



OREGON'S
WORKFORCE
DEVELOPMENT

ANNUAL
REPORT

2003-2004



STRONGER
TOGETHER

WORKSOURCE
OREGON

I enthusiastically invite you to read the 2003 – 2004 WorkSource Oregon Annual Report. These pages document the components of a unified workforce development system that is unique in the United States. In fact, WorkSource Oregon now serves as a model for several states that are looking for strategic ways to restore their economy and build their workforce.

Why Oregon? Because we had to jump-start our own economy. We needed to embrace change and get to work. As Governor, I interacted with a group of our workforce partners to develop a long-term vision for Oregon. We created a Strategic Plan that included goals, links, partnerships and solutions.



These early efforts taught us some key points. One of the most important is that our future relies on our ability to link economic development efforts with workforce development and training at the state and local levels. We can only move forward if we help grow companies and recruit new businesses to provide Oregon with jobs. While doing so, we need to train people so Oregon can supply the highly skilled, job-ready workers businesses require.

Coalescing our many partners under the WorkSource Oregon umbrella has been a complex but rewarding task. It is proving to be well worth our efforts. For example, you can now access and find out about the WorkSource Oregon partners through our web portal (www.WorkSourceOregon.org). Every month, thousands of employers, workers and providers are using the site to find the information and resources they need.

I am thankful for the many partners who have put so much effort into making the workforce development system a productive solution. As we move into another year of our plan, we will continue to be *Stronger Together*.

Sincerely,

A handwritten signature in black ink that reads "Theodore R. Kulongoski". The signature is fluid and cursive, with a large, sweeping initial "T".

THEODORE R. KULONGOSKI
Governor

CONTENTS

Executive Summary 2

WorkSource Oregon: Then and Now 4

Gaining Economic Strength 8

Highlights from 2003 – 2004 11

Where Do We Stand: Results by Region 16

Measuring the Workforce System's Performance 21

2003 – 2004 in Review 26

What's in the Works for WorkSource Oregon 27

Letter from Gwyn Harvey, Chair, Oregon Workforce Investment Board 29

WorkSource Oregon's One-Stop Centers 30

The WorkSource Oregon Partners 32



STATE OF OREGON
 DEPARTMENT OF COMMUNITY COLLEGES
 AND WORKFORCE DEVELOPMENT
 255 Capitol Street, NE
 Salem, Oregon 97310

503-378-8648
 TTY 503-378-2892
www.workforce.state.or.us

General contact information
 Marque Haeg
 503-378-8648, ext. 230
marque.r.haeg@state.or.us

Equal opportunity employer/program.
 Auxiliary aids and services are available upon request
 to individuals with disabilities.

Igual Oportunidad De Empleo.
 Las personas incapacitadas pueden
 solicitar medios y servicios auxiliares.

Sponsors

JAMES SAGER
 LITA COLLIGAN
 CLAIRE BERGER
 Governor's Office

DEBBIE LINCOLN
 Employment
 Department

MARTY BRANTLEY
 Economic and
 Community Development
 Department

CAM PREUS-BRALY
 Department of
 Community Colleges
 and Workforce Development

GARY WEEKS
 Department of
 Human Services

GWYN HARVEY, CHAIR,
 and members of the
 Oregon Workforce
 Investment Board

EXECUTIVE SUMMARY

The accomplishments of WorkSource Oregon continue to grow. What stands out most this year is that many of our plans from previous years have become reality. We are seeing success in many areas. Through teamwork and partnerships, ideas evolved, goals were set, plans moved forward and people with a common purpose joined forces like never before.

Through what we now know as WorkSource Oregon, the workforce system opened new doors of opportunity, promoted flexibility, welcomed change and learned a lot as we forged a path toward economic recovery. We know there is a lot more to do to ensure

that education, the workforce and the economy work hand in hand. What we don't know, we will discover. And what we discover, we'll put to good use in positive and productive ways.

What started as a strategy to reverse an economic downturn has transformed into a viable and comprehensive plan to grow and improve Oregon. Because so much is happening, there is much to absorb in the pages of *Stronger Together*. We'd like to share with you some of the highlights of 2003 - 2004 that are included in the following pages:

NEW PARTNERSHIP BRINGS OLD BUILDING TO LIFE

Tom Butler had a dream to renovate the old Odd Fellows Hall in Canby into a pub and restaurant. Tom knew that the 100-year-old building was a perfect match for his idea. So he drew up plans for the Canby Pub and Grill, hired contractors and gathered the materials to begin making his dream a reality.

Soon Tom realized there was a missing piece—he needed the right staff to operate his new restaurant. So he set out to find an expert who could locate qualified candidates to interview. The Oregon Employment Department, a WorkSource Oregon partner, worked with Tom to hire employees. Together they developed a system. As



construction was underway, those seeking foodservice positions could apply at the Oregon City and Woodburn Employment Department field offices, and at the Canby Chamber of Commerce.

'Now Hiring' signs and directions to application sites were posted on the windows of the Odd Fellows building. Tom also used the www.WorkingInOregon.org website to stir up interest. Candidates were pre-screened using the new online iMatchSkills application, directing only the most qualified to Tom.

Tom hired nearly 50 employees with the majority coming through the WorkSource Oregon door. "It was phenomenal that we got such good applicants," Tom said. "Their service is really well done and much appreciated."

—WORKSOURCE OREGON,
OREGON EMPLOYMENT DEPARTMENT

Looking at jobs and the economy

- Compared to the rest of the nation, Oregon's economy grew rapidly in 2004.
- Oregon experienced a 2.2% increase in the number of jobs available.
- The manufacturing sector employed 4,600 more people in October than it did a year earlier.
- Construction is going strong, with 86,600 Oregonians employed in the industry during peak season.
- Low-wage industries grew faster than high-wage industries.
- Forecasts show that the services sector will add 97,000 jobs in 10 years.
- Knowing that healthcare employment may grow 24% by 2012, the Governor created the Governor's Healthcare Workforce Initiative.

Ensuring work, retaining employment and wage gains

- A look at job placement shows that, of the 213,255 people who came to WorkSource Oregon to find employment, 152,113 were placed in jobs—that's 71%.
- A look at job retention shows that, of the 246,109 people who found employment through WorkSource Oregon a year before, 141,579 remained employed a year later—that's 57.5%.
- A look at wage gain shows that wages started lower than last year, but they rose by an average of \$.82 an hour.

Connecting to education

- The Governor is focused on an educational system that provides universal access to relevant education and training.
- Oregon is concentrating on lifelong learning: early education, high school and postsecondary education are offering multiple paths to success.
- More than 6,800 students received an associate's degree.
- Nearly 12,000 students earned bachelor's degrees.
- Of the 22,000 students enrolled in basic skills instruction, nearly 40% completed their course and moved to the next level.

Making the most of partnerships

- Through the Governor's Employer Workforce Training Fund, nearly \$4 million was invested in the business community to upgrade the skills of Oregon workers, to help build public-private training partnerships and to create and retain quality jobs in Oregon.
- Branding efforts in all 15 workforce regions are building awareness of the name and function of WorkSource Oregon.
- The Small Business Development Centers provided one-on-one services to an estimated 5,800 clients and trained 7,800 clients in 2004.

Our fourth annual report

Every year the annual report highlights what has taken place in Oregon's workforce development system during the year. This year's theme—*Stronger Together*—will become apparent as you read about the partnerships within WorkSource Oregon, how the system connects people with jobs and educational opportunities, and the role businesses play as they both give and receive workforce development assistance.

In these pages you'll learn about the Governor's commitment to making certain that jobs are available so that people are gainfully employed. We also explain the services available to job seekers and businesses, and we make special note of Regional Workforce Response Teams, the Employer Workforce Training Fund and our comprehensive employment-based website.

This year we have included more detail about Oregon's lifelong learning philosophy, how we value the small business community and how serious we are about developing the skills of Oregonians. This report also provides facts about our economy. Although the truth isn't always pleasant, we share this information along with our growth strategies to provide a realistic perspective.

The 2003 - 2004 report is also filled with success stories about real people working in Oregon businesses. These anecdotes illustrate how WorkSource Oregon partnerships help people become employed, trained and retained, and how these same partnerships help businesses survive and expand.

VETERINARIAN SEES VALUE AND HELPS LAUNCH CAREER

Dr. Trina Brotherton, owner and operator of the Polk Veterinary Clinic, describes employee Sharon McGraw as "a valuable and gifted member of the team." Sharon arrived at the clinic as a vocational rehabilitation client pursuing on-the-job-training. She is now serving as Front Office Supervisor and is participating in training that will launch her long-term career as a Veterinary Assistant.



Sharon's success story began in 2002 as a student at Chemeketa Community College in Dallas. Working with the Office of Vocational

Rehabilitation Services (OVRs) and staff from the Polk Job and Career Center (PJCC), Sharon identified her interest in the Veterinary Assistant program. After completing prerequisite courses, Sharon worked with OVRs and PJCC to pursue job shadowing and on-the-job employment and training opportunities.

By leveraging the resources of vocational rehabilitation and workforce partners, Sharon found herself at the Polk Veterinary Clinic. At the time, Dr. Brotherton was newly established and needed help. So the workforce partners developed a win-win strategy: By hiring Sharon, the doctor received partial wage reimbursement. Additionally, Sharon was provided disability-related support services, work clothes and training in customer service, including a beginning Spanish language course.

—OFFICE OF VOCATIONAL REHABILITATION SERVICES
and POLK JOB AND CAREER CENTER

WORKSOURCE OREGON: THEN AND NOW

OREGON: AN EXAMPLE IN INNOVATION

Oregon's workforce development policies are so unique that the National Governor's Association (NGA) is using them as a model. In September 2004, the NGA invited Oregon to participate in a Best Practices Academy called Pathways to Advancement: Expanding Post-secondary Education Opportunities for Working Adults. Eager to share, Oregon's team presented a case study on the state's Innovations in Workforce Governance. The presentation described how Oregon's innovative approach to workforce policies connected education, training and economic development.

For many years Oregon has worked tirelessly to ensure citizens have access to jobs, training and education. Over time, the methods and objectives have changed, creating a historic path forged by workforce planners, economic strategists and employment specialists.

It started with a report called *Oregon Shines*. Today, there is WorkSource Oregon, a statewide network of partners designed to stimulate job growth and fortify the economy.

A look back

Oregon Shines, a strategic plan that identified a variety of indicators of quality of life in Oregon, included workforce as one of these indicators. Based on this 1989 report, the workforce system began its evolution. From 1991 to 1998, workforce and educational acts were passed, state lottery funds were used to support integrated economic and workforce development efforts, partnerships with the federal government were formed and the state adopted a Comprehensive Workforce Plan. In 1999, the Oregon Workforce Investment Board was established, and the following year, Oregon developed a Unified Plan. In 2003 and 2004, the Governor and workforce specialists continued to advocate a strong link between the economy, workforce development and education.

A look ahead

WorkSource Oregon is a statewide network of public and private partners linked by the common goal of stimulating job growth by providing a highly skilled, job-ready and well-educated workforce. This kind of workforce is key to business growth and economic stability.

Designed as a network of partners, WorkSource Oregon supports job seekers, existing local businesses, workforce staff and partners and those considering relocating to Oregon. Here's a sampling of what's available:

For existing businesses

- Pool of trained and skilled employees
- Access to workforce development grants
- Connections to education and information
- Labor market information
- Support and counsel related to expansion
- Assistance with employee recruitment, screening and skill-matching efforts

For job seekers

- Referrals and job placements with employers
- Listings of potential employers and access to the online skill-matching system
- Specialized skills training and education in high-demand occupations
- Career assistance such as coaching, résumé writing and basic skills development
- Affordable access to educational programs

For business relocation

- Connections to local economic development partners
- Assistance with recruiting, screening and hiring employees
- Provision of a job-ready workforce
- Help in building a solid business infrastructure
- Access to labor market information

Governor announces Workforce Development Initiative

In November 2003 the Governor announced the Workforce Development Initiative. Designed to jump-start the economy using business-focused methods, the Initiative remains an important first step.

The concept is to integrate workforce training with Oregon's economic development strategy on local and state levels. The Initiative builds the capacity of the workforce system to accommodate the needs of workers and businesses on a statewide basis through investing in projects that have wider and more global impact.

Overall, the Initiative gives businesses and workers access to integrated economic and workforce development resources in multiple ways: through Regional Workforce Response Teams, the Employer Workforce Training Fund, the comprehensive WorkSource Oregon website and centers.



PLAYFUL BUSINESS GETS SERIOUS ABOUT TRAINING

KoalaPlay Group in Tillamook is well ahead of its competition. The company is the worldwide leader in the production of custom play areas for businesses featuring family fun entertainment. In 2004, the group won the industry's prestigious Best Exhibit Award. The firm's creations are

found in amusement parks, resorts and fun centers all over the globe.

To retain its position within the industry and to better equip its employees, KoalaPlay Group applied for and received a

workforce development grant in 2003. With resources from the Employer Workforce Training Fund, Tillamook Bay Community College

(TBCC) trained 30 employees in the use of Windows XP, the Internet, Microsoft Word, Excel and Outlook.

TBCC President Ralph Orr believes that developing the local workforce through customized training is as integral to the college's mission as offering top-notch academic programs.

"As committed partners in the Governor's WorkSource

Oregon initiative, Tillamook Bay Community College is pleased to help equip workers with enhanced skills."

Janet Davis, KoalaPlay Group's human resource and payroll administrator, said that the results of training included increases in product quality and overall productivity. It also helped eliminate human errors on the production floor. "We agree with the Governor that the use of workforce development funds will enhance the global competitiveness of Oregon businesses."

—TILLAMOOK BAY COMMUNITY COLLEGE



What's in a Name?

The WorkSource Oregon brand is the primary way businesses and job seekers can identify the state's workforce development services. Branding plays an important role in making sure people recognize the name and understand the function of WorkSource Oregon.

The state and its 15 regions are currently using branding techniques to build awareness. When people are familiar with a brand, they are more likely to use the service. In a 2003 public awareness survey, respondents said that job listing, job training, recruiting services and unemployment benefits came to mind when they heard the term, WorkSource Oregon.

GRANTS GIVE MICRO POWER A BOOST

As the global leader in high-performance mission-critical battery systems, Hillsboro's Micro Power is thriving. In 2004 alone, the company will experience nearly 50% growth, which translates into 38 new jobs in 2004. Owners expect to hire 35 more employees to satisfy production in 2005.

But as the 20-year-old company grew, Micro Power was faced with both opportunities and challenges. Managers knew that the boom was good for business and the area's

economic stability. At the same time, they understood the need for a system to train its 140-member workforce.

So, Micro Power wrote proposals requesting funds under the Workforce Investment Act and the Employer Workforce Training Fund.

The result was two grants that awarded Micro Power a total of \$31,072.

"Micro Power has always provided training for its employees," explained Dustie Montgomery, human resource manager. "However, the availability of these funds let us look at training differently."

The first grant of \$20,271 in 2003 provided 80 hours of training to 10 Limited English Speaking employees, which led to IPC Certification. Portland Community College (PCC) also developed a customized ESL curriculum and taught supervisors how to interact with Limited English Speaking employees. As a result, communication improved, morale and loyalty increased, and Micro Power anticipates a high rate of job retention.

A second grant totaling \$10,900 in 2004 provided 13 employees with training in supervisory development. Again, PCC customized the training to complement the company's diversity and key culture traits.

Following training, Micro Power enjoyed job retention and participants anticipate promotions.

—PORTLAND COMMUNITY COLLEGE,
REGION 2 WORKFORCE RESPONSE TEAM,
WORKSYSTEMS, INC.



Regional Workforce Response Teams

Located in each of the 15 workforce regions in Oregon and supported by the 15 Workforce Investment Boards, Regional Workforce Response Teams (WRT) help solve business issues specific to their labor market. Each is pro-active in addressing local workforce challenges of major businesses, entrepreneurs and key industries.

One goal of the teams and the Workforce Investment Boards is to identify solid investment opportunities at the local level. For example, it is the team's job to evaluate grant proposals from local businesses and labor groups for training their current workers.

Each team needs to determine which proposals are the best match for that area's criteria and strategic clusters.

The partners on the Workforce Response Teams, who come together for the purpose of business retention and job placement, include the core team members:

- Community Colleges
- WIA Title I-B Providers
- Local Employment Department Offices
- State and Local Economic Development Entities

Other team members, as determined by region, may include:

- University Representatives
- Business Representatives
- Labor Representatives
- Tribal Representatives
- Local or Regional Workforce Board Members
- Local or Regional Workforce System Partners

Employer Workforce Training Fund

Training funds targeted to the current workforce, once disbursed at the state level, were transferred to individual regions in 2003 – 2004. With 15 workforce regions in Oregon, the Governor and economic/workforce strategists realized it made fiscal and practical sense to make investment decisions at the local level.

The goals of the Employer Workforce Training Fund (EWTF) include:

- Creating and retaining living wage jobs in Oregon,
- Developing a highly skilled workforce,
- Increasing competitiveness of Oregon companies, and
- Bringing workforce and economic development together at the local level.

EWTF is also dedicated to upgrading skills of current workers in Oregon-based businesses. Outcomes include higher levels of efficiency and productivity, along with increased technical abilities. Criteria for awarding grant funding include wage enhancement, advancement opportunities and employee retention.

Grants Support Workforce Projects

A total of 93 Workforce Response Team workforce training grants were awarded in 2003 – 2004. The table shows the number of projects awarded by industry. Through these projects, about 6,000 Oregon workers received training.

Healthcare18	High Tech10
Forest Products18	Financial Services4
Metals/Transportation Equipment18	Recreation2
Food Processing/ Agriculture12	Creative Services1
	Misc.10

In brief, a company produces a workforce development plan, including a budget, and submits it to their WRT. Using state and local criteria, the WRT determines which plans will be awarded funding. In 2003 - 2004, 93 Workforce Response Team projects have been funded in all 15 regions, resulting in training for nearly 6,000 workers. Awards range up to \$250,000.

The WorkSource Oregon web portal

The WorkSource Oregon web portal (www.WorkSourceOregon.org) provides coordinated information access for businesses, workers and job seekers as well as workforce partners and staff. Visitors to the site have direct access to:

- A resource directory to locate nearby WorkSource Oregon centers and partners
- Links to workforce, economic development and training information
- Information on the Governor's Workforce Development Initiative

Businesses looking for skilled workers can find them online through iMatchSkills. This assists businesses in staying competitive and productive. Workers who want additional training or educational opportunities can use the website to view their options. The online tool can also be used to introduce businesses to the area's workforce resources.

