyzed OCB's Blind Registry data dating back to 1961 in order to explore the leading causes of vision loss. Major findings include:

Race and ethnicity are associated with different patterns of vision loss.

The majority of blindness for white Oregonians is due to AMD, Black and Asian Oregonians from glaucoma, while for Hispanic, Native American and Pacific Islander Oregonians Diabetic Retinopathy is especially common.

Since glaucoma and diabetic retinopathy are associated with younger onset of blindness, the mean age of onset of blindness was younger for Black Oregonians (31 years) and Hispanic Oregonians (33 years) than white Oregonians (44 years).

Finally, "one at-risk group for blindness identified by these data are Hispanics in Oregon with diabetes. While the prevalence of systemic diabetes was 15.4% in Hispanic and 21.9% in Black populations, 21% of Hispanics versus 9% of Blacks 40 years and older experienced blindness from DR. This may reflect the impact of geographic barriers to care as many of Oregon's Hispanics reside in rural areas where there are few ophthalmologists. In contrast, most Blacks in Oregon reside in the state's largest urban area near the highest density of state eye care resources and lost vision most frequently from glaucoma. This juxtaposition suggests the potential value of programs to improve access and awareness efforts among specific population groups.

This research combined with the service gap for Hispanic Oregonians suggests particular attention and increased outreach to reaching this group.

The following is corresponding historical data from the completed 2017 CSNA. It is based on 2012 US Census data, and PY13 – PY 16 OCB client data:

Native American: Commission served 6%, Oregon population 1.8%

Asian: Commission served 3%, Oregon population 4.0%

Black or African American: Commission served 3%, Oregon population 2.2%

Pacific Islander: Commission served 2%, Oregon population 0.5%

White: Commission served 93%, Oregon population 77.8%

Hispanic: Commission served 8%, Oregon population 12.2%

**Oregon PYs 2022-2023 (MOD) OCB Update:**

Updates from the 2020 CSNA and the 2019 American Community Survey:

Native American: Commission served 5.3%, Oregon population 1.8%

Asian: Commission served 4.6%, Oregon population 4.8%

Black or African American: Commission served 5.3%, Oregon population 2.2%

Pacific Islander: Commission served 1.8%, Oregon population 0.5%

White: Commission served 85%, Oregon population 86.8%

Hispanic: Commission served 11%, Oregon population 13.3%

Updates reflect changes in Oregon's racial/ethnic demographics from the 2019 American Community Survey (ACS), and from the 2020 CSNA results. Between the 2017 CSNA and the 2020 CSNA, OCB narrowed the service gap with Native Americans, but has more improvement in service to Hispanic Oregonians. An area for improvement is in OCB's services to Oregonians identifying as Hispanic. OCB will review outreach strategies and internal client support capacity in this area. OCB leadership will investigate options for hiring appropriate and culturally competent staff as needed, and enhancing partnerships with organizations serving Hispanic Oregonians.

The 2017 needs assessment identified gaps in serving Native American and Hispanic Oregonians, and it appears the Native American service gap has narrowed substantially. Meanwhile, the Hispanic service gap persists. The following includes more in-depth look at the groups that qualitative data point out might be still be underserved when considering other factors including cultural competence, service quality, and equity. Public Health Perspective: there are differences in the incidence of conditions that cause blindness by race and ethnicity. In 2018 the Casey Eye Institute analyzed Oregon Commission for the Blind's Blind Registry data to identify the leading causes of vision loss. The main finding of this study showed that the causes and age of onset differ substantially by race and ethnicity. According to Brinks et al., "the most frequent causes of blindness were age-related macular degeneration (AMD) 3,308 (38%), followed by diabetic retinopathy (DR) 729 (8%), congenital conditions 697 (8%), optic nerve atrophy 611 (7%), glaucoma 549 (6%), retinitis pigmentosa 546 (6%), retinopathy of prematurity 192 (2%), cataract 180 (2%), and trauma 174 (2%)" in the general population. Diabetic retinopathy is most prevalent in the Hispanic and Asian populations and glaucoma is most prevalent in Black or African American and American Indian populations – both of these conditions are associated with a younger average age of onset of blindness and they are also the more preventable causes of blindness; specifically, the mean age of onset of blindness was younger for Blacks (31 years) and Hispanics (33 years) than for Whites (44 years).

Oregonians of color are more likely to be in the labor force (68% labor force participation) than white Oregonians (61% labor force participation). They are also more likely to work in lower-wage sectors (excepting Asian populations). The American Indian population experiences the highest unemployment rate. Race and Ethnicity of Commission Clients 2017 and 2018: For the population served by the Commission for the Blind, the needs assessment first looked at who the Commission served in comparison to the Oregon population with the proportion of Oregonians of various races and ethnicities served by the Commission often exceeding the proportion of the state's racial/ethnic minority populations.

**American Indian or Alaskan Native Oregonians** This group was identified by 17% of stakeholders as likely to be underserved. The previous needs assessment identified a gap in serving this group, and although the baseline analysis indicates improvement, there is potentially more that the Commission could do to be proactive and culturally responsive in serving this group. One additional reason to continue targeted outreach to this group is that American Indian and Alaskan Native Oregonians experience the highest unemployment rate of any group. It is also possible that differences in data collection may be attributed to perceived improvement. For Native American clients, the Commission accepts clients' self-reporting of race or ethnicity based on how a client identifies which may particularly overestimate how well we are serving Native Americans, while federal statistics only consider those individuals officially registered with a tribe. Survey responses corroborate the positive progress made in serving this group: "All the needs for students are met. I had no issues with counselors or instructors." – Survey response from client. At the same time, stakeholders maintain reservations that the needs of this group are adequately met: "Cultural differences make it very hard for this population to hear about us, reach out to us, be served by us" – Survey response. Top suggestions for improving services for this group were improved outreach (31%), cultural awareness training for staff (29%) and job developers (28%) with a few individuals indicating ways to address language barriers (11%).

**Black or African American Oregonians:** Although this group did not surface concern at the baseline analysis, it was the top group stakeholders identified as likely to be underserved (18%). One stakeholder observed "there is a higher incidence of blindness in African Americans in Oregon than the percentage we serve" which is supported by the data from the Casey Eye study of the incidence of causes of blindness in Oregon, in particular that there is a higher incidence of glaucoma and the average age of onset is much younger for this group (33 years). The study observes the younger onset of blindness among Black and Hispanic [registrants] may add to health disparities among these groups. Black and African American Oregonians theoretically have good access to eye care since they are more likely to be located in the Portland metro area according to study authors who also observe that this juxtaposition suggests the potential value of programs to improve access and awareness efforts among specific population groups. According to the needs assessment survey, the top suggestions among Commission stakeholders for improving services for this group included cultural awareness training for staff (32%) and job developers (31%) followed by increased outreach (28%).

**Hispanic Oregonians** Due to a number of factors including younger average onset of blindness, growth of this population, and the higher rate of participation in the labor force, it is likely that Hispanic Oregonians are more underserved than estimates. The employment rate differs substantially between Hispanic and non-Hispanic white Oregonians who experience vision loss (the only two groups with enough data to examine differences). The employment rate for White non-Hispanic Oregonians is around 35.9% ( $\pm 5.89$ , or between 30.01 and 41.79) while the rate for Hispanic Oregonians is around 60% (precisely 58.5% ( $\pm 15.71$ ); with a large margin of error -- range: (42.79, 74.21), or somewhere between 44% and 74%). This mirrors the statewide difference in employment between all white and Hispanic Oregonians: 66% for Hispanic Oregonians and 57% for non- Hispanic white Oregonians. Two reasons for these differences include the younger-skewing Hispanic population and the lower average wage of Hispanic

workers (by \$10,000 on average). There are differences in education and employment for Hispanic Oregonians. For the non-Hispanic population, nearly two-thirds (63%) had some education beyond high school while one-third of Hispanic Oregonians had some education beyond high school. Further, many Hispanic Oregonians have jobs concentrated in lower-wage sectors like natural resources and mining, manufacturing, and leisure and hospitality. More educated Hispanic Oregonians, mirroring Oregonians of any race and ethnicity, worked in more similar jobs and sectors. In order to access positions in higher-wage sectors or career pathways, education is vitally important. Rural Hispanic Oregonians at-risk for Diabetes: One subgroup of the Hispanic population in Oregon to pay attention to is those individuals most at-risk or managing diabetes: "While the prevalence of systemic diabetes was 15.4% in Hispanic and 21.9% in Black populations, 21% of Hispanics versus 9% of Blacks 40 years and older experienced blindness from diabetic retinopathy. This may reflect the impact of geographic barriers to care as many of Oregon's Hispanics reside in rural areas where there are few ophthalmologists." Top suggestions for improving services for this group included increased outreach (27%) tied with ways to address language barriers (27%), then cultural awareness training for staff (26%) and job developers (20%). Counties of interest include Umatilla and Clackamas and Morrow, Hood River, Umatilla, Jefferson, Wasco.

OCB's goals, sub-goals and strategies begin to address the specific needs and service gaps for these populations. Consistent stakeholder themes from the 2020 CSNA with regard to perceived service gaps for OCB's underserved clients of color are: Increased outreach, cultural awareness training for staff and CRP/Job Developers and communication approaches to address language barriers.

Goals 2 and Sub-Goals 2.1 and 2.2 work toward addressing the service gaps to OCB's underserved constituencies, including minorities and rural Oregonians. Baseline data from the 2020 CSNA indicates that though OCB has slightly improved in its service to Black/African American, Hispanic and American Indian constituencies since the 2017 CSNA, perceptions of stakeholders interviewed for the 2020 CSNA show these remain priorities.

Outreach: OCB tracks urban and rural outreach activities, and has established outreach performance targets that are reviewed and discussed at monthly meetings with staff, and quarterly meetings with the leadership team. OCB intentionally partners with local workforce development boards in rural areas to ensure information about OCB's services and resources reach the most rural parts of the state. OCB maintains formal and informal communication with Oregon's Tribal entities.

Cultural Awareness Training: OCB provided staff training opportunities and will continue and build on these activities moving forward. Trainings have included topic such as: Trauma Informed Counseling, anti-racism training, LGBTQ+ and Intersecting Identities and Disability. The State of Oregon has made trainings and activities related to cultural awareness available to OCB staff on topics including Data Equity and Black Lives, Oregon's Tribal History, and Centering Racial Equity throughout Data Integration. OCB's Community Rehabilitation Partners and contracted Job Developers represent the diversity OCB seeks to connect with, and that group attends a weekly meeting around Progressive Employment and other topics related to improving service. New Job Developer's attend an intensive onboarding and training process offered by OCB Business Relations that touches upon the importance of equity and outreach as part of OCB's values and goals.

Language Barriers: OCB has staff fluent in American Sign Language and Spanish. OCB engages with culturally specific local partners and language translation services and other community resources serving second language learners as needed and appropriate for effective service delivery.

### C. WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM;

The Oregon Commission for the Blind conducted surveys in fall 2019 to stakeholders, including staff, commissioners, contractors, partners and clients. Questions included: "who might be underserved by the Commission's VR Program?" The top results from the question "to which groups could OCB provide better services - select three?" included responses for individuals experiencing vision loss in addition to additional groups, such as:

Living in rural areas - 30%

Older (working) adults - 27%

Mental health barriers - 27%

Traumatic Brain Injuries - 18%

Intellectual and developmental disabilities - 16%

Deaf-blind - 14%

Homelessness - 14%

Students or young adults - 12%

Autism - 11%

The same type of questions were asked of respondents in the completed 2017 CSNA. Respondents were not limited to three responses (N=55):

People who live in rural areas of the state 72%

People with mental health conditions 67%

People with intellectual disabilities 40%

People who are from racial or ethnic minority groups 38%

People who have criminal convictions 45%

People who are between the ages of 16 and 21 30%

People with a substance abuse disorder 40%

People with physical disabilities 23%

Rural Outreach - Individuals with vision loss living in rural areas:

Using data from clients served over the past three years (PY 16 - PY 18), we examined whether and to what extent rural Oregonians might be underserved by the VR program. First, analysis looked at each of Oregon Commission for the Blind's five regional service areas. Compared to the general population in each service area, the ratio of clients served was similar for the Salem, Eugene, and Portland service areas. Redmond (Central and Eastern Oregon) and Medford (Southwestern Oregon) field offices served a slightly lower ratio of VR clients relative to the population in the area:

Salem: 218 clients served/800,925 = .27 (in 000's)

Eugene: 182 clients served/550,130 = .33 (in 000's)

Portland: 509 clients served/1,981,810 = .26 (in 000's)

Redmond: 81 clients served/457,850 = .18 (in 000's)

Medford: 78 clients served/404,585 = .19 (in 000's)



Some possible explanations include the different amounts of rural counties in some service areas, along with older populations in rural areas (less likely to participate in VR), better transportation systems along the I-5 corridor connecting urban counties, and differences in urban and rural economies.

When we look more closely at urban-versus-rural counties, we find that indeed the share of clients served in rural counties does not quite match the share of rural Oregonians:

Urban counties (Portland Metro) represent about 45% of Oregon's population

"Standard counties" (Most counties in the Willamette valley and around major cities) represent about another 35% of Oregonians, and the Commission served about 37% of clients from these counties

Finally, rural counties ("Nonurban counties") account for 21% of Oregon's population, while only 18% of clients served over the past three years were from these counties.

On face, the data corroborate a slight gap in reaching rural populations. However, there are several factors not represented here: 1) quality of services (the Portland office features an on-site training center and the best public transit, for example), 2) the effect of Oregonians with vision loss relocating closer to better transportation systems, opportunities and services. Future analysis should delve more deeply into these dynamics.

In response to the survey question "How might OCB improve services for individuals in rural areas?" Approximately 75% say increase outreach, 50% say increase specialized services, 50% say increase training for job development and job coaching, and 25% say increase OCB staff training. Approximately 30% say consider "Other" options, including:

Funding for transportation issues and extra staff

Having an Eastern Oregon Office would make it easier for clients on the Idaho border to be seen more easily

Increased vendors/staff

Provide short term concentrated trainings in rural areas

More consistent point of contact at my OCB field office

Travel budget - availability of staff to reach clients

fund transportation for those who are employed

get more staff in rural areas, more O&M and assistive tech trainers, especially for older blind program

hire more field instructors

(7x) support/expand transportation access

VRC continuing to build partnerships with partner agencies in rural areas

Clients with Complex Needs:

The next group of priorities or potential gaps indicated by survey responses can be examined under the heading "complex needs" – a theme reflected in staff and leadership interviews:

"There seems to be an increase in the number of students that have multiple disabilities, working with more complex needs. [And lack of training]." - Instructors

“You’re not finding the people who are just blind anymore – most of the people are blind with something – other disabilities. Most of the time there are secondary disabilities. OCB might be underprepared” – OCB Leadership

Additional disabilities – face even more challenges and more discrimination. Often don’t have voice or platform to share that. Probably a significant challenge, even to find the right fit. – OCB Leadership

“Anyone with multiple disabilities appear alienated and underserved” – OCB Staff

The data collected by the agency for quarterly WIOA reporting indicates that at least 50% of clients have a secondary disability (in addition to legal blindness) – approximately half of which are “physical impairments” and half of which are “mental impairments” including psychosocial or cognitive disabilities. OCB leadership also guess this is an underestimation since secondary disabilities might not be disclosed and documented when clients begin services.

For mental health needs: survey response to question “What can OCB do to improve services to individuals experiencing significant mental health barriers? (Choose any that apply).” (n=114)

Approximately 60% say increase OCB staff training, 60% say increase availability of specialized services (such as therapists), 50% say increase outreach about available services, and 45% say increase training for job developers/job coaches.

Several respondents had additional suggestions, including:

Client assistance program

Developing worksites/partnerships with employers who can handle some of the inconsistencies that can come along with Mental Health issues

Partnerships with MH providers

Integrate counselors who specialize in disability as vendors.

Train MH providers about the reality of fears blind person must face. And significant barriers - such as transportation

offer support with referrals to mental health services so patient can address those barriers to increase readiness to engage in OCB, more of a wraparound approach

“I worked in a school where we had a program that would be so good at OCB. We had a program who had trained listeners (not counselors) who could connect folks to resources. It would be nice to have a listening ear, someone who’s not a counselor. It’s really heavy for counselors. Has to be focused on who it’s helping.” – Client

The completed 2017 CSNA asked respondents about recommendations for improving services to unserved and underserved populations (n=59).

Public awareness campaign 55%

Increase staff 61%

Staff training to work specialty caseloads 61%

Provide more job skills development training 50%

More interactions with community 50%

Improve agency collaboration 50%

Increase transportation options 52%

Increase diversity of staff 30%

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Responses from the 2020 CSNA with regard to those who have been unserved or underserved show similarities to the prior 2017 CSNA. The top concern remained service delivery to rural Oregonians.

Sample comments from the 2020 CSNA pertaining to rural outreach:

“Many small towns have a corollary job market and way of life. Those who live here either chose to live here or like living here and would like to learn to live and work here as low vision or blind. It may be more of a challenge but like many services the need usually drives the product. Awareness and integration are key in providing a person of disability the same opportunities in a small town they would be urged to seek in a big city. Transportation, continued education, personal and social life skills as well as career exploration and opportunities.”

“There are many who are not receiving services in rural areas – maybe only once every couple of months or over the phone.”

“Vocational rehabilitation counselors continuing to build partnerships with partner agencies in rural areas”

Suggestions for improvement from the 2020 CSNA mirrored comments reported in the 2017 CSNA:

"Having an Eastern Oregon Office would make it easier for clients on the Idaho border to be seen more easily”

“Hire more field instructors”

“Transportation is always an issue. More resources for transportation”

Living in rural areas 30%, Older adults 27%, Mental health barriers 27%, Traumatic brain injuries 18%, Other - Write In\* 17%, Intellectual and developmental disabilities 16%, Deaf-blind 14%, Homelessness 14%, None of the above 12%, Students or young adults 12%, Autism 11%. The top three responses remained the same from the prior CSNA.

In data from the 2020 CSNA (clients served by Urban Status), OCB rural versus non-rural clients served are as follows: Urban (Multnomah, Washington and Clackamas) Counties: 355 clients were served in PYs 17-18, representing 45% of OCB's clients. Those counties represent 44% of Oregon's population. OCB served 289 clients in 'Standard' counties, representing 37% of OCB clients and 35% of Oregon's population, 138 clients in rural counties representing 18% of OCB's clients, those rural counties representing 21% of the population.

In response to feedback and data from the 2020 CSNA, OCB's Workforce Service Team developed a rural Oregon outreach plan in PY 2020. Rural outreach is tracked as an internal OCB performance measure, and OCB has incorporated rural outreach into its strategic priorities. OCB has engaged more heavily in areas of the state serving rural counties, and corresponding local workforce boards. OCB conducted 34 targeted rural outreach and education activities in PY 2020. These activities were conducted in partnership and coordination with appropriate WorkSource Oregon partners, the state's general VR agency and other community partners.

Transportation is reported as a need or barrier to service several times in comments and feedback from OCB's stakeholders, particularly in rural areas of the state. OCB has responded to this need within the context of Goal 2, Outreach. As OCB builds connections through outreach and education, it aligns with existing and new community resources, including supports and options for transportation. Post COVID innovations around distance delivered services, and

remote work employment opportunities may impact this perceived need. The upcoming 2023 CSNA will inform this.

#### D. WHO HAVE BEEN SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM; AND

It is uncommon that legally blind Oregonians are served through other components of the statewide workforce development system before receiving services from OCB.

WorkSource Oregon customers experiencing vision loss are not required to indicate whether or not they have a disability, and may self-disclose. This is recorded but not analyzed for types or severity of disability.

To prepare WSO partners to serve customers experiencing vision loss, OCB conducts regularly scheduled Disability Awareness, Disability Etiquette and Assistive Technology demonstrations for WorkSource Oregon partners. This is ongoing work.

Survey responses from the completed 2017 CSNA indicated accessibility to WSO systems as a significant barrier to uptake of services and resources. This applied to OCB staff as well as OCB clients surveyed. With regard to awareness of WSO and its resources, respondents reported the following (n=46):

Awareness of WSO: 50%

Have used services at WSO: 36%

OCB staff referral of clients to WSO: 4%

OCB leverages relationships with Oregon's general Vocational Rehabilitation agency around appropriate referral and basic education about accessibility and serving clients with disabilities generally, in the context of the public workforce system.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

It remains uncommon that legally blind Oregonians are served through other components of the statewide workforce development system before receiving services from OCB.

WSO Centers were largely closed during PY 2020 for anything other than services by appointment or delivered virtually. OCB continues to leverage relationships with Oregon's general Vocational Rehabilitation agency, as well as WSO core partners, for appropriate referral and access to resources and services. OCB clients and staff awareness of Worksource Oregon services and resources has increased since the prior submission through direct engagement and partnering.

#### E. WHO ARE YOUTH WITH DISABILITIES AND STUDENTS WITH DISABILITIES, INCLUDING, AS APPROPRIATE, THEIR NEED FOR PRE-EMPLOYMENT TRANSITION SERVICES OR OTHER TRANSITION SERVICES.

Youth and students' survey responses indicate the highest priority needs are 1) better coordination between schools and OCB, 2) increased awareness of OCB services among youth and students, and 3) opportunities to explore job sites, such as job shadows and tours.

All respondents (stakeholders who opted into the survey section with questions on Transition youth) also prioritize better coordination with schools and better information about available resources and services to support employment.

Youth and students with vision loss (n=15):

How might OCB improve VR services for students and youth who experience vision loss? Select your top three choices.

Better coordination between OCB and schools – 87%

Increased knowledge of resources and opportunities to support employment – 33%

Earlier access to Pre-Employment Transition Services (Pre-ETS) – 33%

Earlier access to VR services – 33%

Ensure Pre-Employment Transition Services (Pre-ETS) are available in all regions of the state – 20%

Increased expectations for competitive, integrated employment – 20%

Additional opportunities for internships and work experiences – 20%

Increased involvement with families to address expectations and impact of work on Social Security and other benefits – 13%

All respondents (n=80):

How might OCB improve VR services for students and youth who experience vision loss? Select your top three choices.

Better coordination between OCB and schools – 47%

Increased knowledge of resources and opportunities to support employment – 44%

Additional opportunities for internships and work experiences – 43%

Earlier access to Pre-Employment Transition Services (Pre-ETS) – 30%

Increased involvement with families to address expectations and impact of work on Social Security and other benefits – 27%

Ensure Pre-Employment Transition Services (Pre-ETS) are available in all regions of the state – 26%

Increased expectations for competitive, integrated employment – 26%

Earlier access to VR services – 25%

Youth and students with vision loss (n=15):

How can employers be more involved with helping students and young adults with vision loss transition to work and/or post-secondary education? Select your top three choices.

Increased awareness of OCB services – 60%

Offer tours and job-shadows at the business site – 53%

Increased knowledge of support services for hiring and retaining individuals who experience vision loss – 40%

Provide more work experiences/internships 40%

Employers as mentors – 33%

Invest in screen reader-accessible software – 33%

Provide information on their business to students (at school or virtually) – 27%

Provide job fairs at schools (mock interviews/application practice) - 13%

All respondents (n=80):

How can employers be more involved with helping students and young adults with vision loss transition to work and/or post-secondary education? Select your top three choices.

Provide more work experiences/internships – 57%

Increased knowledge of support services for hiring and retaining individuals who experience vision loss – 51%

Employers as mentors – 48%

Increased awareness of OCB services – 40%

Offer tours and job-shadows at the business site – 34%

Invest in screen reader-accessible software – 21%

Provide information on their business to students (at school or virtually) – 19%

Provide job fairs at schools (mock interviews/application practice) - 15%

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

From the 2020 CSNA: A very low percentage of respondents thought that youth and students were underserved (12%); however, some stakeholders commented youth in rural areas or youth with additional needs or barriers could be better served, needs that the Commission is already aware of and been working to address with the creation of the Transition/Employment First Officer position and increasing collaboration with statewide education partners.

With the survey question "How can OCB improve services for Young Adults?":

Young adults and stakeholder feedback, all respondents (n=77):

Better coordination between schools and OCB - 87%

Earlier access to VR services - 33%

Earlier access to Pre-Employment Transition Services (Pre-ETS) - 33%

Increased knowledge of resources and opportunities to support employment - 33%

Additional opportunities for internships and work experiences - 33%

Ensure Pre-Employment Transition Services (Pre-ETS) are available in all regions of the state - 20%

Increased expectations for competitive, integrated employment - 20%

Increased involvement with families to address expectations and impact of work on Social Security and other benefits - 13%

Summer Work Experience Program (SWEP) cornerstone of services for students and youth: The Commission's Summer Work Experience Program (SWEP) is a meaningful experience and a gateway for many youth to services from the Commission. In response to the open-ended question "What's going well between education and the Commission?" the most popular answers were similar to "SWEP is a great program!" However, some comments suggest the greatest improvements could be in serving students with multiple disabilities, or there is the biggest gap in knowledge about the efforts the Commission is making in serving students through the Salem or third track Summer Work Experience Program Sites. The state plan

outlines that “OCB began development of an additional ‘third track’ SWEP program to address access issues for appropriate clients in rural areas of the state who have challenges accessing services in Oregon’s urban areas and for those students for which a residential program was not a good fit. According to research on the characteristics of a “model program” for youth summer work experiences, successful programs are associated with more job-related services and fewer assessment and diagnostic services. Youth cost less to serve, and youth achieved significantly higher employment rates at case closure, although worked slightly fewer hours and earned less per week at closure. These results signify implications for vocational rehabilitation practice with students and youth with disabilities, especially in the context of transition service requirements of the Workforce Innovation and Opportunity Act. Further, early work experiences for youth with visual impairment and enrolled in special education was associated with better employment outcomes later. However, the type of experiences matter a lot, for example, varied experiences and longer-term experiences are associated with better employment outcomes later. This should especially be emphasized for youth with SSI, in addition to educating youth and their families about opportunities to retain benefits while working. Comments indicate support between higher education and employment could be stronger: “Transition age clients need more connectivity between their school OCB [counselor], college advisor and academic degree (life after college/finding employment).” “[Counselors] should know their client's major/minor, and do annual check in with job market viability, and strongly help place clients in summer internships. College-age clients should also participate in career building classes at OCB (cover-letter writing, resume writing and interview skills).”

Serving Young Adults with Learning Disabilities: Consensus among training staff was working with students with auditory processing or learning disabilities were challenges they wish they had more information and training to support. Recommendations: Continue efforts in line with WIOA goal to engage students earlier. Ensure sustainability of SWEP and expand where able. Training for other staff on learning needs of students. Share success stories: One specific suggestion from a former client to better serve this population was to increase outreach about success stories: “We'd have meetings with my parents and TVI in high school, but it was more of an update about my vision, not about my future, or positive role models of other students going to college or something like that.” The role of mentorship and positive role models cannot be underestimated. To summarize the most important themes from this section, the top strategic priority is to increase collaboration with schools and build on momentum of ongoing work.

OCB employs a youth-focused Business Relations Coordinator that engaged with employers to provide informational interviews, paid work experiences, job tours, and other progressive employment/Pre-ETS activities based on assessed needs and interests of students statewide. These activities have been made more accessible especially to rural students due to the increased use of virtual activities that allow them to engage with employers outside of their immediate geographic area.

OCB participates in the Transition Technical Assistance Network, which is a collaboration between OCB, the general VR agency, and Department of Education to provide a variety of Pre-ETS activities to students across Oregon. These include regional student summits, virtual statewide job clubs, person-centered planning, and engagement directly in schools. OCB also works with the TTAN to organize and put on the annual Oregon Statewide Transition Conference, which provides training and networking opportunities for educators and rehabilitation professional serving students with disabilities. OCB regularly presents at this conference as well and recently hosted a networking/information session to increase awareness of the breadth of OCB’s Pre-ETS and transition services.

OCB hosts a bimonthly College Collaborative, whose goal is to provide increased collaboration and communication between OCB counselors and instructors, post-secondary disability services professionals, and ESD/Regional Program instructors. These meetings in part address perceived service gaps, developments in access technology, and organizational updates relevant to student educational and vocational outcomes. Providing these meetings virtually has increased

attendance and allows for participation by individuals working with students in more rural areas to address the specific needs of those demographics.

OCB attends a variety of stakeholder meetings statewide, including county Employment First meetings that address the needs of students receiving long-term supports and ESD/Regional Program staff meetings to increase our level of collaboration with those professionals.

OCB works with employers and educational partners to learn about existing internship and training opportunities so counselors, clients, and families can be made aware. OCB also works with those partners to forecast potential accessibility barriers and to leverage OCB resources and expertise to address them as appropriate.

## 2. IDENTIFY THE NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE; AND

For individuals who need ongoing assistance in order to maintain a job, the Commission works with a variety of partners to provide supported employment. As a result, supported employment often requires more direct collaboration with community partners. The partners develop a team and plan of action including who is going to provide ongoing support. The goal for individuals is to be able to work in the community earning at least minimum wage.

A vital strategy for supported employment is the use of Community Rehabilitation Providers, Job Coaches and Job developers. Particularly for individuals with the most complex disabilities, a place- and- train model in which individuals spend time training on the job tends to lead to success. The Commission hires Job Coaches to work alongside the individual until he or she learns the job. Job Coaches may work constantly alongside the person or check- in a few times a day or weekly as needed. Generally, when Job Coaches are needed for the long term they are funded through the local county. Counties provide supported employment for those people who need support for the life of the job. In order to establish support, the Commission partners with the State's developmental disabilities programs in order to facilitate the initiation of the process.

We recognize that people experiencing multiple, significant disabilities often need support from multiple providers. This requires a great deal of coordination and oversight of service delivery.