GAINING ECONOMIC STRENGTH

SEPTEMBER DECLARED WORKFORCE DEVELOPMENT MONTH

On August 30, 2004, Governor Ted Kulongoski signed a proclamation declaring September as Workforce Development Month. By doing so, Oregon joined Colorado, Washington and several other Western states to commemorate workforce efforts.

In celebration and to discuss the decree, the Governor joined business leaders at SE Works One-Stop Career Center in Southeast Portland.

During the ceremony, the Governor met with former job seekers and listened to their stories about how SE Works helped them find work. "This event celebrates the innovative efforts across the state to put Oregonians back to work and prepare our current and emerging workforce to meet the needs of Oregon employers," the Governor stated.

The Governor also participated in a round table discussion with Portland Metro business leaders on important workforce issues they face. Two main topics included how best to connect K-12 education with the workplace, and the necessity for teaching English to an increasingly diverse workforce.

—SE WORKS ONE-STOP CAREER CENTER and WORKSYSTEMS, INC.



From 2003 - 2004, Oregon experienced one of the fastest economic growth rates in the nation, with the strongest job gains occurring from December to June. Oregon also earned eighth place nationwide for the year in terms of wage gains.

This much-hoped-for news reinforces the power in partnerships with like-minded goals. This also validates this year's theme, *Stronger Together*.

Though Oregon remains 20,600 jobs below its November 2000 peak, the state is well ahead of earlier recession

realities. Oregon gained 34,600 jobs since

October 2003—an increase of 2.2%. Forecasts indicate Oregon may regain its prior peak number of jobs by mid-2005. More good news—job growth among the state's high-wage industries has grown steadily in 2004, though low-wage jobs continue to grow at a faster rate.

In 2003, Oregon unemployment insurance claims averaged 17.6 weeks. Although this is lower than the 18.1 weeks reported for the previous year, these numbers are higher than in 2001 when people received benefits for 14.6 weeks.

High unemployment rate remains a problem

Oregon still has familiar struggles to overcome. Although between June 2003 and July 2004, unemployment fell from 8.7% to 6.9% with an average rate of 7.3%, the state still spent most of the year in first and second place nationally in unemployment rate.

Meanwhile, state demographers estimate that Oregon's population grew by 37,600 from 2003 to 2004. This, together with the fact that Oregon hires large numbers of seasonal workers, most likely added to the unemployment problem.

What unemployment insurance claims tell us

Unemployment rates are significantly higher than Oregon residents, business owners and workforce partners want to see. However, it is important to track our progress carefully because these kinds of statistics bring reality into Oregon's economic equation. Statewide there must be interaction and exchange of information, resources and services. On the positive side, many ideas and plans for getting people to work are underway. And we are already beginning to see success.

This year, events that occurred after the report period (July 2003 to June 2004) may offer a sampling of what's ahead. For example, in manufacturing, 600 jobs were added in October 2004. In years past, more than 1,000 manufacturing jobs were lost in the same month. Overall, manufacturing has added 4,600 jobs for a 2.3% increase, slightly above the overall average.

Looking at industry and occupation trends

Oregon has developed a cluster-based traded sector economic development strategy. Most experts define a cluster as a geographically bounded concentration of similar, related or complementary businesses that share transaction channels, communication and labor markets, and are faced with common opportunities and threats.

The Oregon Economic and Community Development Department (OECD) has chosen 11 priority clusters for development where Oregon has a competitive advantage as well as factors that give the state the possibility of future development.

These important traded-sector growth clusters are referred to as the "State's Targeted Clusters" and serve as one of the criteria for awarding Employer Workforce Training Fund grants.

Industries in perspective

The Oregon Employment Department also produces 10-year projections (2002 - 2012) that identify important growth industries. Forecasts show that an estimated 214,800 new jobs will be created in Oregon by 2012. The services sector will grow the fastest, adding nearly 100,000 jobs.

Occupations in perspective

The top 10 fastest growing occupations in Oregon are all healthcare related, with growth ranging from 25.1% (physical therapists) to 30.6% (retail pharmacy technicians).

While more Oregonians are employed in office and administrative support occupations now and in future projections, this industry group will take second place in terms of growth following service occupations based on the number of jobs available. Among occupations

THE STATE'S TARGETED CLUSTERS	CURRENT NUMBER OF JOBS
High Technology/Software	66,850
Forest Products/Wood and Paper	62,412
Food Processing/Agriculture	48,208
Apparel/Sporting Goods	18,413
Creative Services	16,345
Transportation Equipment	14,972
Recreation	11,907
Nursery Products	10,247
Metals	9,215
Professional Services	4,417
Biomedical	3,304

AN OVERVIEW OF OREGON'S ECONOMY

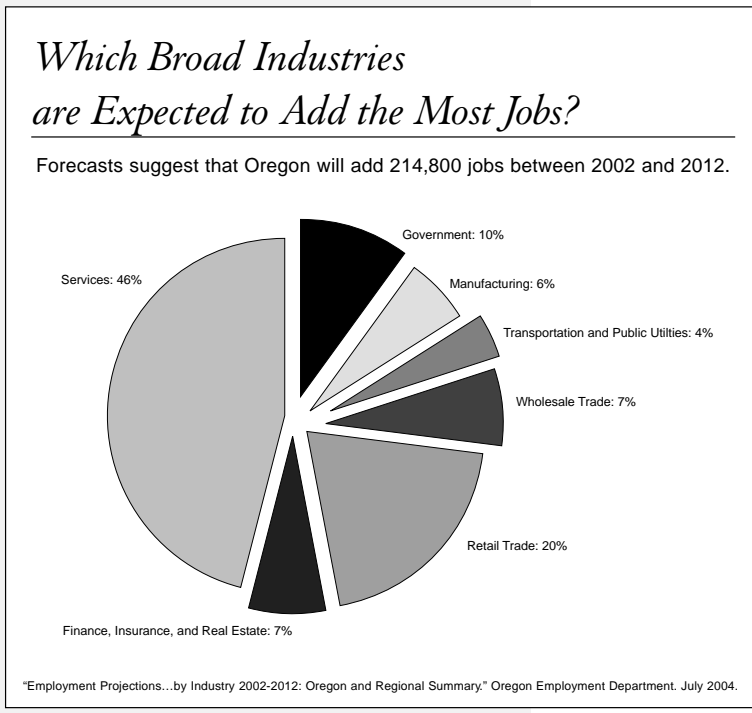
First, a decline After rapid growth in the 1990s, Oregon's employment declined by 4% (65,400 jobs) from late 2000 to mid-2003, with only a brief respite in the first half of 2002.

Many of the lost jobs came from industries with moderate or high average wages, such as construction, information, manufacturing and professional and business services. During the decline, the state's unemployment rate rose as high as 8.7%.

Then rapid growth Since mid-2003, almost all of the major industry groups that lost jobs in the downturn gained jobs. Transportation, equipment, manufacturing and construction were notable in their rapid job growth. Between February and June, Oregon's annual rate of job growth was 5%, the third fastest in the nation. By the middle of 2004, the state had gained back more than

two-thirds of its earlier job loss. Also, it had cut its unemployment rate to about 7%, still high compared to those of other states and to our own pre-recession rates.

Then a temporary slowdown The pace of job gains slowed to almost a standstill during the second half of the year. Despite the rebound since mid-2003, Oregon's total job count in November 2004 was about 19,000 below where it was in late 2000 and its unemployment rate remained one of the nation's highest. The official forecast expects the recent slowing to be only temporary; it calls for Oregon's pace of job growth to exceed that of the nation from 2005 to 2011.



WHAT PEOPLE SAY ABOUT THE ECONOMY

- Oregonians are divided on what should be done about stimulating the state's economy.
- Most believe that there will be a greater variety of businesses and industries in the next 10 years.
- The majority say that education, healthcare and human/social services are priorities of a healthy economy.
- Citizens are dissatisfied with Oregon's performance in creating and keeping jobs.
- Nearly 70% want to maintain a quality environment and 34% believed it was important to relax regulations for businesses.

Davis & Hibbits, Inc./McGraig Communications & Opinion Research, Inc., Oct. 2003.

that will add the most jobs from 2002 – 2012 are customer service representative, food preparation and service, office work and building maintenance.

Small Business Development Centers

Small Business Development Centers (SBDC) continue to add value to Oregon's economy through their services to small businesses. It is estimated that the centers will give over 5,800 clients one-on-one service and train 7,800 clients in 2004. Campbell-Delong, Inc., the firm that evaluates SBDC for the Oregon Economic and Community Development Department, found that SBDC clients created close to 3,088 new jobs and generated \$40 million in new sales and \$51 million in new payroll during 2004.

Construction and business services gain jobs

Construction remained strong during the 2003 - 2004 reporting period. In August 2004, the peak season for the construction industry, 2,100 jobs were added, bringing the total number employed in the industry to 86,500. This is more than 4% higher than in August 2003.

More construction jobs will be forthcoming, according to the Oregon Department of Transportation's (ODOT) Comprehensive Workforce Plan, which includes an interagency agreement between ODOT and partners including Bureau of Labor and Industries (BOLI), Oregon Employment Department and Community Colleges and Workforce Development. This plan sets forth ODOT's program to provide qualified and trained women and minority job candidates for skilled jobs in transportation-related construction projects. The Comprehensive Workforce Plan will extend beyond the state bridge program to all federally funded and federally assisted transportation projects.

The objective of the program is to provide long-term, systemic, sustainable and effective strategies, processes and procedures to meet the shortage of construction workers and increase workforce diversity by using women and minorities in the transportation-related construction industry.

Meanwhile professional and business services have played a major role in recession recovery, experiencing their highest levels of employment in mid-summer 2003. This sector accounts for one in nine payroll jobs. Over the past 12 months, many small business professionals have expanded their businesses, resulting in an overall growth for the industry of 5%.

HIGHLIGHTS FROM 2003 - 2004

Numerous highlights occurred during 2003 - 2004, many of which involve education. We describe these here, along with partner outcomes of the Workforce Investment Act Title I-B program and the Governor's Healthcare Workforce Initiative.

Education promotes a healthy economy

In a time when education and skills matter most, resources in Oregon have become scarce. While state spending on secondary education increased 6.1% from 2000 to 2001, it declined 11.2% only two years later. This trend is problematic since the fastest growing jobs in the state require education beyond high school, and rising tuition costs and reduced access are barriers to postsecondary education for many students.

Students receive a 24% return on their investment

For every \$1 a student invests in Oregon community colleges, the student will receive \$3.89 in future earnings over the next three decades.¹

Benefits to students

Higher learning in today's world really does equal higher earnings. For example, women with a Career and Technical Education (CTE) Associate's Degree earn 47% more than women with only a high school diploma, and men's wages increase 30% with a CTE Associate's Degree.



BURLEY DESIGN COOPERATIVE GETS LEANER WITH AGE

Founded in 1978, Burley Design Cooperative is a Eugene-based manufacturer of bicycles and bicycle accessories. Facing stiff overseas competition and identifying a need for specific training, Burley turned to the Lane Workforce Partnership (LWP) for help.

With funds from the Governor's Employer Workforce Training Fund, LWP's Workforce Committee awarded Burley \$66,500 to train their employees in Lean Manufacturing. The expected outcomes included an increase in productivity

and quality of Burley's product and retention of 100 Oregon jobs.

Lean Manufacturing, based on the Toyota Production System, is an approach to manufacturing that eliminates waste and increases efficiency throughout the business process. Six months into their grant project, Burley recognized significant improvements in cycle time and a reduction in inventory.

"Teams are starting to view production from an overall process standpoint rather than from a workstation perspective," explained Tom Wright-Hay, executive officer of Burley. "Two teams also got the 'initiative bug' and began making positive changes on their own."

—LANE WORKFORCE PARTNERSHIP

Benefits to the economy

Taxpayers see a 17% return on their annual investments in community colleges, and recover all investments in 6.7 years. The State of Oregon receives a variety of social benefits from community colleges, saving approximately \$61.5 million per year in decreased dependence on welfare, improved health and reductions in crime and unemployment.²

The Governor understands the importance of a positive connection between education and the economy, and has established goals to promote this, including:

- Provide universal access to relevant education and training so that all Oregonians can remain competitive in the rapidly changing economy and attain living wage jobs.
- Establish links with all parts of the system.

¹ Christophersen, K. and M. H. Robison. "The Socioeconomic Benefits Generated by 17 Community Colleges in Oregon." CCBenefits, Inc. 2002.

² Ibid.

CSC PUTS TECHNICAL PROFESSIONAL ON TRACK

Even though Fred Marisco had more than 20 years of experience in Information Systems Technology, employment doors weren't opening. Discouraged by the lack of response after sending out many résumés and cover letters, Fred began to consider other avenues for finding a job.

Fred's wife worked as a greeter at the Benton Workforce Development Center. She invited her husband to enroll in the job finding program through Community Services Consortium (CSC). Reluctantly, he agreed, knowing he had all the skills required for a technical position, but that he needed to find the 'right job.'



Encouraged by CSC, Fred attended classes and workshops for about two and a half weeks. Finally, he received a call from an agency that sent him on a job interview. The following Tuesday, Fred became a full-time Systems Administrator for Central Willamette Community Credit Union.

"CSC's job finding program enabled me to get over my insecurities about interviewing, and before leaving the interview, I had the confidence that I would be offered the position," Fred explained. "I am thankful for CSC's encouragement, support and training."

Fred also noted that if it weren't for the help he received, he might still be a part-time highway flagger, not knowing what his long-term career path looked like. "I encourage anyone who is unemployed and 'spinning wheels' trying to find a job to contact CSC and get with the program right now—the job finding program, that is!"

—FRED MARISCO and
COMMUNITY SERVICES CONSORTIUM

Relationships provide a solution

Oregon must work smarter, not harder, to turn things around. Though finances are not abundant, alliances and partnerships that are strong and well managed can help solve problems. With a collaborative mindset linking education, workforce and economic development, a lot can happen.

Lifelong learning becomes focus

What happens in pre-kindergarten can set the tone for the future. That's why Oregon is focusing on lifelong learning as one path to economic vitality. Our future depends on our ability to educate and train citizens during all phases of life.

Over the past year, Oregon has committed to investing in an integrated pre-kindergarten through grade 16 (P-16) educational system. In exploring the issues surrounding P-16 systems, Oregon identified several main areas as the focus:

- High School as a Key Transition Ensure high school students are prepared for postsecondary education and are provided with options to help them make a seamless transition to two- and four-year colleges.³
- Articulation Between Community Colleges and Universities Implement statewide agreements among institutions to accept transfer credits.⁴
- Postsecondary Access and Affordability Provide all students with the tools they need to earn a postsecondary degree and receive the social and economic benefits the degree provides.⁵

Limited literacy cost business and taxpayers \$20 billion nationwide in profits and productivity annually

High school students pursue opportunities for accelerated college credit

Workforce trends will require many workers to have some level of postsecondary education to obtain jobs and advance their careers. One of Oregon's responses has been to offer high

What Oregonians say about education

According to a survey published in October 2003, Oregonians believe that education is one of the three most important services provided by the government. Residents say that K-12 and higher education are priorities for a healthy economy, and that quality of life depends in large part on quality education.

Davis & Hibbitts, Inc./McCraig
Communications & Opinion Research,
Inc., October 2003.

³Long, A. and C. Walker. "High School as a Key Transition." ECS Policy Brief: Oregon P-16 Policies. Education Commission of the States, Denver, 2004.

⁴Walker, C., A. Long, and J. Tomlinson. "Articulation Between Community Colleges and Universities." ECS Policy Brief: Oregon P-16 Policies. Education Commission of the States, Denver, 2004.

⁵Walker, C and A. Long. "Postsecondary Access and Affordability." ECS Policy Brief: Oregon P-16 Policies. Education Commission of the States, Denver, 2004.

school students opportunities to earn college credits. These opportunities are available to students in a variety of forms, including:

- **Dual Credit** Students attend college courses in their own high schools during regular school hours, earning both secondary and postsecondary credits.
- **Tech Prep** Students take courses related to a career while in high school, and then continue with postsecondary courses after graduation. Students finish the program having earned an Associate's Degree.
- **Advanced Placement** High school students take Advanced Placement courses while in school, and can earn college credit or alternative placement by taking standardized examinations in a variety of subject areas.
- **International Baccalaureate** This program offers students a demanding pre-university course of study that leads to examinations. Students can earn college credit at postsecondary institutions upon completion of the International Baccalaureate.

Business and industry training continues

In 2003 - 2004, the Community College Business and Industry Training System (BITS) contracted with more than 350 employers to provide customized employee training to more than 16,000 workers. Due to reduced resources, the number of employees trained is down from the 24,000 workers served in 2002 - 2003; however, community colleges continue to strive to meet business and industry needs for trained workers.

Community colleges face difficult times

In the face of reduced resources, community colleges continue working to address the needs of students for training and access to postsecondary education. In 2003 - 2004, tuition costs at Oregon community colleges rose 22% and colleges cut nearly 6,000 course sections. Many students found it more difficult to afford community college, and fewer course sections meant that classes were less accessible to those who could attend. Not surprisingly, community college enrollment declined. In 2003 - 2004, community colleges saw a 12% drop in enrollment, which meant approximately 47,000 fewer students.

EMERGING PLANS FOR LINKING LIFELONG LEARNING SYSTEMS

- Expand career/technical programs in grades 11-14 through regional public-private partnerships.
- Increase resources for Employer Workforce Training Fund.
- Provide more opportunities for financial aid for two-year and four-year public and private education.
- Build a statewide data system for P-16.
- Increase student access (more high-demand, online and accelerated high school courses).

Dual Credit and Tech Prep Enrollment by Community College

COLLEGE	DUAL CREDIT	TECH PREP
Blue Mountain	1,036	529
Central Oregon	0	323
Columbia Gorge	156	0
Chemeketa	1,523	1,154
Clackamas	971	267
Clatsop*	0	41
Klamath**	0	0
Lane	527	742
Linn-Benton	803	803
Mt. Hood***	919	294
Oregon Coast	0	198
Portland	909	806
Rogue	745	469
Southwestern Oregon	258	95
Tillamook Bay	0	0
Treasure Valley	190	9
Umpqua	324	109
TOTAL	8,361	5,839

*Clatsop Community College offers dual credit courses every other year.
 **Klamath Community College is building a program for 2004-2005.
 ***Mt. Hood Community College enrollment includes home school students.

- Offer incentives for degree and certificate programs tied to market demand.
- Establish dual enrollment framework between Oregon University System (OUS) and community colleges.
- Develop common core for all Oregon public two- and four-year colleges and universities.
- Support emerging technologies and innovations such as Oregon Nanoscience and Microtechnology Institute (ONAMI) nanotechnology.

Information provided by Governor's Office of Education and Workforce Policy, Education + Workforce + Economic Development Strategic Plan, May 2004.

FUNDS PROVIDE YOUTH WITH JOBS AND EDUCATION

In the Summer of 2004, the Grant County Training and Employment Consortium (TEC) provided six-week work experiences for 36 youth and seven adults. With a program budget of \$156,357, the youth helped beautify the county while learning about occupations in natural history, biology, ecology, forestry and wildlife management.

In addition to earning wages, the youth gained work experience, learned teambuilding skills and developed self-esteem.

Adult crew leaders, including teachers and coaches, held temporary positions that enhanced their skills and provided short-term employment opportunities.



The county received healthy land management as new trails were made and existing trails on national and state forest lands were maintained or upgraded. The trails and newly planted trees also improved wildlife habitat and recreational areas. In addition, the local economy benefited from the influx of jobs and wages while businesses enjoyed increased consumer spending.

Grant funds for the youth summer work programs came from a variety of community partners and programs including Oregon Youth Conservation Corps (OYCC), Oregon Parks and Title III. In-kind matching funds were also contributed by the U.S. Forest Service, Oregon Department of Fish and Wildlife, Oregon State Parks Department and the Commission on Children and Families, among others.

The summer youth programs were so successful, they were expanded into a year-round program, utilizing some of the same funding sources, projects and partners while helping the youth earn academic credit and scholarships.

—TRAINING AND EMPLOYMENT CONSORTIUM
GRANT COUNTY

Increasing basic skills helps people get and hold jobs

Increasing the basic skills of reading, math, writing, speaking and listening helps people obtain and retain jobs. This is especially true during difficult economic conditions when those with minimal abilities and/or limited English capabilities have the hardest time finding employment and are often among the first to be laid off. In better economic times, improving basic skills opens job opportunities, and for those already employed, increases chances for advancement and wage increases. Overall, mastery of basic skills strengthens Oregon's workforce and the state's ability to compete in a global economy.

Who are the basic skills students?

Basic skills students range in age from 16 on up and represent a wide variety of social, economic and cultural backgrounds. Nearly 50% of these students fall in the 25 to 44 age range; however, the fastest growing segment of Oregonians who still need basic skills services is the 16 to 24 age range.

Measuring basic skills

In 2003 - 2004 nearly 22,000 people enrolled in basic skills courses. Of those students, close to 40% completed their course and moved to the next level. Fifty-seven percent of those enrolled in advanced Secondary Education completed that level.

As shown in the table, basic skills instruction falls in three distinct categories:

Adult Basic Skills Development, Secondary Education and English Language Literacy.

Demonstrated Improvement in Basic Skills 2003 - 2004

	AVERAGE PERFORMANCE TARGET	ACTUAL PERFORMANCE	ADULTS COMPLETING AT LEAST ONE LEVEL
Adult Basic Skills Development	39%	42%	3,972
Secondary Education	41%	57%	721
English Language Literacy	23%	30%	3,256

To track and monitor the success of basic skills education, students in each category are administered state approved pre- and post-tests. The results of these two tests—one administered before instruction and the other after instruction—measure skill gains for individuals. Individual results are then rolled up to demonstrate state performance by skill level and by instructional program.

Bridging the skills gap

One of the reasons jobs have gone unfilled in Oregon is because there is a shortage of workers with the skills required for certain positions. This is referred to as the 'skills gap.'

Now, however, much is being done to address and resolve this problem. See, for example, the discussion of the Governor's Healthcare Workforce Initiative that begins on page 19.

Another way workforce partners are bridging the skills gap is by providing training in skill areas that business owners and managers have identified as being in too short supply. In many

cases, employers who have received state workforce development grants use the funding to address skill gap issues. For example, a large property management firm in Southern Oregon realized that their employees needed a higher level of training specific to their industry. With funding, eight property managers became certified by the Institute of Real Estate Management. This resulted in opportunity for advancement within the firm and an increase in both skills and wages for the employees.



BUSINESS CENTER HELPS CREATE OVER 200 JOBS

Since 1997, the Business Center in North Bend has been very successful as a rural small business incubator. The facility was funded through a grant from the U.S. Department of Agriculture to promote economic development through creating jobs in the small business sector.

The Business Center has directly contributed to the creation of over 200 jobs. It currently houses six light assembly/manufacturing businesses including a metals machining operation, two woodworking businesses, a construction company, an automotive repair business and a recycler. All are in the early stages of development.

Affiliated Computer Services (ACS), also a Business Center tenant, is a large multi-national call center. ACS conducts much of its training at the Center in cooperation with Southwestern Oregon Community College (SOCC). Several small business support organizations are also on site including the region's small business development center, a community college outreach program, a certified development corporation and a government procurement assistance organization.

The success of the Business Center can largely be attributed to the collaboration of the many organizations involved. These entities cover the spectrum of organizational structures, from small start-up businesses to larger multi-national corporations.

The Business Center represents a partnership concept that has become a model in Oregon for combining rural job creation and workforce development.

—SOUTHWESTERN OREGON
COMMUNITY COLLEGE

WHERE DO WE STAND:

REGION 1

Clatsop, Columbia

PLACEMENT RATE	69%
EMPLOYMENT RETENTION RATE	58%
AVERAGE WAGE GAIN	\$.69

REGION 2

Multnomah, Tillamook, Washington

PLACEMENT RATE	72%
EMPLOYMENT RETENTION RATE	60%
AVERAGE WAGE GAIN	\$.89

* As of July 2004, Tillamook County is in Region 1.

REGION 3

Marion, Polk, Yamhill

PLACEMENT RATE	73%
EMPLOYMENT RETENTION RATE	57%
AVERAGE WAGE GAIN	\$.72

REGION 4

Benton, Lincoln, Linn

PLACEMENT RATE	69%
EMPLOYMENT RETENTION RATE	58%
AVERAGE WAGE GAIN	\$.92

REGION 5

Lane

PLACEMENT RATE	72%
EMPLOYMENT RETENTION RATE	56%
AVERAGE WAGE GAIN	\$.81

REGION 6

Douglas

PLACEMENT RATE	72%
EMPLOYMENT RETENTION RATE	57%
AVERAGE WAGE GAIN	\$1.01

REGION 7

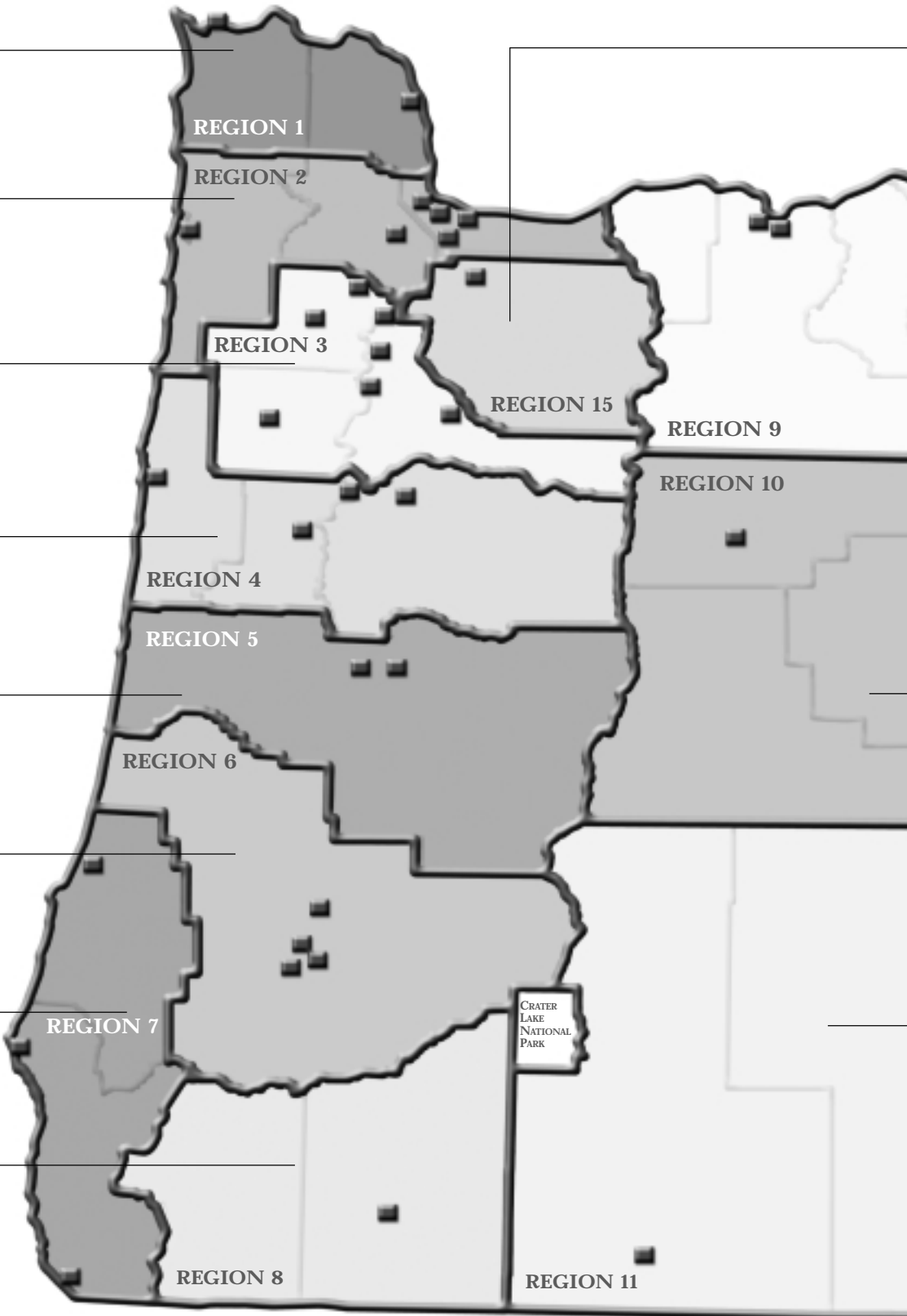
Coos, Curry

PLACEMENT RATE	71%
EMPLOYMENT RETENTION RATE	56%
AVERAGE WAGE GAIN	\$.93

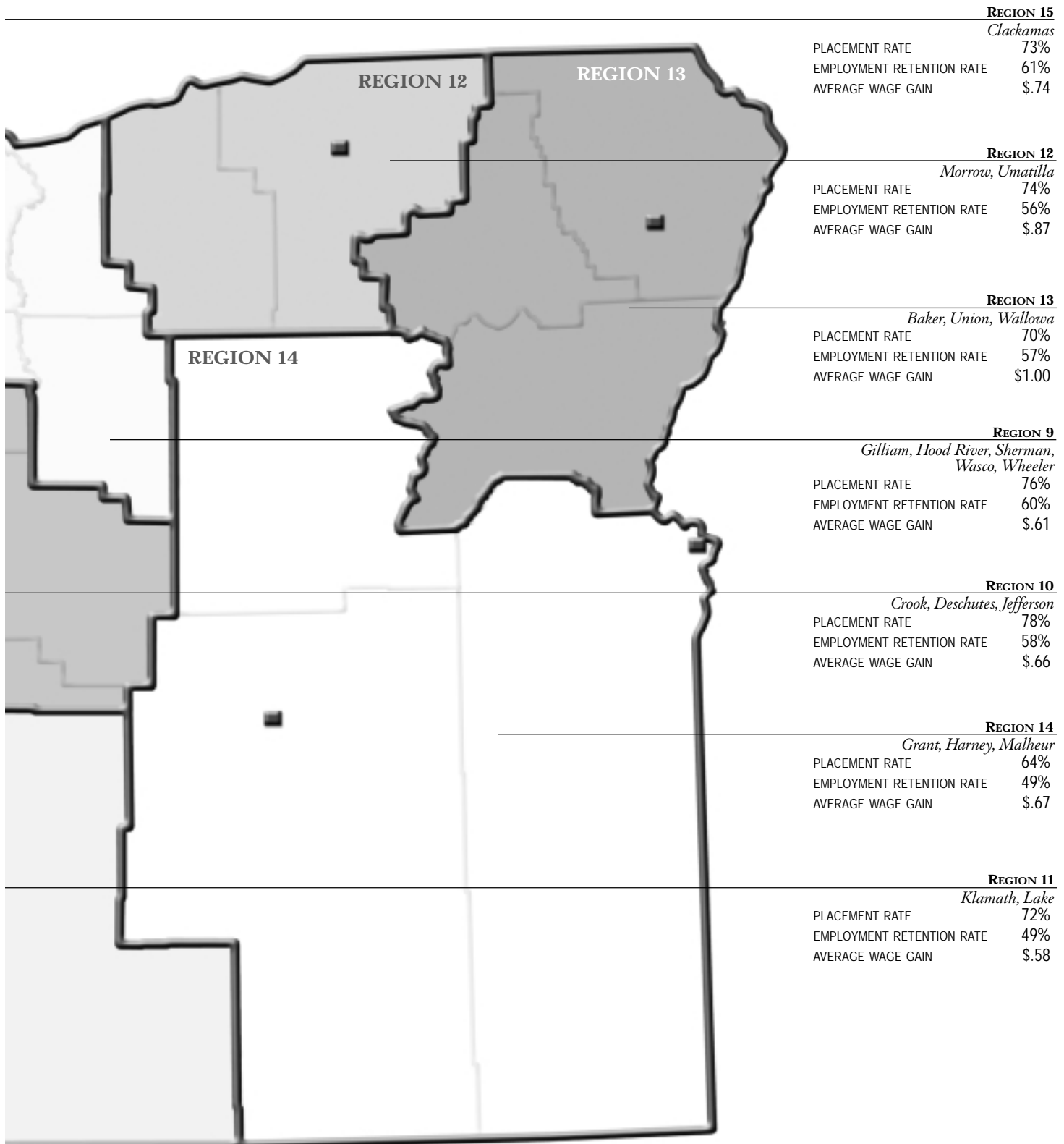
REGION 8

Jackson, Josephine

PLACEMENT RATE	73%
EMPLOYMENT RETENTION RATE	56%
AVERAGE WAGE GAIN	\$.81



RESULTS BY REGION



EMPLOYMENT RETENTION RATE:
PERCENTAGE WHO FOUND WORK AND WERE STILL EMPLOYED A YEAR LATER

AVERAGE WAGE GAIN:
INCREASE IN HOURLY WAGE IN A YEAR'S TIME

Some positive results for adults, dislocated workers and youth

Part of what we evaluate in WorkSource Oregon is the progress we make as we work with adults, dislocated workers and youth (the Title I-B program) to help them increase earnings and find and retain employment. Here are some of the findings:

- **Number of participants served** There were 20,823 adults, dislocated workers and youth served by the Title I-B program.
- **Satisfied customers** Both participants and employers involved in the Title I-B program tell us that the workforce system, and particularly the partners involved in the One-Stop Centers, are doing an excellent job. Statewide, 80% of the participants and 75% of the employers who completed the Customer Satisfaction survey were satisfied with their participation.
 - **Employing older youth** Seventy percent of the older youth served by the partners found work.
 - **Employing adults** Eighty-six percent of the adults found employment, almost 10% more than anticipated.
 - **Employing dislocated workers** Eighty-seven percent of the dislocated workers found employment, which was higher than anticipated.
- **Obtaining a diploma or equivalent** Of the younger youth (ages 14 to 18), 71% obtained a diploma or equivalent. (Job placement is not a goal for younger youth.)

Detailed data for each population appears in *The Tables: Workforce Investment Act—Title I-B, Title II and Title III*. At the time this annual report is distributed, this document is inserted in the pocket on the back cover of this report.

Going into high gear to meet the demand for qualified healthcare workers

By 2012, Oregon's healthcare employment is expected to grow upwards of 24%. According to the Oregon Employment Department, healthcare is the fastest growing occupational group in the state. In addition, the health services industry is the largest employer in the state.

There are already numerous vacancies, and massive retirements are expected in the next ten years. These positions are high paying jobs and, if filled, would add \$52 million to the Oregon economy.

I GOT A JOB!

Brenda Erickson is an August 2004 graduate of DePaul Industries' Salem Training Center. "I got a job. I didn't believe it myself," explains the 38-year-old single mother of four who is now ready to discontinue her TANF (Temporary Assistance for Needy Families) grant. "I listened to people who believed in me and as a result, my resolve and confidence grew."

Brenda earned an Office Specialist I certificate at DePaul. And, prior to receiving official certification for Office Specialist II, a job offer arrived from the Department of Human Services' Criminal Records Unit. She accepted the position and is now a full-time employee.



The Office of Vocational Rehabilitation Services (OVRs) partnered closely with Brenda's self-sufficiency case manager, Norm Goveia. Also part of Brenda's training and employment success story is the state's Hiring Individuals Ready for Employment (HIRE) program. And along the way, Brenda attended several Community Job Readiness Workshops. Also, WorkSource Oregon partners helped her severely disabled son receive appropriate treatment.

Brenda's support system remains in place as she continues to work toward her upgraded certification. She has raised her typing speed from 35 to 65 words-per-minute, mastered the Microsoft Office suite of applications and completed coursework in basic math and business writing, document management, basic accounting and office machine operation.

Brenda is openly appreciative of the help she received. And she has some words of encouragement for new trainees. "Don't give up on yourself. Keep trying."

—OFFICE OF VOCATIONAL REHABILITATION SERVICES

The Governor's Healthcare Workforce Initiative

The Governor's Healthcare Workforce Initiative envisions a dramatic increase in the quantity and quality of the state's healthcare workers. The Initiative aims to alleviate critical skill shortages by creating multi-sector partnerships and collaborations, along with implementation of new and innovative solutions.

The Governor's Healthcare Workforce Initiative has six key elements:

- Create a statewide network of simulation centers
- Ensure that existing telecommunications distance delivery capacity around the state is operational, accessible and affordable
- Increase the number of healthcare faculty
- Encourage regulatory flexibility
- Encourage shared use of facilities and equipment
- Ensure the articulation of healthcare pre-requisite courses among public and private colleges and universities

The Initiative, which has the support of educators, labor and employers, supports the goal of creating jobs and providing job-attached training and education throughout Oregon's 15 workforce regions. It also addresses preparing and upgrading healthcare workers.

To date, the Initiative has:

- Created the Statewide Simulation Alliance and conducted site meetings in 17 communities around the state resulting in public-private partnerships that support healthcare workforce training.
- Raised \$1 million to launch the Governor's Healthcare Workforce Initiative and purchase simulation equipment for coalitions around the state. The Initiative has also awarded 11 grants to local healthcare workforce coalitions in Oregon for the purchase of healthcare simulation equipment.
- Worked with university provosts, campus instructional deans, science faculty and alliance members to sponsor a summer institute to explore issues related to healthcare program pre-requisite courses.
- Worked with the Oregon Telecommunications Coordinating Council to make recommendations to the legislature on affordable access to broadband two-way audio and video for tele-education and tele-medicine to expand training delivery methods.