The Commission does use CRPs for specialized placement and job coaching functions specific to the CRPs expertise in those employment areas. In addition, there are specialized programs that provide services related to vision loss such as the Devers and Casey Eye Clinics, and the Blinded Veterans Association.

Because there are very few specific blindness-related CRPs, the Commission works closely with agencies, organizations, and individuals throughout Oregon to make sure that individuals who are blind or visually impaired receive appropriate services, and that other organizations are able to either refer individuals to the Commission for service or to gain information needed from Commission staff in order to serve the individuals effectively and appropriately.

In PY 18, OCB developed and delivered blindness and agency specific onboarding and training activities to all of OCB's contracted CRPs. This onboarding covers OCB resources, processes, policies and service delivery. The onboarding also incorporates the perspectives, issues and resources available to Oregonians experiencing vision loss. CRP staff are also invited to weekly, regionally specific Jobville calls. Jobville is a part of our Progressive Employment model where CRP's staff client cases with Vocational Rehabilitation Counselors, instructors, Business Relations Coordinators and/or other relevant staff. This consistent opportunity for communication leads to enhanced communication and improved services.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**



In PY 2020, OCB Business Relations Coordinators (BRCs) engaged in over 90 CRP training and support activities, throughout the state, with a focus on rural Oregon service providers when possible. Services moved to virtual delivery due to COVID-19 limitations, and engagement with CRPs during this time was vital. Many CRPs left the field during PY 2020 due to COVID limitations and impediments, and many more - especially those in rural areas, were increasingly likely to leave. Continuing in PY 2020 through PY 2021, OCB held weekly Jobsville meetings with regional and statewide CRPs to stay connected and to continue to support CRPs. CRP Training topics and activities included: Career Pathways, client and business partner staffing, WorkSource Oregon, Assistive Technology demonstrations, Progressive Employment, Business Profiles and others. OCB Business Relations Coordinators consistently communicate with CRPs and potential CRPs around the state, educating them about OCB, Assistive Technology and in partnering with other state workforce system partners.

### 3. INCLUDE AN ASSESSMENT OF THE NEEDS OF INDIVIDUALS WITH DISABILITIES FOR TRANSITION CAREER SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES, AND THE EXTENT TO WHICH SUCH SERVICES ARE COORDINATED WITH TRANSITION SERVICES PROVIDED UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

The Agency has a long history of successful coordination with education officials in order to enhance the service delivery for transition aged students in Oregon. OCB collaborates with a number of partners to coordinate strategic activities to insure positive outcomes for students with vision loss. These services are coordinated with transition services provided under the Individuals with Disabilities Education Act (IDEA) whenever appropriate.

There is active information sharing and coordinated planning between OCB and regional programs, OVRs, education and health care organizations throughout the state. Partners join in planning outreach efforts, coordinate referral of potentially eligible students for VR, and implement process improvements for assessment & training statewide in the areas of daily living skills, orientation and mobility/cane travel, communication skills, technology, vocational aptitudes, interpersonal/social skills, and academic preparation for transition-age students. OCB's application for pre-employment transition services for students eligible or potentially eligible for vocational rehabilitation services, begins around age 16 (and as early as age 14), and requires the development of an Individualized Plan for Employment (IPE) for all students within 90 days of eligibility, which matches the timeline for adult services. There is not a minimum or maximum age for which individuals may apply for VR services; however, there is a minimum and maximum age at which Pre-Employment Transition services are available to students with disabilities who are eligible or potentially eligible for VR services.

OCB's primary services while a student is in high school are outreach, assessment, information & referral, counseling & guidance, and pre-employment transition services in order to prepare for successful transition into post-secondary higher education and career activities. OCB authorizes and pays for any services needed to establish a transition student's eligibility for OCB services, and funds services outside the scope of the school district's FAPE (free appropriate public education) responsibility. OCB collaborates with educational staff and families to ensure students who are blind have early exposure to pre-employment transition services such as career exploration, job shadowing and paid work experiences, and extra-curricular opportunities to more fully develop self-advocacy and independent living skills. OCB transition counselors conduct outreach and ongoing consultation statewide to teachers of the visually impaired, students, families and others in the education community. Students who are blind, Deaf/blind, and visually impaired are eligible to apply for individualized vocational rehabilitation services. Case management activities are coordinated by the agency's VR Counselors to provide pre-employment transition services. OCB also coordinates closely with local school districts and regional Teachers of the Visually Impaired (TVIs), to identify students who are blind and visually impaired that are eligible for VR services.

OCB is able to develop relationships with students who are blind/visually impaired and parents, providing a vocational context within IEP and 504 Planning & Implementation Team discussions and ensuring an important link to identifying the individualized skills needing to be addressed in order for the students to be prepared for adult life after graduation.

OCB transition counselors provide students with counseling/services/programs to aid in preparation for transitioning to post-high school/college/employment. Individuals who are blind/low vision who have early exposure to adaptive skills training, vocational exploration and active socialization have a head start to becoming functional, employed and fully integrated adults.

The OCB knows not all learning can take place in the classroom, and therefore offers Summer Work Experience Programs (SWEP) to complement the learning that is available through the public education system. These Pre-Employment Transition programs serve to give each participant a safe environment to discover their vocational aptitudes, develop confidence in adaptive skills and encourage self-advocacy and independence. These Pre-Employment Transition programs (offered in the summer) are a key to the agency's success in quality of employment outcomes for students with vision loss.

Additional Pre-employment Transition activities: OCB has had a long history of providing strong vocational counseling & guidance and progressive core pre-employment transition services and activities for students with visual disabilities. OCB's goal is to expand upon our existing pre-employment and work experience programs by increasing capacity for the existing programs and developing new opportunities for pre-employment workshops, peer mentorship, and career and work experiences throughout the year.

The full scope of services authorized for transition students in supported employment is provided to all transition clients after they begin employment. These are not services provided while they are in school. Each client is evaluated individually to determine his or her eligibility and potential to engage in supported employment. VR services occur prior to and include job placement services. Supported Employment (on-going supports) begin after employment begins. Supported Employment services and extended services are available to youth with most significant disabilities after employment begins.

A supplemental assessment may be provided when a reassessment of the suitability of the placement is warranted, or when there is a change in the individual's medical condition.

If the assessment shows that the student will require ongoing support to sustain acceptable work performance and maintain employment, supported employment is included in the services to be provided in the IPE. The IPE includes collaboration and funding from other agencies or organizations that assist by providing the ongoing support services required. All services provided by the Commission for the Blind are time limited unless the eligible individual and the counselor jointly agree that additional time is required to reach the IPE goal and the individual is progressing toward that goal.

The following services may be provided: 1. Supplemental assessments. 2. Job development and placement. 3. Supported employment services needed to support individuals with the most significant Disabilities such as: a) Intensive on the job skills training and other training to achieve and maintain job stability b) Follow up services to reinforce and stabilize the job placement c) Discrete post-employment services following transition that are unavailable from an extended services provider and that are necessary to maintain the job placement d) Specialized technology devices and training. Training and post-employment services that will lead to supported employment are provided by this agency. The necessary extended support is provided by other agencies. Services we provide include: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic training, job development, follow up services, regular observation or supervision of the individual at the

training site, rehabilitation technology, and other services needed to support the client in employment.

Ongoing supports may be provided by the agency from the time of job placement until the transition to ongoing support. These are services that are needed to support and maintain the individuals with the most significant disabilities in supported employment. Ongoing support services may consist of:

1. Specialized assessments 2. Skilled job trainers at the work site 3. Job development and placement 4. Social skills training 5. Regular observation or supervision of the individual 6. Follow up services such as regular contact with the employer, the individual, etc., to reinforce and stabilize the job placement 7. Facilitation of natural supports at the work site.

Once the individual is transitioned from agency vocational rehabilitation support, another agency or resource provides the ongoing support services.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB's approach to the needs of individuals with disabilities for transition career services and pre-employment transition services, and the extent to which such services are coordinated with transition services provided under the Individuals with Disabilities Education Act, remains unchanged from the prior submission.

From the 2020 CSNA:

The top three vocational barriers for young adults experiencing vision loss were identified as part of the CSNA survey activities. Survey responses asking about barriers to transitioning from school to work of students (n=12) was reported as the following:

Poor collaboration between schools, professionals, employers, and families 42%

Employers' willingness to hire individuals perceived to need significant supports 33%

Students' lack of work experience 33%

The top three needs of surveyed students (n=15) as they transition from school to work or postsecondary education were:

Skills to get ready for work and independent living 73%

Self-advocacy and self-determination skills 53%

Work experiences/internships 47%

OCB's Goals, Sub-Goals and Strategies work to address these barriers - and will remain viable strategies for OCB moving forward. The relevant Goals, Sub-Goals and Strategies include: Goal 3: Expand Pre-Employment Transition Services for students with disabilities who are potentially eligible or eligible for VR services. Sub Goal 3.1: Increase collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to youth experiencing vision loss. Sub Goal 3.2: Develop creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities. Sub Goal 3.3: Increase identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness. Sub Goal 3.4: Maintain consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment. These Goals, Sub-Goals and Strategies align with the most critical concerns expressed in the 2020 CSNA responses.

Work readiness skills, independent living skills, and access to experiential work opportunities were the top three concerns expressed amongst survey respondents, are all impacted and enhanced by partnerships with organizations connected to the public workforce system (Sub-goal 3.1), and benefit from leaning into to enhanced outreach, particularly for rural Oregonians (Sub-goal 3.2).

## K. ANNUAL ESTIMATES

### 1. THE NUMBER OF INDIVIDUALS IN THE STATE WHO ARE ELIGIBLE FOR SERVICES

According to the American Community Survey (ACS) from 2017, 2.3% (n=96,733) of Oregonians experience vision difficulty. This number represents anyone potentially eligible for OC services in VR, SE or other programs. This will be the basis for FFY20 and FFY21 service projections of the potentially eligible pool of clients.

For FFY20 OCB projects this number to be 97,770 and for FFY21 the number projected is 98,747. This projection is based on Oregon's population growth of approximately 1%, assuming the percentage of individuals experiencing vision loss remains constant.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

According to the 2020 American Community Survey Experimental data set, among the 2,587,425 individuals between the age of 18 and 64 living in Oregon, a total of 95,027 (margin of error +/- 1,991) report identifying with a vision difficulty, and could be potentially eligible for OCB services. A projection of 1% statewide population growth would increase that number to 95,928 potentially eligible (18 to 64) for FFY 2022 and 96,887 for FFY 2023 all other factors remaining the same.

The American Community Survey (ACS) is used by the Centers for Disease Control (CDC) as a tool for CDC vision based initiatives.

### 2. THE NUMBER OF ELIGIBLE INDIVIDUALS WHO WILL RECEIVE SERVICES UNDER:

#### A. THE VR PROGRAM;

For FFY20, 575 individuals are projected to be eligible to receive services through OCB's Vocational Rehabilitation Program. For FFY21 the projection for number of individuals served in OCB's VR program is 600.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB served 700 Oregonians in FFY 19, 651 in FFY 20, and 658 in FFY 21 in it's VR program. Based on an approximately 1% projection in Oregon's overall population growth, OCB projects to serve 665 in FFY 22 and 696 in FFY 23.

#### B. THE SUPPORTED EMPLOYMENT PROGRAM; AND

For the Supported Employment (SE) Program in FFY 20, we anticipate serving 55 SE clients, based on prior service levels, and for FFY21 we project serving 60 SE clients.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

In PY 2019, OCB served 53 Supported Employment Clients, in PY 2020 OCB served 50. Based on prior projections, potential COVID-19 impacts, and other available data, OCB projects to serve 55 SE clients in FFY 2022 and 60 SE clients in FFY 2023.

#### C. EACH PRIORITY CATEGORY, IF UNDER AN ORDER OF SELECTION.

N/A. Does not apply. OCB is not currently in an order of selection.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

N/A. Does not apply. OCB is not currently in an order of selection.

3. THE NUMBER OF INDIVIDUALS WHO ARE ELIGIBLE FOR VR SERVICES, BUT ARE NOT RECEIVING SUCH SERVICES DUE TO AN ORDER OF SELECTION; AND

N/A. OCB is not currently in an order of selection.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

N/A. OCB is not currently in an order of selection.

4. THE COST OF SERVICES FOR THE NUMBER OF INDIVIDUALS ESTIMATED TO BE ELIGIBLE FOR SERVICES. IF UNDER AN ORDER OF SELECTION, IDENTIFY THE COST OF SERVICES FOR EACH PRIORITY CATEGORY.

The cost for services for the number estimated eligible for services is in FFY 20 will be:  $630 \times \$3,389.88 = \$2,135,624$ . This number is calculated using the projected number to be of individuals estimated to be eligible in FFY20, multiplied by current cost per client. The cost for services for the number estimated eligible for services in FFY21 will be:  $660 \times \$3,389.88 = \$2,237,320$ .

OCB is not currently in an order of selection.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

The cost for services for the number estimated eligible for services is in FFY 22 will be:  $626 \times \$2,313 = \$1,447,938$ . This number is calculated using the projected number to be of individuals estimated to be eligible in FFY22, multiplied by current cost per client. The cost for services for the number estimated eligible for services in FFY23 will be:  $672 \times \$2,313 = \$1,554,336$ .

L. STATE GOALS AND PRIORITIES

1. IDENTIFY IF THE GOALS AND PRIORITIES WERE JOINTLY DEVELOPED AND AGREED TO BY THE STATE VR AGENCY AND THE STATE REHABILITATION COUNCIL, IF THE STATE HAS A COUNCIL, AND JOINTLY AGREED TO ANY REVISIONS

The Oregon Commission for the Blind does not operate under the direction of the State Rehabilitation Counsel, but operates as a board-driven agency/commission. The agency's goals and priorities have been identified and discussed in collaboration with WIOA core partners and agency stakeholders through the agency's 2017 CSNA and preliminary 2020 CSNA focus groups and feedback tools, and reviewed and approved by OCB's Board of Commissioners.

The goals and priorities developed by OCB align with concepts and approached identified in WIOA, align with the strategic goals and priorities of the state's Workforce Talent Development Board, and are consistent with OCB's agency priorities and strategic planning.

OCB's goals and priorities for the next two Program years, PY 20 and PY 21, are as follows:

Goal 1: Successfully implement the intent of the Workforce Innovation and Opportunity Act into agency work and processes

This goal is a continuation from OCB's submissions to the 2016 Oregon Unified State Plan submission. It remains relevant as an agency priority for continued work in the 2020 Oregon Combined State Plan. This goal aligns with the state of Oregon's Workforce Talent Development Board's Strategic Imperative of Increasing the Understanding and Utilization of the System, and Creating a Culture of Equitable Prosperity. This goal aligns with OCB's strategic goals and

priorities. A sub goal addressing transition youth previously in this section from OCB's prior State Plan submission has been expanded to a new primary goal below. A new sub goal has been added to reflect enhanced focus on performance and outcomes.

Sub Goal 1.1: Continue to emphasize the State's Strategy of High Skills/High Wage focus for agency participants.

Sub Goal 1.2: Ensure access for blind, low vision and deaf blind individuals to the array of services available through the state's workforce system.

Sub Goal 1.3: Engage with state and local community businesses in a way that works best for employers, and better prepare agency participants for success by ensuring they have the skills that businesses need.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

This is a continuation of a goal 2.0 from OCB's 2016 state plan submission and is reinforced by feedback from the 2017 CSNA and preliminary findings from the 2020 CSNA. This goal aligns with the state of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Goals to Increase the Understanding and Utilization of the System, and Creating a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Effective Community Outreach and Education. Sub Goal 2.2 has been added, reflecting feedback from stakeholders around rural outreach.

Sub Goal 2.1: Increase cultural competency of agency staff

Sub Goal 2.2: Raise awareness of OCB resources and services, specifically in rural areas of the state.

Goal 3: Expand Pre-Employment Transition Services for students with disabilities who are potentially eligible or eligible for VR services.

This goal is an enhancement of a sub-goal from OCB's 2016 state plan. This goal aligns with the State of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Imperative to Increase the understanding and utilization of the system and Create a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Exemplary Service

Sub Goal 3.1: Increase collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to youth experiencing vision loss.

Sub Goal 3.2: Develop creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities.

Sub Goal 3.3: Increase identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness.

Sub Goal 3.4: Maintain consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment.

Goal 4: Increase the capacity of Oregon's businesses to hire and retain Oregonians experiencing vision loss.

This goal is an enhancement of a sub goal from OCB's 2016 state plan. This goal aligns with the State of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Imperative

to Increase the Understanding and Utilization of the System' and Create a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Exemplary Service and Effective Community Outreach and Education.

This goal represents enhanced activities with Oregon businesses to drive improved employment and career outcomes for Oregonians experiencing vision loss.

Sub Goal 4.1: Expand Community Resource Provider/contracted Job Developer onboarding/training.

Sub Goal 4.2: Expand business understanding of VR employment strategies such as Progressive Employment, CRP development and job carving/job customization strategies and approaches.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

The Oregon Commission for the Blind does not operate under the direction of the State Rehabilitation Counsel, but operates as a board-driven agency/commission. OCB's previously identified goals, sub goals and strategies from the prior submission remain relevant for PY 2022 and PY 2023.

OCB will track specific service elements to identify leading and lagging measures (and/or additional strategies) to gauge progress towards State Plan goals, sub-goals and strategies, and to directly connect interventions and activities with targeted outcomes. OCB will seek Technical Assistance as needed for implementation.

Goal 1: Implement the intent of the Workforce Innovation and Opportunity Act into it's agency work and processes.

Measures suggested to gauge progress:

- Number of Jobsville Sessions
- Number of OCB attended WSO Regional Business Services Meetings
- Number of Career Pathway Trainings for OCB staff
- Uptake of Career Pathways enrollments by OCB Clients
- Number of Business partner OCB specific trainings
- Number of clients engaging with WSO training
- Measurable Skills Gain
- Credential Attainment
- Wage growth

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured services to outcomes.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Measures suggested to gauge progress:

OCB has incorporated outreach and education as a priority in its Strategic Planning, and tracks outreach and education activities as part of its internal agency performance measures. OCB's Workforce Services Team has outreach targets and goals that track Urban and Rural outreach specifically. These goals are reviewed monthly in team meetings, and quarterly as part of a Leadership Team review. Targets are adjusted based on progress. This activity and tracking will continue into PY 23 and PY 24.

OCB will track the number of training opportunities for OCB staff and CRPs/contracted Job Developers that work to build cultural competencies. OCB will establish a target and measure the number of opportunities provided.

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

Goal 3: Expand Pre-Employment Transition Services for students with disabilities who are potentially eligible or eligible for VR services.

Measures suggested to gauge progress:

- Number of Potentially Eligible Cases
- Number of IPE's with Post Secondary Education Services
- Number of OCB trainings provided to LEAs
- Tracking Pre-ETS trainings regionally
- Number of new partnerships in rural areas
- Measurable Skills Gain
- Credential Attainment
- Number of ICAP referrals
- OCB College Bootcamp Sessions

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

Goal 4: Increase the capacity of Oregon's businesses to hire and retain Oregonians experiencing vision loss.

Measures suggested to gauge progress:

- Number of CRP Onboarding Trainings
- Number of Business Trainings
- Number of placements
- Numbers of new Business partners
- Numbers of repeat Business partners

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

## 2. IDENTIFY THE GOALS AND PRIORITIES IN CARRYING OUT THE VR AND SUPPORTED EMPLOYMENT PROGRAMS

Goal 1: Successfully implement the intent of the Workforce Innovation and Opportunity Act into agency work and processes

This goal is a continuation from OCB's submissions to the 2016 Oregon Unified State Plan submission. It remains relevant as an agency priority for continued work in the 2020 Oregon Combined State Plan. This goal aligns with the state of Oregon's Workforce Talent Development Board's Strategic Imperative of Increasing the Understanding and Utilization of the System, and Creating a Culture of Equitable Prosperity. This goal aligns with OCB's strategic goals and priorities. A sub goal addressing transition youth previously in this section from OCB's prior State Plan submission has been expanded to a new primary goal below. A new sub goal has been added to reflect enhanced focus on performance and outcomes.

Sub Goal 1.1: Continue to emphasize the State's Strategy of High Skills/High Wage focus for agency participants.

Sub Goal 1.2: Ensure access for blind, low vision and deaf blind individuals to the array of services available through the state's workforce system.



Sub Goal 1.3: Engage with state and local community businesses in a way that works best for employers, and better prepare agency participants for success by ensuring they have the skills that businesses need.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

This is a continuation of a goal 2.0 from OCB's 2016 state plan submission and is reinforced by feedback from the 2017 CSNA and preliminary findings from the 2020 CSNA. This goal aligns with the state of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Goals to Increase the Understanding and Utilization of the System, and Creating a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Effective Community Outreach and Education. Sub Goal 2.2 has been added, reflecting feedback from stakeholders around rural outreach.

Sub Goal 2.1: Increase cultural competency of agency staff

Sub Goal 2.2: Raise awareness of OCB resources and services, specifically in rural areas of the state.

Goal 3: Expand Pre-Employment Transition Services for potentially eligible and eligible students who experience vision loss throughout Oregon.

This goal is an enhancement of a sub-goal from OCB's 2016 state plan. This goal aligns with the State of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Imperative to Increase the understanding and utilization of the system and Create a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Exemplary Service

Sub Goal 3.1: Increase collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to youth experiencing vision loss.

Sub Goal 3.2: Develop creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities.

Sub Goal 3.3: Increase identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness.

Sub Goal 3.4: Maintain consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment.

Goal 4: Increase the capacity of Oregon's businesses to hire and retain Oregonians experiencing vision loss.

This goal is an enhancement of a sub goal from OCB's 2016 state plan. This goal aligns with the State of Oregon's Workforce Talent Development Board's 2020-2021 Strategic Plan Imperative to Increase the Understanding and Utilization of the System' and Create a Culture of Equitable Prosperity. This goal aligns with OCB's Key Goal of Exemplary Service and Effective Community Outreach and Education.

This goal represents enhanced activities with Oregon businesses to drive improved employment and career outcomes for Oregonians experiencing vision loss.

Sub Goal 4.1: Expand Community Resource Provider/contracted Job Developer onboarding/training.

Sub Goal 4.2: Expand business understanding of VR employment strategies such as Progressive Employment, CRP development and job carving/job customization strategies and approaches.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission. The goals, sub goals and priorities remain relevant in carrying out the priorities for VR and Supported Employment for PY 2022 and PY 2023.

3. ENSURE THAT THE GOALS AND PRIORITIES ARE BASED ON AN ANALYSIS OF THE FOLLOWING AREAS:

A. THE MOST RECENT COMPREHENSIVE STATEWIDE ASSESSMENT, INCLUDING ANY UPDATES;

OCB utilized data derived from our 2017 Comprehensive Statewide Needs Assessment (CSNA) and preliminary feedback gathered from the 2020 CSNA to identify goals and priorities for the 2020 Oregon Combined State Plan submission. OCB clients and stakeholders provided feedback via email surveys, call in and in-person focus groups. The purpose was to solicit discussion, engagement and feedback on OCB's services strategies and service gaps.

Areas for improvement from the completed 2017 CSNA, and the preliminary 2020 CSNA yield consistent themes that are addressed by the aforementioned goals and strategies. Core themes identified consistently in both the 2017 and preliminary 2020 CSNA include:

Rural outreach

Serving Minorities

Outreach and Education

Emerging themes from the 2020 CSNA are:

Employer attitudes and understanding of vision loss

Non VR Client Needs

Information about OCB Processes

The Goals and sub goals outlined in question L. (2) provide mechanisms to address, enhance and improve these themes and areas for improvement for OCB.

Analysis of customer satisfaction surveys and performance data show that OCB provides high quality services and positive outcomes for our clients. OCB places emphasis on careers that provide living wages and benefits, within a competitive and integrated context. The agency is committed to building on this excellence in quality services and outcomes. Overall, OCB has been able to provide the full range of VR services to all eligible individuals, including those experiencing the most significant disabilities, as OCB has not been required to be in an order of selection to date.

Analysis also yields areas for improvement of services. OCB's 2020 State Plan Goals and Priorities have been modified to reflect approaches to addressing consistent gaps or deficits in service areas revealed in the 2017 CSNA and in the preliminary findings of the 2020 CSNA.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

The most recent CSNA was concluded in Spring of 2020, and data was included in this submission. American Community Survey data was updated to 2019 data. The data gathered from these two sources continues to inform the goals and priorities for PY 2022 and PY 2023.

OCB continues to analyze customer satisfaction surveys and internal performance management metrics to support plan goals and priorities.

#### B. THE STATE'S PERFORMANCE UNDER THE PERFORMANCE ACCOUNTABILITY MEASURES OF SECTION 116 OF WIOA; AND

Section 116 of WIOA references the following performance accountability measures:

the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program; (II) the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program; (III) the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program; (IV) the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program; (V) the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment. (VI) Employer Engagement: rate of employer penetration and rate of repeat engagement. This last indicator is still in development at the state level, though OCB is tracking these activities internally.

The OCB will employ the following strategies and approaches to realizing the State's performance accountability under section 116 of WIOA. These strategies align with WIOA priorities and connect with performance accountability indicators. The OCB will continue to work with State WIOA core partners to support tracking and management of these performance indicators. OCB has created a data tracking dashboard to monitor performance accountability indicators, and uses the data to inform programmatic activities and improve OCB's dual customer outcomes.

The OCB will leverage its existing success towards contributing to the State's strategy of High skills/High wages, and will create new pathways to greater self-sufficiency for OCB participants through deeper collaboration among core and partner programs. The OCB will continue to provide comprehensive, participant-centered, individualized vocational and blindness rehabilitation services.

The OCB will continue to provide highly professional and informed counseling and guidance services to assist participants through issues of adjustment to disability, vocational and skill gap assessment/training, career matching, and integration into the workplace. The OCB will continue to make use of client-centered tools, such as Motivational Interviewing, to assist participants to identify the pathways of change that fit best for each individual.

The OCB will continue to provide services that assist individuals experiencing vision loss to retain employment, and continue to assist individuals who require supports to expand their work circumstances through promotional opportunities.

The OCB will continue to provide the highest quality blindness rehabilitation skills assessment and training, which are essential to creating an equal footing among non-disabled peers and within the community and workplace. Competitive, integrated employment is OCB's goal for all VR participants who are ready, willing and able to work.

The OCB will continue to provide cutting- edge adaptive skills assessment, tools and training that are critical to developing the technical access, efficiencies and competencies that meet business workforce needs.

The OCB will continue to provide vocational and academic training and paid work experience opportunities that bring the participant the technical and professional skills needed by business, broaden the participant perspective on workplace culture and expectations, and help workplaces recognize the talents of persons who experience blindness through active demonstration of their value to businesses.

The OCB will continue to partner among agency staff, participants, and employers to provide on-site workplace evaluations for accessibility recommendations and tools.

The OCB will continue to refine its message and outreach methods to inform potentially eligible participants, businesses and partners about our comprehensive services.

The OCB will continue to refine facilitation of services for historically underserved communities such as non-native English speaking communities, co-occurring disabilities such as mental & behavioral health, and students.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

**C. OTHER AVAILABLE INFORMATION ON THE OPERATION AND EFFECTIVENESS OF THE VR PROGRAM, INCLUDING ANY REPORTS RECEIVED FROM THE STATE REHABILITATION COUNCIL AND FINDINGS AND RECOMMENDATIONS FROM MONITORING ACTIVITIES CONDUCTED UNDER SECTION 107.**

The Oregon Commission for the Blind does not operate under the direction of the State Rehabilitation Counsel, but operates as a board-driven agency/commission. OCB has a history of outperforming the national average in terms of the number of individuals with vision loss with successful employment outcomes. OCB uses collected operational and anecdotal data to inform process and outcome improvement. OCB has not received findings or recommendations from monitoring activities conducted under section 107.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

**M. ORDER OF SELECTION**

**1. WHETHER THE DESIGNATED STATE UNIT WILL IMPLEMENT AND ORDER OF SELECTION. IF SO, DESCRIBE:**

**A. THE ORDER TO BE FOLLOWED IN SELECTING ELIGIBLE INDIVIDUALS TO BE PROVIDED VR SERVICES**

N/A.

OCB is not in an order of selection:

The purpose of an order of selection for services is to establish an equitable and organized system which, when resources are not sufficient to meet the demand for services, gives priority to those eligible vocational rehabilitation participants who require immediate services to maintain employment or who meet the definition of most significantly disabled. OCB considers legal blindness a significant disability. OCB was not in order of selection in FFY 16, FFY 17, FFY 18 and FFY19 and does not expect to be in an Order of Selection for FFY 20 or FFY 21.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

N/A. This section is unchanged. OCB is not in Order of Selection, nor does it anticipate to be in PY 2022 and PY 2023.

#### B. THE JUSTIFICATION FOR THE ORDER

The Oregon Commission for the Blind is not currently in an Order of Selection.

##### **Oregon PYs 2022-2023 (MOD) OCB Update:**

The prior response is unchanged. The Oregon Commission for the Blind is not currently in an Order of Selection.

#### C. THE SERVICE AND OUTCOME GOALS

OCB is not currently implementing an Order of Selection.

When the order of selection for services is in effect, eligible individuals will be assigned to one of three priority categories: 1. Individuals with most significant disabilities; 2. Second priority: Individuals with significant disabilities; 3. Third priority: all other individuals with disabilities. The Executive director shall decide when to implement an order of selection for services, if necessary, and will determine which priority categories will be open or closed for the development of new individualized plans for employment. In the event sufficient funds or other resources become available to serve all eligible individuals, the executive director will revoke the order of priority.

##### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB is not currently implementing an Order of Selection. The service and outcome goals from the prior submission remain accurate and up to date.

#### D. TIME WITHIN WHICH THESE GOALS MAY BE ACHIEVED FOR INDIVIDUALS IN EACH PRIORITY CATEGORY WITHIN THE ORDER; AND

Eligible individuals can develop and carry out an individualized plans for employment based on: a) The priority of the category to which they are assigned; b) Whether or not that category is open for development of new plans; and c) The order in which they applied for vocational rehabilitation services as indicated by the date of application. Participants will be placed in the highest priority category for which they are qualified. The date of application will be used whenever it is determined that a waiting list is required for a category. Participants will be notified in writing of their category status when they are notified of their eligibility, as well as of the conditions pertaining to that category, as to: whether the category is open or closed, and their position on any existing waiting list.

The only services to individuals in a closed order of selection for services category will be information and referral services. These individuals will not receive counseling and guidance, assessment and training, placement, or other vocational rehabilitation services until their category is reopened and they come off the waiting list.

Participants will be notified of the right to appeal the category decision and of their responsibility to notify the department if their situation changes in a way that may affect their priority category placement.

Individuals who are receiving services under an individualized plan for employment at the time an order of selection for services is implemented will continue to receive services as planned. They are not subject to the order of selection for services and are not a category within that order.

The order of selection for services will not affect the provision of services needed to determine eligibility for vocational rehabilitation services.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

**E. HOW INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES ARE SELECTED FOR SERVICES BEFORE ALL OTHER INDIVIDUALS WITH DISABILITIES**

The Oregon Commission for the Blind is not in an Order of Selection at this time. OCB will use the definitions within 34 C.F.R. 361.5(c)(30) to make service determinations if this changes. The definition of a person with a significant disability per 34 C.F.R. 361.5(c)(30:

**(30)** *Individual with a significant disability* means an individual with a disability -

**(i)** Who has a severe physical or mental impairment that seriously limits one or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;

**(ii)** Whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and

**(iii)** Who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, intellectual disability, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB is not in an Order of Selection, and the prior submission remains accurate and up to date.

**2. IF THE DESIGNATED STATE UNIT HAS ELECTED TO SERVE ELIGIBLE INDIVIDUALS, REGARDLESS OF ANY ESTABLISHED ORDER OF SELECTION, WHO REQUIRE SPECIFIC SERVICES OR EQUIPMENT TO MAINTAIN EMPLOYMENT**

OCB prioritizes individuals who require specific services or equipment in order to maintain employment. OCB has elected to serve eligible individuals, regardless of any established Order of Selection, who require specific services or equipment to maintain employment.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This response is unchanged from the prior submission and is accurate and up to date.

**N. GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI FUNDS**

**1. SPECIFY THE STATE'S GOALS AND PRIORITIES FOR FUNDS RECEIVED UNDER SECTION 603 OF THE REHABILITATION ACT FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES**

All of our Vocational Rehabilitation staff are educated in the provision of supported employment services and understand the matters related to eligibility, vocational assessment, and creating vocational plans that address the need for on-going long-term support services.

OCB has identified and is in process of securing additional qualified providers in local areas across the state to provide specialized Supported Employment services (such as job coaching, worksite assistive technology support and other retention services) that begin after client employment. Much of the Title VI Part B funding is utilized for performance-based job development & coaching services provided by CRPs to support individuals who require long-

term supports in able to work in integrated and competitive settings. OCB also provides training and technical assistance related to issues of blindness to all providers who express an interest in working with individuals who have the potential to achieve an employment outcome through Supported Employment.

The Oregon Commission for the Blind uses its Title VI, Part B funds to provide supported employment services to eligible individuals with the most significant disabilities, including youth with the most significant disabilities, for whom competitive employment in an integrated setting is their current vocational goal. These clients, because of the nature of their disability, often require extensive services in order to be successful. Specialized placement assistance, lengthened training periods and planning for ongoing support is often required in order for clients to be successful.

The following is the Oregon Commission for the Blind's plan for distribution of our supported employment resources. The program utilizes the Title VI, Part B funds for case service funds for individuals with the most significant disabilities, including youth with the most significant disabilities, who require additional supports and long term support planning by a comprehensive rehabilitation team.

The target population is divided into three segments: 1. Individuals who are deaf- blind 2. Individuals with developmental disabilities in addition to blindness 3. Individuals with other significant disabilities such as traumatic brain injury in addition to blindness

The full scope of services authorized for supported employment is provided to clients. Each client is evaluated individually to determine his or her eligibility and potential to engage in supported employment. Eligibility determinations are funded through the 110 Program.

Supplemental assessments to determine potential for supported employment will be authorized with Title VI B funds. The supplemental assessment may be provided when a reassessment of the suitability of the placement is warranted, or when there is a change in the individual's medical condition.

If the assessment shows that the individual will require ongoing support to sustain acceptable work performance and maintain employment, supported employment is included in the services to be provided in the IPE. The IPE includes collaboration and funding from other agencies or organizations that assist by providing the ongoing support services required. All services provided by the Commission for the Blind are time limited, up to four years.

The following services may be provided by the agency for up to, but not exceeding, 24 months:

1. Intensive on the job skills training and other training to achieve and maintain job stability
2. Follow up services to reinforce and stabilize the job placement
3. Discrete post-employment services following transition that are unavailable from an extended services provider and that are necessary to maintain the job placement
4. Specialized technology devices and training
5. Follow up services such as regular contact with the employer, the individual, etc., to reinforce and stabilize the job placement
6. Facilitation of natural supports at the work site.

Necessary extended support is funded by the agency, but provided by other agencies to youth with most significant disabilities for a period of at least 4 years or until the individual turns 25 and no longer meets the definition of a "youth with a disability".

Ongoing supports may be provided by the agency from the time of job placement until the transition to ongoing support (up to but not exceeding 24 months) These are services that are needed to support and maintain the individuals with the most significant disabilities in supported employment.

Once the individual is transitioned from agency vocational rehabilitation support, another agency or resource provides the ongoing support services.

For clients with developmental disabilities, vocational rehabilitation counselors may coordinate with a program in Oregon that serves individuals with developmental disabilities. If the client is eligible, this program is the most likely resource for ongoing support for individuals who are legally blind in addition to developmental disabilities. This system uses brokerages that identify and coordinate services for the client.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

During PY 2020 and PY 2021, the COVID-19 pandemic and other disruptions created conditions where OCB could not spend its Supported Employment resources and OCB returned the unspent budgeted amounts for PY 2020 and PY 2021. OCB, however, has committed through plan and practice to support SE adults and youth without the use of those funds. As pandemic and other impediments and disruptions resolve, OCB expects to fully spend its PY 2022 and PY 2023 resources in pursuit of the previously submitted goals and priorities as it has historically in prior PYs.

Measures to gauge progress:

- Number of outreach/education interventions for Supported Employment services
- Number of Supported Employment Plans
- Number of Supported Employment job placements
- Supported Employment Case Management Control Review
- Number of Supported Employment Training for staff
- Number of Employment First regional meetings

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

**2. DESCRIBE THE ACTIVITIES TO BE CONDUCTED, WITH FUNDS RESERVED PURSUANT TO SECTION 603(D), FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING:**

**A. THE PROVISION OF EXTENDED SERVICES FOR A PERIOD NOT TO EXCEED 4 YEARS; AND**

Our goals for the program for PY 20 and PY 21 include: 1. Continue our outreach to youth with the most significant disabilities. 2. Coordinate with community resources to maximize comparable benefits and improve services for our clients 3. Grow the number of individuals served in the program and focus on positive outcomes in integrated settings with supports. As always, OCB will provide extended services for youth with the most significant disabilities for up to four years, or until the individual turns 25 and no longer meets the definition of a youth.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

Due to the COVID-19 pandemic and other disruptions, OCB encountered challenges in conducting these activities in PY 2020 and PY 2021. The activities conducted and planned in order to achieve OCB's goals remains unchanged from the prior submission and remain accurate and up to date. As always, OCB will provide extended services for youth with the most significant disabilities for a period not to exceed four years, or until the individual turns 25 and no longer meets the definition of a youth. This commitment is applicable for PY 2022 and PY 2023.

**B. HOW THE STATE WILL LEVERAGE OTHER PUBLIC AND PRIVATE FUNDS TO INCREASE RESOURCES FOR EXTENDED SERVICES AND EXPANDED SUPPORTED EMPLOYMENT OPPORTUNITIES FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES.**

State Vocational Rehabilitation agencies, including the Oregon Commission for the Blind, receive annual supported employment funding from Rehabilitation Services Administration (RSA).



The Oregon Commission for the Blind will continue to leverage resources and agreements with partners/regional programs throughout the state to meet the needs of youth with the most significant disabilities. OCB is committed to working alongside DHS/DD/ID providers to ensure that youth with the most significant disabilities are surrounded with a qualified team of professionals to assist them in their employment goals.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This response and OCB's approach is unchanged from the prior submission. OCB will move forward with these partnerships and activities in PY 2022 and PY 2023 to meet the needs of youth with the most significant disabilities. Please see prior response in the prior section, n.1, on the status of SE funds received during PY 2020 and PY 2021.

## **O. STATE'S STRATEGIES**

### **1. THE METHODS TO BE USED TO EXPAND AND IMPROVE SERVICES TO INDIVIDUALS WITH DISABILITIES**

OCB has developed the following goals, sub-goals, and strategies as methods for accomplishing the agency priorities as identified through interaction with the agency's Board of Commissioners, WIOA core partners, staff, agency participants and community stakeholders.

These Goals and Strategies reflect themes identified in the 2017 Certified Statewide Needs Assessment (CSNA), and preliminary findings from the 2020 CSNA (See section K.). The goals and strategies align with the state's Workforce Talent Development Board's Imperatives and Objectives, OCB's own mission vision and values, and the intent of WIOA. Section (L) articulates specific alignment of OCB Goals and Strategies with the state of Oregon's Workforce Talent Development Board's Strategic Imperatives and Objectives, and OCB's internal vision, mission and values. The goals are applicable for PY20 and PY21.

Goal 1: Successfully implement the intent of the Workforce Innovation and Opportunity Act into agency work and processes

Sub Goal 1.1: Continue to emphasize the state's strategy of High Skills/High Wage focus for agency participants.

Strategy 1.1: Incorporate WSO regional economic data and trends into regional OCB Vocational Rehabilitation Counselor regularly scheduled meetings. Focus on high wage/high skill/high demand industries and occupations.

Strategy 1.1.2: Integrate Labor Market Information and career pathway planning tools and approaches into IPE discussions with any client pursuing in employment.

Strategy 1.1.3: Work closely with Local Workforce Development Boards to identify and create skill upgrading opportunities that are accessible by Oregonians experiencing vision loss.

Sub Goal 1.2: Ensure access for blind, low vision and deaf blind individuals to the array of services available through the state's workforce system.

Strategy 1.2.1: Continue to provide consistent, regularly scheduled training to workforce partner service level staff on providing services to individuals with disabilities.

Strategy 1.2.2: Work with core state workforce partners to provide feedback and subject matter expertise on creating accessible systems for Oregonians experiencing vision loss.

Sub Goal 1.3: Engage with state and local community businesses in a way that best work for business, and better prepare agency participants for success by ensuring they have the skills that business needs.

Strategy 1.3.1: Assist with and participate with the ongoing development and expansion of Worksource Oregon regional Coordinated Business Services Teams.

Strategy 1.3.2: Educate business partners about Progressive Employment tools and resources as a method of increasing understanding of hiring and supporting Oregonians experiencing vision loss.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Sub Goal 2.1: Increase cultural competency of agency staff

Strategy 2.1.1: OCB will partner with culturally specific/competent service providers to identify training resources for OCB staff to improve services to historically underrepresented populations.

Strategy 2.1.2: OCB will continue to work with Tribal Vocational Rehabilitation programs to ensure access to effective joint case management and culturally appropriate services.

Sub Goal 2.2: Raise awareness of OCB resources and services, with a focus on rural areas of the state.

Strategy 2.2.1: OCB will enhance statewide outreach and education activities and delivery modalities to target underserved populations and rural areas of the state as identified in the CSNA.

Strategy 2.2.2: OCB will engage with workforce boards and workforce system partners in rural areas to leverage outreach and service delivery whenever possible.

Goal 3: Expand Pre-Employment Transition Services for potentially eligible and eligible students with disabilities.

Sub Goal 3.1: Increase collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to youth experiencing vision loss.

Strategy 3.1.1: Increase OCB presence within workforce development partners by promoting student participation in job development services, apprenticeship/career fairs, and training programs and facilitating access to these events/services

Sub Goal 3.2: Develop creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities.

Strategy 3.2.1: Identify region-specific needs with regard to Pre-ETS services through ongoing assessment and communication with educational partners and workforce development organizations

Strategy 3.2.2: Partner with local organizations serving rural and underserved communities to promote OCB client access to pre-employment activities and to build long-term collaborations across Oregon

Sub Goal 3.3: Increase identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness.

Strategy 3.3.1: Promote awareness of OCB services to schools and regional programs, emphasizing Potentially Eligible/Pre-ETS services available to students not yet ready to seek employment

Strategy 3.3.2: Increase awareness of Progressive Employment approach to vocational services and how PE activities can be utilized to prepare a student for their post-secondary goals

Sub Goal 3.4: Maintain consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment.

Strategy 3.4.1: Continue College Readiness Collaborative meetings and regularly assess OCCB college readiness checklist to ensure competencies are congruent with the skills currently needed for post-secondary education and employment.

Goal 4: Increase the capacity of Oregon's businesses to hire and retain Oregonians experiencing vision loss.

This is a new goal, representing enhanced activities with Oregon businesses to drive improved employment and career outcomes for Oregonians experiencing vision loss.

Sub Goal 4.1: Expand and enhance Community Rehabilitation Provider/contracted Job Developer onboarding and training.

Strategy 4.1.1: Continue and enhance Community Rehabilitation Provider/Contracted Job Developer onboarding and contextualized training activities

Sub Goal 4.2: Expand business understanding of VR employment strategies such as Progressive Employment, CRP's and Job Carving strategies and approaches.

Strategy 4.2.2: Develop and implement businesses facing training tools for improving understanding of VR tools and approaches such as Progressive Employment, the role of Community Rehabilitation Providers and Job Carving/Job Customization techniques.

### **Oregon PYs 2022-2023 (MOD) OCB Update:**

The Oregon Commission for the Blind does not operate under the direction of the State Rehabilitation Counsel, but operates as a board-driven agency/commission. OCB's previously identified goals, sub goals and strategies from the prior submission remain relevant from the prior submission.

OCB will track specific service elements to identify leading and lagging measures (and/or additional strategies) to gauge progress towards State Plan goals, sub-goals and strategies, and to directly connect interventions and activities with targeted outcomes. OCB will seek Technical Assistance as needed for implementation.

Goal 1: Implement the intent of the Workforce Innovation and Opportunity Act into it's agency work and processes.

Measures suggested to gauge progress:

Number of Jobsville Sessions

Number of OCB attended WSO Regional Business Services Meetings

Number of Career Pathway Trainings for OCB staff

Uptake of Career Pathways enrollments by OCB Clients

Number of Business partner OCB specific trainings

Number of clients engaging with WSO training

Measurable Skills Gain

Credential Attainment

Wage growth

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured services to outcomes.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Measures suggested to gauge progress:

OCB has incorporated outreach and education as a priority in its Strategic Planning, and tracks outreach and education activities as part of its internal agency performance measures. OCB's Workforce Services Team has outreach targets and goals that track Urban and Rural outreach specifically. These goals are reviewed monthly in team meetings, and quarterly as part of a Leadership Team review. Targets are adjusted based on progress. This activity and tracking will continue into PY 23 and PY 24.

OCB will track the number of training opportunities for OCB staff and CRPs/contracted Job Developers that work to build cultural competencies. OCB will establish a target and measure the number of opportunities provided.

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

Goal 3: Expand Pre-Employment Transition Services for students with disabilities who are potentially eligible or eligible for VR services.

Measures suggested to gauge progress:

- Number of Potentially Eligible Cases
- Number of IPE's with Post Secondary Education Services
- Number of OCB trainings provided to LEAs
- Tracking Pre-ETS trainings regionally
- Number of new partnerships in rural areas
- Measurable Skills Gain
- Credential Attainment
- Number of ICAP referrals
- OCB College Bootcamp Sessions

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

Goal 4: Increase the capacity of Oregon's businesses to hire and retain Oregonians experiencing vision loss.

Measures suggested to gauge progress:

- Number of CRP Onboarding Trainings
- Number of Business Trainings
- Number of placements
- Numbers of new Business partners
- Numbers of repeat Business partners

OCB will review progress and adjust strategies on a quarterly basis. OCB will investigate performance tracking methodologies to connect these measured activities/services to outcomes.

## 2. HOW A BROAD RANGE OF ASSISTIVE TECHNOLOGY SERVICES AND DEVICES WILL BE PROVIDED TO INDIVIDUALS WITH DISABILITIES AT EACH STAGE OF THE REHABILITATION PROCESS AND ON A STATEWIDE BASIS

The Workforce Innovation and Opportunity Act prioritizes accessibility for workforce partners, and the OCB will continue to advocate universal accessibility among the core and allied partner programs, with a focus on shared workforce customers who are blind, low vision or deaf blind. OCB's Assistive Technology and Business Relations staff form an integrated services team and will continue to educate and train businesses and WIOA core partner staff around the role of technology in serving clients experiencing vision loss and in preparing clients for the workplace.

Each OCB Field office is staffed by an Assistive Technology Specialist that provides targeted foundational skills technology training and focused job –specific training as determined by client need and informed by the clients VRC and plan goals. The AT staff work with regional OCB Business Relations Coordinators to deliver Assistive Technology demonstrations and education, as well as customized support around individual client needs and specific business systems at worksites. This model delivers OCB client services statewide.

OCB will continue to provide high quality blindness skills training to agency participants to best prepare them for employment and success in life. OCB participants learn the fundamentals using assistive and adaptive technologies, as well as how to troubleshoot access issues as they arise in life and in the workplace, and are able to effectively self-advocate for their needs. OCB clients are informed of vendors and assistive technology vendors, resources and service providers. Instruction is contextualized whenever possible, such as how to access and participate with Oregon's TDAP program. Instruction is increasingly individualized, based on client need and employment goal. AT staff engage in staffing with BRC and VRC staff to ensure discussions about technology learning are incorporated into all aspects of a client's rehabilitation experience.

Externally, OCB will advocate full programmatic and information accessibility for individuals who are blind, low vision and deaf blind among all core WIOA, business and community partners. The OCB will consistently offer information as to the benefits of making access an organizational priority, and provide supports to get partner organizations and businesses on the path towards accessible systems. OCB will continue to expect access for its agency participants to the full array of services available through the workforce system.

### **Oregone PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission.

## 3. THE OUTREACH PROCEDURES THAT WILL BE USED TO IDENTIFY AND SERVE INDIVIDUALS WITH DISABILITIES WHO ARE MINORITIES, INCLUDING THOSE WITH THE MOST SIGNIFICANT DISABILITIES, AS WELL AS THOSE WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM

Based on feedback from the 2017 CSNA and preliminary feedback from the 2020 CSNA, stakeholders consider outreach and education, specifically rural outreach, as an area for improvement for OCB. Outreach and education is prioritized by OCB internally through OCB's Key Goal of Effective Community Education and Outreach.

OCB maintains an agency website with information on resources, services and how to become a client. Contact information for all OCB statewide field offices is maintained on the website, and interested potential clients and businesses partners can email questions or requests directly through the website. OCB staff respond promptly to all communications. OCB updates this website on a quarterly basis (at a minimum) to ensure information is up to date, and seek out

opportunities for improvements and efficiencies. OCB uses a video produced through technical assistance from the Institute for Community Inclusion and University of Massachusetts Boston through JDVRTAC. This video is used in outreach presentations and is available on OCB's website. The video link is often sent to potential or scheduled outreach audiences.

In PY 2019, OCB launched a Business Relations e-newsletter using Constant Contact. This outreach tool is targeted towards OCB potential and existing business partners, and the content is tailored for the geographic region targeted. Content includes information about accessing services for clients and businesses, successes, needs and events. OCB will continue using this outreach tool into PY20 and PY 21, with regularly scheduled updates and revision processes.

OCB's Workforce Services Team conducts approximately 40-50 partnering, outreach and education events each quarter. These events and activities take the form of presentations on processes, services and resources available to Oregonians experiencing vision loss and businesses/organizations interested in hiring persons who experience vision loss; demonstrations on assistive and adaptive technology; and trainings on disability etiquette and issues related to vision loss. These outreach and presentation activities are provided to any interested stakeholder, and are targeted toward: regional and statewide workforce system partners, businesses, community stakeholder groups and medical providers. Follow up communication is sent after each activity. OCB will develop systems for consistently collecting and utilizing feedback data for process and quality improvement.

OCB staff participate on boards, leadership groups and other venues that provide a platform for talking about OCB services and resources for clients and business partners.

OCB will leverage WIOA core partner resources whenever possible, including accessing WIOA core partner resources appropriate for serving underrepresented populations. OCB will engage in outreach and education with culturally specific organizations in each regional service delivery area to share information about OCB services and resources, better leverage expertise and provide higher quality services for potential OCB clients, especially those underrepresented and /or underserved by OCB. As part of this focus, OCB is part of an 'E3' Targeted Communities Technical Assistance Grant focused on building capacity in serving underserved and underrepresented individuals in rural high poverty areas.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB's outreach priorities, procedures and strategies remain largely unchanged from the prior submission, or have expanded due to the adoption and expansion of virtual service delivery formats such as ZOOM and MS Teams. The COVID-19 pandemic required outreach to largely be conducted via remote tools such as Zoom and MS Teams instead of in-person from the end of PY 2019, PY 2020 and PY 2021 to date. Outreach activities were reduced at the onset of the pandemic, but increased as organizations shifted to virtual communication and service delivery strategies. OCB continued to leverage communication channels within and outside of the public workforce system to maintain as robust an outreach effort as possible. OCB measures outreach with a focus on rural outreach as part of its internal performance management metrics. OCB will continue to apply these approaches and integrate new strategies and resources as needed and appropriate to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities, as well as those who have been unserved or underserved by the VR program.

#### **4. THE METHODS TO BE USED TO IMPROVE AND EXPAND VR SERVICES FOR STUDENTS WITH DISABILITIES, INCLUDING THE COORDINATION OF SERVICES DESIGNED TO FACILITATE THE TRANSITION OF SUCH STUDENTS FROM SCHOOL TO POSTSECONDARY LIFE (INCLUDING THE RECEIPT OF VR SERVICES, POSTSECONDARY EDUCATION, EMPLOYMENT, AND PRE-EMPLOYMENT TRANSITION SERVICES)**

OCB has developed the following Goals, Sub Goals and Strategies to improve and expand VR services for students with disabilities. These goals were outlined in sections (L) and in section (O)(1) outlined above:

Goal 3: Expand Pre-Employment Transition Services for potentially eligible and eligible students with disabilities.

Sub Goal 3.1: Increase collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to youth experiencing vision loss.

Strategy 3.1.1: Increase OCB presence within workforce development organizations by promoting student participation in job development services, apprenticeship/career fairs, and training programs and facilitating access to these events/services

Sub Goal 3.2: Develop creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities.

Strategy 3.2.1: Identify region-specific needs with regard to Pre-ETS services through ongoing assessment and communication with educational partners and workforce development organizations

Strategy 3.2.2: Partner with local organizations serving rural and underserved communities to promote OCB client access to pre-employment activities and to build long-term collaborations across Oregon

Sub Goal 3.3: Increase identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness.

Strategy 3.3.1: Promote awareness of OCB services to schools and regional programs, emphasizing Potentially Eligible/Pre-ETS services available to students not yet ready to seek employment

Strategy 3.3.2: Increase awareness of Progressive Employment approach to vocational services and how PE activities can be utilized to prepare a student for their post-secondary goals

Sub Goal 3.4: Maintain consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment.

Strategy 3.4.1: Continue College Readiness Collaborative meetings and regularly assess OCCB college readiness checklist to ensure competencies are congruent with the skills currently needed for post-secondary education and employment.

The OCB will continue to provide its array of services/programs and paid work experiences to students with vision loss/blindness. OCB will continue to organize and manage our two paid summer work experience programs (in Salem and Portland) for eligible students age 16+, and will expand the program and staffing to provide more paid work experience and pre-employment transition service opportunities throughout the year. OCB will investigate options for a third track summer youth program to better serve transition youth in rural Oregon.

### **Oregon 2022-2023 (MOD) OCB Update:**

The goals, sub-goals and strategies outlined in the above prior submission and in sections (I) and in section (o)(1) remain unchanged. During PY 2020 and the beginning of PY 2021, OCB Summer Work Experience Program was shifted from a residential, work experience-based model to a virtual model - due to the COVID-19 pandemic and other disruptions experienced in

Oregon. OCB plans to return to residential SWEPP programs beginning the summer of 2022 (unless circumstances require a return to a virtual model). OCB has also implemented 3<sup>rd</sup> Track SWEPP (a community-based model that allows students to gain work experiences while remaining in their communities/homes). OCB will move forward with these goals, sub-goals and strategies in PY 2022 and PY 2023.

5. IF APPLICABLE, PLANS FOR ESTABLISHING, DEVELOPING, OR IMPROVING COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE

OCB is committed to continuing to grow and educate our Community Rehabilitation Providers throughout Oregon in order to enhance opportunities for persons who experience vision loss to gain and retain independence and employment. During the first State Plan period OCB created and implemented an intensive onboarding process for community rehabilitation program and related service providers that covers OCB processes, services, context and issues and resources available to OCB clients. OCB will continue to refine and improve this CRP onboarding and training process through the next state plan period. CRP's are invited to attend weekly Jobsville Progressive Employment regional staffing meetings to discuss challenges, successes, labor market information and other factors that contribute to client and business relations successful outcomes.

OCB will work with WIOA core partners and Community Rehabilitation Providers to create enhanced understanding of how CRP's fit within the service delivery model of the broader public workforce system, and how the strengths and resources of both entities can be leveraged for maximum OCB client success. OCB will continue to partner with the state's general Vocational Rehabilitation agency to create common understanding of the role and functions of Community Rehabilitation Providers (CRPs) and to conduct joint activities with other WIOA partners and stakeholders.

**Oregon PYs 2022 - PY 2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission. These plans and strategies will move forward into PY 2022 and PY 2023.

6. STRATEGIES TO IMPROVE THE PERFORMANCE OF THE STATE WITH RESPECT TO THE PERFORMANCE ACCOUNTABILITY MEASURES UNDER SECTION 116 OF WIOA

It is the position of OCB that the Goals, Priorities, and Strategies articulated in Oregon's 2020 Combined State Plan will lead to improvements on performance accountability with regard to measures under section 116 of WIOA.

OCB will continue to pursue goals and strategies to improve the performance of the State with respect to performance accountability measures under section 116 of WIOA. Those measures under section 116 of WIOA are: (I) the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program; (II) the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program; (III) the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program; (IV) the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program; (V) the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment. The State is also developing an employer engagement/satisfaction performance measure.

OCB will continue to employ strategies in PY 20, PY 21 and beyond, working with the State WIOA core partners to gather and report performance, analyzing and adjusting strategies as



needed to address any new impediments to achieving negotiated performance accountability targets.

The following is a representation of The Oregon Commission for the Blind's performance in the WIOA Performance Indicator areas by PY:

2 <sup>nd</sup> Quarter Employed	PY2017: 62.38%, PY2018: 51.98%
4 <sup>th</sup> Quarter Employed	PY2017: 25.74%, PY2018: 19.21%
Credential Attainment:	PY2017: 14.1%, PY2018: 17%
Measurable Skills Gain	PY2017: 53.33%, PY2018: 46.20%
Median Earnings 2 <sup>nd</sup> QTR after Exit	PY2017: \$4328.37, PY2018: \$3213.36

The following are projections of trends in these WIOA performance evaluation areas. These numbers don't represent targets, but a gradual and conservative forecast of the direction OCB's specific performance is moving. These projections are not a required part of the program specific portion of Oregon's Combined State Plan. The only mandated target is for this period is for the combined state Measurable Skills Gain target, reflected in the common elements portion of Oregon's Combined State Plan.

2 <sup>nd</sup> Quarter Employed	PY2019: 53%, PY2020: 54%, PY2021: 55%
4 <sup>th</sup> Quarter Employed	PY2019: 21.5%, PY: 22.5%, PY2021: 23.5%
Credential Attainment:	PY2019: 18%. PY2020: 19%, PY2021: 20%
Measurable Skills Gain:	PY2019: 48.20%, PY2020: 50.20%, PY2021: 52.20%

#### **Oregon PYs 2022 - PY 2023 (MOD) OCB Update:**

OCB's goals, sub goals and strategies as articulated in section 'o' and in the prior submission remain relevant. It is the position of OCB that the Goals, Priorities, and Strategies articulated in Oregon's 2020 Combined State Plan will lead to continued improvements on performance accountability with regard to measures under section 116 of WIOA.

OCB's actual agency specific performance in these indicators for PY 2019 was: 2<sup>nd</sup> Quarter Employed: 78%, 4<sup>th</sup> Quarter Employed: 72%, Median Earning 2<sup>nd</sup> Qtr after exit): \$8,436.40, Credential Attainment Rate: 0%, Measurable Skills Gains: 41.9%. For PY 2020, OCB's agency specific performance was: 2<sup>nd</sup> Qtr Employed: 77%, 4<sup>th</sup> Qtr Employed: 72%, Median Earning 2<sup>nd</sup> Qtr after exit): \$5,726, Measurable Skills Gains: 29.2%.