FROM SELF REFERRAL TO REGISTERED NURSE

Krystle was a self referral who wanted to better herself by attending Treasure Valley Community College (TVCC) to become a nurse. After many classes, car problems, book purchases and a lot of studying and tests, Krystle received her LPN/CNA/CMA license from TVCC in September 2003.



Extremely motivated, Krystle continued her education. With help and support from the Training and Employment Consortium (TEC), Krystle obtained her RN license in September 2004. Today, Krystle is a grateful bride to be. "Thanks TEC for all you have done to get me where I am today."

—TRAINING AND EMPLOYMENT CONSORTIUM
MALHEUR COUNTY, REGION 14

WORKSOURCE PARTNERS HELP WITH HIRING AT COSTCO

Building a new Costco warehouse in Wilsonville was a big enough task in itself, and yet the store had to be staffed. Hiring up to 150 workers during construction could have been a nightmare for Bob Curtis, Costco's General Manager, not to mention potentially dangerous.

To help with hiring, Bob turned to the WorkSource Oregon staff. The team got right to work.

Account representatives of WorkSource Oregon advertised openings, pre-screened candidates, then provided interviewing space so that Costco personnel could make the final hiring decisions—all free of charge.



Bob couldn't be happier. "All the people I interacted with were very professional, very helpful and everything we asked for they provided. They never said 'no.'"

"It would be very difficult to put a dollar amount to all their services but the value in the overall time saved, the quality of the individuals we were able to hire, you just can't put a value on it. The service that was provided was just outstanding."

—WORKSOURCE OREGON,
OREGON EMPLOYMENT DEPARTMENT

The Statewide Simulation Alliance

The Oregon Workforce Investment Board, through Workforce Investment Act (WIA) funds, granted \$600,000 to the Governor's Healthcare Workforce Initiative and the Statewide Simulation Alliance in the fall of 2003. The Alliance grant creates a statewide network of simulation centers to expedite the training of healthcare workers in order to meet drastic staffing shortages within five years.

The OWIB funding began development or expansion of simulation capacity in all regions to address the lack of clinical training sites. The project strives to integrate simulation capacity into healthcare curricula that will be used by well-prepared and networked faculty and available over the state's broadband Internet network. The simulation-based curricula will be accessible 24 hours a day, and affordable for all education and service groups in the state. The level of collaboration in the simulation network is a national first and will serve as a national model.

MEASURING THE WORKFORCE SYSTEM'S PERFORMANCE

Data from the Performance Reporting Information System (PRISM) assists the WorkSource Oregon partners in measuring outcomes. The partners who provide data for PRISM are the Oregon Employment Department (Employment Services); Department of Community Colleges and Workforce Development (Title I-B, Title II and Carl Perkins Postsecondary⁶); and the Department of Human Services (Office of Vocational Rehabilitation Services and Children, Adults and Families, including Temporary Assistance for Needy Families [TANF]).

PRISM collects, analyzes and reports on:

- Workforce development services
- Customers who receive these services
- Employment after receiving services

Data includes information about customers and services from the state's 15 workforce regions and employment data from unemployment insurance files submitted quarterly by employers.

Job placement results

WorkSource Oregon ensures that anyone looking for a job has the best chance of finding one. We know some people find work quickly while others have a harder time. It's also true that every year some jobs go unfilled.

The data for job placement⁷ shows that 213,255 people completed workforce development services during this timeframe with the goal of finding a job. Of that number, slightly more than 71% succeeded. The greatest number of job seekers found work through Oregon Employment Department services.

Where in the state did people have the most trouble finding jobs?

Because of the recession, there were fewer jobs available within the state. At the same time, Oregon's population grew by 37,600 people. Overall, we had fewer jobs and more people looking for work.

GRANITE COMPANY RIDES CONSTRUCTION WAVE

When considering relocating to Oregon, Alan and Joyce Collins discovered an unmet need for high-quality headstones, markers, signs and garden pieces in the southwestern part of the state. So, in 2002, the couple moved to Myrtle Point and opened West Coast Monument and Sign.



Soon after starting the business, Alan and Joyce participated in a business training program offered by Southwestern Oregon Community College Business Development Center (BDC). Through training, and with knowledge gained while in business, the Collins' realized that business success largely depended on their ability to satisfy the demand for residential granite countertops. As a result, the couple modified their production processes to meet the demand.

With a superior product, fair prices and excellent customer service, sales increased at West Coast. The Collins' also enjoyed a continual influx of new customers spurred on by word-of-mouth advertising. To accommodate growth, the couple decided to expand its facilities and employ more people.

To ensure smart planning for business expansion, the Collins' stay connected with the BDC. They also accessed workforce development grant funds through the EWTF program. These funds provided training opportunities for new hires and existing staff.

For now, Alan and Joyce are riding the current construction wave to become a reliable Southern Oregon provider of consumer granite products for the home.

—SOUTHWESTERN OREGON COMMUNITY COLLEGE
BUSINESS DEVELOPMENT CENTER

⁶ Carl Perkins postsecondary data is submitted one time per year and data for the 2003 – 2004 timeframe is not yet available.

⁷ The most recent placement data covers the period beginning July 1, 2003 and ending March 31, 2004.

NORTH RIVER BOATS EXPANDS OPERATIONS: EFFORTS PROVE THAT PARTNERSHIPS WORK

North River Boats, Inc. is receiving state, national and worldwide attention. The firm has pioneered and perfected the strongest welded hydro-jet powered marine vehicle the world has ever seen. It is the fastest growing aluminum boat manufacturer in the U.S. The Pacific Northwest business has become an Oregon model for how economic and workforce development can work together with great success.

Experiencing rapid growth, and expecting more of the same, North River Boats needed to expand. With annual sales consistently increasing by 100%, the firm was quickly outgrowing its original production facilities.

High demand for the product was good news for the 30-year-old company. But it meant that the company must look for a larger and more suitable home. In addition, North River Boats would have to hire and train new workers to meet ever-increasing production requirements of the jet-propelled, shallow-running, tight-turning boats that had become world-renowned.

So North River Boats contacted Oregon's economic and workforce development partners. The questions were many. Could the state help the company find the right space? And could it supply a competent workforce that would adhere to the firm's rigorous set of technological and engineering practices?

"By working cooperatively, our region was able to meet the specialized needs of North River Boats," said Helga Conrad of the Umpqua Economic Development Partnership. "We gathered a team that could handle site relocation and land use matters, along with workforce and employee development requirements."

(continued on page 23)

Placement rates declined the most in the following regions:

- Region 4 (Benton, Lincoln and Linn counties)—from 73%⁸ last year to 69% this year
- Region 5 (Lane County)—74% to 72%
- Region 6 (Douglas County)—74% to 72%
- Region 12 (Morrow and Umatilla counties)—75% to 74%
- Region 13 (Baker, Union and Wallowa counties)—73% to 70%
- Region 14 (Grant, Harney and Malheur counties)—67% to 64%

The placement results for all regions appear on the map on pages 16 - 17. The map also identifies the counties in each region.

Comparing job placement with prior years

Year-to-year comparisons⁹ show that the job placement rate is lower than in previous years.

Hopefully we can look forward to a higher job placement rate next year.

PERCENTAGE OF JOB SEEKERS WHO FOUND WORK		YEAR
71%		2003-2004
72%		2002-2003
75%		2001-2002
78%		2000-2001

Job retention results

The data for job retention indicates the number of people who worked a full year (four continuous quarters) after receiving services from WorkSource

Oregon. The most recent job retention data¹⁰

indicates that 57.5% of the people employed as of July 1, 2002 were still working as of June 30, 2003. Although that is slightly less than last year (59.8% vs. 57.5%), it is still significant that more than half of the people who found work through WorkSource Oregon remained employed, even though the recession continued.

The voice of business: Workforce Investment Boards

The role of the Workforce Investment Boards in the system is pivotal. The local and regional boards are the backbone of the system. These business-led boards convene the partners, set local policy, develop and monitor local strategic plans and set priorities and targets for system resources and performance.

It is important to maintain a local/regional focus while competing globally. That's why each Workforce Investment Board represents the special character and needs of its community. And each has its own mission and vision to meet the local needs of businesses and job seekers, though all share responsibility for meeting WIA requirements and performing in concert with the overall workforce vision of the state.

⁸ Workforce partners can and do update PRISM data on an ongoing basis. Thus, last year's figures may have been updated and may vary somewhat from the figures available at the time we prepared last year's annual report.

⁹ Comparisons are based on PRISM data that reflect the time periods listed in the table.

¹⁰ The most recent job retention data covers the period beginning July 1, 2002 and ending June 30, 2003.

Regional job retention rates show promise

Two of the 15 regions showed a slight increase in job retention from one year ago. Region 9 (Gilliam, Hood River, Sherman, Wasco and Wheeler counties) increased from 59% to 60% and region 10 (Crook, Deschutes and Jefferson counties) went from 57% to 58%. Overall, six regions had job retention rates above the statewide rate of 57.5%.

REGIONS WITH JOB RETENTION RATES HIGHER THAN THE STATEWIDE RATE	REGIONAL JOB RETENTION RATE
Region 1 (Clatsop and Columbia counties)	58%
Region 2 (Multnomah, Washington and Tillamook counties) . .	60%
Region 4 (Benton, Lincoln and Linn counties)	58%
Region 9 (Gilliam, Hood River, Sherman, Wasco and Wheeler counties)	58%
Region 10 (Crook, Deschutes and Jefferson counties)	58%
Region 15 (Clackamas County)	61%

Today, the North River Boats Factory Headquarters is an economic benefit to the city of Roseburg. It consists of an 85,000 square-foot production facility, operated by a workforce that will total 150 by 2005, with 128 of those

employees being newly hired and trained. With production in full swing, the jet boat manufacturer can design and deliver their state-of-the-art product around the world.

Workforce partners responsible for the successful expansion/relocation project include Douglas County, Oregon Economic and Community Development Department, Oregon Employment Department, Umpqua Community College, Umpqua Training and Employment and Umpqua Economic Development Partnership.

Funding for workforce training arrived in many forms from a variety of partners. In November 2003, Governor Ted Kulongoski announced approval of an economic development grant of \$125,000 from the Strategic Reserve Funding. This was complemented by a two-phase grant in the same amount from the Employer Workforce Training Fund. Finally, Douglas County Industrial Development Board granted another \$125,000 for workforce training.

According to the Governor, the \$375,000 supports the expansion of a key industry cluster, will help the company and economy grow, provide valuable skill training to Oregonians and provide family living wages with full benefits.

“That’s a great return on our investment.”

—WORKSOURCE OREGON



Wage gain results

Tracking wages of Oregon employees provides a way to measure the economic security of our workforce and the quality of jobs. Low wages, or a limited increase in wages, can be cause for concern. These affect the quality of life for workers and their families. The following information is key in evaluating the economic well being of Oregonians.

What happened to wages in 2003 – 2004?

- Average annual income for **low-wage** industries was \$16,860. Jobs grew by more than 3%.
- Average annual income for those employed in the top five **average-wage** industries was \$35,360. Jobs grew by about 2%.
- Average annual income for **high-wage** industries was \$44,600. Jobs grew by nearly 2%.

WorkSource Oregon: Oregon Labor Trends, October 2004.

Wage levels vary

Each month on behalf of WorkSource Oregon, the Oregon Employment Department’s Workforce and Economic Research Division publishes *Oregon Labor Trends*, which describes what’s happened with jobs and the economy. The report includes positive and negative information, along with many facts that are useful and important to know.

Oregonians working as merchant wholesalers of durable goods earn

upwards of \$47,000 annually, as do those involved in credit mediation. On the lower end of the scale, fast food restaurant employees bring home only \$11,000, while full-service restaurant employees earn a few thousand more at \$13,900.

FUNDING INCREASES NUMBER OF SKILLED WELDERS

A training program for a Portland manufacturing firm is turning career opportunists into welders thanks to a partnership between Portland Community College (PCC), the firm and a Portland workforce developer.

The project was started to meet the needs of Gunderson, Inc., a local manufacturer of rail cars and marine barges that employs 1,200 people, including 700 welders. A skill shortage among welders had been a hurdle for the company, even as opportunities in the field were growing.



Through a grant by the Employer Workforce Training Fund, and assistance by Worksystems, Inc., PCC instructor Kevin Longueil trains and certifies five welders every five weeks to meet Gunderson's standards for hire.

Rich Holly, 27, found it difficult to break into the welding trade in his hometown of Ohio. After moving to Portland, Holly applied to the Gunderson program and became one of the first five welders hired on.

Though starting pay can't compete with his most recent warehouse job, Holly said welding holds more promise for the future. "In the long run it will probably work out better," he said. "I would like to be a journeyman and in the future own my own welding shop or be a welding instructor."

Thirty-eight-year-old Gustavo Brown is another Gunderson new hire. He worked with cement pipes before getting laid off and making the switch to welding. The father of three said welding jobs continue to offer good pay and consistent employment while other industries are lowering wages.

Paul Wild, director of PCC's Customized and Workplace Training department, thinks the success of the Gunderson program bodes well for Oregon and PCC. "The idea is to maximize opportunities for people to obtain the training and education they need to reach whatever their goals are."

—PORTLAND COMMUNITY COLLEGE and WORKSYSTEMS, INC.

Local government positions are listed among average-wage industries with the largest number of jobs. These workers receive an average of \$34,700. In June 2004, 98,800 people worked as educators and 86,000 were employed in non-education government, including tribal, positions.

Raises are less likely

Prior to 2000, 86% of private-sector employers raised wages to attract or retain employees. Only 52% did so in 2002, and then mostly to keep pace with the cost of living. One possible reason for this decline is that more people were unemployed and willing to work for lower wages.

There is good news in the Finance, Insurance and Real Estate industry where the majority of employees received wage increases. From 2003 - 2004, low interest rates and an increase in real estate investments played a part in this statistic.

Statewide wage gain results

The average hourly wage increased by \$.82 from \$11.81 to \$12.63¹¹. Although a gain of \$.82 per hour is higher than the gain of \$.63 reported last year, the starting wage was lower: \$11.81 as opposed to \$12.21.

However, the fact of an increase in hourly wage remains a positive sign in the context of our still-recovering economy. Considering that Oregon continues to experience high unemployment and is still recuperating from the recent recession, even a small gain is good.

A look at regional wage gains—room for optimism

A look at wages at the end of the period shows that almost half the regions had higher ending wages than they did a year earlier. In addition, six regions had average hourly wage gains that were higher than the statewide average of \$.82.

REGIONS WITH WAGE GAINS HIGHER THAN THE STATEWIDE AVERAGE WAGE GAIN	REGIONAL WAGE GAIN
Region 2 (Multnomah, Tillamook and Washington counties)	\$.89
Region 4 (Benton, Lincoln and Linn counties)	\$.92
Region 6 (Douglas County)	\$1.01
Region 7 (Coos and Curry counties)	\$.93
Region 12 (Morrow and Umatilla counties)	\$.87
Region 13 (Baker, Union and Wallowa counties)	\$1.00

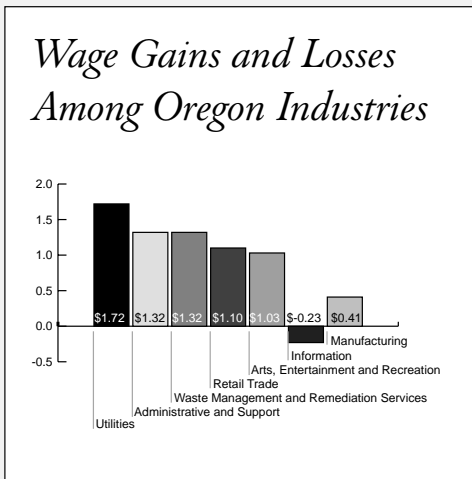
¹¹ The period of reporting for the most recent wage gain data is from July 1, 2002 through March 31, 2003.

Wage increases by industry

Most industries saw wage gains in 2003 - 2004. The only exception was the information sector, which showed an average loss of $-\$0.23$. However, that loss is a considerable improvement over last year's loss of $-\$1.22$ per hour. There was also good news for the manufacturing sector, which lost $-\$0.37$ cents per hour last year but reported a wage gain of $\$0.41$ per hour in 2003 - 2004. This represents an overall difference of $\$0.78$.

Wage gains for students

From 2002 - 2003, community college graduates experienced an average hourly wage gain of $\$1.69$ per hour or 12.3%. Wages for males increased by $\$1.50$ an hour. Females gained significantly more with a $\$1.69$ hourly increase, representing a 14.6% gain.



LEAN MANUFACTURING GRANT ENLARGES PRODUCTION

With a growth rate of 20 percent annually, it's easy to add new manufacturing processes to existing ones. In the process, however, production lines can get long and snaky. That's what happened to Recognition Specialties, a Grants Pass manufacturer of identity and recognition products. But in 2003, the firm improved production with grant funds awarded through the Employer Workforce Training Fund (EUTF).



The grant provided lean manufacturing training by the Oregon Manufacturing Extension

Partnership. This new system reduces steps in the manufacturing process and speeds up production. "We went from an order traveling 580 feet to only 180 feet on the production line," explained President Lowell Gibson. "Instead of an order taking three days to fill, our turnaround time is 24 hours."

Beyond streamlining production, the company takes advantage of recruitment, training and economic information services provided by WorkSource Oregon partners. For example, managers enlisted the help of Ainoura Oussenbec, a workforce analyst, who provides the firm with up-to-date customized economic information.

For production consistency and flow, Recognition Specialties hires full-time permanent employees. One poor hiring choice can disrupt production and cost the firm money. So they formed an alliance with the Job Council and Oregon Employment Department, both WorkSource Oregon partners. Now, candidates sent by these partners are carefully screened and appropriately trained.

"They did it exactly the way we asked them to do it," said Vice President Vaughn-Keller (shown above). "We have a very cohesive relationship here with our providers."

—THE JOB COUNCIL

2003 – 2004 IN REVIEW

On the preceding pages, we have described numerous achievements and successes on the part of the job seekers, businesses and partners who are part of WorkSource Oregon. In addition to those significant results, there were other advances, which we note here.

CLIMBING THE CAREER LADDER AT PEACE HARBOR HOSPITAL

Located in the small coastal town of Florence, Peace Harbor Hospital faced challenges in recruiting and retaining qualified employees. In response, Lane Workforce Partnership (LWP) implemented an innovative career progression project that meshed well with Peace Harbor's existing 'grow our own' philosophy.