#### **7. STRATEGIES FOR ASSISTING OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM IN ASSISTING INDIVIDUALS WITH DISABILITIES**

Creating capacity and competence in serving individuals with disabilities in the public workforce system are key OCB program goals and strategies for improving positive outcomes for Oregonians experiencing vision loss. These strategies are important, and are explicitly called in out in OCB's Goals and Strategies. OCB actively engages with the State's Workforce Executive Team (WSET), the Oregon Workforce Partnership (OWP, an organization of the state's workforce boards) and strategic and local leadership teams as appropriate. Through engagement in these venues with these partners, OCB will make an impact on partner service creation and delivery to Oregonians experiencing vision loss.

To assist other components of the statewide workforce system, OCB will:

Continue to provide consistent, regularly scheduled training to workforce partner service level staff on providing services to individuals with disabilities. Expand and schedule annual (or as

appropriate) disability awareness, disability etiquette and assistive and adaptive technology demonstrations to Oregon Employment Department Universal Access Coordinators to maintain that group's skills sets for working with people with disabilities in the public workforce system. Training activities will work toward enhancing understanding of the context, issues and resources available to jobseekers experiencing vision loss. OCB will work with core state workforce partners to provide feedback and subject matter expertise on creating accessible systems for Oregonians experiencing vision loss. OCB will continue providing ongoing feedback to the state's labor exchange system, iMatchSkills, to inform improvements in accessibility as the state undergoes modernization processes for this system.

OCB will continue to provide training and education to the state's general VR agency around services and resources for Oregonians experiencing vision loss. OCB will continue to partner with Oregon's general Vocational Rehabilitation agency around business engagement, and around accessibility with WSO.

OCB will continue to work and partner with local board staff and other WIOA core partners to identify strategies towards Universal Access that broadly improves services for all Oregonians with disabilities, especially with regard to training and skill upgrade services.

**Oregon PYs 2022 - PY 2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

**8. HOW THE AGENCY'S STRATEGIES WILL BE USED TO:**

**A. ACHIEVE GOALS AND PRIORITIES BY THE STATE, CONSISTENT WITH THE COMPREHENSIVE NEEDS ASSESSMENT;**

The goals, priorities, and strategies detailed in the OCB's program portion of Oregon's Combined State Plan were developed to directly address themes identified in the 2017 Comprehensive Statewide Needs Assessment, incorporate preliminary feedback from the 2020 CSNA, and align with the state of Oregon's Workforce Talent Development Board's Strategic Plan imperatives. OCB will hold quarterly process evaluation meetings to track and adjust progress as necessary. The goals, sub goals and strategies OCB will use to achieve the goals and priorities by the state are outlined in sections (L) and (O) (1) of this Program Specific portion of Oregon's WIOA Combined State Plan.

**Oregon PYs 2022-PY 2023 (MOD) OCB Update:**

The goals, sub goals and priorities as reflected in section (O) remain relevant and supported by the final comprehensive state needs assessment from 2020. The strategies in place from the prior submission will continue to work to achieve the state's goals and priorities.

**B. SUPPORT INNOVATION AND EXPANSION ACTIVITIES; AND**

OCB highly values innovation and appropriate expansion of evidence based approaches for client services. OCB will work to achieve the goals and priorities of the state, and remain consistent with the most recent Comprehensive Statewide Needs Assessment by following the strategies articulated in section (O) as the agency works towards innovation and expansion of resources, tools and approaches to serving businesses and Oregonians with vision loss. Several Goals and Strategies developed in sections (L) and (O) (1) reflect new and innovative approaches, and the continuation and/or expansion of successful activities and initiatives.

OCB will discover, generate and improve upon service delivery processes and activities for the agency's dual customer base of our businesses partners and individual clients. Integration with WIOA partners will afford OCB increased opportunities for new and improved ways of serving clients and business partners.

OCB will seek out opportunities to creatively partner with Oregon's public workforce system around opportunities for transition students with disabilities.

OCB will seek to align new services and approaches with core WIOA partners such as the state's general Vocational Rehabilitation agency and the Oregon Employment Department, expanding creative engagement with other WIOA core partners as the opportunities emerge.

OCB does not currently plan to use I&E funds to support the SILC in PY2020 and PY 2021.

**Oregon PYs 2022- PY 2023 (MOD) OCB Update:**

The strategies to support innovation and expansion in this section is unchanged from the prior submission. In PY 2022 and PY 2023 OCB has been invited by Oregon's general VR agency to sit on the steering committee and to partner around a DIF project awarded by RSA in FFY 2021. OCB is also engaged with a statewide legislative effort called Future Ready Oregon (SB623) that will work to provide funding and activities to engage WorkSource Oregon partners to enhance skill development and experiential learning opportunities for Oregon's most marginalized constituencies.

**C. OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VR SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM.**

The Workforce Innovation and Opportunity Act prioritizes accessibility for workforce partners, and the OCB will advocate universal accessibility among the core and allied partner programs, with a focus on shared workforce customers who are blind, low vision or deaf blind.

Creating capacity and competence in serving individuals with disabilities in the public workforce system are key OCB program goals and strategies for improving positive outcomes for Oregonians experiencing vision loss. These strategies are important, and are explicitly called in out in OCB's program specific goals and strategies as part of the state plan submission. The state's Workforce Executive Team (WSET), the Oregon Workforce Partnership (OWP an organization of the state's workforce boards) and strategic and local leadership teams as appropriate to discuss equitable access to the state's public workforce system. OCB will continue to partner and enhance opportunities to address barriers to access with Oregon's general Vocational Rehabilitation agency through shared accessibility education activities. OCB will continue to advocate for accessible solutions and equitable access with state, non-profit and business partners. Through engagement in these venues with these partners, OCB will make an impact on partner service creation and delivery to Oregonians experiencing vision loss.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

**P. EVALUATION AND REPORTS OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS**

**1. AN EVALUATION OF THE EXTENT TO WHICH THE VR PROGRAM GOALS DESCRIBED IN THE APPROVED VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN FOR THE MOST RECENTLY COMPLETED PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:**

**A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS**

The goals outlined in the approved VR portion of the prior Unified State Plan for the most recently completed program year, PY 18, were as follows:

Goal 1: Successfully implement the intent of the WIOA into agency work and processes

Sub Goal 1.1: Continue to emphasize the State's Strategy of High Skills/High Wages focus for agency participants

Progress: Goal 1 is a continuation goal from OCB's 2016 Oregon Unified State Plan submission, is unchanged, and will remain a priority goal for OCB to work toward moving forward in the 2020 Oregon Combined State Plan.

OCB Workforce Services staff use labor market information gathered disseminated by WSO partners for weekly updates provided to Vocational Rehabilitation Counselors and OCB Community Rehabilitation Providers (CRP's) about WSO hiring activity and events, industry sector trends and occupational growth areas. These weekly meetings rotate regionally throughout the state, and act as a staffing for both the individual client and business partner needs. AT staff work with counselors to introduce online Career Exploration Tools, such as The Career Index Plus (TCI+) as contextualized technology training that also prepares clients to use labor market information as part of their career plan. As part of OCB's implementation of the Progressive Employment model, OCB clients participate in experiential learning activities with employers – gaining increased understanding of demand industry sectors and career pathways within them. WIOA partner expertise has been tapped to provide training at monthly statewide VR Counselor meetings, around the state's efforts with sector strategies as needed. Statewide and regional labor market information prepared by the Oregon Employment Department (OED) is distributed and discussed with OCB VRC and Workforce Team staff when available. OED staff are tapped to attend Vocational Rehabilitation Counselor meetings and present information about workforce services and other topics.

OCB staff are connected to WorkSource Oregon local leadership teams when capacity allows. OCB Vocational Rehabilitation Counselors and Business Relations Coordinators represent OCB interests at local leadership teams and participate in joint work groups whenever possible. This creates a conduit for information on services and resources available to OCB clients for skill development, industry credentials and career pathway resources. It also works to develop capacity of workforce system partners to successfully provide services for OCB clients.

OCB will retain this goal moving in to the next Combined State plan period, and continue to build on WIOA implementation and integration efforts.

Sub Goal 1.2: Ensure equal access for blind, low vision and deaf blind individuals to be able to benefit from the array of services available through the state's workforce system

Progress: OCB provided disability awareness and assistive technology demonstration training to the state workforce system's Access Navigators in PY18. Access Navigators are Worksource Oregon (WSO) staff identified to assist with universal customer access. OCB staff provided the same training to WSO front line staff in multiple comprehensive WSO centers throughout the state. OCB has actively reached out to the state agencies responsible for Oregon's labor exchange, iMatchskills, to provide advice and feedback on accessibility challenges for screen reader users. OCB VRC staff have begun participating in LWDB local leadership teams to gain a better understanding of workforce systems processes and services, and how they can be made more accessible. OCB Workforce Team staff have provided feedback on accessibility challenges with the state's labor exchange system, iMatchSkills, and continue to actively engage with efforts toward creating a more accessible system.

Sub Goal 1.3: Engage with state and local community businesses in ways that best work for business, and better prepare agency participants for success by ensuring they have the skills that meet business needs.

Progress: OCB initiated multiple strategies to implement the intent of WIOA into agency work and processes, including the creation of a new interdisciplinary team to focus efforts on business engagement. OCB hired a Workforce Innovation Manager, and created an interdisciplinary Workforce Services Team composed of five statewide Assistive Technology Specialists (AT) and three statewide Business Relations Coordinators (BRCs). One of the BRC staff is dedicated to serving transition students and youth exclusively.

A significant intent of WIOA is in the elevation of business to a “dual customer” status. The Workforce Services Team acts as a bridge for the business community and the public workforce system with OCB’s staff and clients. BRC staff are part of regional Worksource Oregon (WSO) Collaborated Business Services Teams. These teams are composed of WSO partners and create a ‘single point of contact’ to simplify and streamline business interaction with Oregon Businesses. Partners educate each other about each organization’s goals and resources, and that information is shared with the potential business partner through a singular contact to create a simple way businesses can partner with the public workforce system. These ‘Collaborated Business Teams’ started in the Portland metro area, and OCB BRC staff are instrumental in rolling this model out to other areas in the state.

OCB BRC staff are in consistent communication with business facing staff from the state’s general VR agency to align business engagement activities. BRC staff have engaged with national business outreach through the National employment Team (NET), and consistently participate as OCB’s single point of contact for this group. NET aligns VR agencies with multi-state, national employers. OCB is working in partnership with NET around establishing ‘Model State Employer’ designations and partnerships as a result of NET activities.

Ongoing outreach and training by OCB’s Workforce Team included training on: disability etiquette, assistive and adaptive technology solutions, and Federal and State financial incentives, such as the Work Opportunity Tax Credit

Progressive Employment activities, such as informational interviews, work experiences, on the job training all work toward preparing and reinforcing the jobseeker for the skills needed by our business partners.

OCB created an in-house business engagement tracking tool. This tool records business contacts and tracks interactions on a statewide basis. This tracking tool is used to customize interactions with businesses to make the best use of business partner time and resources, and create the highest quality outcome for the business partner and OCB’s client. This data will be shared with state WIOA partners when that capacity is developed. OCB will continue investigating alternate business relationship tracking software moving forward, as agency and partnership needs evolve.

Sub Goal 1.4: Implement creative and meaningful changes to agency processes and services in order to best meet intent of WIOA around services to students with disabilities.

Progress: OCB created an interdisciplinary team of Business Relations Coordinators (BRC) and Assistive Technology Specialists (AT) that form OCB’s Workforce Services Team. In 2019, OCB hired a statewide BRC assigned specifically to Transition students. This position is dedicated toward building business relationships and opportunities for OCB’s Transition Student constituency. The Transition Student BRC also works to create activities and build partnerships with other service providers to leverage resources in the most effective way. This Transition Student BRC works in close coordination with business outreach and engagement efforts of OCB’s VR serving BRC staff as well Business Relations staff from Oregon’s general Vocational Rehabilitation agency. Staff share business contact information, and strategies for successful partnering.

OCB has identified and begun work on several new strategies to improve services to students:

Increased identification of potentially eligible students as early as possible in order to maximize impact of Pre-ETS services, especially as it relates to college and workplace readiness

Increased collaboration with local workforce development organizations to promote greater access to apprenticeship, certificate, and similar non-collegiate career tracks to students experiencing vision loss

Maintained consistent communication with secondary and post-secondary education providers to ensure OCB services address current and anticipated technology and skill competencies necessary for post-secondary success in a rapidly changing social and technological environment

Developed creative and collaborative partnerships to increase access to Pre-ETS services for students in rural or otherwise underserved communities

OCB started these efforts in PY18, and plans to continue to refine and build them moving forward. OCB staff are conducting enhanced outreach to regional Education Service Districts throughout the state to educate them about the issues, contexts and resources available to students with the goal of expanding services to those potentially eligible. OCB Vocational Rehabilitation Counselors serving students are developing relationships with appropriate staff at ESD's OCB has agreements with to begin working on student's Individualized Education Plans at an earlier stage.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Progress: OCB launched and maintained an aggressive outreach and education strategy with business, business facing organizations, public work force partners, medical providers and other potential and existing stakeholders at a statewide level. Outreach and education is a key process measure in OCB's internal performance management system and is tracked, measured and reviewed quarterly. In PY 18, OCB completed 295 outreach, partnering and education activities. In PY 19, OCB conducted 224 outreach, partnering and education activities by the end of Q2.

Sub Goal 2.1: Increase effectiveness and cultural literacy of staff

Progress: OCB provided training to VRC staff in PY 19 on Disability Justice. As an ongoing practice, OCB seeks out and provides agency process training to culturally competent vendors, and connects them to clients as appropriate when additional cultural support is needed. In PY 18, OCB engaged with Project E3 (Educate, Empower and Employ), an effort to connect resources and services to underrepresented youth in Oregon's rural geographic areas. Individually, VRC staff seek out opportunities to increase their cultural effectiveness and literacy when it would help with client service provision.

Goal 3: Enhance and Maintain OCB Capacity & Expertise in Serving Oregonians who are blind/visually impaired

Progress: Through the Progressive Employment model referenced earlier, OCB has continued to incorporate tools and techniques for developing employer desired soft skills into client activities and experiences. VR Counselors, Orientation and Mobility Instructors, Rehabilitation Instructors and Assistive Technology Specialists all provide opportunities for OCB clients to practice decision making, critical thinking and other soft skills as an integrated part of each of their client interactions.

Business Relations staff at OCB engage with businesses, business facing organizations, and allied VR service organizations to learn what soft skills are desired by employers, and provide training to OCB staff, partners and contractors as appropriate. Staff are apprised of these soft skills needs through structured training activities, such as Counselor Training Week offered twice a year.

OCB Business Relations staff will continue to engage with core WIOA partners and other workforce service providers, through statewide and local area meetings to learn new tools, resources and best practices to embed in OCB approached to career development and employment.

### Sub Goal 3.1: Enhance awareness among all staff of context, issues, and skills of blindness

Progress: OCB has a robust new employee onboarding process that integrates experiential learning into a new employee's understanding of issues and supports related to vision loss. All staff are encouraged to participate in opportunities to learn from speakers and assistive technology vendors as they are scheduled. Every other year, OCB all OCB statewide staff attend an All Staff training week. Regardless of team or assignment, all OCB staff are encouraged to attend training and learn from subject matter experts as they are able.

OCB BRC staff have developed and implemented a training process for Community Rehabilitation Providers (CRP's) to help them better understand the context, issues and skills of blindness. This training happens during CRP onboarding and is reinforced by regularly scheduled training opportunities. This approach has been effective in helping CRP's provide effective services to OCB clients.

### Sub Goal 3.2: Improve systems for universal accessibility, both internally within the agency and externally among partners

Progress: In 2018 OCB's Workforce Services Team was accepted into a DOL ETA Innovation Cohort on accessibility in public workforce systems. OCB staff worked with WIOA VR staff from six different states to jointly identify an area within system accessibility, and then support each other in the creation of individual state level interventions. The cohort identified Universal Access as its primary topic, and created a draft plan for a statewide Universal Access workgroup.

OCB reached out to the Oregon Employment Department's Universal Access Coordinator to integrate issues and resources connected to vision loss into specific training for identified WSO (AJC) Universal Access staff - and then conducted that training in May of 2019. OCB has scheduled follow up annual trainings for these WSO partner staff. OCB's Workforce Innovation Manager and OED's Universal Access Coordinator maintain consistent communication. OCB has engaged with the Oregon Employment Departments and Oregon's Department of Human Services to provide feedback on technology modernization efforts, with a focus on digital accessibility for Oregonians experiencing vision loss. These efforts are ongoing.

### Sub Goal 3.3: Refine and maintain systems for knowledge transfer and leadership development

Progress: OCB has improved the documentation of policy and processes for succession planning and related knowledge transfer. Whenever possible, we attempt to double fill positions to enhance dissemination of knowledge from incumbent to new hire. OCB has maintained a level of support for staff and managers to develop leadership skills by tapping into the state's internal learning systems and opportunities. All new managers are required to take a series of state trainings on management foundations.

### Goal 4: Enhance the vocational aspects of vocational rehabilitation within agency processes

Progress: Business engagement and employment outcomes are part of agency core performance management processes that are owned, measured and evaluated by management staff and their teams. The focus on these measures helps maintain efforts aimed at core vocational processes and outcomes.

Business Relations staff at OCB engage with businesses, business facing organizations, and allied VR service organizations to learn what soft skills are desired by employers, and provide training to OCB staff, partners and contractors as appropriate. Staff are apprised of these soft skills needs through structured training activities, such as Counselor Training Week.

OCB Business Relations staff continue to engage with core WIOA partners and other workforce service providers, through statewide and local area meeting to learn new tools, resource and best practices to embed in OCB approached to career development and employment.

Sub Goal 4.1: Integrate employment into a unified customer experience at all phases of the vocational rehabilitation process

Progress: OCB has continued to integrate a vocational focus into all aspects of agency VR processes. VR Counselors have had the opportunity to learn core WIOA concepts such as the use of labor market information and intelligence, career exploration and a pathways approach to career growth through interaction with WSO SME staff. OCB's Business Relations Coordinators push information on business recruitment needs, labor market information or Progressive employment opportunities to VR Counseling staff on a rotating weekly basis, customized for each of the state's geographic regions.

As mentioned earlier, OCB Workforce Services staff use labor market information gathered disseminated by WSO partners for weekly updates provided to Vocational Rehabilitation Counselors and OCB Community Rehabilitation Providers (CRP's) about WSO hiring activity and events, industry sector trends and occupational growth areas. These weekly meetings rotate regionally throughout the state, and act as a staffing for both the individual client and business partner needs. AT staff work with counselors to introduce online Career Exploration Tools, such as The Career Index Plus (TCI+) as contextualized technology training that also prepares clients to use labor market information as part of their career plan. As part of OCB's implementation of the Progressive Employment model, OCB clients participate in experiential learning activities with employers – gaining increased understanding of demand industry sectors and career pathways within them. WIOA partner expertise has been tapped to provide training at monthly statewide VR Counselor meetings, around the state's efforts with sector strategies as needed. Statewide and regional labor market information prepared by the Oregon Employment Department is distributed and discussed with OCB VRC and Workforce Team staff when available.

OCB staff are connected to WorkSource Oregon local leadership teams when capacity allows. OCB Vocational Rehabilitation Counselors and Business Relations Coordinators represent OCB interests at local leadership teams and participate in joint work groups whenever possible. This creates a conduit for information on services and resources available to OCB clients for skill development, industry credentials and career pathway resources. It also works to develop capacity of workforce system partners to successfully provide services for OCB clients.

Sub Goal 4.2: Build employer-desired core soft skills (critical thinking, decision making, etc.) throughout skill development and training processes.

Progress: Through the Progressive Employment model referenced earlier, OCB has continued to incorporate tools and techniques for developing employer desired soft skills into client activities and experiences. VR Counselors, Orientation and Mobility Instructors, Rehabilitation Instructors all provide opportunities for OCB clients to practice decision making, critical thinking and other soft skills as integrated part of each of their client interactions. BRC's have created opportunities for employers, such as Kaiser Permanente NW and New Seasons, to participate in 'mock interviews' at regularly scheduled events. These 'mock interviews' are conducted by employees of OCB business partners, and give OCB clients real world feedback on soft skills used in interview situations.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

Goal 1: Successfully implement the intent of the WIOA into agency work and processes.

OCB approached the successful implementation of WIOA into work and processes, by aligning efforts into key priority areas:

Data Driven Decisions:



OCB receives Statewide labor market information (LMI) through its partnerships with the Oregon Employment Department (OED) as a core partner of WorkSource Oregon (WSO). Quarterly and other statewide and regional labor market reports are provided by OED, and distributed to OCB managers, Vocational Rehabilitation Counselors (VRC), Business Relations Coordinators (BRC) and Rehabilitation Instructors. LMI is discussed at VRC and Workforce Services Team meetings, a weekly Progressive Employment meeting of VRC's and CRPs called Jobville, as well as in targeted client staffing. OCB client facing staff use the state's labor data website, [www.workinginoregon.org](http://www.workinginoregon.org) to keep up to date with industry and occupational changes and instruct clients on the value and use of LMI. LMI is used to develop education, training, and employment plans for OCB clients. OCB BRC staff meet regularly with OED Business Services staff to interpret data and apply local labor market intelligence to share and develop employment opportunities based on real time demand. OCB will expand creative applications of LMI to inform decision making moving forward regarding client training, employment, and business partnerships – especially regarding industry sector and occupational changes influenced by the Pandemic and other disruptions. OCB noted for example, that in PY 19, 34% of OCB's clients were placed into administrative support positions. Tracking data in this way helps counselors work with clients to indicate where energy and resources should align for maximum success.

#### Reemployment:

Actively building formal and informal partnerships with WSO partners is a successful strategy toward improving outcomes for OCB clients, and one OCB will continue moving forward. OCB clients are encouraged to register with WSO, and to co-enroll for training and employment resources and opportunities. Due to Pandemic and other related disruptions, all WSO centers were physically closed, and OCB client co-enrollment was limited. OCB has and will continue to partner intensely and deliberately with Oregon's general VR agency to augment strengths and reduce redundancies in engagement with business. OCB will continue its approach to focus on building capacity around counseling clients around skill development, occupational skills training, apprenticeships, and post-secondary education as tools for clients to achieve living wage, competitive, integrated employment.

#### Equity in Service Delivery and Educational Programming:

Data consistently shows individuals experiencing vision loss experience higher rates of unemployment and lower wages than the typical population. Additionally, individuals in rural areas of the state have limited access to training, educational and employment opportunities. Equity in service delivery is a strategic priority for OCB, the Governor of the State of Oregon, and Oregon's Workforce Talent Development Board (WTDB). Due to the many disruptions OCB faced due to the Pandemic and other events, OCB developed proficiency in delivering services remotely. OCB staff actively engaged WSO Business Services Teams (including Oregon's general VR agency) to develop strategies for co-communication, and shared outreach. This represented not a change in strategy, but rather an increase in the intensity of focus and an alternate method of service delivery. OCB staff continued to provide disability awareness, implicit bias and assistive technology training and technical support to public and private sector partners through remote delivery strategies.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Outreach At the close of Q2 of PY 2019, the State of Oregon and most of the nation went into lock-down due to the COVID-19 pandemic and other disruptions. Many partner organizations put a hold on services until they could re-tool. From Q2 2019 until Q2 2021 outreach and education activities were adjusted to accommodate online or virtual service delivery. None of these activities were conducted in person, unless by appointment and in adherence to the state's health and safety rules. OCB incorporates outreach into its Strategic Priorities, and has

included it has an internal performance measurement metric. During PY 2020, OCB connected with public and community partners 121 times, 47 included informational presentations or training about OCB services, resources and clients.

Goal 3: Enhance and Maintain OCB Capacity & Expertise in Serving Oregonians who are blind/visually impaired

OCB engaged over 90 times during PY 2020 with Community Resource Providers (CRPs) and other community supports to provide enhanced information and onboarding, as well as resources and support during the COVID-19 pandemic. Additionally, OCB continued to hold a weekly Jobsville sessions. Jobsville is a weekly meeting led by OCB Business Relations Coordinators that provides a forum for discussion around Progressive Employment, labor market data and intelligence, group problem solving and celebration of success.

During PY 2020, VRCs took part in regular and structured training opportunities. Topics included ethics, Career Pathways, Disability Identity Formation, Disability Rights, Employment First, Integrated Resource Teams, Self Care, elder Abuse, Mental Health Issues, Trauma Informed Services, Growth vs Fixed Mind-Set, Diabetes and Business Engagement.

OCB continued it's work in supporting other state agencies understand accessibility and creating accessible systems through Disability Awareness Training, Assistive Technology Demonstrations and direct consultation.

Goal 4: Enhance the vocational aspects of vocational rehabilitation within agency processes

OCB continued it's partnership with WSO and WIOA partners in PY 2020, joining WSO regional and state-wide business services teams in virtual business engagement activities. WSO labor market data and intelligence continued to be deployed to OCB VRC's and instructors at a weekly, monthly and quarterly cadence. Vocational and occupational training programs provided by local board partners were shared with OCB staff as available.

#### B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

The goals outlined in the approved VR portion of the prior Unified State Plan for the most recently completed program year, PY 18, were as follows:

Goal 1: Successfully implement the intent of the WIOA into agency work and processes

Sub Goal 1.1: Continue to emphasize the State's Strategy of High Skills/High Wages focus for agency participants

Impediments: Many training providers utilized by the state workforce system for occupational skills training or short term skill upgrades are not prepared for the accommodative needs of OCB clients, and training entry and exit points don't work well for individual client rehabilitative processes. Apprenticeships are another pathway to High Wage/High Skill employment. Traditional trades and apprenticeship programs do not have clear avenues for accessibility or viability for candidates experiencing vision loss.

Sub Goal 1.2: Ensure equal access for blind, low vision and deaf blind individuals to be able to benefit from the array of services available through the state's workforce system

Impediments: The state public workforce system presents numerous significant challenges to accessibility for OCB clients experiencing vision loss. The state's labor exchange system, iMatchSkills, is not accessible for screen reader users. Key elements of WSO services are highly challenging or inaccessible for many of OCB's clients. OCB VRC staff have low levels of confidence in the WSO successfully providing resources or services to OCB clients based on past experience.

Sub Goal 1.3: Engage with state and local community businesses in ways that best work for business, and better prepare agency participants for success by ensuring they have the skills that meet business needs.

Impediments: OCB's clients are highly individualized, with unique accommodation needs. There is not always a client 'ready and available' for a given employment opportunity with a business partner. Business internal technology systems can be complicated and are often proprietary, creating challenges to creating individualized accessible productivity solutions for each business and each client. Little formal training exists for Assistive Technology staff especially with regard to newer technology systems within potential business partners. .

Sub Goal 1.4: Implement creative and meaningful changes to agency processes and services in order to best meet intent of WIOA around services to youth.

Impediments: Rural communities may have limited WIOA Youth services available. Transportation in rural communities may be challenging. Prior history of limited partnering with YTP programs may create challenges to building new relationships.

Goal 2: Increase Agency outreach and effectiveness of services to individuals and communities that would benefit from vocational rehabilitation services

Impediments: OCB lacks outreach capacity for consistent follow up with every outreach and education instance. Often, businesses do not understand that OCB may not have a client ready for work experience or employment placement. This has acted to diminish business interest in partnering with OCB if a client is not ready to work at the business.

Sub Goal 2.1: Increase effectiveness and cultural literacy of staff

Impediments: Other technical training related to direct service provision and/or administrative work associated with WIOA and RSA requirements compete for time VRC staff could dedicate toward cultural literacy/effectiveness training. It has been challenging prioritizing cultural effectiveness and literacy skill development over compliance and performance training.

Goal 3: Enhance and Maintain OCB Capacity & Expertise in Serving Oregonians who are blind/visually impaired

Impediments: None.

Sub Goal 3.1: Enhance awareness among all staff of context, issues, and skills of blindness

Impediments: OCB is composed of several stand alone and integrated teams. Day to day workload can create challenges for ensuring that all staff are as up to date as possible with an understanding of the context, issues and skills related to blindness.

Sub Goal 3.2: Improve systems for universal accessibility, both internally within the agency and externally among partners

Impediments: OCB does not have staff capacity to provide ongoing and consistent guidance around accessibility of public systems.

Sub Goal 3.3: Refine and maintain systems for knowledge transfer and leadership development

Impediments: OCB does not always have control of the context or other situational elements of staff turnover or change.

Goal 4: Enhance the vocational aspects of vocational rehabilitation within agency processes

Impediments: None.

Sub Goal 4.1: Integrate employment into a unified customer experience at all phases of the vocational rehabilitation process

Impediments: OCB clients have a highly individualized set of goals and needs, based on prior work experience, education, specifics of vision loss or co-occurring disabilities. As such, approaches to employment are highly individualized.

Sub Goal 4.2: Build employer-desired core soft skills (critical thinking, decision making, etc.) throughout skill development and training processes.

Impediments: None.

### **Oregon PYs 2022-2023 (MOD) Update:**

Toward the close of PY19 and the start of PY20, the state of Oregon faced multiple and significant economic, environmental, and humanitarian disruptions. Social unrest, climate driven wildfires and a global pandemic all had direct impacts on Oregon's businesses and labor force. As with many service providers - OCB's clients and business partners were specifically and substantially affected. Pandemic related disruptions continued into PY21.

Social unrest in Oregon's largest cities disrupted public transportation and access to medical services and employers. Climate driven wildfires burned nearly 1 million acres of forest throughout the state, with significant impacts in rural Oregon. Transportation and business activity were significantly affected, and air quality conditions made most outdoor activity impossible throughout the summer. Some OCB clients lost their homes to fires, and some OCB business partners were forced to temporarily close operations. The global COVID-19 Pandemic reduced or temporarily eliminated access to public transportation, shuttered many businesses temporarily or permanently, reduced access to education and social services resources, and reduced access to blindness related medical services and tools. Public unemployment insurance programs were overloaded, and it was extremely challenging to contact unemployment insurance programs given sheer volume of calls compounded with marginally accessible state UI systems. Vocational Rehabilitation agencies rely on Community Resource Providers (CRP) to provide job development, job coaching and other vital employment services. CRPs found themselves unable to provide services for clients and could not engage with existing clients on jobsites due to COVID protocols or other limitations. Communication with employer's was put on hold in many cases. Many CRP's changed careers to adapt to the sudden loss in revenue. This was especially damaging to OCB's rural constituencies.

Legal blindness is a significant disability and requires intensive, hands-on blindness skills training as well as specialized assistive and adaptive technology tools and resources. Orientation and Mobility, as well as several other blindness skills, are effectively and nearly exclusively provided hands-on, in proximity between student and instructor. During PY20, vaccines were not yet available, and state mandated safety protocols were in place. Orientation and Mobility instructors were not permitted to provide service other than by appointment. Other services at OCB were reconfigured for remote delivery.

The context of these barriers apply broadly to all of the OCB's goals, sub-goals and strategies relevant for PY 2020.

## **2. AN EVALUATION OF THE EXTENT TO WHICH THE SUPPORTED EMPLOYMENT PROGRAM GOALS DESCRIBED IN THE SUPPORTED EMPLOYMENT SUPPLEMENT FOR THE MOST RECENT PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:**

### **A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS**

Goal 1: Coordinate the Summer Work Experience Program for students who require ongoing supports in partnership with the Department of Education.

Progress: In PY 16, PY 17, and PY 18, the agency continued to hold the Summer Work Experience Programs (SWEP) first at the Campus of the Oregon School for the Deaf and then at Willamette University in Salem, Oregon. The outcome reports following the program were incorporated into the planning for the individualized education plans of the students who returned to school in the Fall. The Salem program is fully integrated: serving both students who are able to live/work independently as well as those needing additional supports.

This allows OCB to utilize the more extensive staff and larger facilities available in Salem in order to provide all students entering the Summer Work Experience Program (SWEP) with a more comprehensive assessment and training experience. This further allows us the ability to provide regional programs with information they need to inform the education and training needed for these students during the academic year.

Students are assessed and if they need additional skill development they attend the Salem SWEP. Students who are assessed and determined to have appropriate skillsets for more complex environments/large city navigation attend the Portland SWEP at Portland State University.

OCB began development of an additional 'third track' SWEP program to address access issues for appropriate clients in rural areas of the state who have challenges accessing services in Oregon's urban areas and for those students for which a residential program was not a good fit.

Impediments: None.

Goal 2: Partner with the education team that will support Supported Employment students who are leaving secondary school programs to develop a transition plan for school to work

Progress: Whenever possible, the agency attended individualized transition plan meetings for all Supported Employment students exiting the schools in order to provide seamless services to students exiting the school system. OCB continued this practice in PY 16, PY 17 and PY 18.

Impediments: None.

Goal 3: Continue to outreach to the deaf-blind community (including those needing Supported Employment services)

Progress: The agency is involved in a community coalition of stakeholders who are committed to serving individuals who are deaf blind and needing Supported Employment and other mitigating supports. The agency's deaf-blind specialist and deaf-blind transition specialist are both involved in this effort. This remained agency practice in PY 16, PY 17 and PY 18.

Impediments: None

Goal 4: Coordinate with community resources to maximize comparable benefits and improve services for our Supported Employment clients.

Progress: The agency networked with community support services through the Office of Developmental Disability Services of the state to identify ongoing support services for individuals with significant disabilities who require supported employment services. This remained agency practice in PY 16, PY 17 and PY18.

Impediments: None.

Goal 5: Maintain the number of individuals served in the program and increase our outcomes in integrated settings with supports.

Progress: The agency served 34 supported employment clients in PY 15. Two supported employment cases were closed successfully. In PY 16 OCB served 59 Supported Employment

Clients and successfully closed 3 clients. In PY 17 OCB served 38 SE Clients and successfully closed 5. In PY 18 OCB served 32 and successfully closed 11.

Impediments: None.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

Goal 1: OCB continued with it's Summer Work Experience Program (SWEP) in PY 19, PY 20 and at the beginning of PY 21. PY19 attendance was 26 students and held onsite and in-person. Due to climate fires, civil unrest and the COVID-19 pandemic, SWEP was held virtually in PY 20 and the summer of PY 21, attended by 13 and 16 students respectively. We were unable to provide work experiences for all students due to COVID restrictions and all learning and experiential activities moved to a virtual format. OCB has also implemented 3<sup>rd</sup> Track SWEP (a community-based model that allows students to gain work experiences while remaining in their communities/homes). We are anticipating the State of Oregon's guidance for in-person activities will be changed before our next SWEP session in PY 22.

Goal 2: In PY2020 OCB continued partnerships with education teams in schools for the development of transition plans for Supported Employment clients. Secondary school staff and OCB VRCs continued to meet for student specific IEP or other planning meetings as needed and necessary. For students transitioning to post-secondary education, OCB participated in bi-monthly College Collaborative meetings. These meetings brought together OCB VRCs, disability services staff from postsecondary education providers, and relevant secondary school staff to discuss the supports and resources for clients transitioning to postsecondary education. These efforts are expected to continue into PY 22 and PY 23.

Goal 3: During PY 2020, two of OCB's Vocational Rehabilitation Counselors (VRCs) joined the Deaf Professional's Network (DPN), a group that analyzes policy, training and national initiatives that impact Deaf and Deaf-Blind consumers. OCB VRC's also established ongoing communications with Oregon's general VR agency to share information about services and opportunities for the Deaf-Blind community. VRCs also subscribe to the RSA-SCD list serve to keep up to date on National resources and discussions. One OCB VRC engaged directly with two large Educational Service Districts (ESDs) across five large counties for consultation, training and resource sharing. VRC s engaged with the Helen Keller National Center (HKNC) during this period for support around Deaf-Blind students in transition. OCB anticipates continued and expanded engagement with deaf and deaf-blind stakeholders in PY 22 and PY 23, as COVID safety protocols are lifted and the impacts of the pandemic are mitigated.

Goal 4: OCB continued to engage with the Office for Students with Developmental Disabilities (ODDS) in PY2020 to identify ongoing support services for Supported Employment clients. Representatives form ODDS, OCB and various brokerages met to problem solve barriers to accessing supportive services created by the COVID-19 Pandemic - especially around prohibitions related in person services.

Goal 5: In PY 2019, OCB served 53 Supported Employment clients and 2 were closed. In PY 2020, OCB served 50 Supported Employment clients, and closed 3.

**B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES**

Progress and factors that may have impeded progress are outlined in the previous section, p.2.A. Overall OCB did not encounter significant impediments to moving forward with the achievement of Supported Employment goals and priorities.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

From the close of PY 2019 throughout PY 2021, OCB and Oregonians experiencing vision loss were faced with numerous disruptions to safety and service, ranging from catastrophic climate fires, social unrest and a global Pandemic. These created significant impediments to access and service delivery across the state. Please see response to question p.1.B for additional detail and context. These impediments contributed to OCB not being able to spend it's Supported Employment resources for PY 2020 and PY 2021, and to return those resources for those program years.

### 3. THE VR PROGRAM'S PERFORMANCE ON THE PERFORMANCE ACCOUNTABILITY INDICATORS UNDER SECTION 116 OF WIOA

The following is a representation of The Oregon Commission for the Blind's performance in the WIOA Performance Indicator areas by PY:

2 <sup>nd</sup> Quarter Employed	PY2017: 62.38%, PY2018: 51.98%
4 <sup>th</sup> Quarter Employed	PY2017: 25.74%, PY2018: 19.21%
Credential Attainment:	PY2017: 14.1%, PY2018: 17%
Measureable Skills Gain	PY2017: 53.33%, PY2018: 46.20%
Median Earnings 2 <sup>nd</sup> QTR after Exit	PY2017: \$4328.37, PY2018: \$3213.36

The following are projections of trends in these WIOA performance evaluation areas. These numbers don't represent targets, but a gradual and conservative forecast of the direction OCB's performance is moving. These projections are not a required part of the program specific portion of Oregon's Combined State Plan. The only mandated target is for this period is for the combined state Measurable Skills Gain target, reflected in the common elements portion of Oregon's Combined State Plan. The MSG targets reflected here are for OCB's program specific performance.

2 <sup>nd</sup> Quarter Employed	PY2019: 53%, PY2020: 54%, PY2021: 55%
4 <sup>th</sup> Quarter Employed	PY2019: 21.5%, PY: 22.5%, PY2021: 23.5%
Credential Attainment:	PY2019: 18%. PY2020: 19%, PY2021: 20%
Measurable Skills Gain:	PY2019: 48.20%, PY2020: 50.20%, PY2021: 52.20%

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

OCB will continue to use the following performance accountability indicators as articulated under section 116 of WIOA as appropriate: The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program; The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program; The median earnings of program participants who are in unsubsidized employment during the second quarter after exit; Credential attainment rate; Measurable skill gain; Effectiveness in serving employers (currently not applicable).

OCB has reviewed quarterly data dashboards as well as WIOA performance indicators for PY 2019 and PY 2020. OCB's actual agency specific performance in these indicators for PY 2019 was: 2<sup>nd</sup> Quarter Employed: 78%, 4<sup>th</sup> Quarter Employed: 72%, Median Earning 2<sup>nd</sup> Qtr after exit): \$8,436.40, Credential Attainment Rate: 0%, Measurable Skills Gains: 41.9%. For PY 2020, OCB's agency specific performance was: 2<sup>nd</sup> Qtr Employed: 77%, 4<sup>th</sup> Qtr Employed: 72%, Median Earning 2<sup>nd</sup> Qtr after exit): \$5,726, Measurable Skills Gains: 29.2%.

#### 4. HOW THE FUNDS RESERVED FOR INNOVATION AND EXPANSION (I&E) ACTIVITIES WERE UTILIZED

OCB did not receive or spend funds specifically designated as reserved for innovation and expansion (I&E). However, OCB incorporates innovation and expansion into all of service planning and delivery. Innovation and expansion activities OCB has worked on from PY2015 through PY2018 include:

**Workforce Services Team:** The workforce Team was created in PY18, and is composed of eight staff: One Workforce Innovation manager, three Business Relations Coordinators (BRC's), and five Assistive Technology (AT) specialists. The BRC staff are credentialed Vocational Rehabilitation Counselors. Though the BRC role is primarily business facing, the complex needs of OCB's clients are addressed from the specialized education of the BRC staff holding VRC credentials. The BRC's partner with AT staff in education and outreach activities to businesses, workforce system partners, and other key stakeholders. BRC and AT staff work jointly with VR counselors and CRP's to create positive employment outcomes that benefit OCB's dual customers: business partners and clients experiencing vision loss. Two BRC staff are assigned to provide state-wide services to OCB VR clients, one BRC is assigned specifically for providing these functions to OCB's transition youth/student population.

**Progressive Employment:** OCB began working with the Institute for Community Inclusion through the University of Massachusetts, Boston as a part of a Learning Collaborative research project in PY 15. OCB has incorporated a Progressive Employment (PE) model into all aspects of vocational activities. Progressive Employment is a dual customer model that is well suited for jobseekers who might have limited skills, little work history and significant challenges to employment in concert with businesses who may be hesitant to hiring people with disabilities due to perceived risk and lack of understanding of accommodative resources and approaches. PE packages readily available VR pre-employment options and coordinates with rehabilitation counseling, job placement and business account management to the benefit of WIOA's dual customers – the jobseekers and the business partner. This is a low risk opportunity for employers as it lets them get to know the jobseeker as a candidate and as a person prior to making a commitment to hire. This approach affords creativity and options for the job seeker experiencing vision loss.

**Community Rehabilitation Provider training:** OCB developed and implemented a CRP onboarding and training process during the first state plan period. All Community Rehabilitation Providers OCB engages with complete agency onboarding that outlines OCB policies and processes and provides a baseline understanding of the issues, perspectives and resources available to Oregonians' experiencing vision loss.

**Project E3:** Project E3 stands for Educate, Empower and Employ, a VRTAC initiative to improve services to people with disabilities who have been underserved in rural communities. OCB staff working in rural areas of Southwest Oregon have received technical assistance for improving employment outcomes for underrepresented Oregonians experiencing vision loss. Interventions include developing communities of practice, working toward improving options for rural transportation and leveraging additional community, public and private resources when possible.

OCB participated in a Learning Collaborative Project on strategies for Business Engagement for vocational rehabilitation agencies that began in PY 2017. This effort helped OCB develop a robust, innovative and ongoing approach about new ways to successfully partner with businesses within the context of WIOA.

OCB did not fund any portion of SILC activities using I&E funds in PY 2018.

**Oregon PYs 2022-2023 (MOD) OCB update:**



OCB did not receive any Innovation funds in PY 2019 or PY 2020. OCB will partner with Oregon's general VR agency on a DIF project awarded in PY 2021, moving forward in PY 22 and PY 23.

## Q. QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

### 1. THE QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES TO BE PROVIDED TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING YOUTH WITH THE MOST SIGNIFICANT DISABILITIES

OCB is committed to providing Supported Employment services to individuals with the most significant disabilities, including youth with the most significant disabilities. The scope of these services include but are not limited to: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic skill training, job development, follow up services, regular observation or supervision at the training site, rehabilitation technology, and other services needed to support the individual in successful employment retention.

OCB believes that all individuals are capable of integrated and competitive work with the right supports in place, and the state has over the years reduced options for sub-minimum wage employment. A challenge for supported employment is that the comparable benefit resources available in Oregon State to provide extended long-term support services are limited. OCB works in collaboration with all available resources and partners on cases that have co-occurring disabling conditions that make long-term supports necessary. The OCB continues to work with employers and other natural supports to identify funding for long-term support services.

In Oregon, the Department of Human Services provides funding for extended services for individuals with the most significant disabilities. This funding is routed through County

Developmental Disability Agencies via a client's Case Manager, and is contracted for each individual through Brokerages.

These agencies work with the individuals and their social support systems to develop a plan for ongoing supports, which can be used for a variety of purposes, one of which are long term employment supports.

Training and post-employment services that will lead to supported employment are provided by OCB. Once the individual is transitioned from agency vocational rehabilitation support, another agency or resource provides extended services. Services we provide include: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic training, job development, follow up services, regular observation or supervision at the training site, rehabilitation technology, and other services needed to support the individual in successful employment.

Community Rehabilitation Providers (CRPs): OCB contracts with private, for- and not- for-profit vocational rehabilitation service providers for general and supported employment services. The most commonly purchased CRP services include: vocational evaluation, trial work experience, job placement and job retention. In addition, OCB is committed to the provision of Supported Employment vocational services. OCB can fund extended services for youth with the most significant disabilities for a period of up to 24 months, or until the individual turns 25 and no longer meets the definition of a "youth with a disability", whichever comes first. OCB engages in training CRPs on topics such as the context, issues and skills associated with vision loss.

#### **Oregon PYs 2022-2023 (MOD) OCB Update:**

This section remains unchanged from the prior submission.

### 2. THE TIMING OF TRANSITION TO EXTENDED SERVICES

OCB provides Supported Employment services to individuals with the most significant disabilities co-occurring with visual impairment that make long-term supports necessary for the individual's success in maintaining integrated and competitive employment, including developmental disabilities, traumatic brain injury (TBI) and disabilities due to mental health.

OCB believes that all individuals are capable of integrated and competitive work with the right supports in place, and the state has over the years reduced options for sub-minimum wage employment. A challenge for supported employment is that the comparable benefit resources available in Oregon State to provide extended long-term support services are limited. OCB works in collaboration with all available resources and partners on cases that have co-occurring disabling conditions that make long-term supports necessary. The OCB continues to work with employers and other natural supports to identify funding for long-term support services.

In Oregon, the Department of Human Services provides funding for extended services for students with the most significant disabilities. This funding is routed through County Developmental Disability Agencies via a client's Case Manager, and is contracted for each individual through Brokerages.

These agencies work with the students and their social support systems to develop a plan for ongoing supports, which can be used for a variety of purposes, one of which are long term employment supports.

Training and post-employment services that will lead to supported employment are provided by OCB up to 24 months. Once the youth is transitioned from agency vocational rehabilitation support, another agency or resource may provide extended services. OCB will fund extended services for up to four years or until the age of 25, when the individual no longer meets the definition of a youth with a disability. These services include: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic training, job development, follow up services, regular observation or supervision at the training site, rehabilitation technology, and other services needed to support the individual in successful employment.

**Oregon PYs 2022-2023 (MOD) OCB Update:**

This section is unchanged from the prior submission. The following is still applicable: Training and post-employment services that will lead to supported employment are provided by OCB up to 24 months. Once the youth is transitioned from agency vocational rehabilitation support, another agency or resource may provide extended services. OCB will fund extended services for up to four years or until the age of 25, when the individual no longer meets the definition of a youth with a disability. These services include: the provision of skilled job coaches who accompany the worker for intensive on the job training, systematic training, job development, follow up services, regular observation or supervision at the training site, rehabilitation technology, and other services needed to support the individual in successful employment.

**VOCATIONAL REHABILITATION (BLIND) CERTIFICATIONS**

1. THE (ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE,) IS AUTHORIZED TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN UNDER TITLE I OF THE REHABILITATION ACT OF 1973 (REHABILITATION ACT), AS AMENDED BY WIOA[14], AND ITS SUPPLEMENT UNDER TITLE VI OF THE REHABILITATION ACT[15];

ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE

The Oregon Commission for the Blind

2. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE I OF THE REHABILITATION ACT FOR THE PROVISION OF VR SERVICES, THE (ENTER THE NAME OF DESIGNATED STATE AGENCY)[16] AGREES TO OPERATE AND ADMINISTER THE STATE VR SERVICES PROGRAM IN ACCORDANCE WITH THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[17], THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[18], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER SECTION 111 OF THE REHABILITATION ACT ARE USED SOLELY FOR THE PROVISION OF VR SERVICES AND THE ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

ENTER THE NAME OF DESIGNATED STATE AGENCY

The Oregon Commission for the Blind

3. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE VI OF THE REHABILITATION ACT FOR SUPPORTED EMPLOYMENT SERVICES, THE DESIGNATED STATE AGENCY AGREES TO OPERATE AND ADMINISTER THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM IN ACCORDANCE WITH THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[19], THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[20], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER TITLE VI ARE USED SOLELY FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES AND THE ADMINISTRATION OF THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

4. THE DESIGNATED STATE AGENCY AND/OR THE DESIGNATED STATE UNIT HAS THE AUTHORITY UNDER STATE LAW TO PERFORM THE FUNCTIONS OF THE STATE REGARDING THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

5. THE STATE LEGALLY MAY CARRY OUT EACH PROVISION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT.

6. ALL PROVISIONS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT ARE CONSISTENT WITH STATE LAW.

7. THE (ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY UNDER STATE LAW TO RECEIVE, HOLD, AND DISBURSE FEDERAL FUNDS MADE AVAILABLE UNDER THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW

Dacia Johnson

8. THE (ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND THE SUPPLEMENT FOR SUPPORTED EMPLOYMENT SERVICES;

ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW

Executive Director, The Oregon Commission for the Blind

9. THE AGENCY THAT SUBMITS THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT HAS ADOPTED OR OTHERWISE FORMALLY APPROVED THE PLAN AND ITS SUPPLEMENT.

FOOTNOTES

CERTIFICATION SIGNATURE

Signatory information	Enter Signatory information in this column
Name of Signatory	Dacia Johnson
Title of Signatory	Executive Director, The Oregon Commission for the Blind
Date Signed	3/11/2022

ASSURANCES

The State Plan must include	Include
1. Public Comment on Policies and Procedures: The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.	
2. Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement: The designated State unit assures it will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.	
3. The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to: Administration of the VR services portion of the Unified or Combined State Plan:	
3.a. The establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of the Rehabilitation Act	
3.b. The establishment of either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act. The designated State agency or designated State unit, as applicable (A or B must be selected):	
3.b.(A) "is an independent State commission"	Yes

The State Plan must include	Include
(Yes/No)	
3.b.(B) "has established a State Rehabilitation Council" (Yes/No)	No
3.c. Consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act	
3.d. The financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3)	
3.e. The local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the local administration of VR funds (Yes/No)	No
3.f. The shared funding and administration of joint programs, in accordance with section 101(a)(2)(A)(ii) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the shared funding and administration of joint programs (Yes/No)	No
3.g. Statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act. Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? (Yes/No) See Section 2 of this VR services portion of the Unified or Combined State Plan	No
3.h. The descriptions for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act	
3.i. All required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act	
3.j. The requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act	

The State Plan must include	Include
3.k. The compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act	
3.l. The reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities	
3.m. The submission of reports as required by section 101(a)(10) of the Rehabilitation Act	
4. Administration of the Provision of VR Services: The designated State agency, or designated State unit, as appropriate, assures that it will:	
4.a. Comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(D) and (20) of the Rehabilitation Act	
4.b. Impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act	
4.c. Provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services in accordance with section 101(a)(5) of the Rehabilitation Act? (Yes/No)	Yes
4.d. Determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act	
4.e. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act	
4.f. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section	

The State Plan must include	Include
102(d) of the Rehabilitation Act	
4.g. Provide vocational rehabilitation services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act	
4.h. Comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a community rehabilitation program or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by section 101(a)(14) of the Rehabilitation Act	
4.i. Meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for community rehabilitation programs	
4.j. With respect to students with disabilities, the State,	
4.j.i. Has developed and will implement,	
4.j.i.I. Strategies to address the needs identified in the assessments; and	
4.j.i.II. Strategies to achieve the goals and priorities identified by the State, to improve and expand vocational rehabilitation services for students with disabilities on a statewide basis; and	
4.j.ii. Has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15) and 101(a)(25))	
5. Program Administration for the Supported Employment Title VI Supplement:	
5.a. The designated State unit assures that it will include in the VR services portion of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act	
5.b. The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the	

The State Plan must include	Include
Rehabilitation Act	
5.c. The designated state unit will coordinate activities with any other State agency that is functioning as an employment network under the Ticket to Work and Self-Sufficiency program under Section 1148 of the Social Security Act	
6. Financial Administration of the Supported Employment Program:	
6.a. The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(G) and (H) of the Rehabilitation Act	
6.b. The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the individualized plan for employment, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act	
7. Provision of Supported Employment Services:	Yes
7.a. The Designated State Agency Assures That it Will Provide Supported Employment Services as Defined in Section 7(39) of the Rehabilitation Act	
7.b. The designated State agency assures that:	
7.b.i. The comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment	



The State Plan must include	Include
as an appropriate employment outcome, in accordance with the requirements of section 606(b)(7)(B) of the Rehabilitation Act	
7.b.ii. An individualized plan for employment that meets the requirements of section 102(b) of the Rehabilitation Act, which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(6)(C) and (E) of the Rehabilitation Act	

VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	50.0%	51.0%	50.0%	52.0%
Employment (Fourth Quarter After Exit)	40.0%	43.0%	40.0%	44.0%
Median Earnings (Second Quarter After Exit)	\$3,514.24	\$3,700.00	\$3,514.24	\$3,900.00
Credential Attainment Rate	34.0%	35.0%	34.0%	36.0%
Measurable Skill Gains	25.0%	32.0%	25.0%	34.0%
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

<sup>1</sup>

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

VII. PROGRAM-SPECIFIC REQUIREMENTS FOR COMBINED STATE PLAN PARTNER PROGRAMS

EMPLOYMENT AND TRAINING PROGRAMS UNDER THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (PROGRAMS AUTHORIZED UNDER SECTION 6(D)(4) OF THE FOOD AND NUTRITION ACT OF 2008 (7 U.S.C. 2015(D)(4)))

A. GENERAL REQUIREMENTS [27]

1. THE NATURE OF THE E&T COMPONENTS THE STATE AGENCY PLANS TO OFFER AND THE REASONS FOR SUCH COMPONENTS, INCLUDING COST INFORMATION. THE METHODOLOGY FOR STATE AGENCY REIMBURSEMENT FOR EDUCATION COMPONENTS MUST BE SPECIFICALLY ADDRESSED. IF A STATE AGENCY PLANS TO OFFER SUPERVISED JOB SEARCH IN ACCORDANCE WITH PARAGRAPH (E)(2)(I) OF THIS SECTION, THE STATE AGENCY MUST

ALSO INCLUDE IN THE E&T PLAN A SUMMARY OF THE STATE GUIDELINES IMPLEMENTING SUPERVISED JOB SEARCH. THIS SUMMARY OF THE STATE GUIDELINES, AT A MINIMUM, MUST DESCRIBE: THE CRITERIA USED BY THE STATE AGENCY TO APPROVE LOCATIONS FOR SUPERVISED JOB SEARCH, AN EXPLANATION OF WHY THOSE CRITERIA WERE CHOSEN, AND HOW THE SUPERVISED JOB SEARCH COMPONENT MEETS THE REQUIREMENTS TO DIRECTLY SUPERVISE THE ACTIVITIES OF PARTICIPANTS AND TRACK THE TIMING AND ACTIVITIES OF PARTICIPANTS;

Components are activities, services, or outside programs that assist SNAP recipients gain experience, training and skills to increase their likelihood of finding employment and becoming self-sufficient. Participants may engage in more than one component, either simultaneously or after completion of a component.

Components offered in the E&T program for the State of Oregon are listed below. Following the component, a dollar amount is shown; this is the anticipated monthly cost for each component.

- Supervised Job Search: \$955,654.84
- Job Search Training: \$1,058,541.87
- Job Retention: \$293,940.33
- Basic Education/Foundational Skills Instruction: \$12,866.69
- Career/Technical Education or other Vocational Training: \$651,856.63
- English Language Acquisition: \$82,164.92
- Integrated Education and Training/Bridge Program: \$73,187.37
- Work Readiness: \$56,949.23
- Self-Employment Training: \$5,196.21
- On-the-job Training: \$2,389.53
- Pre-Apprenticeship/Apprenticeship: \$91,216.58
- Internship: \$34,480.02
- Work Experience: \$143,390.45
- WorkFare: \$9,012.66

Anticipated monthly cost (total for all components): \$3,470,847.33

Annual cost (total for all components): \$41,650,167.96

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon's E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and

- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

STEP providers use iMatchSkills, this system is able to identify which service components a participant is engaged in, preventing the duplication of services.

The maximum support service amount is determined by the provider, based on the participant's needs and provider resources. Each provider is required to submit their support service calculations as a part of their STEP proposal application. The support services will be in alignment with the support service matrix provided by FNS.