State and Lane County Video Lottery dollars and federal Workforce Investment Act funds were leveraged to fund this project. A Lane Workforce Partnership career coach worked one day a week in Peace Harbor Human Resources' office assisting employees with career planning in healthcare. Career pathways were developed that were specific to Peace Harbor's organizational structure to help entry-level employees navigate the steps toward their ultimate career goals.

More than 30 entry-level employees began training, mostly in nursing. Each can expect an increase in wages of about \$7 an hour. A detailed manual has also been developed that describes area training and resources. This manual is now used by the hospital's Human Resources staff to strengthen and support the link to Workforce Investment Act programs. In addition, a career pathways video was produced, which features inspirational success stories of employees in various stages of career progression.

"The partnership with the Lane Workforce Partnership has given our staff the incentive and financial support to take the next step toward their career goals in the healthcare industry," said Don Bourland, Peace Harbor's regional Vice President of Human Resources. He added that the program serves as a model for strong workforce and industry partnerships that have positive long-term economic impact.

—LANE WORKFORCE PARTNERSHIP

Moving ahead in excellence in delivery and productivity

In 2003 – 2004, a group worked together to build a learning system that is both student-focused and collaborative, with statewide benefits that result in more Oregonians completing college. Those involved include the Excellence in Delivery and Productivity Workgroup and Oregon University System (OUS) Provosts' Council, the Council of Instructional Administrators (CIA), K-12 partners and other key constituents.

Excellence in Delivery and Productivity — Seven Initiatives

Student Data Transfer Process
General Education
Articulation of Majors and Dual Enrollment
Online Course Delivery
Capacity Courses
Acceleration of High School Students
Retention

Each of seven initiatives identified must positively impact students and communities of diverse backgrounds, including first-generation to college, low-income, minority, older, working and transfer students.

Making an investment in career pathways

Another achievement during 2003 - 2004 is the strong investment made by the federal government and the State of Oregon in promoting Career

Clusters and Pathways within community colleges. Career Pathways combine aptitudes, interests and dreams into a comprehensive plan for success, and provide both focus and direction to learning experiences:

- Resources from the Department of Labor Business Relations Group have been focused on supporting cluster-based training for the past 18 months.
- The Employer Workforce Training Fund, described earlier, was established by Executive Order to support the retention and growth of living wage jobs, a skilled workforce and competitive businesses in Oregon.
- The WIA 503 Incentive Fund provides federal resources to local education and workforce regions in order to:
 - Strengthen the development and coordination of career and professional technical pathways leading from high school to college and from basic skills to college.
 - Utilize our limited resources to structure service delivery to play to the strengths of education and workforce partners.
 - Seek ways to continue to enhance the performance level of all partners.

WHAT'S IN THE WORKS FOR WORKSOURCE OREGON

WorkSource Oregon is beginning to experience the benefits of an online job-matching system called iMatchSkills, a partnership called the Oregon Training Network and expanded access to 'lean' high performance tools.

Online job-matching debuts in Oregon

Following the April 2004 launch of iMatchSkills, Oregonians can now take advantage of an online tool that connects job seekers with businesses. Developed by the Oregon Employment Department, this computer-aided recruitment and job-matching program uses skills to link qualified candidates with job openings. The process is easy and quick. Employers enter the skills needed for an available position and job seekers enter their skills and experience. The computer software takes over from there, performing an objective match using a wide range of parameters.

The electronic iMatchSkills program replaced OED's outdated mainframe-based matching system. From May through September, job seekers, OED staff and others used the system and provided developers with feedback. Meanwhile, OED mailed 250,000 letters to employers and job seekers to give direction on how to obtain user names and passwords in order to log-on to iMatchSkills. In addition, a toll-free number was provided to handle inquiries.

In October 2004, iMatchSkills became available online to job seekers allowing them to enter their own information at any time, and in November 2004, iMatchSkills went live on the Internet, allowing businesses to place their own listings without directly connecting to an OED office. By the end of October 2004, nearly 48,000 active job listings appeared on iMatchSkills and more than 250,000 registered job seekers accessed the system.

Although all the details are not in yet, 24,467 job listings have been filled through iMatchSkills helping to support OED's theory that iMatchSkills will revolutionize how Oregon businesses fill positions and how Oregonians will find jobs.

Other statewide opportunities

The Oregon Workforce Investment Board, through WIA Employer Workforce Training Funds, also granted \$500,000 to two projects to build the capacity of the workforce training system and fill occupational skills gaps.

ASSISTANCE, SUPPORT AND PERSEVERANCE PAY OFF

Jackie Briley graduated from Siletz High School in Newport in 1981. She then moved to Florida and, from 1983 to 1993, lived in Georgia where she became a Certified Nail Technician. Jackie returned to Siletz in 1993 where, for the next 10 years, she worked a variety of temporary and part-time jobs.



Jackie contacted Community Services Consortium (CSC) in April 2003. At the time, she needed help getting her Georgia Cosmetology Certification transferred to Oregon. Also, she was determined to find housing for herself and her son Jared. Although looking for work, Jackie was having trouble finding anything of substance. CSC agreed to help.

Within a month, Jackie was working in production for Trident Sea Foods. Soon she was undergoing training in the Lab and working in Quality Control. But as the season wound down, Jackie was laid off. She returned to Trident during crab season, but was laid off a second time when the season ended. However, Trident showed their appreciation for her good performance by finding other work for her.

Meanwhile Jackie's CSC Employment Specialist helped her apply for housing support through Housing and Energy. In February 2004, the Briley family moved into their own place.

In September, Trident selected Jackie to head up a Quality Control effort in Kodiak, Alaska. Following this successful venture, Jackie returned to Newport where she is now less likely to face seasonal layoffs.

CSC is still in the process of helping Jackie transfer her Georgia Cosmetology Certification to Oregon. When approved, Jackie will have a professional skill to rely on during down times at Trident Sea Foods. This would also give her the option of pursuing cosmetology full time.

Jackie is an example of perseverance paying off. The resources of CSC and Housing and Energy provided support, but Jackie's hard work and dedication allowed her to make the most of each opportunity.

—COMMUNITY SERVICES CONSORTIUM

BENCHMADE SHARPENS SKILLS

Les and Roberta De Asis faced a serious problem. Their business, Benchmade, makes some of the finest knives in the world and employs some of the best people in the manufacturing industry. Recently, Benchmade won a prestigious award from the U.S. Department of Defense for the quality of the product they made for the military. And yet, the owners understood that to stay ahead of their competition, they would have to train their workforce in the latest manufacturing practices.



So Les and Roberta turned to a new friend: WorkSource Oregon. The local Clackamas County Workforce Response Team provided a training grant and found team members to assess and train their workforce.

New Horizons provided training in Word, Access and Excel in order to help implement new productivity tools into their work environment. The grant also provided leadership development and specialized training for their sales and marketing staff.

As a result, Benchmade is more prepared to compete in the global market, has a well trained workforce and has increased its ability to retain employees. "I'm very impressed with the support the state is giving to private business to help ensure employability in the area," said Roberta.

"Finding great people is always a challenge so if we can grow them from within there's a lot of value for the company."

Les agreed. "If you truly want to grow your workforce today you need to maintain a contemporary position in manufacturing. The training and state aid helped us dramatically."

—CLACKAMAS COUNTY
WORKFORCE RESPONSE TEAM

The Oregon Training Network

The Software Association of Oregon (SAO) in partnership with the Office of Governor Kulongoski is developing the Oregon Training Network. This is a new information technology (IT) education program designed to create affordable, high quality IT training opportunities for Oregon's information technology professionals. The Oregon Training Network, jointly sponsored by OWIB and the Oregon Council for Knowledge and Economic Development (OCKED), plans to support skill development for Oregon's technology workers in clusters as diverse as electronics manufacturing, wood products, finance, food processing and software development. This online resource, which will meet a demand for IT training that is not currently offered in Oregon, will be available for Oregon businesses and workers in the coming year.

Expanded access to 'lean' high performance tools

The other statewide opportunity project, developed by Portland Community College (PCC) and the Oregon Manufacturing Extension Partnership, will expand access to 'lean' high performance tools in the state. PCC and partners will train ESL instructors at 10 community colleges in lean manufacturing concepts, conduct demonstration projects at five businesses and build the capacity of the state's community college system to offer lean/high performance training to companies that have workers with limited English proficiency. The workforce system gets stronger through these demand-driven educational partnerships.

DEAR FRIENDS AND PARTNERS:

Whenever any of the WorkSource partners meet to review workforce development progress, two basic facts stand out: the more we work together, the stronger we become.

The title of the 2003 – 2004 report reflects these thoughts in just two words — *Stronger Together*. But it is the many words on these pages that let Oregonians know what we're doing and how far we've come. This is our opportunity to share our excitement in seeing good ideas come to life in the ever-improving WorkSource Oregon.

The report includes descriptions of system-wide progress as well as information about issues we are working to overcome. You'll find many anecdotes about businesses and job seekers receiving the help they need and succeeding. These tell the story best because each one includes names and faces of real people.

We've also provided descriptions and examples of plans in motion. For instance, the North River Boats story illustrates the value in connecting economic development with workforce development strategies. When you read how the partners assisted a business with expansion, and about the many new jobs with training that were created here, you'll get a picture of how the system works.

I hope you will take time to review this report. We have done our best to include the many elements that make up WorkSource Oregon. I am proud and encouraged by the lessons we have learned in tough economic times, the actions we've taken and where we're going. On this path, economic recovery really is around the corner.

Sincerely,



GWYN HARVEY
Chair, Oregon Workforce Investment Board



WORKSOURCE OREGON'S ONE-STOP CENTERS

WALLOWA COUNTY SECURES DOUBLE DOSE OF SUCCESS

Attracting healthcare professionals to rural Wallowa County is difficult. Yet this year, the county enjoyed a double dose of success. Two Training and Employment Consortium (TEC) participants and long-term residents earned Registered Nurse Associate Degrees and now work in the local hospital.



Jeff had an interest in medicine, but family responsibilities and a steady job kept him from pursuing it. But when his position was eliminated due to declining timber harvests, Jeff started working toward his dream.

Jeff used the resources of Blue Mountain Community College's Wallowa County Office to complete placement tests. He took his first two classes locally, then traveled 200 miles daily to attend classes in Pendleton. After being accepted into the nursing program, Jeff completed his CNA and worked at the Wallowa Valley Care Center during summer break. Later, he passed his LPN boards.

In June 2004, Jeff graduated with his Associate of Applied Science Degree in Nursing and was chosen to be a graduation speaker. He passed his RN Board Exams in July and is now employed by Wallowa County Health Care District.

(continued on page 31)

Region 1: Clatsop/Columbia/Tillamook

CLATSOP COUNTY ONE-STOP
450 Marine Dr.
Suite 140
Astoria, 97103
503-325-1156

COLUMBIA COUNTY ONE-STOP
500 N. Columbia River Hwy.
St. Helens, 97051
503-397-6495

TILLAMOOK COUNTY OFFICE
3600 E. 3rd St.
Suite B
Tillamook, 97141
503-842-3244

Region 2: Multnomah/Washington

CAPITAL CAREER CENTER
18624 NW Walker Rd.
Beaverton, 97006
503-533-2713

****SE WORKS ONE-STOP
CAREER CENTER**
6927 SE Foster Rd.
Portland, 97206
503-772-2300

****CENTRAL CITY CONCERN,
WEST PORTLAND ONE-STOP**
2 NW 2nd
Portland, 97209
503-226-7387

****METROPOLITAN WORKFORCE CENTER**
5600 NE 42nd Ave.
Portland, 97218
503-943-2283

****GOALPOST**
6443 N. Lombard
Portland, 97203
503-240-5600

****MHCC WORKFORCE CONNECTIONS**
4510 NE 102nd
Portland, 97220
503-252-0758

Region 3: Marion/Polk/Yamhill

WINEMA JOB & CAREER CENTER
4001 Winema Place, NE
Suite 200
Salem, 97305
503-399-2300

MCMINNVILLE JOB & CAREER CENTER
378 NE Norton Lane
McMinnville, 97128
503-472-5928

NEWBERG JOB & CAREER CENTER
2251 E. Hancock St.
Suite 106
Newberg, 97132
503-538-8970

SALEM JOB & CAREER CENTER
605 Cottage St. NE
Salem, 97301
503-378-4846

POLK JOB & CAREER CENTER
580 Main Street SE
Suite B
Dallas, 97338
503-831-1950

SANTIAM JOB & CAREER CENTER
11656 Sublimity Rd. SE
Sublimity, 97385
503-767-2092

WOODBURN JOB & CAREER CENTER
120 East Lincoln St.
Suite 115
Woodburn, 97071
503-982-2817

Region 4: Benton/Lincoln/Linn

**LINCOLN WORKFORCE
DEVELOPMENT CENTER**
120 NE Avery St.
Newport, 97365
541-265-6419

**BENTON WORKFORCE
DEVELOPMENT CENTER**
545 SW Second
Corvallis, 97333
541-757-4261

**EAST LINN WORKFORCE
DEVELOPMENT CENTER**
44 Industrial Way
Lebanon, 97355
541-259-5790

**Denotes affiliate sites

LINN WORKFORCE DEVELOPMENT CENTER
139 4th Ave., SE
Albany, 97321
541-259-5790

Region 5: Lane

THE WORKFORCE NETWORK CENTER
2510 Oakmont Way
Eugene, 97401
541-686-7601

THE WORKFORCE NETWORK
(Satellite Site)

Lane Community College Campus Bldg. 19
4000 E. 30th Avenue
Eugene, 97405
541-463-5223

Region 6: Douglas

ROSEBURG EMPLOYMENT OFFICE ONE-STOP CENTER
846 SE Pine St.
Roseburg, 97470
541-440-3344

UMPQUA TRAINING & EMPLOYMENT

760 NW Hill Ave.
Roseburg, 97470
541-672-7761

UMPQUA COMMUNITY COLLEGE WORKFORCE TRAINING

2555 Diamond Lake Blvd.
Roseburg, 97470
541-440-4668

DHS CAF (CHILDREN, ADULTS & FAMILY) SERVICES OFFICE

1937 W. Harvard
Roseburg, 97470
541-440-3301

Region 7: Coos/Curry

NEWMARK CENTER
2110 Newmark Ave.
Coos Bay, 97420
541-888-2667

NORTH CURRY FAMILY & CHILDREN CENTER

P.O. Box 1145
Port Orford, 97465
541-332-1042

HANSCAM CENTER

16399 Lower Harbor
P. O. Box 2338
Harbor, 97415
1-800-469-2928

Region 8: Jackson/Josephine

EDUCATION AND RESOURCE CENTER
1600 N. Riverside
Suite 1001
Medford, 97501
541-779-2489

Region 9: Gilliam/Wasco/Hood River/Sherman/Wheeler

STATE OFFICE BLDG ONE-STOP CENTER
700 Union St.
The Dalles, 97058
541-296-5435 x 231

MID-COLUMBIA COUNCIL OF GOVERNMENTS

1113 Kelly Ave.
The Dalles, 97058
541-298-4141

Region 10: Crook/Deschutes/Jefferson

WORKSOURCE REDMOND
2158 SE College Loop
Redmond, 97756
541-504-2955

Region 11: Klamath/Lake

THE WORK CONNECTION
3600 S. 6th
Klamath Falls, 97603
541-850-9675

Region 12: Morrow/Umatilla

WORKSOURCE PENDLETON
408 SE 7th
Pendleton, 97801
541-278-5675

Region 13: Baker/Union/Wallowa

PRAIRIE CREEK CENTER
104 Litch Street
Enterprise, 97828
541-426-3149

Region 14: Grant/Harney/Malheur

WORKSOURCE OREGON
375 SW 2nd Ave.
Ontario, 97914
541-889-5394

Region 15: Clackamas

CLACKAMAS COUNTY ONE-STOP RESOURCE CENTER
506 High St.
Oregon City, 97045
503-657-2122

It took years for Nancy, a single mother of two, to obtain her nursing degree. She worked as a CNA for seven years while taking college courses to complete prerequisites.

Finally, Nancy contacted the Training and Employment Consortium (TEC). With the help and guidance of TEC, she made a plan and applied to Walla Walla Community College's nursing program. At the same time, Nancy applied for a CNA position at local hospitals.

Nancy was hired at Walla Walla General and accepted into the nursing program. Though it was a hard choice, Nancy accepted that position, temporarily leaving her children in their father's care.

Following struggles and financial balancing acts, Nancy graduated with her Associate Degree in Nursing in June 2004. The following month she started working at Wallowa Memorial Hospital in Enterprise as a Registered Nurse.



Many WorkSource Oregon partners and others assisted Jeff and Nancy in reaching their goals, including TEC (retraining and support services funds), the Oregon Employment Department and the Wallowa County office of BMCC. Financial assistance was provided by grants and loans from federal financial aid programs, scholarships and donations.

—TRAINING AND EMPLOYMENT CONSORTIUM
WALLOWA COUNTY

THE WORKSOURCE OREGON PARTNERS

State Agencies

- Governor's Office of Education and Workforce Policy
- Oregon Economic and Community Development Department
- Oregon Employment Department
- Department of Community Colleges and Workforce Development
- Department of Human Services, which includes the Office of Vocational Rehabilitation Services and Temporary Assistance for Needy Families
- Department of Education - Professional Technical Education
- Oregon University System
- Oregon Disabilities Commission
- Commission for the Blind

Local Workforce Boards

- Workforce Investment Council of Clackamas County (Clackamas County)
- Region 4 Workforce Investment Board (Linn, Benton, Lincoln counties)
- Lane Workforce Partnership (Lane County)
- Enterprise for Employment and Education (Marion, Polk, Yamhill counties)
- Rogue Valley Workforce Development Council (Jackson, Josephine counties)
- Region 2 Workforce Investment Board (Multnomah, Washington, Tillamook counties and the City of Portland)
- The Oregon Consortium & Oregon Workforce Alliance (Baker, Clatsop, Columbia, Coos, Crook, Curry, Deschutes, Douglas, Grant, Gilliam, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler counties)

JUST SOME OF THE FACTS

Job placement, retention and wage gain

- 213,255 people came to WorkSource Oregon to find employment and 71% were placed in jobs.
- 246,109 people found employment through WorkSource Oregon a year before and 57.5% remained employed a year later.
- Wages started lower than last year, but then rose by an average of \$.82 an hour.
- 20,823 adults, dislocated workers and youth were served by WIA Title I-B.
- Statewide, 80% of participants and 75% of employers involved in WIA Title I-B programs who completed the Customer Satisfaction survey were satisfied with their participation.
- Through Title I-B partners, 86% of the adults and 87% of dislocated workers found employment, which was more than anticipated.
- About 250,000 job seekers received job search assistance from the Oregon Employment Department and 204,799 people were referred to current job openings.