3. AN OPERATING BUDGET FOR THE FEDERAL FISCAL YEAR WITH AN ESTIMATE OF THE COST OF OPERATION FOR EACH FEDERAL FISCAL YEAR COVERED BY THE COMBINED PLAN. ANY STATE AGENCY THAT REQUESTS 50 PERCENT FEDERAL REIMBURSEMENT FOR STATE AGENCY E&T ADMINISTRATIVE COSTS, OTHER THAN FOR PARTICIPANT REIMBURSEMENTS, MUST INCLUDE IN ITS PLAN, OR AMENDMENTS TO ITS PLAN, AN ITEMIZED LIST OF ALL ACTIVITIES AND COSTS FOR WHICH THOSE FEDERAL FUNDS WILL BE CLAIMED, INCLUDING THE COSTS FOR CASE MANAGEMENT AND CASEWORK TO FACILITATE THE TRANSITION FROM ECONOMIC DEPENDENCY TO SELF-SUFFICIENCY THROUGH WORK. COSTS IN EXCESS OF THE FEDERAL GRANT WILL BE ALLOWED ONLY WITH THE PRIOR APPROVAL OF FNS AND MUST BE ADEQUATELY DOCUMENTED TO ASSURE THAT THEY ARE NECESSARY, REASONABLE AND PROPERLY ALLOCATED. A STATE MUST SUBMIT A PLAN AMENDMENT TO REQUEST BUDGET ADJUSTMENTS AT LEAST 30 DAYS PRIOR TO PLANNED IMPLEMENTATION;

ABAWD Partner/ Provider	Nature of Contract	Total Admin Costs	Total Participant Reimbursement Costs	Total Cost	% of Total Budget
Oregon Employment Department	E&T Services	\$2,901,267.72	\$993,100.00	\$3,894,367.72	8%
Workfare	Oregon Food Bank, pantries, and other providers as determined	\$108,152.00	\$0	\$108,152.00	>1%
<b>TOTAL</b>		<b>\$3,009,419.72</b>	<b>\$993,100.00</b>	<b>\$4,002,519.72</b>	

STEP Partner/ Provider	Nature of Contract	Total Admin Costs	Total Participant Reimbursement Costs	Total Cost	% of Total Budget
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<b>STEP Partner/ Provider</b>	<b>Nature of Contract</b>	<b>Total Admin Costs</b>	<b>Total Participant Reimbursement Costs</b>	<b>Total Cost</b>	<b>% of Total Budget</b>
Baker County School District (Baker Technical Institute)	E&T Services	\$237,588.87	\$10,347.50	\$247,936.37	>1%
Central City Concern	E&T Services	\$946,598.24	\$58,875.00	\$1,005,473.24	2%
Centro Cultural De Condado De Washington	E&T Services	\$155,380.00	\$29,075.00	\$184,455.00	>1%
Clackamas County Children, Family & Community Connections	E&T Services	\$69,140.30	\$10,498.00	\$79,638.30	>1%
Clackamas Workforce Partnerships	E&T Services	\$47,158.00	\$2,700.00	\$49,858.00	>1%
Community College Consortium	E&T Services	\$3,707,701.19	\$320,050.50	\$4,027,751.69	8%
Community Services Consortium	E&T Services	\$564,437.50	\$35,562.50	\$600,000.00	1%
Dress for Success PDX	E&T Services	\$334,917.73	\$267,410.00	\$602,327.73	1%
Dress for Success Salem*	E&T Services	\$228,235.77	\$229,610.00	\$457,845.77	1%
FOOD for Lane County	E&T Services	\$48,021.31	\$3,120.00	\$51,141.31	>1%
Goodwill Industries – Lane County	E&T Services	\$144,602.58	\$17,400.00	\$162,002.58	>1%
Goodwill Industries – South Coast	E&T Services	\$36,613.59	\$6,200.00	\$42,813.59	>1%
Home Plate	E&T Services	\$77,646.43	\$5,133.00	\$82,779.43	>1%
Klamath Works	E&T Services	\$380,865.00	\$19,135.00	\$400,000.00	1%
Lane County	E&T	\$134,503.90	\$44,580.00	\$179,083.90	>1%

<b>STEP Partner/ Provider</b>	<b>Nature of Contract</b>	<b>Total Admin Costs</b>	<b>Total Participant Reimbursement Costs</b>	<b>Total Cost</b>	<b>% of Total Budget</b>
Health & Human Services	Services				
Leadership Lab	E&T Services	\$167,566.58	\$51,075.00	\$218,641.58	>1%
Maslow	E&T Services	\$49,054.28	\$23,437.50	\$72,491.78	>1%
New Avenues For Youth	E&T Services	\$142,949.33	\$0.00	\$142,949.33	>1%
OED – STEP	E&T Services	\$8,523,665.27	\$1,000,000.00	\$9,523,665.27	19%
Outside In	E&T Services	\$241,142.36	\$0.00	\$241,142.36	>1%
Portland State University	E&T Services	\$86,927.69	\$51,575.00	\$138,502.69	>1%
Southern Oregon Goodwill – Douglas County	E&T Services	\$23,750.00	\$17,840.00	\$41,590.00	>1%
Southern Oregon Goodwill – Klamath County	E&T Services	\$23,750.00	\$21,239.00	\$44,989.00	>1%
Southern Oregon Goodwill – Josephine and Jackson Counties	E&T Services	\$84,700.58	\$29,775.00	\$114,475.58	>1%
Sparrow Furniture	E&T Services	\$198,051.13	\$1,960.00	\$200,011.13	>1%
Stone Soup	E&T Services	\$190,254.00	\$12,900.00	\$203,154.00	>1%
WSI (includes subcontractors)	E&T Services	\$1,541,870.43	\$0.00	\$1,541,870.43	3%
WSI – Oregon Work Experience	E&T Services	\$267,604.50	\$0.00	\$267,604.50	1%
Youth Development Coalition of Lincoln County	E&T Services	\$31,146.15	\$7,905.00	\$39,051.15	>1%
<b>TOTAL</b>		<b>\$18,685,842.71</b>	<b>\$2,277,403.00</b>	<b>\$20,963,245.71</b>	

4. THE CATEGORIES AND TYPES OF INDIVIDUALS THE STATE AGENCY INTENDS TO EXEMPT FROM E&T PARTICIPATION, THE ESTIMATED PERCENTAGE OF WORK REGISTRANTS THE

STATE AGENCY PLANS TO EXEMPT, AND THE FREQUENCY WITH WHICH THE STATE AGENCY PLANS TO REEVALUATE THE VALIDITY OF ITS EXEMPTIONS;

Categories / types of individuals the State agency intends to exempt from E&T participation:

- Caring for a child under age 6 in the filing group
- Student (at least half-time)
- Unable to work due to mental or physical condition
- Working 30 hours per week
- Self-Employed 30 hours per week
- Participating in Drug or Alcohol treatment program
- Participating in TANF JOBS
- Caring for an incapacitated person
- Receiving Unemployment Insurance

Anticipated percentage of work registrants the State agency plans to exempt: 49%

The state agency plans to reevaluate the validity of its exemptions by performing Quality Control random case sample reviews each month.

5. THE CHARACTERISTICS OF THE POPULATION THE STATE AGENCY INTENDS TO PLACE IN E&T;

During the SNAP eligibility intake, DHS staff have conversations with SNAP recipients, determining the recipient's employment goals and interest in volunteering in a SNAP E&T program. For ABAWD participants living in counties subject to the time limits (who do not meet an exemption), the conversation will determine if the participant is working for pay or unpaid work. If either is the case, then the Benefit and Eligibility Worker (BEW) will inform the ABAWD of verification requirements for these activities. If they are not meeting enough hours to fulfill the work requirements, they are referred to their local DHS designated provider for E&T services, which is OED. The BEW will also calculate the Fair Labor Standards Act (FLSA) hours for Workfare. Every ABAWD will have this calculation done, that way if the participant chooses to engage in this component to meet ABAWD work requirements, OED will have that information. The BEW will use iMatchSkills to schedule the 1:1 orientation (the participant selects which OED location and date/time works best for them), list potential workfare hours, number of hours needed to meet work activity hours, and provide OED with participant contact information.

For all adults, or 16 to 17-year-old head of households, who are SNAP eligible and living in currently waived counties, or meet an ABAWD exemption, DHS staff will refer the participant to the appropriate E&T services if they indicate an interest in volunteering for a component in either the STEP program.

E&T providers complete an assessment with each participant and work with the participant to place them in a component(s) that should lead to employment. Participants enter and take part in work components based on their skills and work history.

Local outreach materials are being developed to share with all SNAP participants to ensure that they are informed of available resources of all local E&T programs.

6. THE ESTIMATED NUMBER OF VOLUNTEERS THE STATE AGENCY EXPECTS TO PLACE IN E&T;

Oregon has two types of voluntary SNAP E&T programs: STEP and the ABAWD program. There are no mandatory programs in Oregon. All individuals who participate in E&T programs do so voluntarily. In Oregon, there are 445,407 SNAP recipients (total case persons, all ages) and of those, 94,914 were new Work Registrants in FFY 2019.

7. THE GEOGRAPHIC AREAS COVERED AND NOT COVERED BY THE E&T PLAN AND WHY, AND THE TYPE AND LOCATION OF SERVICES TO BE OFFERED;

All SNAP 50/50 services are available statewide and ABAWD services are available in all non-waiver counties.

SNAP 50/50 providers often offer the full array of service components; however, this can vary by location. All ABAWD components are offered in non-waivered counties.

8. THE METHOD THE STATE AGENCY USES TO COUNT ALL WORK REGISTRANTS AS OF THE FIRST DAY OF THE NEW FISCAL YEAR;

Work registrant data is pulled from caseload data and the unduplicated number of participants are counted.

9. THE METHOD THE STATE AGENCY USES TO REPORT WORK REGISTRANT INFORMATION ON THE QUARTERLY FORM FNS-583;

The work registrant information is pulled from the caseload data as well as a data transfer from the Oregon Employment Department (which is our state-wide ABAWD provider). The information is then compiled into the quarterly form FNS-583.

10. THE METHOD THE STATE AGENCY USES TO PREVENT WORK REGISTRANTS FROM BEING COUNTED TWICE WITHIN A FEDERAL FISCAL YEAR. IF THE STATE AGENCY UNIVERSALLY WORK REGISTERS ALL SNAP APPLICANTS, THIS METHOD MUST SPECIFY HOW THE STATE AGENCY EXCLUDES THOSE EXEMPT FROM WORK REGISTRATION UNDER 7 C.F.R.

§273.7(B)(1). IF THE STATE AGENCY WORK REGISTERS NONEXEMPT PARTICIPANTS WHENEVER A NEW APPLICATION IS SUBMITTED, THIS METHOD MUST ALSO SPECIFY HOW THE STATE AGENCY EXCLUDES THOSE PARTICIPANTS WHO MAY HAVE ALREADY BEEN REGISTERED WITHIN THE PAST 12 MONTHS AS SPECIFIED UNDER 7 C.F.R. §273.7(A)(1)(I);

The count is unduplicated as Oregon uses a participant's Social Security Number (SSN) as an internal case number to eliminate duplicate work registration over the course of any given year. Oregon designed the Food Stamp Management Information System (FSMIS) so a household member's SSN must be unique. If the SSN is already on the system, the system will not add the person. At the time of application, the worker assigns participants without an SSN a temporary number. The workers monitor participants with temporary SSNs (through reports) so correct numbers are added to the computer as soon as possible.

FSMIS is designed to track all participants who are work registrants each month. The system counts monthly only those household members who are new work registrants for that month. The monthly count is done by keeping track of the date of the next required certification period. The integrity of the system ensuring Social Security Numbers and work registrant counts are unduplicated is reliable.

Further, Oregon has an automated system that allows the state to capture the work registrant count effective October 31 of each year. This allows DHS to capture the data consistently year after year (consistent point of time). This date was selected because it is the end of the first month in the fiscal year and to get the most accurate data. Oregon pulls this information from the end of month run to identify all the work registrants as of October first. These systems were in effect when the first E&T plan became operational. Oregon utilizes the FSMIS system, which is a legacy system to collect this data along with the TRACS system which is also manually coded by workers.

11. THE ORGANIZATIONAL RELATIONSHIP BETWEEN THE UNITS RESPONSIBLE FOR CERTIFICATION AND THE UNITS OPERATING THE E&T COMPONENTS, INCLUDING UNITS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM, IF AVAILABLE. FNS IS SPECIFICALLY CONCERNED THAT THE LINES OF COMMUNICATION BE EFFICIENT AND THAT NONCOMPLIANCE BY THE PARTICIPANT BE REPORTED TO THE CERTIFICATION UNIT WITHIN 10 WORKING DAYS AFTER THE NONCOMPLIANCE OCCURS;

The local E&T provider is the operating agency responsible for:

- Providing eligible SNAP participants who volunteer to participate in a SNAP E&T program with one or more service components (listed below in *Services Offered*);
- Conducting assessments, developing case plans, and providing case management;
- Providing support and technical assistance to SNAP E&T participants;
- Issuing support service payments (where applicable);
- Monitoring participant compliance, tracking, and attendance (ABAWD program);
- Establishing and monitoring job sites and job site assignments;
- Assessing and identifying which household members are appropriate for workfare and informing them about the program (non-exempt ABAWDS in non-waived counties);
- Referring eligible recipients to other appropriate E&T providers;
- Maintaining program, fiscal and accountable records, retention of records; and
- Fulfilling reporting requirements.

Oregon DHS responsibilities include:

- Determining SNAP eligibility
- Informing households and E&T providers of a SNAP participant's eligibility for SNAP E&T services;
- Calculating FLSA hours for workfare (ABAWD program);
- Verification of paid and non-paid work for ABAWDS;
- Final determination on good cause;
- Determination of counting months and sending appropriate notifications for non-exempt ABAWDS in non-waived counties;
- Monitoring compliance, including conducting management evaluations; and
- Compiling and submitting quarterly and annual reports to Food and Nutrition Service (FNS).

Each month, statistics are gathered from Oregon's data system, iMatchSkills, and provider quarterly data outcome reports. The counts cover the number of new registrants, new exemptions and individuals disqualified. The information is used to prepare the quarterly FNS-583. Each quarter these statistics are combined and sent to FNS. Also, it's anticipated that in FFY 2020, the iMatchSkills system will be updated with all required data points. With this update, contracted partners will no longer be required to provide outcome reports.



As of April 2018, SSP E&T programs, in conjunction with OED, successfully implemented OED's tracking software, iMatchSkills, for use by every STEP provider. It enables each STEP provider to verify SNAP eligibility upon registration of the participant. Further, it identifies whether a participant is ABAWD, non-ABWAD, or ABAWD exempt. OED is continuing to develop the functionality of the iMatchSkills software to serve as a database which will track service components, ongoing case management, and outcomes for both the ABAWD and STEP programs. iMatchSkills tracks participant attendance and case plans. OED will be able to run outcome reports for DHS using the data and their wage matching capabilities (Unemployment Insurance System) to show more accurate numbers for placements, wage gain, and job retention.

Although DHS gathers information on outcomes from the providers directly, we are working towards expansion of iMatchSkills reporting functionality so that this can also be produced by using DHS systems and through a data sharing agreement with OED. OED is working towards matching DHS submitted participant data against the wage file to measure placements, wage gain, and job retention, as well as show demographic information.

12. THE RELATIONSHIP BETWEEN THE STATE AGENCY AND OTHER ORGANIZATIONS IT PLANS TO COORDINATE WITH FOR THE PROVISION OF SERVICES, INCLUDING ORGANIZATIONS IN THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM, IF AVAILABLE. COPIES OF CONTRACTS MUST BE AVAILABLE FOR INSPECTION; THE STATE AGENCY MUST DOCUMENT HOW IT CONSULTED WITH THE STATE WORKFORCE DEVELOPMENT BOARD. IF THE STATE AGENCY CONSULTED WITH PRIVATE EMPLOYERS OR EMPLOYER ORGANIZATIONS IN LIEU OF THE STATE WORKFORCE DEVELOPMENT BOARD, IT MUST DOCUMENT THIS CONSULTATION AND EXPLAIN THE DETERMINATION THAT DOING SO WAS MORE EFFECTIVE OR EFFICIENT. THE STATE AGENCY MUST INCLUDE IN ITS E&T STATE PLAN A DESCRIPTION OF ANY OUTCOMES FROM THE CONSULTATION WITH THE STATE WORKFORCE DEVELOPMENT BOARD OR PRIVATE EMPLOYERS OR EMPLOYER ORGANIZATIONS. THE STATE AGENCY MUST ALSO ADDRESS IN THE E&T STATE PLAN THE EXTENT TO WHICH E&T ACTIVITIES WILL BE CARRIED OUT IN COORDINATION WITH THE ACTIVITIES UNDER TITLE I OF WIOA;

The workforce development system in Oregon is comprised of the Higher Education Coordinating Commission (HECC) (Title II), nine (9) Workforce Boards (Title 1), OED (Title III), the Department of Human Services Vocational Rehabilitation Program (VR) (Title IV), SSP, and various non-profit organizations and local governments.

- HECC delivers Adult Basic Education (ABS) in the form of literacy, numeracy, English as a Second Language (ESL), and General Equivalency Diploma (GED) classes. HECC also operates the community college system in Oregon.
- The 9 Workforce Boards use their funding to provide job search assistance and occupational training to job seekers.
- OED operates the state's labor exchange, offering free job screening and referrals, job search assistance in the form of resources, classes, as well as offering employer services such as free job listing services, interviewing space, and incentive programs such as the Work Opportunity Tax Credit (WOTC).
- VR offers occupational training and job finding assistance to people with disabilities.
- SSP helps low income people by providing E&T programs for those receiving Temporary Assistance for Needy Families (TANF), SNAP, Employment Related Day Care (ERDC), and Refugee benefits.
  - TANF uses the Job Opportunity and Basic Skills (JOBS) program to help those that are near job ready to work on job finding skills and occupational training. It

offers unpaid work experiences and a subsidized wage program to help participants gain skills, experience, and to incentivize employers to hire participants upon completion.

- SNAP has two E&T programs: ABAWD and STEP.
- ERDC is available to low-income working people to assist them with child care costs so that they can keep working. ERDC is family-focused and an effort to help people with job retention and family stability.
- The Refugee Program is similar to TANF JOBS, but is focused on people who have recently resettled. The program focuses on ESL, cultural training, housing assistance, job search skills, and occupational training.

All Workforce Development agencies in Oregon collaborate to prevent the unnecessary duplication of services and to better coordinate services and braid funding to enable SNAP participants to have access to multiple services. Local leadership committees meet once per month in each workforce area to discuss ongoing processes, coordination, and changes. The four core partners of WIOA are present, along with SSP. This helps to keep managers aware of other services, such as access to VR counseling and training for SNAP participants, Trade Act and Training Unemployment Insurance programs, upcoming changes to training available from the workforce boards, and changes to the community college services. At the state level, there are committees and workgroups that focus on increasing pathways to training programs for low-income people. In addition, the Deputy Directors of the HECC, OED, VR, and SSP work closely together to coordinate efforts.

**13. THE AVAILABILITY, IF APPROPRIATE, OF E&T PROGRAMS FOR INDIANS LIVING ON RESERVATIONS AFTER THE STATE AGENCY HAS CONSULTED IN GOOD FAITH WITH APPROPRIATE TRIBAL ORGANIZATIONS;**

Oregon has been expanding SNAP E&T services which will help to ensure that there will be more access and opportunities for SNAP recipients across the state, including tribal members. A current STEP partner has expressed interest in expanding services to address tribal needs specifically.

The following chart describes Oregon's current tribal engagement.

<b>E&amp;T Partner:</b>	<b>Indian Reservation:</b>	<b>Consult:</b>	<b>Actions:</b>
COIC:  (Klamath and Lake Counties)	The Klamath Tribes	No	The Klamath Tribes operate their own TANF program that serves Klamath Tribal members who reside in the service area of Klamath County. Tribal members who are not eligible for TANF through the Tribe may apply for TANF at a DHS office. Klamath tribal members receive SNAP through DHS.
Confederated Tribes of Siletz, serving Benton, Clackamas, Lane,	Confederated Tribes of Siletz Indians		Confederated Tribes of Siletz Indians operates their own TANF

E&T Partner:	Indian Reservation:	Consult:	Actions:
Lincoln, Linn, Marion, Polk, Tillamook, Washington, and Yamhill Counties			program and provides their own employment and training services to tribal members. Tribal members who are not eligible for TANF through the Tribe may apply for TANF at a DHS office. Tribal members receive SNAP through DHS

**14. IF A CONCILIATION PROCESS IS PLANNED, THE PROCEDURES THAT WILL BE USED WHEN AN INDIVIDUAL FAILS TO COMPLY WITH AN E&T PROGRAM REQUIREMENT. INCLUDE THE LENGTH OF THE CONCILIATION PERIOD; AND**

ABAWD: While the Oregon ABAWD program is voluntary, conciliation is an opportunity for non-exempt ABAWDS in counties subject to the time limits to establish good cause for non-cooperation with SNAP work requirements. It can also be used to resolve disputes and misunderstandings.

Conciliation can be requested by the participant, DHS, or the provider. It includes:

- Informing participants of their Employment and Training rights and responsibilities and counting months;
- Exploring whether good cause exists for noncompliance; and
- Changing the ABAWD’s case plan, if needed.

Non-exempt ABAWDS in counties subject to time limits may be asked to provide evidence to establish whether their reasons for not meeting the work requirements are acceptable.

*STEP: Not applicable, as it is a voluntary program and non-participation does not affect benefits.*

**15. THE PAYMENT RATES FOR CHILD CARE ESTABLISHED IN ACCORDANCE WITH THE CHILD CARE AND DEVELOPMENT BLOCK GRANT PROVISIONS OF 45 CFR 98.43, AND BASED ON LOCAL MARKET RATE SURVEYS.**

The average monthly cost per child for the Employment Related Day Care program is \$408. The average monthly parent co-pay is \$223. The minimum monthly parent co-pay is \$27.

**16. THE COMBINED (FEDERAL/STATE) STATE AGENCY REIMBURSEMENT RATE FOR TRANSPORTATION COSTS AND OTHER EXPENSES REASONABLY NECESSARY AND DIRECTLY RELATED TO PARTICIPATION INCURRED BY E&T PARTICIPANTS. IF THE STATE AGENCY PROPOSES TO PROVIDE DIFFERENT REIMBURSEMENT AMOUNTS TO ACCOUNT FOR VARYING LEVELS OF EXPENSES, FOR INSTANCE FOR GREATER OR LESSER COSTS OF TRANSPORTATION IN DIFFERENT AREAS OF THE STATE, IT MUST INCLUDE THEM HERE.**

Support service payments: Support service payments are authorized by the department or provider to reimburse a participant’s cost for program participation. Support services must be determined to be reasonable and necessary to participate in the E&T program and may include such categories as transportation, clothing, materials, tools, books, training fees, and certificates or test fees.

ABAWD Program: Each month, participants may receive support services if they have complied with program requirements. These support services will cover participants' costs in the program. The support services will be in alignment with the support service matrix provided by FNS.

STEP: The maximum support service amount is determined by the provider, based on the participant's needs and provider resources. Each provider is required to submit their support service calculations as a part of their STEP proposal application. The support services will be in alignment with the support service matrix provided by FNS.

Method of Reimbursement: Upfront reimbursements within program funding constraints.

Procedure for Reimbursement: The general method used for E&T reimbursement is to pay participants up-front for expenses that will be incurred. These up-front expenses include transportation and other costs such as clothing for interviews, haircuts, testing fees, textbooks, and other employment-related expenses. The majority of the reimbursements are vendor payments such as gas cards or vouchers, bus tickets, and clothing vouchers. Agencies in their contracts with DHS also agree to reimburse participants for training and education-related expenses such as uniforms, personal safety items, other necessary equipment, and books and training manuals. Participants may be reimbursed for expenses such as licenses or fees that are required for a specific work component offered by the agency. For E&T participants, the reimbursement will be made from of the funding for support services.

Procedural steps include:

- A participant makes a need known to the provider;
- The provider and the participant establish estimated costs within program constraints;
- A payment method is selected (voucher, local transportation pass, gas card, etc.) and the amount is issued;
- The provider enters documentation and data to support the payment.

**17. INFORMATION ABOUT EXPENSES THE STATE AGENCY PROPOSES TO REIMBURSE. FNS MUST BE AFFORDED THE OPPORTUNITY TO REVIEW AND COMMENT ON THE PROPOSED REIMBURSEMENTS BEFORE THEY ARE IMPLEMENTED.**

The general method used for E&T reimbursement is to pay participants up-front for expenses that will be incurred. These up-front expenses include transportation and other costs such as clothing for interviews, haircuts, testing fees, textbooks, and other employment-related expenses. The majority of the reimbursements are vendor payments such as gas cards or vouchers, bus tickets, and clothing vouchers. Agencies in their contracts with DHS also agree to reimburse participants for training and education-related expenses such as uniforms, personal safety items, other necessary equipment, and books and training manuals. Participants may be reimbursed for expenses such as licenses or fees that are required for a specific work component offered by the agency. For E&T participants, the reimbursement will be made from of the funding for support services.

**18. FOR EACH COMPONENT THAT IS EXPECTED TO INCLUDE 100 OR MORE PARTICIPANTS, REPORTING MEASURES THAT THE STATE WILL COLLECT AND INCLUDE IN THE ANNUAL REPORT IN PARAGRAPH (C)(17) OF THIS SECTION. SUCH MEASURES MAY INCLUDE:**

- A. THE PERCENTAGE AND NUMBER OF PROGRAM PARTICIPANTS WHO RECEIVED E&T SERVICES AND ARE IN UNSUBSIDIZED EMPLOYMENT SUBSEQUENT TO THE RECEIPT OF THOSE SERVICES;**

Employment data is under development working with the Oregon Employment Department and will be available in 2022.

B. THE PERCENTAGE AND NUMBER OF PARTICIPANTS WHO OBTAIN A RECOGNIZED CREDENTIAL, A REGISTERED APPRENTICESHIP, OR A REGULAR SECONDARY SCHOOL DIPLOMA (OR ITS RECOGNIZED EQUIVALENT), WHILE PARTICIPATING IN, OR WITHIN 1 YEAR AFTER RECEIVING E&T SERVICES;

Not currently available.

C. THE PERCENTAGE AND NUMBER OF PARTICIPANTS WHO ARE IN AN EDUCATION OR TRAINING PROGRAM THAT IS INTENDED TO LEAD TO A RECOGNIZED CREDENTIAL, A REGISTERED APPRENTICESHIP AN ON-THE-JOB TRAINING PROGRAM, A REGULAR SECONDARY SCHOOL DIPLOMA (OR ITS RECOGNIZED EQUIVALENT), OR UNSUBSIDIZED EMPLOYMENT;

Not currently available.

D. MEASURES DEVELOPED TO ASSESS THE SKILLS ACQUISITION OF E&T PROGRAM PARTICIPANTS THAT REFLECT THE GOALS OF THE SPECIFIC COMPONENTS INCLUDING THE PERCENTAGE AND NUMBER OF PARTICIPANTS WHO ARE MEETING PROGRAM REQUIREMENTS OR ARE GAINING SKILLS LIKELY TO LEAD TO EMPLOYMENT; AND

Not currently available.

E. OTHER INDICATORS APPROVED BY FNS IN THE E&T STATE PLAN.

To be determined

B. ABLE-BODIED ADULTS WITHOUT DEPENDENTS (ABAWD) [28]

1. ITS PLEDGE TO OFFER A QUALIFYING ACTIVITY TO ALL AT-RISK ABAWD APPLICANTS AND RECIPIENTS;

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits beyond the three countable months in thirty-six months. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training

- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness
- Self-Employment Training
- On-the-job Training
- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71

Outside In	Multnomah County	SNAP Recipients-Homeless Youth	15	\$577.45
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90



Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and

learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah,	SNAP Recipients	448	\$138,741.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Marion, Linn, Polk, Yamhill, Washington Counties			
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the

SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*

*STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon	Douglas County	Veterans, disadvantaged and	4	\$1,227.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Goodwill		disabled SNAP recipients		
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	8	\$3,811.53
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn,	SNAP Recipients	29	\$40,464.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Polk, Yamhill, Washington Counties			
Centro Cultural De Condado De Washington*	Washington County	Spanish speaking or bilingual SNAP Recipients	5	\$903.90
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program

- Work Readiness

**Basic Education / Foundational Skills Instruction:**

Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant's employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably	1	\$1,167.96



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		housed or homeless		
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	1	\$1,979.91
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients-Homeless Youth	6	\$1,294.11
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler's training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP recipients	8	\$3,907.37
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
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Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients-Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length

of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State

minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington Counties	ABAWDS	50	\$9,012.66

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

## 2. ESTIMATED COSTS OF FULFILLING ITS PLEDGE;

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

(link is external)

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits

beyond the three countable months in thirty-six months. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

- Self-Employment Training
- On-the-job Training
- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	15	\$577.45



Portland State University	Portland Metro	SNAP Recipients- Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients- Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17

Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per*

*week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	448	\$138,741.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*

STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	4	\$1,227.08
Goodwill Industries of Lane	Curry and Coos County	Veterans, disadvantaged and	8	\$3,811.53

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
&South Coast Counties		disabled SNAP recipients		
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	29	\$40,464.17
Centro Cultural De	Washington	Spanish speaking or	5	\$903.90

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Condado De Washington*	County	bilingual SNAP Recipients		
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundation Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

**Basic Education / Foundational Skills Instruction:**



Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant’s employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant,	SNAP Recipients	1	\$1,979.91

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Harney Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler’s training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP	8	\$3,907.37

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		recipients		
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients-Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length



of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State

minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>  
(link is external)

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington	ABAWDS	50	\$9,012.66

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Counties			
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

### 3. A DESCRIPTION OF MANAGEMENT CONTROLS IN PLACE TO MEET PLEDGE REQUIREMENTS;

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

(link is external)

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits beyond the three countable months in thirty-six months. The primary goal of workfare

is to improve employability and encourage individuals to move into regular employment while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness



- Self-Employment Training
- On-the-job Training
- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	15	\$577.45

Portland State University	Portland Metro	SNAP Recipients- Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients- Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17

Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per*

*week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	448	\$138,741.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*

STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	4	\$1,227.08
Goodwill Industries of Lane	Curry and Coos County	Veterans, disadvantaged and	8	\$3,811.53

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
&South Coast Counties		disabled SNAP recipients		
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	29	\$40,464.17
Centro Cultural De	Washington	Spanish speaking or	5	\$903.90



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Condado De Washington*	County	bilingual SNAP Recipients		
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundation Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

**Basic Education / Foundational Skills Instruction:**

Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant’s employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant,	SNAP Recipients	1	\$1,979.91

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Harney Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler’s training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP	8	\$3,907.37

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		recipients		
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
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Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients-Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length

of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State

minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>  
(link is external)

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington	ABAWDS	50	\$9,012.66

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Counties			
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

#### 4. A DISCUSSION OF ITS CAPACITY AND ABILITY TO SERVE AT-RISK ABAWDS;

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

(link is external)

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits beyond the three countable months in thirty-six months. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment



while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness
- Self-Employment Training

- On-the-job Training
- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

<b>Providers</b>	<b>Geographic area</b>	<b>Target audience (e.g., homeless, re-entry population, ABAWDS)</b>	<b>Anticipated monthly participants (unduplicated count)</b>	<b>Anticipated monthly cost</b>
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71
Outside In	Multnomah County	SNAP Recipients- Homeless Youth	15	\$577.45
Portland State University	Portland Metro	SNAP Recipients- Students enrolled full time or part time	10	\$1,448.80

Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17

Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per*

*week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	448	\$138,741.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*

STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	4	\$1,227.08
Goodwill Industries of Lane	Curry and Coos County	Veterans, disadvantaged and	8	\$3,811.53



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
&South Coast Counties		disabled SNAP recipients		
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	29	\$40,464.17
Centro Cultural De	Washington	Spanish speaking or	5	\$903.90

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Condado De Washington*	County	bilingual SNAP Recipients		
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundation Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

**Basic Education / Foundational Skills Instruction:**

Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant’s employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant,	SNAP Recipients	1	\$1,979.91

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Harney Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler’s training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP	8	\$3,907.37

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		recipients		
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
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Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients-Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length

of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State

minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>  
 (link is external)

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington	ABAWDS	50	\$9,012.66



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Counties			
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

5. INFORMATION ABOUT THE SIZE AND SPECIAL NEEDS OF ITS ABAWD POPULATION; AND

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

(link is external)

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits beyond the three countable months in thirty-six months. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness
- Self-Employment Training
- On-the-job Training

- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	15	\$577.45
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80

Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17

Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per*

*week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	448	\$138,741.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*



STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	4	\$1,227.08
Goodwill Industries of Lane	Curry and Coos County	Veterans, disadvantaged and	8	\$3,811.53

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
&South Coast Counties		disabled SNAP recipients		
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	29	\$40,464.17
Centro Cultural De	Washington	Spanish speaking or	5	\$903.90

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Condado De Washington*	County	bilingual SNAP Recipients		
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundation Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

**Basic Education / Foundational Skills Instruction:**

Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant’s employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant,	SNAP Recipients	1	\$1,979.91

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Harney Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler’s training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP	8	\$3,907.37

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		recipients		
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
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Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients-Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length

of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State



minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>  
 (link is external)

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington	ABAWDS	50	\$9,012.66

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Counties			
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

#### 6. INFORMATION ABOUT THE EDUCATION, TRAINING, AND WORKFARE COMPONENTS IT WILL OFFER TO MEET THE ABAWD WORK REQUIREMENT

Oregon pledges to offer a qualifying activity to each at-risk ABAWD applicant or recipient (not exempted or in a waived county) beginning with the first complete month of eligibility. Non-exempt and non-waived ABAWDS are not eligible to receive SNAP benefits for more than three months in a 36-month period unless the individual meets the work requirement.

Oregon has elected to have a statewide contract for ABAWD services. OED has been selected to be this provider. This will ensure consistent and qualifying services are provided to all at-risk ABAWDS. Due to limited funding provided through the ABAWD Pledge funds, contracting with OED allows for leveraging of services provided as part of the STEP contracts.

The qualifying services provided by OED, while consistent with the services provided to the general population, will be at an enhanced or expanded capacity for the at-risk ABAWDS. There will be individualized services provided to guide the ABAWD from one activity to the next. There will also be case management provided to ensure progression and that they are meeting the work activity requirements. Regulations at 7 CFR 273.24(a) provide that fulfilling the work requirement means:

- Working 20 hours or more per week, averaged monthly to 80 hours;
- Participating in and complying with the requirements of a work program for 20 hours a week or more;
- Any combination of working and participating in a work program for a total of 20 hours per week; or

(link is external)

- Participating in and complying with the requirements of a workfare program.

Workfare is an E&T component for ABAWDS (non-exempt and living in non-waived county) to fulfill their work requirement to continue receiving their SNAP benefits beyond the three countable months in thirty-six months. The primary goal of workfare

is to improve employability and encourage individuals to move into regular employment while returning something of value in their community.

Workfare hourly requirements are determined by utilizing the Fair Labor Standards Act (FLSA) and are equivalent to household benefits divided by the Oregon minimum wage. Oregon has three official minimum wage tiers, administered based on geographic areas. DHS has devised a calculator for each county based on the minimum wage tier that it falls into. This ensures that participants do not exceed the number of hours that are equivalent to their benefits divided by the official Oregon minimum wage for their geographic area. Information about Oregon's minimum wage system is available at this link: <http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>

As allowed by 7 CFR §273.7 and §273.24, services from other sources will count toward SNAP E&T work requirements. Other sources include:

- Work services under Workforce Innovation and Opportunity Act (WIOA); and
- Work services under the Trade Adjustment Assistance (TAA).

For FFY 2020, Oregon will comply with the commitment to offer either a qualifying education, training, or workfare opportunity to every ABAWD participant (not exempted or living in a waived county) beginning with the first complete month allowing the state to receive a portion of the \$20 million used to reimburse state agencies for costs incurred in serving ABAWDS.

Oregon is seeking additional funding for costs incurred in serving ABAWDS subject to the three-month time limit. We anticipate that many participants will be enrolled simultaneously in more than one activity and participate for more than one month. To support participants, transportation and other necessary and related support service costs will be available to ABAWDS every month they are enrolled and participating in a component activity.

Oregon estimates spending approximately \$468.98 monthly for each non-exempt ABAWD in non-waived counties which translates to approximately \$3,894,367.72.

The additional funding is needed to ensure that qualifying work activities are offered.

For FFY 2020, Oregon will continue to provide structured components to ABAWDS through referral to OED. OED will work with the participant to utilize the array of E&T providers for ABAWD's to meet their work-related activities requirements.

Components for these areas are as follows:

- Supervised Job Search
- Job Search Training
- Job Retention
- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

- Self-Employment Training
- On-the-job Training
- Pre-Apprenticeship/Apprenticeship
- Internship
- Work Experience

**Supervised Job Search:**

Description: Participants who are work ready (as determined by assessment), recently unemployed, or need assistance with job search will be referred to this component. Supervised job search must have a case plan that includes oversight, tracking, review, and assessment, as well as providing regular, or at least one time per month, check-ins or meetings to report on the job search progress or to adjust the case plan. All services must be provided in a state approved location.

*ABAWDS (non-exempt and those in non-waived counties): Supervised Job Search activities cannot exceed nine hours per week and must be combined with other work-related activities to equal twenty hours per week. However, if the ABAWD is participating in job search through a WIOA program/activities or in the 30 days prior to the start of workfare, they can exceed 9 hours per weekly. Participants will submit their job contact forms to OED weekly for tracking participation.*

*STEP: Supervised Job Search activities within this program vary, depending upon the targeted audience and provider.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

<b>Providers</b>	<b>Geographic area</b>	<b>Target audience (e.g., homeless, re-entry population, ABAWDS)</b>	<b>Anticipated monthly participants (unduplicated count)</b>	<b>Anticipated monthly cost</b>
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	60	\$28,398.00
Dress for Success	Portland Metro	Female SNAP recipients	50	\$59,700.79
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	38	\$9,291.71
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	15	\$577.45

Portland State University	Portland Metro	SNAP Recipients- Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	41	\$20,921.62
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients- Ages 18-24	2	\$571.00
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	208	\$17,839.48
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	13	\$6,052.68
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	9	\$1,741.66
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	32	\$5,072.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	18	\$8,328.89
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	2	\$2,919.90
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	11	\$1,979.17

Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	31	\$15,869.33
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	36	\$6,508.06
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	304	\$93,708.92
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	44	\$19,667.71

**Job Search Training:**

Description: A component that strives to enhance the job search skills of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. The component may consist of job skills assessments, job placement services, or other direct training or support activities. Other activities may include resume writing workshops and learning how to use online job search tools. The job search training component may combine job search activities with other training and support activities.

*ABAWD: Job Search Training may include resume writing workshops, interviewing workshops, and more training related to Job Search. Job Search Training activities cannot exceed nine hours per*

*week and must be combined with other work-related activities to equal twenty hours per week unless the ABAWD is participating through a WIOA program.*

*STEP: Job Search Training activities within this program vary, depending upon the targeted audience and providers.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	70	\$28,397.60
Dress for Success	Portland Metro	Female SNAP recipients	10	\$13,954.91
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$2,144.24
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	20	\$975.50
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	36	\$3,170.90
Dress for Success	Salem Metro	Female SNAP recipients	9	\$9,509.82
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	4	\$1,816.86
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	60	\$5,146.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	8	\$3,362.60
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	4	\$634.00
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,751.94
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$12,060.70
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	4	\$2,771.87
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.40
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	7	\$8,642.54
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	448	\$138,741.00



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River, Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties	SNAP Recipients	64	\$27,206.46
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	7	\$1,220.26
Home Plate	Washington County	SNAP recipients- Homeless Youth	7	\$2,588.21
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	243	\$93,708.90
Oregon Employment Department-STEP	Statewide	SNAP Recipients	993	\$635,900.00
Community College Consortia	Throughout state	SNAP Recipients	95	\$42,531.07

**Job Retention:**

Description: Services provided to E&T participants who have secured employment after participating in another E&T component, are no longer participating in another E&T component, and are no longer receiving SNAP benefits. This component is meant to help achieve satisfactory performance, retain employment, or to increase earnings over time. The participant may receive up to 90 days of job retention services. The 90 days begins when the SNAP benefits end. If a participant becomes employed and is still receiving SNAP benefits, services must be provided under a component other than retention.

*ABAWD: Offered statewide to assist ABAWDS in retaining employment and increasing earning potential.*

STEP: Most STEP providers in Oregon offer this component as a part of their program and collaborate with other STEP providers to ensure that the participant is receiving the most comprehensive Job Retention Services.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	50	\$14,198.97
Dress for Success	Portland Metro	Female SNAP recipients	7	\$7,256.55
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	8	\$1,906.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	2	\$737.44
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	10	\$1,448.80
Dress for Success	Salem Metro	Female SNAP recipients	8	\$4,945.11
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$1,881.46
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	6	\$1,569.21
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	4	\$1,227.08
Goodwill Industries of Lane	Curry and Coos County	Veterans, disadvantaged and	8	\$3,811.53

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
&South Coast Counties		disabled SNAP recipients		
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	5	\$791.67
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	10	\$8,252.00
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	2	\$1,187.94
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$2,513.50
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	3	\$2,304.68
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	29	\$40,464.17
Centro Cultural De	Washington	Spanish speaking or	5	\$903.90

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Condado De Washington*	County	bilingual SNAP Recipients		
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	54	\$46,854.46
Oregon Employment Department-STEP	Statewide	SNAP Recipients	350	\$141,311.09
Community College Consortia	Throughout state	SNAP Recipients	12	\$8,791.53

**Education Components:**

The Food and Nutrition Act of 2008 prohibits State agencies from supplanting State education costs with Federal E&T funds. Only educational components that establish a direct link to job-readiness will be approved, although programs that involved articulated career pathways or stackable credentials that ultimately lead to employment are encouraged.

Oregon’s E&T funds will only be used for education/training if:

- Federal funds are not used to supplant other funding;
- The provider and/or individual has attempted to secure federal assistance (not including loans) such as the Pell Grant, and such funds are not available; and
- The education costs are associated with E&T program engagement.

Oregon will not authorize expenses for operating educational/training components that exceed the normal costs of services provided to persons *not participating* in SNAP E&T programs and educational expenses will not be paid for training/education that is normally available to the public at no cost.

Oregon’s providers offer several categories of services within the education component. These are:

- Basic Education/Foundational Skills Instruction
- Career/Technical Education or other Vocational Training
- English Language Acquisition
- Integrated Education and Training/Bridge Program
- Work Readiness

**Basic Education / Foundational Skills Instruction:**

Description: Programs that offer academic instruction and education services below the postsecondary level that increase an individual’s ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to postsecondary education and training; and obtain employment. Such programs include Adult Basic Education (ABE), basic literacy, and high school equivalency (GED, TASC, HiSET, or other).

*ABAWD: Educational activities are provided when they will directly enhance the participant’s employability in a field with anticipated workforce shortages and may include GED testing and preparation, as well as basic literacy classes. This component is available for participants over age 21.*

*STEP: Several STEP providers have basic education components. They offer 1:1 assistance to the participant as they prepare for the ABE/GED required tests. They provide enhanced services in the form of direct tutoring/coaching which is not available to the general public. This component can be completed in conjunction with another component, such as supervised job search.*

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	11	\$2,620.74
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	8	\$1,334.12
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$467.19
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	5	\$141.17
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	1	\$1,167.96
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant,	SNAP Recipients	1	\$1,979.91

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Harney Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$451.95
Home Plate	Washington County	SNAP recipients- Homeless Youth	6	\$1,294.11
Oregon Employment Department- ABAWD	Statewide	SNAP Recipients	11	\$2,500.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$15,917.00
Community College Consortia	Throughout state	SNAP Recipients	160	\$116,644.85

**Career / Technical Education or Other Vocational Training:**

Description: Organized activities at the post-secondary level that provide individuals with the academic and technical knowledge and skills necessary to prepare for further education and for careers in current or emerging employment sectors. Programs are primarily designed for those who are beyond the age of compulsory high school attendance. Ideally, such programs should be employer-driven and could lead to industry-recognized certificates or credentials.

ABAWD: This component is offered depending upon geographic region and available resources. OED refers ABAWD participants to STEP providers offering Career/Technical Education or Other Vocational Training, and will be given support service funding to assist participants in the training costs.

STEP: Several STEP providers provide participants with multiple options for certificate programs such as CNA, Flagging, Pesticide Certification, Master Gardner Certification, Food Handler’s training, and Oregon Liquor Control Certification. The participants are coached through their training with enhanced case management.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Dress for Success	Portland Metro	Female SNAP	8	\$3,907.37

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
		recipients		
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	4	\$953.00
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	7	\$2,581.03
Portland State University	Portland Metro	SNAP Recipients-Students enrolled full time or part time	44	\$3,622.00
Dress for Success	Salem Metro	Female SNAP recipients	5	\$2,662.75
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP recipients	30	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	30	\$778.65
Food for Lane	Lane County	SNAP recipients	16	\$8,003.55
Goodwill Industries-Lane County	Lane County	Veterans, disadvantaged and disabled SNAP recipients	10	\$857.66
Lane County Health and Human Services	Lane County	SNAP recipients who are unstably housed or homeless	2	\$11,432.80
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	2	\$1,227.08
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	2	\$317.00
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$988.17

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Maslow	Josephine and Jackson County	SNAP recipients who are unstably housed or homeless	10	\$1,167.96
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	2	\$593.75
Klamath Works, Inc.	Lake and Klamath County	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	7	\$3,173.88
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$27,718.70
Clackamas County Children, Family & Community Connections	Clackamas County	SNAP Recipients	4	\$576.17
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	43	\$36,257.10
Work Systems Inc. - Oregon Work Experience	Clackamas, Clatsop, Columbia, Tillamook, Linn, Marion, Polk, Yamhill, Multnomah, Washington, Hood River,	SNAP Recipients	41	\$17,394.29



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Wasco, Sherman, Gilliam, Wheeler, Jefferson, Crook, Deschutes, Klamath, Lake, Coos, Douglas, Curry Counties			
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	44	\$7,954.30
Home Plate	Washington County	SNAP recipients-Homeless Youth	7	\$3,623.50
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	44	\$3,750.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	400	\$212,222.64
Community College Consortia	Throughout state	SNAP Recipients	396	\$290,685.99

**English Language Acquisition:**

Description: A component designed to help English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.

ABAWD: This component is offered depending participant need and availability. Participants attend short-term ELA training as a component of their case plan.

STEP: Oregon’s STEP providers work with participants to determine the case plan that will assist with the components needed to gain employment. The STEP providers listed below have an identified ELA program. (Note: Most STEP providers refer participants to needed ESL courses and some have included this in their participant numbers/program costs under Basic Education.)

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
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Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	1	\$362.20
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	7	\$3,300.84
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	6	\$940.73
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker, Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	3	\$791.96
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	3	\$4,519.49
Home Plate	Washington County	SNAP recipients- Homeless Youth	4	\$258.82
Oregon Employment Department-ABAWD	Statewide	SNAP Recipients	11	\$1,250.00
Oregon Employment Department-STEP	Statewide	SNAP Recipients	100	\$70,740.88
Community College Consortia	Throughout state	SNAP Recipients	71	\$37,890.69

**Integrated Education and Training/Bridge Programs:**

Description: Programs that provide adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or group of occupations for the purpose of educational and career advancement.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	3	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$14,110.94
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	10	\$415.28
Community College Consortia	Throughout state	SNAP Recipients	54	\$57,936.75

**Work Readiness Training:**

Description: Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	10	\$3,687.14
Portland State University	Portland Metro	SNAP Recipients	2	\$724.40
Community Services Consortium	Linn, Benton, Lincoln and Polk Counties	SNAP Recipients	15	\$9,407.29
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	2	\$415.28

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	23	\$22,217.13
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	5	\$1,187.94
Clackamas Workforce Partnership*	Clackamas County	SNAP Recipients	8	\$7,859.67
Leadership Lab	Clackamas, Multnomah, Marion, Washington	SNAP Recipients- Underserved youth	15	\$11,450.38

**Work Components:**

- On-the-Job Training (OJT)
- Self-Employment Training
- Pre-Apprenticeships and Apprenticeships
- Internship Programs
- Workfare
- Work Experience

**On-the-Job Training (OJT):**

Description: A work placement made through a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length

of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	3	\$940.73

**Self-Employment Training:**

Description: A component that improves the employability of participants by providing training in setting-up and operating a small business or other self-employment venture.

Reporting Measure(s) if >100 participants per year: N/A

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	2	\$181.10
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$4,703.65
Youth Development Coalition of Lincoln County	Lincoln County	SNAP Recipients-Ages 18-24	3	\$311.46

**Pre-Apprenticeships and Apprenticeships**

**Description:** A combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. Pre-Apprenticeship programs provide individuals with the basic and technical skills necessary to enter an apprenticeship program and should be directly linked to an apprenticeship program.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Outside In	Multnomah County	SNAP Recipients – Homeless Youth	2	\$97.55
Sparrow Furniture	Salem Metro	SNAP Recipients – resettled refugee and asylees	21	\$29,707.67
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$940.73
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	2	\$1,269.55
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	28	\$35,056.92
Home Plate	Washington County	SNAP recipients- Homeless Youth	3	\$1,294.10
Community College Consortia	Throughout state	SNAP Recipients	17	\$22,850.06

**Internship:**

Description: A planned, structured learning experience that takes place in a workplace for a limited period of time.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	10	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$3,170.90
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$9,407.29
Home Plate	Washington County	SNAP recipients-Homeless Youth	3	\$3,588.21
Community College Consortia	Throughout state	SNAP Recipients	35	\$16,864.82

**Work Experience:**

Description:

A work component designed to improve the employability of participants through actual work experience and/or training. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. It is permissible to place E&T participants in work experience positions with private sector entities. In Oregon, this component is only offered for STEP participants who are non-ABAWD or ABAWD exempt.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Central City Concern	Multnomah County, Clackamas County	SNAP recipients who are homeless or formerly homeless	615	\$86,771.30
New Avenues For Youth	Portland Metro	SNAP recipients (Youth ages 17-24)	9	\$6,909.22
Outside In	Multnomah County	SNAP Recipients-Homeless Youth	45	\$5,497.00

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Portland State University	Portland Metro	SNAP Recipients	5	\$1,448.80
Stone Soup	Portland Metro	SNAP Recipients at risk of homelessness	3	\$23,613.00
Community Services Consortium	Linn, Benton, Lincoln, and Polk Counties	SNAP Recipients	15	\$18,814.58
Goodwill Industries of Lane & South Coast Counties	Lane County	Veterans, disadvantaged and disabled SNAP recipients	3	\$257.30
Goodwill Industries of Lane & South Coast Counties	Curry and Coos County	Veterans, disadvantaged and disabled SNAP recipients	6	\$79.25
Southern Oregon Goodwill	Josephine and Jackson County	Veterans, disadvantaged and disabled SNAP recipients	2	\$7,764.22
Southern Oregon Goodwill	Klamath County	Veterans, disadvantaged and disabled SNAP recipients	1	\$593.75
Southern Oregon Goodwill	Douglas County	Veterans, disadvantaged and disabled SNAP recipients	5	\$197.92
Klamath Works, Inc	Lake and Klamath Counties	SNAP participants who are transitioning from drug/alcohol treatment, those transitioning from parole and probation, families transitioning from TANF, and those transitioning from mental health services.	15	\$8,252.08



Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Baker Technical Institute	Crook, Deschutes, Jefferson, Baker Union, Wallowa, Malheur, Grant, Harney Counties	SNAP Recipients	10	\$1,187.94
Work Systems Inc.	Clackamas, Multnomah, Marion, Linn, Polk, Yamhill, Washington Counties	SNAP Recipients	8	\$6,459.71
Centro Cultural De Condado De Washington	Washington County	Spanish speaking or bilingual SNAP Recipients	2	\$4,338.71
Community College Consortia	Throughout state	SNAP Recipients	5	\$4,195.47

Workfare (for non-exempt ABAWDS in non-waived counties only)

**Workfare:**

Description: A work component in which SNAP recipients perform work in a public service capacity as a condition of eligibility. In lieu of wages, workfare participants receive compensation in the form of their household's monthly coupon allotment. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Only ABAWD's who reside in non-waived counties may participate in workfare.

Oregon has the sole responsibility of establishing Workfare sites. They must be a private or public non-profit agency serving in a public service capacity.

Oregon is also currently contracting with the Oregon Food Bank (OFB) to provide services across the state. Within the contract, OFB and other Workfare partner sites will have oversight of worksite placements and agreements. OFB will report quarterly on the required outcomes to DHS. In addition, other organizations, in the counties subject to the time limits, have been approved to be included as workfare sites.

OED, as the statewide ABAWD provider, has data sharing agreements and an MOU with all approved Workfare partners. They are responsible for referring ABAWD participants to their sites.

DHS will determine the workfare hours. In Oregon, the maximum number of hours that are required (and allowed) of an ABAWD each month is determined by dividing the household's SNAP benefit allotment by the State minimum wage. This is then divided by four to get the maximum weekly hours, rounding down if needed. As of 7/1/17, we have three official State

minimum wage tiers. Link to Oregon wage rate information:  
<http://www.oregon.gov/boli/WHD/OMW/Pages/Minimum-Wage-Rate-Summary.aspx>  
 (link is external)

FLSA is calculated by using the minimum wage where the workfare position is performed. If a participant meets the FLSA level of participation in workfare, they do not need to participate in other activities to continue getting their SNAP benefits beyond three months.

Reporting Measure(s) if >100 participants per year:

- Unsubsidized employment in 2<sup>nd</sup> quarter after completion of participation in E&T
- Unsubsidized employment in 4<sup>th</sup> quarter after completion of participation in E&T

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
Benton Habitat for Humanity	Benton County	ABAWDS	10	\$0.00
Bethlehem House of Bread*	Washington County	ABAWDS	TBD	\$0.00
Catholic Community Charities*	Marion County	ABAWDS	20	\$0.00
Clackamas Service Center*	Clackamas County	ABAWDS	8	\$0.00
Clay Street Table*	Multnomah	ABAWDS	6	\$0.00
EMO NE Emergency Food Program*	Multnomah	ABAWDS	6	\$0.00
Forest Grove Assembly of God Church*	Washington County	ABAWDS	3	\$0.00
Good Roots Community Church Food Pantry*	Clackamas County	ABAWDS	4	\$0.00
HOPE First Baptist Church Food Pantry*	Clackamas County	ABAWDS	TBD	\$0.00
Marion Polk Food Share*	Marion County	ABAWDS	10	\$0.00
Neighborhood House Food Pantry*	Multnomah	ABAWDS	20	\$0
Oregon Food Bank	Multnomah and Washington	ABAWDS	50	\$9,012.66

Providers	Geographic area	Target audience (e.g., homeless, re-entry population, ABAWDS)	Anticipated monthly participants (unduplicated count)	Anticipated monthly cost
	Counties			
SnowCap Community Charities*	Multnomah	ABAWDS	4	\$0
Tualatin Schoolhouse Pantry*	Washington County	ABAWDS	3	\$0.00
Wilsonville Community Sharing*	Clackamas County	ABAWDS	5	\$0.00

\*Affiliate of Oregon Food Bank

### TRADE ADJUSTMENT ASSISTANCE (TAA)

Has the state incorporated TAA into the sections indicated above?

Yes

### SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

#### A. ECONOMIC PROJECTIONS AND IMPACT

1. DISCUSS LONG-TERM PROJECTIONS FOR JOBS IN INDUSTRIES AND OCCUPATIONS IN THE STATE THAT MAY PROVIDE EMPLOYMENT OPPORTUNITIES FOR OLDER WORKERS. (20 CFR 641.302(D)) (MAY ALTERNATIVELY BE DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN.)

Workers age 55 and older made up twenty-three percent of Oregon's workforce in 2017 (Table 1). The Health Care and Social Assistance field currently employs the greatest number of older workers (64,327) in Oregon, and that industry is expected to need the most replacement workers as these employees exit the workforce. With thirty-three percent of all employees age 55 or older, Mining and Quarrying is the industry that now employs the greatest share of Oregon's older workers. However, mining jobs account for a relatively small share of overall workers, with only 1,902 out of more than 1.8 million in total.

According to projections by the Oregon Employment Department, the industries expected to have the highest number of openings by 2027 are Private Educational and Health Services (54,700), Professional and Business Services (41,200), Trade, Transportation, and Utilities (36,700); and Leisure and Hospitality (26,900). Together these four industries are projected to have more than 159,500, or approximately sixty-five percent, of total job openings between 2017 and 2027.

Natural Resources and Utilities have the highest share of workers 55 and over, but Health Care and Social Assistance has the most workers 55 and over.

	Workers All Ages	Workers Age 55 and Over	Percent Age 55 and Over
<b>All Industries</b>	<b>1,838,059</b>	<b>426,530</b>	<b>23%</b>
Mining and Quarrying	1,902	633	33%
Utilities	7,477	2,335	31%
Agriculture, Forestry, Fishing and Hunting	48,652	14,845	31%
Transportation and Warehousing	60,451	17,685	29%
Real Estate and Rental and Leasing	27,857	8,140	29%
Public Administration	73,358	20,540	28%
Educational Services	149,838	41,750	28%
Other Services	74,886	20,232	27%
Wholesale Trade	75,940	19,429	26%
Manufacturing	187,500	46,055	25%
Health Care and Social Assistance	268,212	64,327	24%
Finance and Insurance	56,398	13,249	23%
Construction	101,858	22,449	22%
Professional, Scientific, and Technical Services	95,612	20,494	21%
Administrative Support and Waste Services	103,008	21,768	21%
Retail Trade	206,135	42,936	21%
Management of Companies and Enterprises	48,971	10,029	20%
Information	37,373	7,390	20%
Arts, Entertainment, and Recreation	32,154	6,348	20%
Accommodation and Food Services	180,471	25,880	14%

*Private and public average employment for 2018*

*Source: Oregon Employment Department and U.S. Census Bureau, LEHD*

2. DISCUSS HOW THE LONG-TERM JOB PROJECTIONS DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN RELATE TO THE TYPES OF UNSUBSIDIZED JOBS FOR WHICH

SCSEP PARTICIPANTS WILL BE TRAINED AND THE TYPES OF SKILL TRAINING TO BE PROVIDED. (20 CFR 641.302(D))

**MODIFICATION/REPLACED:**

Older workers accounted for only ten percent of Oregon’s workforce in 1992. That figure has more than tripled since then to reach twenty-three percent by 2017. Baby Boomers have undoubtedly played a role in this shift, but the Great Recession also hit aging workers hard, leading many to work beyond the traditional retirement age of 65. Twenty-eight percent of Oregon SCSEP participants in PY 2020 were 65 or older (Table 2).

Participant Age and Enrollment	PY 2020 Percent
55-59	34%
60-64	38%
65-69	18%
70-74	7%
75 & over	4%

SCSEP participants benefit from training they receive at community service assignments like Area Agency on Aging (AAA) offices, senior centers, Centers for Independent Living (CILs), governmental offices, hospitals, schools, and libraries. Over the course of this four-year plan, SCSEP grantees will continue to build and maintain relationships with host agencies and other partners in the high growth fields identified above. Under the Oregon Workforce and Talent Development Board (WTDB) Strategic Plan, Local Workforce Development Boards (LWDBs) are tasked with implementing sector strategies to address the needs of key industries. Sector strategies are public/private partnerships designed to meet the needs of critical industry sectors within the regional labor markets. The partnerships are intended to facilitate communication and eliminate barriers that slow the process of recruiting, hiring, training, and advancing workers within an industry. LWDBs will develop or expand partnerships in key industries for a more highly skilled workforce. LWDBs will determine which sectors to prioritize in their region, but some examples include clean technology, natural resource industries, health services, and business services. Sector strategies are expected to create opportunities for SCSEP enrollees as well as participants in other workforce programs to engage with local employers and identify new placement opportunities.

SCSEP participants have access to free training on a variety of topics including computers, reading, and math skills. Host agency sites offer participants the chance to become familiar with common office equipment and procedures such as word processing software, computer-based scheduling programs, email etiquette, and customer service skills. SCSEP participants are encouraged to take advantage of these opportunities to enhance their competitive edge in the job market.

3. DISCUSS CURRENT AND PROJECTED EMPLOYMENT OPPORTUNITIES IN THE STATE (SUCH AS BY PROVIDING INFORMATION AVAILABLE UNDER §15 OF THE WAGNER-PEYSER ACT (29 U.S.C. 491-2) BY OCCUPATION), AND THE TYPES OF SKILLS POSSESSED BY ELIGIBLE INDIVIDUALS. (20 CFR 641.325(C))

Workers age 55 and older make up approximately twenty-three percent of Oregon’s total workforce. Nearly half (46%) of those individuals are currently employed in Health Care and Social Assistance (64,327), Manufacturing (46,055), Retail Trade (42,936), and Educational Services (41,750) (see Table 1). Looking ahead to 2027, the Oregon Employment Department projects that most new job openings will be in Private Educational and Health Services (54,700); Professional and Business Services (41,200); Trade, Transportation, and Utilities

(36,700); and Leisure and Hospitality (26,900). SCSEP participants receive training in a variety of topic areas and these industry trends will inform strategies to prepare participants for the best possible employment outcomes.

Many SCSEP applicants have been out of the workforce for an extended period of time and they may lack the computer skills demanded by many employers. The Oregon SCSEP provides basic and advanced computer skills training to all participants, depending on their needs, helping them develop the necessary skills to secure meaningful employment. Basic computer skills courses include general computer skills and Windows basics. Participants may advance to learn intermediate skills in Microsoft Word, Excel, and PowerPoint. SCSEP participants also take part in Job Club, which is designed to help them develop skills to maximize their job search efforts and secure unsubsidized employment.

To ensure that community service assignments provide training that meets the needs of participants, all SCSEP participants complete an assessment and enter it in iMatch Skills before being assigned. iMatch Skills identifies the types of job openings in the community that most closely match the participant's assessment. Once a participant has indicated the type of job they wish to train for, SCSEP staff searches for a community service assignment that can provide appropriate training for that position.