Recognition

- Governor Kulongoski declared September as Workforce Development Month.

Jobs and Oregon's economy

- From 2003 – 2004, Oregon's economy grew rapidly, compared to the rest of the nation.
- Forecasts indicate Oregon may regain its prior peak number of jobs by mid-2005.
- Jobs in the state's high-wage industries have grown steadily in 2004, though low-wage jobs are growing faster.
- Healthcare-related occupations make up the top 10 fastest growing jobs.
- In 2003, Oregon unemployment insurance claims averaged 17.6 weeks, below the 18.1 weeks reported the prior year.
- The highest wage gain was in the utilities sector with an increase of \$1.72 per hour.
- In manufacturing, 600 jobs were added in October 2004. In years past, more than 1,000 manufacturing jobs were lost in the same month.
- In August 2004, the construction industry had 4% more jobs than during the same month in the previous year.

Workforce grants

- In 2003 – 2004, about 6,000 Oregon workers received training through grant funding, including technical, ESL, management, leadership and more.

- From 2003 – 2004, Regional Workforce Response Teams awarded more than \$3 million to businesses for current workforce training projects. Fifteen regions in Oregon received a combined 93 workforce development grants.

- The Department of Community Colleges and Workforce Development (CCWD) was awarded a \$1.29 million Department of Labor – Employment and Training Administration (DOL-ETA) grant to create a statewide network of Disability Program Navigators to work in WorkSource Oregon One-Stop Centers around the state from July 2004 through June 2006.

Education

- Oregon is consistently number one or two in the nation in SAT scores.
- The dropout rate is falling across the state.
- Up to 70% of our high school students take a curriculum that prepares them for college — twice the national average.
- Office of Vocational Rehabilitation Services (OVRS) distributed "Cool Tool" Starter Kits for employing people with disabilities to all six of the Oregon Employment Initiative Consortium members and 38 One-Stop locations.



Published by

**DEPARTMENT OF COMMUNITY COLLEGES
AND WORKFORCE DEVELOPMENT**

503-378-8648



ANNUAL REPORT
THE TABLES
Workforce Investment Act

Title I-B, Title II and Title III
2003 - 2004



**COMMUNITY
COLLEGES AND
WORKFORCE
DEVELOPMENT**
WORKSOURCE OREGON

December 31, 2004
State of Oregon
Department of Community Colleges and
Workforce Development (CCWD)
Authorized agent:
Cam Preus-Braly,
Commissioner, CCWD

Information provided in the tables
is required under the Workforce
Investment Act

WORKFORCE
INVESTMENT ACT
TITLE I-B

**CORE
PERFORMANCE
MEASURES
THAT APPLY
TO THE
ADULT,
DISLOCATED
WORKER
AND
YOUTH
FUNDING
STREAMS**

www.oregon.gov/ccwd

TITLE I-B TABLES

Introduction

The Title I-B portion of this document contains the following sections:

- A discussion of Oregon's economy and its impact on the workforce development system
- A discussion of the cost of activities vs. the effect on performance
- A discussion of the receipt of training vs. core and intensive services
- A discussion of the evaluation
- Definitions used in the tables
- A guide to reading the tables
- The tables

In some of the tables that follow, you will see three levels of performance—the negotiated performance level, the mandatory performance level (80% of the negotiated level) and the actual performance level. The mandatory level is the minimum qualifying level for the Department of Labor (DOL) performance.

Oregon's Economy: Job Recovery Begins

The gloom of job losses in early 2003 lifted by the start of PY 2003 and gave way to strong job growth that lasted, with rare exceptions, throughout the program year. Between July 2003 and June 2004, Oregon gained an estimated 39,300 nonfarm payroll jobs. Meanwhile, the unemployment rate fell from 8.7% to 6.9%. Oregon's rate remained either the highest or second highest in the nation in the 12-month period.

At the end of PY 2003, Oregon had 22,100 fewer jobs than at the economy's pre-recession peak in November 2000. Demographers believe the state's population grew by about 125,000 over the

same period. Strengthening of the economy in PY 2003 has reduced unemployment from peak levels, but rates remain much higher than the national average. High unemployment rates have decreased the Oregon workforce development system's ability to fully achieve the desired performance measures.

Cost of Activities vs. Effect on Performance

This section addresses the cost of workforce investment activities relative to the effect of those activities on the performance of participants. The performance data comes from the four quarters of the Workforce Investment Act (exits of participants from October 1, 2002 through September 30, 2003).

WorkSource Oregon One-Stop Centers were the main vehicle for the delivery of services within the workforce development system. While the WIA requires a center in each of Oregon's seven local workforce investment areas, it is noteworthy that Oregon's seven areas have more than 40 centers in operation. It is through the WorkSource Oregon One-Stop Centers that core, intensive and training service strategies are delivered. A performance comparison of participants in those services appears in the next section.

Oregon exceeded its negotiated levels of customer satisfaction with both participants and employers during this time period (Table A).

Older youth program results (Table H) indicate that Oregon exceeded the Entered Employment Rate and Employment Retention Rate but fell short of the Earnings Change In Six Months and the Employment and Credential Rate.

The adult program results (Table B) show that Oregon exceeded the Entered Employment Rate, the Earnings Change in Six Months and the Employment Credential Rate but fell short of the Employment and Retention Rate.

The dislocated worker program results (Table E) indicate that the state exceeded the Entered Employment Rate and the Employment and Credential Rate but fell just short of both the Employment Retention Rate and the Earnings Replacement in Six Months.

Receipt of Training vs. Core and Intensive Services

This section addresses the issues of receipt of training services compared to receipt of core and intensive services.

Earnings—Adult and Dislocated Workers

A comparison between individuals who received training services and individuals who received only core and intensive services (Tables D and G) shows that those who received training services experienced significantly higher earnings (adults—\$3,796) or a higher earnings replacement rate (dislocated workers—84.5%) than those who received only core and intensive services (adults—\$2,218 and dislocated workers—80%).

Entered Employment and Employment Retention Rates—Adults and Dislocated Worker Programs

Tables D and G show that, for both programs, rates attained for entered employment for both adults and dislocated workers were higher when individuals received only core and intensive services as opposed to those who received training services. However, when comparing the employment retention rate,

both adults and dislocated workers had a higher rate of retention when they received training services as opposed to those who received only core and intensive services.

The entered employment rate for adults who received only core and intensive services was 87%. For those who received training services, the entered employment rate was 79.9%, or 7.1% lower. The entered employment rate for dislocated workers who received core and intensive services was 87.3% as opposed to 86% for those who received training services—a 1.3% difference.

The employment retention rate for adults who received only core and intensive services was 77.6%. For adults who received training services, the employment retention rate was 83.9%, or 6.3% higher. The employment retention rate for dislocated workers who received only core and intensive services was 85% as opposed to 87.6% for those who received training services—a 2.6% difference.

State Evaluation

Oregon's evaluation efforts have increased since the last report. Efforts have included continued emphasis on WIA performance analysis, renewed attention to improving Oregon's system-wide indicators and a new effort to formally evaluate Oregon's incumbent worker training program.

The state has undertaken the following efforts in the area of program evaluation:

- Data from our system-wide performance measures continues to be available for the employment-related indicators, basic skills attainment and TANF caseload management. Our experience last year in using this

information for the narrative portion of the annual report was positive and continues for the current report. This system-wide performance data is available at www.prism.state.or.us. The site includes analysis of the data, new this year.

- Oregon is a leading state in the Integrated Performance Information project, funded by USDOL and managed by the state of Washington and the National Governor's Association. The project will issue a 'blueprint' for states to follow in developing their own common measures, and is developing an ideal set of measures. This effort is influencing the improvement of Oregon's existing system-wide measures.
- The Oregon Workforce Investment Board is undertaking a formal evaluation of the capacity-building impacts of the state level portion of the Employer Workforce Training Fund, Oregon's incumbent worker training program.
- State staff review local area and statewide performance quarterly. Local areas are contacted about various aspects of their operations and their effect on performance.
- The state and local areas continue to use Performance Matters, a performance management on-line service, which has greatly improved efforts to analyze WIA I-B performance.
- Annual quality assurance reviews address multiple aspects of program compliance and program improvement.
- Oregon has participated in various evaluation efforts, including a multi-state evaluation funded by the US Department of Labor.

DEFINITIONS

Adult Measures

Measure 1: Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Measure 2: Adult Employment Retention Rate

at Six Months Of those who are employed in the first quarter after exit: Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter.

Measure 3: Adult Average Earnings Change

in Six Months Of those who are employed in the first quarter after exit: Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Measure 4: Adult Employment and Credential

Rate Of adults who received training services: Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Dislocated Worker Measures

Measure 5: Dislocated Worker Entered

Employment Rate Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.

Measure 6: Dislocated Worker Employment

Retention Rate at Six Months Of those who are employed in the first quarter after exit: Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Measure 7: Dislocated Worker Earnings

Replacement Rate in Six Months Of those who are employed in the first quarter after exit: Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarter 2 + quarter 3 prior to dislocation).

Measure 8: Dislocated Worker Employment

and Credential Rate Of dislocated workers who received training services: Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

Older Youth (Age 19 to 21) Measures

Measure 9: Older Youth Entered Employment
Rate Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit: Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Measure 10: Older Youth Employment
Retention Rate at Six Months Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit: Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

Measure 11: Older Youth Average Earnings
Change in Six Months Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit: Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.

Measure 12: Older Youth Credential Rate
Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Younger Youth (Age 14 to 18) Measures

Measure 13: Younger Youth Skill Attainment
Rate Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills: Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

Measure 14: Younger Youth Diploma or Equivalent Attainment Of those who register without a diploma or equivalent: Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Measure 15: Younger Youth Retention Rate
Number of younger youth found in one of the following categories in the third quarter following exit:

- post-secondary education
- advanced training
- employment
- military service
- qualified apprenticeships

divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Customer Satisfaction Measures

Measure 16: Participant Satisfaction

The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0 to 100 point scale. The score is a weighted average, not a percentage. The three questions are:

1. Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided from_____?
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."
3. Think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not Very Close to the Ideal" and "10" means "Very Close to the Ideal."

Measure 17: Employer Satisfaction The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0 to 100 point scale. The score is a weighted average, not a percentage. See above for the three questions.

GUIDE TO THE TABLES

Table A: Workforce Investment Act Customer Satisfaction Results

Negotiated Performance Level Level of performance negotiated between the State and the U.S. Department of Labor (DOL).

Actual Performance Level Actual performance levels on the American Customer Satisfaction Index.

No. of Surveys Completed
Actual number of surveys returned.

No. of Customers Eligible for the Survey
The number of participants/employers in the group (sample frame) from which the customer sample was drawn. This information is needed to aggregate customer satisfaction across all states.

No. of Customers Included in the Sample
The number of customers selected in the sample.

Response Rate Percentage completing the survey.

THE TABLES

TABLE A
Workforce Investment Act Customer Satisfaction Results

CUSTOMER SATISFACTION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL—AMERICAN CUSTOMER SATISFACTION INDEX	NO. OF SURVEYS COMPLETED	NO. OF CUSTOMERS ELIGIBLE FOR THE SURVEY	NO. OF CUSTOMERS INCLUDED IN THE SAMPLE	RESPONSE RATE
PARTICIPANTS	75	79.6	1,261	20,692	1,866	67.6%
EMPLOYERS	71	75.4	1,531	26,242	2,124	72.1%

TABLE B
Adult Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	75.0%	85.7%	<u>3,209</u> 3,746
EMPLOYMENT RETENTION RATE	83.0%	78.8%	<u>3,168</u> 4,022
EARNINGS CHANGE IN SIX MONTHS	\$2,980	\$2,511	<u>\$8,453,323</u> 3,367
EMPLOYMENT AND CREDENTIAL RATE	60.0%	81.1%	<u>785</u> 968

TABLE C
Outcomes for Adult Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS RECEIVING INTENSIVE OR TRAINING SERVICES		VETERANS	INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		
ENTERED EMPLOYMENT RATE	83.2%	<u>74</u> 89	85.8%	<u>325</u> 379	81.8%	<u>293</u> 358	81.6%	<u>270</u> 331
EMPLOYMENT RETENTION RATE	76.7%	<u>69</u> 90	74.9%	<u>314</u> 419	76.8%	<u>327</u> 426	77.7%	<u>264</u> 340
EARNINGS CHANGE IN SIX MONTHS	\$3,523	<u>\$285,380</u> 81	\$1,261	<u>\$436,255</u> 346	\$2,678	<u>\$913,281</u> 341	\$1,555	<u>\$419,925</u> 270
EMPLOYMENT & CREDENTIAL RATE	81.8%	<u>36</u> 44	76.8%	<u>53</u> 69	75.9%	<u>85</u> 112	72.5%	<u>50</u> 69

TABLE D
Other Outcome Information for the Adult Program

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES		INDIVIDUALS WHO RECEIVED ONLY CORE & INTENSIVE SERVICES	
ENTERED EMPLOYMENT RATE	79.9%	<u>558</u> 698	87.0%	<u>2,651</u> 3,048
EMPLOYMENT RETENTION RATE	83.9%	<u>616</u> 734	77.6%	<u>2,552</u> 3,288
EARNINGS CHANGE IN SIX MONTHS	\$3,796	<u>\$2,368,745</u> 624	\$2,218	<u>\$6,084,578</u> 2,743

TABLE E
Dislocated Worker Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL		ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	85.0%		86.8%	<u>4,290</u> 4,942
EMPLOYMENT RETENTION RATE	90.0%		86.0%	<u>3,576</u> 4,157
EARNINGS REPLACEMENT IN SIX MONTHS	85.0%		81.6%	<u>\$40,216,769</u> \$49,275,089
EMPLOYMENT AND CREDENTIAL RATE	60.0%		86.0%	<u>1,664</u> 1,934

TABLE F
Outcomes for Dislocated Worker Special Populations

REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
ENTERED EMPLOYMENT RATE	82.9%	<u>484</u> 584	83.9%	<u>308</u> 367	79.2%	<u>507</u> 640	84.3%	<u>86</u> 102
EMPLOYMENT RETENTION RATE	86.3%	<u>439</u> 509	85.0%	<u>272</u> 320	82.5%	<u>390</u> 473	83.8%	<u>83</u> 99
EARNINGS REPLACEMENT RATE	75.7%	<u>\$5,713,518</u> \$7,548,385	86.8%	<u>\$2,474,826</u> \$2,852,096	68.4%	<u>\$4,107,391</u> \$6,007,757	115.8%	<u>\$610,137</u> \$526,910
EMPLOYMENT & CREDENTIAL RATE	81.9%	<u>194</u> 237	84.5%	<u>120</u> 142	72.7%	<u>136</u> 187	85.1%	<u>40</u> 47

Tables B through K

Negotiated Performance Level The level of performance negotiated between the State and DOL.

Actual Performance Level The actual performance levels on the core indicators of performance for the groups of individuals specified on the table. The numerator and denominator for the actual performance levels achieved are included.

Adults Individuals who received services (other than self-service and informational activities) funded with adult program funds.

Dislocated Workers Individuals who meet the definition of a dislocated worker who received services (other than self-service and informational activities) funded with dislocated worker program funds.

Displaced Homemakers Individuals who have been providing unpaid services to family members in the home and

1. have been dependent on the income of another family member but are no longer supported by that income; and
2. are unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment; or for the purposes of carrying out innovative statewide activities, the following individuals may also be counted as displaced homemakers: individuals who are receiving public assistance and are within two years of exhausting lifetime eligibility under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.).

Individuals Who Received Training Services Individuals who received services for adults and dislocated workers.

Older Individuals Individuals age 55 years or older at the time of registration.

Older Youth Individuals age 19 to 21 at registration who received youth activities funding by youth program funds.

Out-of-School Youth An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed or underemployed.

Public Assistance Recipients Individuals who receive Federal, State, or local government cash payments for which eligibility is determined by a needs or income test. The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during participation. Receipt of foster child payments should not be counted as public assistance. In Table C, Public Assistance Recipients are only those individuals who received Intensive or Training Services.

Veterans Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

Younger Youth Individuals age 14 to 18 at registration who received youth activities funded by youth program funds.

TABLE G
Other Outcome Information for the Dislocated Worker Program

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES		INDIVIDUALS WHO RECEIVED ONLY CORE AND INTENSIVE SERVICES	
ENTERED EMPLOYMENT RATE	86.0%	<u>1,664</u> 1,934	87.3%	<u>2,626</u> 3,008
EMPLOYMENT RETENTION RATE	87.6%	<u>1,389</u> 1,585	85.0%	<u>2,187</u> 2,572
EARNINGS REPLACEMENT RATE	84.5%	<u>\$15,161,017</u> \$17,943,706	80.0%	<u>\$25,055,752</u> \$31,331,383

TABLE H
Older Youth Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL		ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	68.0%		70.0%	<u>210</u> 300
EMPLOYMENT RETENTION RATE	80.0%		79.5%	<u>237</u> 298
EARNINGS CHANGE IN SIX MONTHS	\$2,985		\$2,897	<u>\$735,752</u> 254
CREDENTIAL RATE	50.0%		62.2%	<u>242</u> 389

TABLE I
Outcomes for Older Youth Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
ENTERED EMPLOYMENT RATE	66.7%	<u>28</u> 42	50.0%	<u>1</u> 2	62.3%	<u>38</u> 61	76.4%	<u>191</u> 250
EMPLOYMENT RETENTION RATE	72.1%	<u>31</u> 43	100.0%	<u>1</u> 1	80.0%	<u>32</u> 40	78.4%	<u>185</u> 236
EARNINGS CHANGE IN SIX MONTHS	\$2,570	<u>\$95,103</u> 37	\$6,042	<u>\$6,042</u> 1	\$2,067	<u>\$68,225</u> 33	\$2,783	<u>\$562,241</u> 202
CREDENTIAL RATE	47.1%	<u>24</u> 51	50.0%	<u>1</u> 2	54.1%	<u>40</u> 74	61.7%	<u>195</u> 316

T A B L E J
Younger Youth Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL		ACTUAL PERFORMANCE LEVEL	
SKILL ATTAINMENT RATE	75.0%		84.7%	<u>3,481</u> 4,110
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	55.0%		70.9%	<u>616</u> 869
RETENTION RATE	58.0%		79.3%	<u>902</u> 1,137

T A B L E K
Outcomes for Younger Youth Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
SKILL ATTAINMENT RATE	83.5%	<u>374</u> 448	86.4%	<u>1,044</u> 1,208	80.6%	<u>782</u> 970
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	67.5%	<u>56</u> 83	79.3%	<u>180</u> 227	57.6%	<u>179</u> 311
RETENTION RATE	76.0%	<u>98</u> 129	82.1%	<u>247</u> 301	79.0%	<u>339</u> 429

T A B L E L
Other Reported Information

	12-MONTH EMPLOYMENT RETENTION RATE	12-MONTH EARNINGS CHANGE (Adults and Older Youth) OR 12-MONTH EARNINGS REPLACEMENT (Dislocated Wrkrs)	PLACEMENTS FOR PARTICIPANTS IN NONTRADITIONAL EMPLOYMENT	WAGES AT ENTRY INTO EMPLOYMENT FOR THOSE INDIVIDUALS WHO ENTERED UNSUBSIDIZED EMPLOYMENT	ENTRY INTO UNSUBSIDIZED EMPLOYMENT RELATED TO THE TRAINING REC. OF THOSE WHO COMPLETED TRAINING SERVICES
ADULTS	69.5% <u>3,870</u> 5,567	\$2,115 <u>\$10,323,621</u> 4,813	0.8% <u>21</u> 2,662	\$4,353 <u>\$10,063,987</u> 2,312	66.3% <u>370</u> 558
DISLOCATED WORKERS	79.1% <u>3,410</u> 4,310	86.7% <u>\$40,229,713</u> \$46,411,719	1.5% <u>52</u> 3,592	\$5,663 <u>\$18,276,062</u> 3,227	72.2% <u>1,018</u> 1,411
OLDER YOUTH	63.4% <u>210</u> 331	\$2,986 <u>\$794,256</u> 266	0.0% <u>0</u> 210	\$2,679 <u>\$423,313</u> 158	— — —

**Table L:
Other Reported
Information**

Placements of Participants in Nontraditional Employment Nontraditional employment is employment in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work.