## B. SERVICE DELIVERY AND COORDINATION

### 1. A DESCRIPTION OF ACTIONS TO COORDINATE SCSEP WITH OTHER PROGRAMS. THIS MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF THE STRATEGIC PLAN, BUT REGARDLESS OF PLACEMENT IN DOCUMENT, MUST INCLUDE:

#### A. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEEES WITH WIOA TITLE I PROGRAMS, INCLUDING PLANS FOR USING THE WIOA ONE-STOP DELIVERY SYSTEM AND ITS PARTNERS TO SERVE INDIVIDUALS AGED 55 AND OLDER. (20 CFR 641.302(G), 641.325(E))

#### **MODIFICATION/REPLACED:**

SCSEP participants are enrolled with the American Job Centers (known in Oregon as WorkSource offices), through which WIOA Title I services are available. These services include, among others, assistance with job search and job placement, individual employment plan development, counseling, and career planning services.

SCSEP is included in Memorandums of Understanding (MOUs) with each LWDB in the service area. Several SCSEP local offices have staff stationed in the WorkSource offices, which increases program visibility and streamlines access to SCSEP services. Some WorkSource offices also serve as SCSEP host agency sites. The staff at WorkSource offices is more likely to promote SCSEP and refer qualified individuals for eligibility screening when they are familiar with the program.

#### B. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEEES WITH THE ACTIVITIES BEING CARRIED OUT IN THE STATE UNDER THE OTHER TITLES OF THE OLDER AMERICANS ACT (OAA). (20 CFR 641.302(H))

#### **MODIFICATION/REPLACED:**

The Oregon SCSEP sub-grantee and national grantee, Easterseals Oregon, maintains relationships with the local AAAs to coordinate services and make appropriate referrals to one another. SCSEP participants have access to other Older Americans Act programs offered through the AAAs, including case management, nutrition, transportation, and housing services. AAAs refer individuals who may be eligible for SCSEP to the local projects for eligibility screening. This relationship benefits both SCSEP and AAAs by helping aging Oregonians maintain their independence as long as possible.

C. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER PRIVATE AND PUBLIC ENTITIES AND PROGRAMS THAT PROVIDE SERVICES TO OLDER AMERICANS, SUCH AS COMMUNITY AND FAITH- BASED ORGANIZATIONS, TRANSPORTATION PROGRAMS, AND PROGRAMS FOR THOSE WITH SPECIAL NEEDS OR DISABILITIES. (20 CFR 641.302(I))

**MODIFICATION/REPLACED:**

SCSEP projects work with government programs such as the Office of Vocational Rehabilitation Services (OVRs) and Veterans Services to provide additional resources for participants with unique needs. OVRs provides individualized services that assist people with disabilities find and keep a job. Thirty-three percent of SCSEP participants in Program Year 2020 were individuals with disabilities.

Grantees partner with non-profit organizations in their communities that provide services to older Americans as host agency training sites. Some successful partnerships in Oregon include St. Vincent de Paul, Habitat for Humanity, and Salvation Army. These arrangements help foster economic self-sufficiency for SCSEP participants while also providing much needed support to community organizations. SCSEP grantees will continue to use their community connections to identify and develop partnerships with organizations that serve older Oregonians.

Easterseals Oregon has joined Comcast Oregon in support of their Internet Essentials program which provides seniors and low-income individuals with high-speed internet services from Comcast. For \$15 per month plus tax, Comcast installers will come to the participants' homes and provide necessary equipment and installation for free. There is no credit check and no contracts to sign. This gives SCSEP participants greater access to job opportunities, healthcare and benefits, and educational resources. Through this program, participants also have the ability to purchase laptops at under \$150 for their personal use.

D. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER LABOR MARKET AND JOB TRAINING INITIATIVES. (20 CFR 641.302(J))

SCSEP projects in Oregon already have joined forces with the LWDBs and WorkSource offices in their areas to share resources and strengthen communication between workforce programs. LWDB meetings provide opportunities for SCSEP staff to network with local business leaders, address the needs of older workers, and identify potential resources in their service areas. Partnerships between SCSEP and the LWDBs are mutually beneficial for both programs involved, and their continued utilization will be encouraged in the future.

E. ACTIONS TO ENSURE THAT SCSEP IS AN ACTIVE PARTNER IN THE ONE-STOP DELIVERY SYSTEM AND THE STEPS THE STATE WILL TAKE TO ENCOURAGE AND IMPROVE COORDINATION WITH THE ONE-STOP DELIVERY SYSTEM. (20 CFR 641.335)

SCSEP projects work closely with the local WorkSource offices in their daily operations. In many cases SCSEP is co-located in the WorkSource office along with other employment programs. This relationship allows local SCSEP staff to stay informed of changing labor market trends in their region and encourages open communication and resource sharing between SCSEP and other employment-related programs.

The state SCSEP office encourages local SCSEP projects to continuously develop relationships with LWDBs to represent the needs of SCSEP participants.

F. EFFORTS TO WORK WITH LOCAL ECONOMIC DEVELOPMENT OFFICES IN RURAL LOCATIONS.

**MODIFICATION/REPLACED:**

Of Oregon's 36 counties, 14 met the SCSEP definition of persistent unemployment when the 2016-2018 tables were released in 2019. Those counties are: Baker, Columbia, Coos, Crook,

Curry, Douglas, Grant, Harney, Jefferson, Josephine, Klamath, Lake, Union, and Wallowa. The Oregon SCSEP will conduct outreach to local economic development offices in these counties. Table 5 shows all Oregon counties, with the 13 urban counties in italics.

Easterseals Oregon and their subrecipient are actively pursuing partnerships with economic development offices in rural locations to promote the benefits of hiring older workers and to learn about upcoming opportunities for SCSEP participants

**2. THE STATE'S LONG-TERM STRATEGY FOR ENGAGING EMPLOYERS TO DEVELOP AND PROMOTE OPPORTUNITIES FOR THE PLACEMENT OF SCSEP PARTICIPANTS IN UNSUBSIDIZED EMPLOYMENT. (20 CFR 641.302(E)) (MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF STRATEGIC PLAN.)**

**MODIFICATION/REPLACED:**

Local SCSEP projects continuously seek new host agencies and potential employers in their communities as resources for SCSEP participants. They maintain strong relationships with local employers and LWDBs to enhance collaboration with workforce partners and promote employment opportunities for older workers.

Easterseals Oregon is co-located in 12 Oregon WorkSource offices and holds MOUs with Worksystems, Inc., Clackamas Workforce Partnership, and the WDBs in Salem, Eugene, Medford, and the coastal counties. Easterseals has a successful relationship with Worksystems Inc. in Multnomah County, in which the liaison visits SCSEP twice a week to work with Employment Specialists and SCSEP participants. The co-location and liaison relationships have been instrumental in the success of the Easterseals Oregon program. Being located directly in the WorkSource offices has made available numerous resources to SCSEP participants and staff. Easterseals supports the WorkSource system by requiring all participants to enroll in the WorkSource system and work cooperatively with WorkSource staff.

These relationships help the project remain informed of changes in the local workforce and allows them to quickly notify participants of potential employment opportunities. SCSEP projects engage with LWDBs to ensure sector partnerships in their regions include opportunities for older workers.

**3. THE STATE'S LONG-TERM STRATEGY FOR SERVING MINORITY OLDER INDIVIDUALS UNDER SCSEP. (20 CFR 641.302 (C))**

The Charter Oak Group's Analysis of Service to Minority Individuals, PY 2017 concluded that Oregon's SCSEP served minority individuals in relative proportion to the state's eligible population. During Program Year 2017, 17.4% of the participants in Oregon's SCSEP project were minority individuals. Census data adjusted for the eligible population show that minorities 55 and older make up 15.9% of the state's population.

Should service fall below equitable levels going forward, a strategy that has proven effective in the past is to focus outreach efforts on community groups that have frequent contact with the older adults in the target population. Developing and enhancing relationships with service groups that work with minority older adults generates interest in SCSEP and allows the program to share information through trusted resources in local communities.

Local projects conduct ongoing outreach to ensure that eligible individuals are aware of SCSEP and have opportunities to participate in the program. Some examples of specialized outreach include distributing fliers with information in Spanish, classified advertisements in minority-focused newspapers, and posters that depict minority individuals.

**4. A LIST OF COMMUNITY SERVICES THAT ARE NEEDED AND THE PLACES WHERE THESE SERVICES ARE MOST NEEDED. SPECIFICALLY, THE PLAN MUST ADDRESS THE NEEDS AND**



LOCATION OF THOSE INDIVIDUALS MOST IN NEED OF COMMUNITY SERVICES AND THE  
GROUPS WORKING TO MEET THEIR NEEDS. (20 CFR 641.330)

**MODIFICATION/REPLACED:**

As of July 2019, the Oregon Employment Department reports that more than sixty-seven percent of Oregon’s 36 counties have unemployment rates (not seasonally adjusted) higher than the state average of 4.2%. Table 3 identifies those counties where Title V services are most needed based on the unemployment rate relative to the rest of the state. Those 24 counties have the greatest need for services that assist unemployed individuals find work.

Thirty-three percent of SCSEP participants in PY 2020 reported having a disability. The Oregon SCSEP works with OVRS to connect participants with comprehensive services to help them succeed in the job market. Also in Program Year 2020, ninety-two percent of participants had income at or below the poverty level and seventy-five percent received some form of public assistance. These statistics suggest that organizations serving Oregonians who experience disabilities, those with low income, and individuals receiving public assistance are well positioned to coordinate with SCSEP. Oregon will continue to work with groups including the Oregon Employment Department, the Oregon Department of Human Services, and a variety of other public and private community service programs to identify, recruit, and train eligible older workers.

County	July 2019 Unemployment Rate (not seasonally adjusted)
Umatilla	6.3
Klamath	6.0
Coos	5.5
<i>Morrow</i>	5.5
Crook	5.4
Douglas	5.4
Jackson	5.3
Josephine	5.3
Columbia	5.1
Curry	5.0
Grant	5.0
Linn	5.0
Lake	4.9
Jefferson	4.8
Malheur	4.8
Polk	4.8
Wheeler	4.7
Baker	4.6

County	July 2019 Unemployment Rate (not seasonally adjusted)
Harney	4.6
Lane	4.6
Union	4.6
Wallowa	4.6
Lincoln	4.5
Marion	4.5
<b>Oregon</b>	<b>4.2</b>
Tillamook	4.0
Yamhill	4.0
Clackamas	3.9
Deschutes	3.9
<i>Gilliam</i>	3.9
<i>Sherman</i>	3.9
Benton	3.8
Clatsop	3.8
Multnomah	3.7
Wasco	3.5
Washington	3.5
Hood River	3.3

*(LAUS) Multiple Area & Time Report*

*Source: US Department of Labor, Bureau of Labor Statistics*

SCSEP-eligible populations in Gilliam and Sherman counties are too small to qualify for SCSEP positions under the allocation model used by DOL. For that reason, there are no active SCSEP projects operating in those two counties.

**5. THE STATE'S LONG-TERM STRATEGY TO IMPROVE SCSEP SERVICES, INCLUDING PLANNED LONG-TERM CHANGES TO THE DESIGN OF THE PROGRAM WITHIN THE STATE, AND PLANNED CHANGES IN THE USE OF SCSEP GRANTEEES AND PROGRAM OPERATORS TO BETTER ACHIEVE THE GOALS OF THE PROGRAM. THIS MAY INCLUDE RECOMMENDATIONS TO THE DEPARTMENT AS APPROPRIATE. (20 CFR 641.302(K))**

The Oregon Department of Human Services has invested significant resources in the Aging and Disability Resource Connection (ADRC) of Oregon. The ADRC of Oregon connects individuals with local public and private community resources to help them remain as independent, healthy, and safe as possible. ADRC has professional Information and Referral (I&R) staff available to help consumers identify possible supports to address current and future needs. ADRC is a statewide resource and its services are available to all, regardless of income. ADRC is

a valuable resource to assist SCSEP applicants locate and obtain supportive services in their communities. SCSEP is included in the ADRC database to ensure that older workers seeking assistance through the ADRC will be connected with SCSEP.

6. THE STATE'S STRATEGY FOR CONTINUOUS IMPROVEMENT IN THE LEVEL OF PERFORMANCE FOR SCSEP PARTICIPANTS' ENTRY INTO UNSUBSIDIZED EMPLOYMENT, AND TO ACHIEVE, AT A MINIMUM, THE LEVELS SPECIFIED IN OAA SECTION 513(A)(2)(E)(II). (20 CFR 641.302(F))

Oregon's SCSEP projects strive to help participants find appropriate unsubsidized employment before the end of their 48-month individual durational limit. The Q2 Employment target for Oregon's state SCSEP grant in Program Year 2018 was 33.4% and the actual rate for that period was 24.1% (72.2% of target). For Q4 Employment, the target was 28% and actual performance was 34.8% (124.3% of target). To ensure that Oregon meets or exceeds employment targets in future Program Years, the Oregon SCSEP project will focus on engaging potential employers and helping participants tailor and effectively market their skills.

C. LOCATION AND POPULATION SERVED, INCLUDING EQUITABLE DISTRIBUTION

1. A DESCRIPTION OF THE LOCALITIES AND POPULATIONS FOR WHICH PROJECTS OF THE TYPE AUTHORIZED BY TITLE V ARE MOST NEEDED. (20 CFR 641.325 (D))

**MODIFICATION/REPLACED:**

The program serves unemployed, low-income (no greater than 125% of the Federal Poverty Level) older workers (55 and older) who are residents of Oregon. The Oregon state SCSEP grant service area covers 16 counties statewide. Easterseals also serves as the national SCSEP grantee and serves 19 Oregon counties in that capacity.

In PY 2018, eighty-five percent of Oregon SCSEP participants were homeless or at risk of becoming homeless, sixty-seven percent lived in rural locations, and thirty-three percent experienced a disability. To address the needs of these populations, Oregon will continue to collaborate with agencies including Self-Sufficiency and Vocational Rehabilitation in addition to private social services programs.

2. LIST THE CITIES AND COUNTIES WHERE THE PROJECT WILL BE CONDUCTED. INCLUDE THE NUMBER OF SCSEP AUTHORIZED POSITIONS AND INDICATE WHERE THE POSITIONS CHANGED FROM THE PRIOR YEAR.

Table 4 identifies the number of Program Year 2019 authorized positions in Oregon by county. There were no changes to authorized position allocations from the prior year in Oregon's SCSEP grant.

County	State Grantee	National Grantee	All Grantees
Baker	4		4
Benton		10	10
Clackamas		43	43
Clatsop		6	6
Columbia		7	7
Coos		16	16
Crook	6		6

County	State Grantee	National Grantee	All Grantees
Curry		7	7
Deschutes	27		27
Douglas		25	25
<i>Gilliam</i>			
Grant	2		2
Harney	2		2
Hood River	2		2
Jackson		38	38
Jefferson	3		3
Josephine		23	23
Klamath	13		13
Lake	3		3
Lane		63	63
Lincoln		12	12
Linn		20	20
Malheur	6		6
Marion		40	40
<i>Morrow</i>			
Multnomah	29	82	111
Polk		11	11
<i>Sherman</i>			
Tillamook		6	6
Umatilla	10		10
Union	5		5
Wallowa	2		2
Wasco	5		5
Washington		50	50
Wheeler	1		1
Yamhill		12	12
<b>Total</b>	<b>120</b>	<b>471</b>	<b>591</b>

Source: US Department of Labor, Bureau of Labor Statistics

*(LAUS) Multiple Area & Time Report*

3. DESCRIBE CURRENT SLOT IMBALANCES AND PROPOSED STEPS TO CORRECT INEQUITIES TO ACHIEVE EQUITABLE DISTRIBUTION.

No slot imbalances currently exist in the distribution of Oregon's authorized SCSEP positions. Individual counties that experience ongoing slot imbalances are addressed during the annual Equitable Distribution process with all Oregon SCSEP grantees.

4. THE STATE'S LONG-TERM STRATEGY FOR ACHIEVING AN EQUITABLE DISTRIBUTION OF SCSEP POSITIONS WITHIN THE STATE THAT:

A. MOVES POSITIONS FROM OVER-SERVED TO UNDERSERVED LOCATIONS WITHIN THE STATE IN COMPLIANCE WITH 20 CFR 641.365.

State and national grantees work collaboratively to identify areas of the state where over-enrollment or under-enrollment exist. The state SCSEP coordinator consults with the state grant sub-recipient and the national grantee and mutual agreement is required before any positions may be exchanged. The existing distribution of positions between counties is compared with the number shown in the ED Report to identify any areas of over- or under-enrollment in the state. Participants may not be terminated from the program because of the equitable distribution requirement, so grantees rely on attrition to correct areas of over-enrollment.

B. EQUITABLY SERVES RURAL AND URBAN AREAS.

**MODIFICATION/REPLACED:**

The definition of Rural as outlined in statute at 20 CFR 641.140 is:

*An area not designated as a metropolitan statistical area by the Census Bureau; segments within metropolitan counties identified by codes 4 through 10 in the Rural Urban Commuting Area (RUCA) system; and RUCA codes 2 and 3 for census tracts that are larger than 400 square miles and have population density of less than 30 people per square mile.*

Approximately sixteen percent of Oregonians live in nonmetropolitan counties. Employment opportunities and community resources are often more difficult to obtain in rural counties than in metropolitan areas. According to the Program Year 2020 Quarterly Progress Report (QPR), 57 of the 85 participants served by Oregon's state SCSEP grant during Program Year 2020 lived in areas identified as rural. Easterseals Oregon publicizes county and regional office locations and self-referral options on the Easterseals Oregon website, as well as social media channels like Facebook Twitter and Instagram.

Individuals living in urban areas tend to have greater access to resources such as transportation, health services, and educational opportunities than Oregonians living in less populated regions. Computer literacy has become increasingly important for SCSEP participants and most employment opportunities now require basic computer skills at a minimum. All SCSEP participants are required to register with iMatch Skills, the state's computerized labor exchange system that matches employers with qualified candidates based on their skills and work experience.

Advances in technology continue to lower the cost of accessing the internet, creating new opportunities for rural Oregonians that were not possible in the recent past. Easterseals offers computer literacy and higher-level computer skills training to SCSEP participants to help improve their employment prospects. Easterseals provides SCSEP participants with electronic copies and hard copies of their Individual Employment Plan (IEP) for easy reference. SCSEP participants also use JobReady to complete online training courses at their own pace and earn Job Skill Certificates that can be presented to potential employers. Furthermore, participants are

encouraged to access the National Career Readiness Certificate through WorkSource Oregon to demonstrate skill competency.

C. SERVES INDIVIDUALS AFFORDED PRIORITY FOR SERVICE UNDER 20 CFR 641.520. (20 CFR 641.302(A), 641.365, 641.520)

**MODIFICATION/REPLACED:**

When recruiting and selecting participants for SCSEP, priority is given to individuals who have one or more of the following priority of service characteristics:

- Are covered persons in accordance with the Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 (covered persons who are SCSEP-eligible must receive services instead of or before non-covered persons);
- Are 65 years or older;
- Have a disability;
- Have limited English proficiency;
- Have low literacy skills;
- Reside in a rural area;
- Have low employment prospects;
- Have failed to find employment after utilizing services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA);
- Are homeless or are at risk for homelessness; or
- Are formerly incarcerated or on supervision from release from prison or jail within five years of the date of initial eligibility determination.

The priority of service requirements are included in the state SCSEP contract and are observed by the Oregon SCSEP grantee. Local project staff uses their connections with other programs, such as OVRS counselors and Veterans Representatives at the WorkSource offices, to promote SCSEP and identify individuals who may meet the priority of service and eligibility requirements. Grantees partner with organizations that serve hard-to-reach populations, like those experiencing geographic or social isolation and those whose primary language is not English. Those organizations include the Northwest Seasonal Worker Association and several federally recognized tribes of Oregon.

Participants with the greatest economic need are provided supportive services, both direct and indirect. Easterseals Oregon works closely with community partners and the local WorkSource to identify and provide supportive services to participants. SCSEP staff utilizes resource guides, including the ADRC, to identify supportive services, such as assistance with shelter, utilities, clothing and food, which may be available to participants. Many times, those resources are provided at no cost to SCSEP or the participant.

Those with the greatest social needs are assigned to training sites that can provide a highly supportive environment. These sites may already serve clients facing similar barriers as the participants, providing a more comfortable learning environment for the SCSEP participant. The first training assignment for individuals with the greatest social need is limited in duration so SCSEP staff can monitor them closely and interact more often.

5. THE RATIO OF ELIGIBLE INDIVIDUALS IN EACH SERVICE AREA TO THE TOTAL ELIGIBLE POPULATION IN THE STATE. (20 CFR 641.325(A))

Table 5 shows the ratio of SCSEP-eligible Oregonians to the state’s population, the number of individuals with the Greatest Economic Need (55 and older with income below Federal Poverty Level (FPL)), and Greatest Social Need (65 and older with a disability and income below FPL).

	Ratio of SCSEP-Eligible Population	Greatest Economic Need	Greatest Social Need
<b>All</b>	<b>4%</b>	<b>114,089</b>	<b>26,735</b>
Baker	7%	694	201
<i>Benton</i>	3%	1,789	327
<i>Clackamas</i>	3%	8,738	2,296
Clatsop	5%	1,216	278
<i>Columbia</i>	4%	1,366	224
Coos	7%	3,124	1,024
Crook	6%	774	127
Curry	10%	1,425	348
<i>Deschutes</i>	4%	5,605	1,191
Douglas	6%	4,103	1,160
Gilliam	7%	93	6
Grant	6%	231	110
Harney	8%	397	32
Hood River	3%	503	95
<i>Jackson</i>	5%	7,664	1,354
Jefferson	5%	723	115
<i>Josephine</i>	8%	4,795	958
Klamath	5%	2,253	534
Lake	10%	453	159
<i>Lane</i>	5%	12,416	2,878
Lincoln	8%	2,502	505
<i>Linn</i>	5%	3,863	779
Malheur	6%	969	300
<i>Marion</i>	3%	7,220	1,801
Morrow	3%	253	60
<i>Multnomah</i>	4%	23,423	5,626
<i>Polk</i>	3%	1,804	420

	Ratio of SCSEP-Eligible Population	Greatest Economic Need	Greatest Social Need
Sherman	7%	73	14
Tillamook	6%	969	167
Umatilla	4%	2,083	577
Union	4%	705	196
Wallowa	7%	304	67
Wasco	5%	881	196
<i>Washington</i>	2%	<i>8,451</i>	<i>2,103</i>
Wheeler	13%	109	25
<i>Yamhill</i>	3%	<i>2,118</i>	<i>482</i>
<i>Urban</i>	4%	<i>89,252</i>	<i>20,439</i>
Rural	6%	24,837	6,296

Source: U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table B17024 and Table C18130.

These estimates are subject to a margin of error, and margins of error can be large for small populations and less populated counties.

6. THE RELATIVE DISTRIBUTION OF ELIGIBLE INDIVIDUALS WHO:

A. RESIDE IN URBAN AND RURAL AREAS WITHIN THE STATE

**MODIFICATION/REPLACED:**

Sixty-seven percent of Oregon SCSEP participants in Program Year 2020 lived in rural Oregon, while thirty-seven percent resided in urban areas. Urban counties are shown in italics in Table 5.

B. HAVE THE GREATEST ECONOMIC NEED

See Table 5.

C. ARE MINORITIES

Race and Ethnicity	Total Population	Population 55+ Income < FPL
<b>All</b>	<b>3,947,954</b>	<b>114,089</b>
Hispanic or Latino Origin	498,708	6,315
American Indian or Alaska Native	43,674	1,737
Asian	162,923	4,259
Black or African American	72,590	3,401



Race and Ethnicity	Total Population	Population 55+ Income < FPL
Native Hawaiian or Pacific Islander	14,678	213
Two or More Races	177,327	3,580

Metropolitan and nonmetropolitan are defined here by county boundaries.

Source: U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table B17001

#### D. ARE LIMITED ENGLISH PROFICIENT

	All Languages	English	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages
<b>Oregon</b>	<b>538,002</b>	<b>344,736</b>	<b>48,922</b>	<b>10,682</b>	<b>16,516</b>

Source: U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table B16009

These estimates are subject to a margin of error, and margins of error can be large for small populations and less populated counties.

#### E. HAVE THE GREATEST SOCIAL NEED. (20 CFR 641.325(B))

See Table 5.

#### F. FORMERLY INCARCERATED INDIVIDUALS, AS DEFINED IN TEGL 17-20

##### MODIFICATION/NEW:

Table 8					
Age	Probation	Local Control	Prison	Post-Prison	Total
<b>17 and Under</b>	2	-	-	-	<b>2</b>
<b>18-24</b>	2,402	36	906	789	<b>4,133</b>
<b>25-30</b>	3,797	72	1,970	2,457	<b>8,296</b>
<b>31-45</b>	7,949	113	5,342	5,803	<b>9,207</b>
<b>46-60</b>	3,639	36	3,023	2,927	<b>9,625</b>
<b>61 and older</b>	866	5	1,084	874	<b>2,829</b>
<b>Total</b>	<b>18,655</b>	<b>262</b>	<b>12,325</b>	<b>12,850</b>	<b>44,092</b>

Source: Oregon Department of Corrections Issue Brief, AIC and Offender Demographics, November 2020

The Oregon SCSEP will develop partnerships with probation and parole agencies or local reentry providers to conduct targeted outreach to people who have been recently released to target meaningful employment and training interventions to formerly incarcerated individuals

who face barriers to employment. This includes the focusing efforts in metro areas with agencies such as NW Regional Re-Entry Center (NWRRC) and the SE Works Prisoner Reentry Employment Program (PREP).

7. A DESCRIPTION OF THE STEPS TAKEN TO AVOID DISRUPTIONS TO THE GREATEST EXTENT POSSIBLE, WHEN POSITIONS ARE REDISTRIBUTED, AS PROVIDED IN 20 CFR 641.365; WHEN NEW CENSUS OR OTHER RELIABLE DATA BECOME AVAILABLE; OR WHEN THERE IS OVER-ENROLLMENT FOR ANY OTHER REASON. (20 CFR 641.325(I), 641.302(B))

To avoid service disruptions for participants, SCSEP follows guidance from the US DOL when discrepancies in enrollment levels exist. The strategies recommended by the US DOL to manage over-enrollment include stopping new enrollments and adjusting hours for current participants.

PERFORMANCE INDICATOR APPENDIX

ALL WIOA CORE PROGRAMS

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - ADULT PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	71.4	68.2	71.4	68.2
Employment (Fourth Quarter After Exit)	71.0	68.6	71.0	68.6
Median Earnings (Second Quarter After Exit)	\$6,528	\$6,883	\$6,528	\$6,883
Credential Attainment Rate	60.5	60.5	60.5	60.5
Measurable Skill Gains	51.0	55.1	51.0	55.1
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

<sup>1</sup>

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	71.4	69.4	71.4	69.4

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Fourth Quarter After Exit)	71.0	66.6	71.0	66.6
Median Earnings (Second Quarter After Exit)	\$6,936	\$7,100	\$6,936	\$7,100
Credential Attainment Rate	63.0	66.8	63.0	66.8
Measurable Skill Gains	51.0	55.0	51.0	55.0
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

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*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	63.5	63.5	63.5	63.5
Employment (Fourth Quarter After Exit)	63.0	61.7	63.0	61.7
Median Earnings (Second Quarter After Exit)	\$3,547	\$4,259	\$3,547	\$4,259
Credential Attainment Rate	68.4	56.1	68.4	56.1
Measurable Skill Gains	51.0	51.5	51.0	51.5
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

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*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

WAGNER-PEYSER ACT - WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	68.2	68.2	68.2	68.2
Employment (Fourth Quarter After Exit)	68.0	68.0	68.0	68.0
Median Earnings (Second Quarter After Exit)	\$6,959	\$7,000	\$7,098	\$7,000
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

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*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

**ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM - ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS**

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	40.1	40.1	40.3	40.3
Employment (Fourth Quarter After Exit)	20.0	20.5	20.2	21.0
Median Earnings (Second Quarter After Exit)	\$3,540	\$3,540	\$3,550	\$3,550
Credential Attainment Rate	15.0	15.0	15.2	15.2
Measurable Skill Gains	32.6	32.6	33.1	33.1
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.*

VOCATIONAL REHABILITATION PROGRAM (COMBINED OR GENERAL) - VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	50.0%	51.0%	50.0%	52.0%
Employment (Fourth Quarter After Exit)	40.0%	43.0%	40.0%	44.0%
Median Earnings (Second Quarter After Exit)	\$3514.2	\$3,700	3514.2	\$3,900
Credential Attainment Rate	34.0%	35.0%	34.0%	36.0%
Measurable Skill Gains	25.0	32.0%	25.0	34.0%
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

<sup>1</sup>

*"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.*

VOCATIONAL REHABILITATION PROGRAM (BLIND) - VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	50.0%	51.0%	50.0%	52.0%
Employment (Fourth Quarter After Exit)	40.0%	43.0%	40.0%	44.0%
Median Earnings (Second Quarter After Exit)	\$3,514.24	\$3,700.00	\$3,514.24	\$3,900.00
Credential Attainment Rate	34.0%	35.0%	34.0%	36.0%
Measurable Skill Gains	25.0%	32.0%	25.0%	34.0%

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Effectiveness in Serving Employers	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>

1

*“Effectiveness in Serving Employers” is still being developed and this data will not be entered in the 2022 State Plan modifications.*

**ADDITIONAL INDICATORS OF PERFORMANCE**

Additional Indicators of Performance
Not applicable.

**OTHER APPENDICES**

Not applicable.