Training-Related Employment Training-related employment is employment in which the individual uses a substantial portion of the skills taught in the training received by the individual. This information can be based on any job held after exit and only applies to adults, dislocated workers and older youth who entered employment in the quarter after exit.

Wages at Entry Into Employment

- Of those adults or older youth who are employed in the first quarter after exit: Total earnings in the first quarter after exit divided by the number of exiters.
- Of those dislocated workers who are employed in the first quarter after exit: Total earnings in the first quarter after exit divided by the number of exiters.

Twelve Months Employment Retention Rate and Twelve Months Earnings Change (Adults and Older Youth) or Twelve Months Earnings Replacement (Dislocated Workers)

Table M:
Participation Levels

Total Participants The total number of individuals served by WIA Title I-B funds during the program year. This should include individuals who received services with adult, dislocated worker, youth and 15% funds. This should not include individuals who only participated in National Emergency Grant services or only participated in self-service or informational activities.

Total Exiters The total number of WIA registrants who exited WIA in the program year. (Exiters may not be identified for up to 90 days after the exit date.) Each individual becomes part of an exit cohort, a group that is determined to be the “exiters” within a particular quarter and is looked at together for measurement purposes. There are two ways to determine exit:

1. A registrant who has a date of case closure, completion or known exit from WIA-funded or non WIA-funded partner service within the quarter (hard exit); or
2. A registrant who does not receive any WIA-funded or non WIA-funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).

T A B L E M
Participation Levels

	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
ADULTS	8,086	4,788
DISLOCATED WORKERS	8,090	5,337
OLDER YOUTH	837	418
YOUNGER YOUTH	3,810	1,890

T A B L E N
Cost of Program Activities

PROGRAM ACTIVITY	TOTAL FEDERAL SPENDING
LOCAL ADULTS	\$11,069,343
LOCAL DISLOCATED WORKERS	\$19,622,888
LOCAL YOUTH	\$10,985,829
RAPID RESPONSE (Up to 25%) §134(a)(2)(A)	\$3,405,798
STATEWIDE REQUIRED ACTIVITIES (Up to 25%) §134(a)(2)(B)	\$5,178,801
STATEWIDE ALLOWABLE ACTIVITIES (134(a)(3))	\$0
Total of all Federal spending listed above	\$50,262,659

**Table N:
Cost of Activities
Information**

Total Federal Spending for Local Adult, Local Dislocated Worker and Local Youth Funding Stream Activities The total accrued expenditures (federal outlays), which are the sum of actual cash disbursements for direct charges for goods and services plus the net increase or decrease in amounts owed by the recipient for goods and other property received; for services performed by employees, contractors, subgrantees, and other payees and other amounts becoming owed for which no current services or performance is required (unaudited figures).

Total Federal Spending for Rapid Response Activities Total accrued expenditures for the program year of the up to 25% dislocated worker funds that a State may reserve for statewide rapid response activities.

Total Federal Spending for Statewide Required Activities The sum of total federal outlays used for statewide required activities including all federal costs (program and administrative) used for operating the fiscal and management accountability system.

Statewide Allowable Activities Program Activity Description States may individually describe the activities for which the State used any of the total Federal programmatic outlays for the up to 15% allowable activities. States must individually describe all of the activities for which 10% or more of these funds were spent. Miscellaneous outlays must also be included for all activities that States are not required to identify individually or chose not to identify individually.

Total Federal Spending by Statewide Required Activities (15%) or Allowable Activities The sum of total federal programmatic outlays used for activities. States may report any of these costs and should report costs which equalled 10% or greater of the total federal outlay for the up to 15% statewide required or statewide allowable activities. Miscellaneous outlays must also be included for all activities that States are not required to identify individually or chose not to identify individually.

Total of All Federal Spending Listed Above The sum of the total federal outlays for Adult, Dislocated Worker, and Youth Funding Stream Activities, Rapid Response Activities, Statewide Required Activities (up to 15%) plus Statewide Allowable Activities included in Table N.

Performance on the WIA Measures: Statewide

STATE: OREGON LWA: STATEWIDE			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	20,823	100.0%	ADULT MEASURES:					
ADULTS	8,086	38.8%	ENTERED EMPLOYMENT RATE	3,209	3,746	85.7%	75.0%	60.0%
DISLOCATED WORKERS	8,090	38.9%	RETENTION RATE	3,168	4,022	78.8%	83.0%	66.4%
YOUNGER YOUTH	3,810	18.3%	EARNINGS CHANGE	8,453,323	3,367	\$2,511	\$2,980	\$2,384
OLDER YOUTH	837	4.0%	EMPLOYMENT & CREDENTIAL RATE	785	968	81.1%	60.0%	48.0%
PROGRAM EXITERS:	12,433	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	4,788	38.5%	ENTERED EMPLOYMENT RATE	4,290	4,942	86.8%	85.0%	68.0%
DISLOCATED WORKERS	5,337	42.9%	RETENTION RATE	3,576	4,157	86.0%	90.0%	72.0%
YOUNGER YOUTH	1,890	15.2%	EARNINGS CHANGE (POST/PRE)	40,216,769	49,275,089	81.6%	85.0%	68.0%
OLDER YOUTH	418	3.4%	EMPLOYMENT & CREDENTIAL RATE	1,664	1,934	86.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	210	300	70.0%	68.0%	54.4%
EXITERS	Apr-03	Mar-04	RETENTION RATE	237	298	79.5%	80.0%	64.0%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	735,752	254	\$2,897	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	242	389	62.2%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	616	869	70.9%	55.0%	44.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	3,481	4,110	84.7%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	902	1,137	79.3%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION					
			COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX			
			PARTICIPANT SATISFACTION	1,261	66.9%	79.6	75.0	60.0
			EMPLOYER SATISFACTION	1,531	72.1%	75.4	71.0	56.8
			CUSTOMER SATISFACTION SAMPLE SIZE					
			PARTICIPANT SATISFACTION	1,886				
			EMPLOYER SATISFACTION	2,124				

Performance on the WIA Measures: The Oregon Consortium

STATE: OREGON LWA: THE OREGON CONSORTIUM (REGIONS 1,6,7,9-14)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	7,426	100.0%	ADULT MEASURES:					
ADULTS	3,718	50.1%	ENTERED EMPL RATE	942	1,127	83.6%	72.2%	57.8%
DISLOCATED WORKERS	2,121	28.6%	RETENTION RATE	1,010	1,252	80.7%	81.2%	65.0%
YOUNGER YOUTH	1,341	18.1%	EARNINGS CHANGE	2,678,509	1,065	\$2,515	\$2,000	\$1,600
OLDER YOUTH	246	3.3%	EMPL & CREDENTIAL RATE	197	250	78.8%	60.0%	48.0%
PROGRAM EXITERS:	3,691	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	1,690	45.8%	ENTERED EMPL RATE	1,150	1,330	86.5%	83.0%	66.4%
DISLOCATED WORKERS	1,269	34.4%	RETENTION RATE	1,005	1,160	86.6%	88.8%	71.0%
YOUNGER YOUTH	622	16.9%	EARNINGS CHANGE (POST/PRE)	10,801,386	12,127,748	89.1%	86.0%	68.8%
OLDER YOUTH	110	3.0%	EMPLOYMENT AND CREDENTIAL RATE	467	547	85.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	66	86	76.7%	69.0%	55.2%
EXITERS	Apr-03	Mar-04	RETENTION RATE	68	80	85.0%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	204,743	71	\$2,884	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	69	111	62.2%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	214	296	72.3%	57.0%	45.6%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	1,178	1,337	88.1%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	275	328	83.8%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION					
			COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX			
			PARTICIPANT SATISFACTION	184	57.0%	78.7	75.0	60.0
			EMPLOYER SATISFACTION	222	69.2%	77.1	71.0	56.8
			CUSTOMER SATISFACTION SAMPLE SIZE					
			PARTICIPANT SATISFACTION	323				
			EMPLOYER SATISFACTION	321				

Performance on the WIA Measures: Worksystems, Inc.

STATE: OREGON LWA: WORKSYSTEMS, INC. (REGION 2)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERE	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	6,789	100.0%	ADULT MEASURES:					
ADULTS	2,462	36.3%	ENTERED EMPL RATE	1,609	1,823	88.3%	80.0%	64.0%
DISLOCATED WORKERS	3,575	52.7%	RETENTION RATE	1,198	1,681	71.3%	85.1%	68.1%
YOUNGER YOUTH	549	8.1%	EARNINGS CHANGE	3,363,950	1,356	\$2,481	\$3,000	\$2,400
OLDER YOUTH	203	3.0%	EMPL & CREDENTIAL RATE	278	361	77.0%	60.0%	48.0%
PROGRAM EXITERS:	4,919	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	1,973	40.1%	ENTERED EMPL RATE	1,874	2,147	87.3%	86.0%	68.8%
DISLOCATED WORKERS	2,570	52.2%	RETENTION RATE	1,323	1,652	80.1%	90.6%	72.5%
YOUNGER YOUTH	274	5.6%	EARNINGS CHANGE (POST/PRE)	17,161,377	23,027,282	74.5%	85.0%	68.0%
OLDER YOUTH	102	2.1%	EMPLOYMENT AND CREDENTIAL RATE	576	668	86.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	44	62	71.0%	68.5%	54.8%
EXITERS	Apr-03	Mar-04	RETENTION RATE	45	64	70.3%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	175,848	48	\$3,663	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	48	73	65.8%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	123	189	65.1%	55.0%	44.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	606	695	87.2%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	132	177	74.6%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	215	87.0%	77.9	75.0	60.0
			EMPLOYER SATISFACTION	212	71.9%	74.4	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	247				
			EMPLOYER SATISFACTION	295				

Performance on the WIA Measures: Region 15

STATE: OREGON LWA: CLACKAMAS COUNTY (REGION 15)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERE	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	1,081	100.0%	ADULT MEASURES:					
ADULTS	316	29.2%	ENTERED EMPL RATE	59	87	67.8%	75.0%	60.0%
DISLOCATED WORKERS	340	31.5%	RETENTION RATE	60	65	92.3%	80.1%	64.1%
YOUNGER YOUTH	360	33.3%	EARNINGS CHANGE	167,659	60	\$2,794	\$3,200	\$2,560
OLDER YOUTH	65	6.0%	EMPL & CREDENTIAL RATE	52	70	74.3%	60.0%	48.0%
PROGRAM EXITERS:	765	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	246	32.2%	ENTERED EMPL RATE	116	171	67.8%	86.0%	68.8%
DISLOCATED WORKERS	246	32.2%	RETENTION RATE	123	131	93.9%	90.0%	72.0%
YOUNGER YOUTH	235	30.7%	EARNINGS CHANGE (POST/PRE)	1,524,130	2,061,770	73.9%	81.0%	64.8%
OLDER YOUTH	38	5.0%	EMPLOYMENT AND CREDENTIAL RATE	78	112	70.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	19	34	55.9%	65.0%	52.0%
EXITERS	Apr-03	Mar-04	RETENTION RATE	32	42	76.2%	72.0%	57.6%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	115,726	39	\$2,967	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	24	48	50.0%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	61	87	70.1%	51.0%	40.8%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	211	275	76.7%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	161	204	78.9%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	201	58.6%	77.8	75.0	60.0
			EMPLOYER SATISFACTION	207	69.7%	73.7	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	343				
			EMPLOYER SATISFACTION	297				

Performance on the WIA Measures: Mid-Willamette Workforce Network

STATE: OREGON LWA: MID-WILLAMETTE WORKFORCE NETWORK (REGION 3)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	2,035	100.0%	ADULT MEASURES:					
ADULTS	607	29.8%	ENTERED EMPL RATE	203	243	83.5%	75.0%	60.0%
DISLOCATED WORKERS	609	29.9%	RETENTION RATE	329	373	88.2%	85.1%	68.1%
YOUNGER YOUTH	662	32.5%	EARNINGS CHANGE	535,956	337	\$1,590	\$1,875	\$1,500
OLDER YOUTH	157	7.7%	EMPL & CREDENTIAL RATE	77	84	91.7%	60.0%	48.0%
PROGRAM EXITERS:	975	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	315	32.3%	ENTERED EMPL RATE	342	388	88.1%	85.0%	68.0%
DISLOCATED WORKERS	362	37.1%	RETENTION RATE	366	396	92.4%	90.5%	72.4%
YOUNGER YOUTH	241	24.7%	EARNINGS CHANGE (POST/PRE)	3,634,033	4,288,454	84.7%	86.0%	68.8%
OLDER YOUTH	57	5.8%	EMPLOYMENT AND CREDENTIAL RATE	126	148	85.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	27	41	65.9%	68.0%	54.4%
EXITERS	Apr-03	Mar-04	RETENTION RATE	38	51	74.5%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	105,791	42	\$2,519	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	39	63	61.9%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	84	113	74.3%	55.0%	44.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	515	672	76.6%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	164	215	76.3%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	187	71.6%	80.3	75.0	60.0
			EMPLOYER SATISFACTION	228	72.4%	74.0	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	261				
			EMPLOYER SATISFACTION	315				

Performance on the WIA Measures: Community Services Consortium

STATE: OREGON LWA: COMMUNITY SERVICES CONSORTIUM (REGION 4)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	874	100.0%	ADULT MEASURES:					
ADULTS	227	26.0%	ENTERED EMPL RATE	108	124	87.1%	77.0%	61.6%
DISLOCATED WORKERS	401	45.9%	RETENTION RATE	154	173	89.0%	85.1%	68.1%
YOUNGER YOUTH	181	20.7%	EARNINGS CHANGE	219,716	149	\$1,475	\$2,400	\$1,920
OLDER YOUTH	65	7.4%	EMPL & CREDENTIAL RATE	28	29	96.6%	60.0%	48.0%
PROGRAM EXITERS:	547	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	177	32.4%	ENTERED EMPL RATE	202	217	93.1%	86.5%	69.2%
DISLOCATED WORKERS	244	44.6%	RETENTION RATE	219	234	93.6%	90.5%	72.4%
YOUNGER YOUTH	99	18.1%	EARNINGS CHANGE (POST/PRE)	2,060,833	2,406,300	85.6%	85.5%	68.4%
OLDER YOUTH	27	4.9%	EMPLOYMENT AND CREDENTIAL RATE	81	87	93.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	13	20	65.0%	69.0%	55.2%
EXITERS	Apr-03	Mar-04	RETENTION RATE	19	22	86.4%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	32,832	19	\$1,728	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	15	24	62.5%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	41	56	73.2%	50.0%	40.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	164	194	84.5%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	69	91	75.8%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	156	70.9%	81.5	75.0	60.0
			EMPLOYER SATISFACTION	237	72.3%	75.6	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	220				
			EMPLOYER SATISFACTION	328				

Performance on the WIA Measures: Lane Workforce Partnership

STATE: OREGON LWA: LANE WORKFORCE PARTNERSHIP (REGION 5)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	1,395	100.0%	ADULT MEASURES:					
ADULTS	439	31.5%	ENTERED EMPL RATE	120	130	92.3%	78.0%	62.4%
DISLOCATED WORKERS	658	47.2%	RETENTION RATE	161	185	87.0%	85.1%	68.1%
YOUNGER YOUTH	273	19.6%	EARNINGS CHANGE	772,423	152	\$5,082	\$3,200	\$2,560
OLDER YOUTH	25	1.8%	EMPL & CREDENTIAL RATE	61	62	98.4%	60.0%	48.0%
PROGRAM EXITERS:	685	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	162	23.6%	ENTERED EMPL RATE	316	339	93.2%	86.0%	68.8%
DISLOCATED WORKERS	334	48.8%	RETENTION RATE	251	274	91.6%	90.5%	72.4%
YOUNGER YOUTH	155	22.6%	EARNINGS CHANGE (POST/PRE)	2,602,850	2,687,539	96.8%	86.0%	68.8%
OLDER YOUTH	34	5.0%	EMPLOYMENT AND CREDENTIAL RATE	189	198	95.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	15	23	65.2%	68.0%	54.4%
EXITERS	Apr-03	Mar-04	RETENTION RATE	8	8	100.0%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	25,981	6	\$4,330	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	20	30	66.7%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	83	106	78.3%	60.0%	48.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	304	382	79.6%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	77	92	83.7%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	147	57.9%	83.0	75.0	60.0
			EMPLOYER SATISFACTION	210	72.7%	76.8	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	254				
			EMPLOYER SATISFACTION	289				

Performance on the WIA Measures: The Job Council

STATE: OREGON LWA: THE JOB COUNCIL (REGION 8)			PERIOD: 2003 ANNUAL REPORT DATE: 10/01/04					
PARTICIPATION SUMMARY			PROGRAM OUTCOMES					
PROGRAM PARTICIPATION	TOTAL	PCT.	PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
PROGRAM REGISTRANTS:	1,223	100.0%	ADULT MEASURES:					
ADULTS	317	25.9%	ENTERED EMPL RATE	168	212	79.2%	78.0%	62.4%
DISLOCATED WORKERS	386	31.6%	RETENTION RATE	256	293	87.4%	84.1%	67.3%
YOUNGER YOUTH	444	36.3%	EARNINGS CHANGE	715,111	248	\$2,884	\$2,980	\$2,384
OLDER YOUTH	76	6.2%	EMPL & CREDENTIAL RATE	92	112	82.1%	60.0%	48.0%
PROGRAM EXITERS:	851	100.0%	DISLOCATED WORKER MEASURES:					
ADULTS	225	26.4%	ENTERED EMPL RATE	290	350	82.9%	86.0%	68.8%
DISLOCATED WORKERS	312	36.7%	RETENTION RATE	289	310	93.2%	90.5%	72.4%
YOUNGER YOUTH	264	31.0%	EARNINGS CHANGE (POST/PRE)	2,432,161	2,675,997	90.9%	86.0%	68.8%
OLDER YOUTH	50	5.9%	EMPLOYMENT AND CREDENTIAL RATE	147	174	84.0%	60.0%	48.0%
TIME PERIODS:			OLDER YOUTH MEASURES:					
REGISTRANTS	Jul-03	Jun-04	ENTERED EMPLOYMENT RATE	26	34	76.5%	68.0%	54.4%
EXITERS	Apr-03	Mar-04	RETENTION RATE	27	31	87.1%	81.0%	64.8%
ENTERED EMPLOYMENT RATE	Oct-02	Sep-03	EARNINGS CHANGE	74,832	29	\$2,580	\$2,985	\$2,388
RETENTION RATE	Apr-02	Mar-03	CREDENTIAL RATE	27	40	67.5%	50.0%	40.0%
EARNINGS CHANGE	Apr-02	Mar-03	YOUNGER YOUTH MEASURES:					
EMPLOYMENT & CREDENTIAL RATE	Oct-02	Sep-03	DIPLOMA OR EQUIVALENT RATE	10	22	45.5%	50.0%	40.0%
CUSTOMER SATISFACTION	Jan-03	Dec-03	SKILL ATTAINMENT RATE	503	555	90.6%	75.0%	60.0%
DIPLOMA OR EQUIVALENT RATE	Apr-03	Mar-04	RETENTION RATE	24	30	80.0%	58.0%	46.4%
SKILL ATTAINMENT RATE	Apr-03	Mar-04	CUSTOMER SATISFACTION	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
			PARTICIPANT SATISFACTION	171	78.4%	86.10	75.0	60.0
			EMPLOYER SATISFACTION	215	77.1%	74.60	71.0	56.8
			CUSTOMER SATISFACTION	SAMPLE SIZE				
			PARTICIPANT SATISFACTION	218				
			EMPLOYER SATISFACTION	279				

WORKFORCE
INVESTMENT ACT
TITLE II

CORE
PERFORMANCE
MEASURES
THAT APPLY
TO THE ADULT
EDUCATION
AND
FAMILY
LITERACY
FUNDING
STREAM

www.oregon.gov/ccwd

TITLE II TABLES

Introduction

Adult education and literacy are essential components of Oregon's education and workforce system. The Department of Community Colleges and Workforce Development administers the Federal Adult Education and Family Literacy Act with the purpose of assisting adults in obtaining the knowledge and skills necessary for work, further education, family self-sufficiency and community involvement. Basic skills include reading, writing, math, speaking/listening in English, and basic computer literacy.

This section of the report contains a program overview, a picture of the students served by the program, and an explanation of the state evaluation. In addition, there is a description of state activities, definitions of the adult basic

skills measures, and the tables that show student data performance.

Program Overview

To continue to prosper in today's complex world, Oregon needs educated adults who have living wage jobs, are active citizens and responsible family members. Oregon's adult education programs coordinate with public and private agencies throughout the state to increase the number of adults who possess the education and skills necessary to take advantage of the opportunities Oregon offers.

Last year, programs serve more than 21,000 adults in three major areas:

- Adult Basic Education (ABE) – reading, math, writing, and technology
- Adult Secondary Education – General Educational Development (GED) and Adult High School Diploma (AHSD)
- English Language Literacy (ESL)

Services below the postsecondary level are provided to assist adults:

- To become literate and obtain the basic knowledge and skills (reading, math, writing,

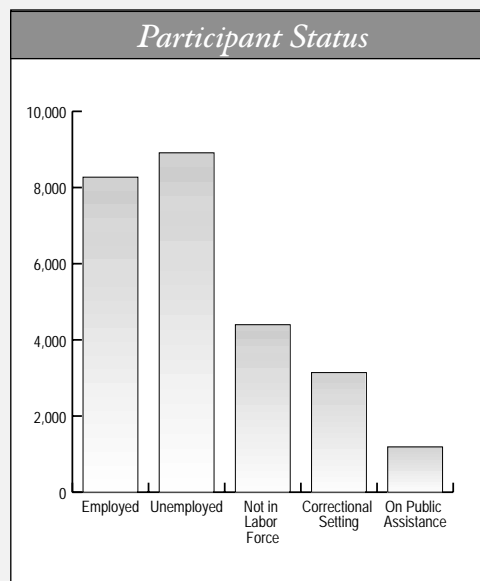
speaking and listening in English) necessary for employment and self-sufficiency

- In the completion of a secondary school education
- To obtain the educational skills necessary to become full participants in the education development of their children

With a change in demographics over the past decade in Oregon, along with an economic

downturn, there has been an abundance of adult basic skills students and the need for English language instruction has grown significantly. Adult education and family literacy services are delivered through four primary grants:

- Comprehensive Services grants provide direct classroom instruction in ABE, ESL, GED, and AHSD across service districts.



- Volunteer Literacy Tutoring grants provide volunteer-based instruction to students in one-to-one or small group settings; students are often in outreach areas, on waiting lists for classroom programs, or have special needs.
- Corrections grants include both community and state corrections services that provide the skills inmates need to be successful upon their release.
- English Language (EL)/Civics grants focus instruction on civics education for non-native English speakers. Civics education includes both life skills (voting, using public transportation, community participation, locating state assistance offices, using the library system, etc.) and "idea" civics, which concentrates on content related to citizenship, American history, the constitution and similar subjects.

In addition to the direct services grants, current grantees are eligible to apply for annual supporting grants:

- Accountability grants provide additional funding to support the development and maintenance of assessment and data collection and reporting systems that grantees are required to utilize for funding.
- Program Improvement grants provide additional funding to support staff professional

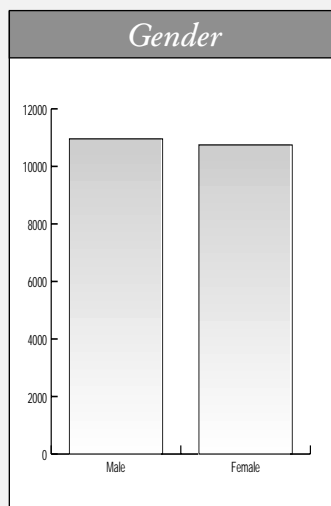
development, instructional and assessment training, and program improvement and research.

Students

The primary audience of adult education and family literacy services is the hardest to serve.

This audience includes:

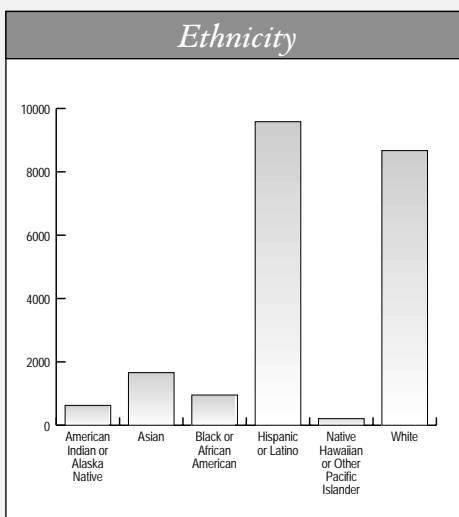
- Under-prepared students
- People with minimal literacy skills
- Low-income adults
- People with disabilities
- Single parents and displaced homemakers
- The incarcerated
- Individuals with multiple barriers to educational enhancement, including people with limited English proficiency



In 2003-2004, Oregon adult education and literacy programs helped more than 21,000 people, including more than 11,000 non-native English speakers. Over 60% of those we serve were 25 years or older, and nearly 40% were employed.

Students bring a wealth of experience to the classroom and a desire to learn and improve their skills in an effort to:

- Gain or retain a living wage job
- Transition into postsecondary education or training
- Support their family better
- Be an active member of their community



Literacy education supports these major life transitions and witnesses the positive effects this has on Oregon's economy, families, and communities. It is the power of the results of these events that increases the commitment of students and providers.

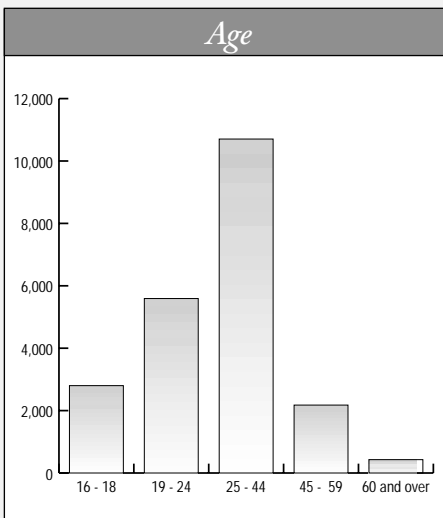
Program Evaluation

Oregon has a comprehensive evaluation framework that focuses on continuous program improvement. Given that adult education programs are driven by both performance measures and quality of services, the state's approach to program evaluation focuses on data performance and analysis, strategic planning and evaluation, local program improvement and reporting and local program site evaluation.

The state has undertaken several steps in each of these evaluation framework components:

1. The state hosts annual training for local program administrators to train staff on data performance and analysis, and strategic planning and evaluation. This training provides programs with the ability to take their data analysis, program evaluation profiles, and improvement plans, and develop aligned strategic planning for both the short and long term. This effort culminates in continuous improvement plans that are part of the annual local program reporting and application requirements, and intensive site evaluation.
2. The state provides technical assistance, contracts with data analysts/researchers, facilitates state committees on assessment and data, and engages in ongoing data analysis to supplement the annual training in order to ensure accurate data collection and reporting.
3. Local programs have ongoing data analysis and program improvement efforts through performance management software, data quality checklist, data system administrators' ongoing state training opportunities, and annual reporting requirements. Local program directors are also encouraged to identify common performance issues that the Oregon Council of Adult Basic Skills Development and state staff can address collectively.
4. Local programs have an intensive site evaluation every five years. The review team measures the program's improvement and performance based on the Oregon Indicators of Program Quality (IPO's). The IPO's also provide a common "language" for program design and services which are shared with workforce and

community partners to better understand the importance of the role of adult basic skills in developing a more highly skilled workforce in the State of Oregon. The site evaluation consists of a state audit of financial, program, and data reports, and an extensive local self-study, followed by a week of local observation and dialogue with internal and external partners, and the evaluation team. The review is finalized with a community exit presentation and written documentation that outline overall commendations and recommendations related to each Indicator of Program Quality and detailed feedback for all sub-indicators.



State Activities

In addition to the program evaluation, the state funds projects with statewide significance concerning:

- Assessment and reporting
- Staff professional development
- Content standards and practices
- Technology
- Improving access and identifying best practices
- Strategic planning
- Continuous improvement

The goal of these projects is to engage local programs in research-based practices in order to increase the quality and expand the range of services.

State and local priorities are developed cooperatively with the Oregon Council of Adult Basic Skills Development, a council of program administrators who meet quarterly. State staff works to support and align these activities with state and federal requirements.

WIA TITLE II DEFINITIONS

Core Outcome Measure 1: Educational Gain

- Definition: Learner completes or advances one or more educational functioning levels from starting level measured on entry in the program.
- Federal Reporting: Total number of learners who complete an educational level during the program is reported to compute a percentage of level completion by dividing this total by the total number of students.

Core Outcome Measure 2: Entered Employment

- Definition: Learner obtains a job by the end of the first quarter after the program exit quarter.
- Federal Reporting: Total number of learners who enter employment is reported to compute a percentage of entered employment by dividing this total by the total number of learners who were unemployed at entry and had a goal of obtaining employment.

Core Outcome Measure 3: Retained Employment

- Definition: Learner remains employed in the third quarter after exit quarter.
- Federal Reporting: Total number of learners who retained employment in the third quarter after exiting the program is reported to compute a percentage by dividing this total by the number of learners who were not employed at entry, had a goal of obtaining employment and obtained employment; and learners employed at entry with goal of improved or retained employment.

Core Outcome Measure 4: Receipt of a Secondary School Diploma or GED

- Definition: Learner obtains certification of attaining passing scores on the General Education Development (GED) tests, or obtains a diploma or state recognized equivalent documenting satisfactory completion of secondary studies (high school or adult high school diploma).
- Federal Reporting: Total number of learners who obtain GED certification or secondary school diplomas within six months of exiting the program and who had this goal is reported to compute a percentage of attainment by dividing this total by the number of students who had the goal of secondary credential attainment.

Core Outcome Measure 5: Placement in Post secondary Education or Training

- Definition: Learner enrolls in a postsecondary educational or occupational skills training program that does not duplicate other services or training received regardless of whether the prior services or training were completed.
- Federal Reporting: Total number of learners who enter postsecondary education or a training program within six months of exiting the program and who had post secondary education or training as a goal is reported to compute a placement rate by dividing this total by the total number of learners with a goal of advancing to postsecondary education or training.

Measure I: Educational Gain

SERVICE PROVIDER BY TOTAL PROGRAM SIZE	# ENROLLED	# COMPLETED	LOCAL	% OF OREGON'S	% OF OREGON'S
			PROGRAM LEVEL	STUDENTS FROM	COMPLETIONS AT
			COMPLETION RATE	ALL LEVELS	ALL LEVELS
			%=B/A	%=A/TOTAL(A)	%=B/TOTAL(B)
	COLUMN A	COLUMN B	COLUMN C	COLUMN D	COLUMN E
<i>Small (<401)</i>					
Tillamook Bay Community College	112	46	41%	0.52%	1%
Clatsop Community College	245	67	27%	1.13%	1%
Oregon Coast Community College	309	120	39%	1.42%	2%
Treasure Valley Community College	319	108	34%	1.47%	1%
Southwestern Oregon Community College	358	144	40%	1.65%	2%
Columbia Gorge Community College	358	136	38%	1.65%	2%
<i>Small+ (401-900)</i>					
Klamath Community College	558	356	64%	2.57%	4%
Central Oregon Community College	749	309	41%	3.45%	4%
Linn-Benton Community College	758	191	25%	3.49%	2%
Blue Mountain Community College	808	250	31%	3.72%	3%
<i>Medium (901-1700)</i>					
Umpqua Community College	930	557	60%	4.29%	7%
Rogue Community College	1,303	472	36%	6.00%	6%
Clackamas Community College	1,494	762	51%	6.88%	10%
<i>Medium+ (1701-3000)</i>					
Lane Community College	1,820	805	44%	8.39%	10%
Mount Hood Community College	1,893	514	27%	8.72%	6%
Oregon Department of Corrections	2,425	1,107	46%	11.17%	14%
Chemeketa Community College	2,946	1,133	38%	13.58%	14%
<i>Large (>3000)</i>					
Portland Community College	4,316	872	20%	19.89%	11%
Statewide Total	21,701	7,949	37%		

Measure I: Educational Gain State Summary

	AVERAGE PERFORMANCE TARGET	ACTUAL PERFORMANCE	ADULTS COMPLETING AT LEAST ONE LEVEL
SUBMEASURES			
Adult Basic Skills Development: 1/ The percentage of adults enrolled in basic literacy programs who acquired the basic skills needed to complete the level of instruction in which they were initially enrolled.	39%	42%	3,972
Secondary Education: 1/ The percentage of adults enrolled in programs who acquired the secondary level skills needed to complete the level of instruction in which they were initially enrolled.	41%	57%	721
English Language Literacy: 2/ The percentage of adults enrolled in English Literacy programs who acquired the level of English language skills needed to complete the level of instruction in which they were initially enrolled.	23%	30%	3,256

Measure II: Entered Employment

SERVICE PROVIDER BY TOTAL PROGRAM SIZE	UNEMPLOYED STUDENTS WITH EMPLOYMENT GOAL	SIGNED RELEASE TO CONSENT TO DATA MATCH		# OF STUDENTS WHO GOT A JOB	JOB PLACEMENT PLACEMENT RATE
		# STUDENTS AVAILABLE TO MATCH	% OF STUDENTS AVAILABLE TO MATCH		
<i>Small (<401)</i>					
Tillamook Bay Community College	4	4	100%	1	25%
Clatsop Community College	1	1	100%	1	100%
Oregon Coast Community College	66	66	100%	26	39%
Treasure Valley Community College	63	61	97%	28	46%
Southwestern Oregon Community College	42	41	98%	20	49%
Columbia Gorge Community College	43	38	88%	27	71%
<i>Small+ (401-900)</i>					
Klamath Adult Learning Center	16	16	100%	11	69%
Central Oregon Community College	55	53	96%	35	66%
Linn-Benton Community College	25	25	100%	11	44%
Blue Mountain Community College	106	103	97%	72	70%
<i>Medium (901-1700)</i>					
Umpqua Community College	79	79	100%	46	58%
Rogue Community College	131	131	100%	86	66%
Clackamas Community College	133	132	99%	63	48%
<i>Medium+ (1701-3000)</i>					
Lane Community College	294	282	96%	153	54%
Mount Hood Community College	109	109	100%	33	30%
Chemeketa Community College	302	212	70%	126	59%
<i>Large (>3000)</i>					
Portland Community College	208	208	100%	104	50%
Statewide Total	1,677	1,561	93%	843	54%

Statewide negotiated performance goal 30%

Measure III: Retained Employment

SERVICE PROVIDER BY TOTAL PROGRAM SIZE	EMPLOYED STUDENTS WITH JOB RETENTION GOAL	SIGNED RELEASE TO CONSENT TO DATA MATCH		# OF STUDENTS WHO RETAINED JOB	JOB RETENTION RETENTION RATE
		# STUDENTS AVAILABLE TO MATCH	% OF STUDENTS AVAILABLE TO MATCH		
<i>Small (<401)</i>					
Tillamook Bay Community College	1	1	100%	1	100%
Clatsop Community College	0	0	N/A%	N/A	N/A%
Oregon Coast Community College	11	11	100%	3	27%
Treasure Valley Community College	17	17	100%	10	59%
Southwestern Oregon Community College	9	9	100%	4	44%
Columbia Gorge Community College	7	7	100%	2	29%
<i>Small+ (401-900)</i>					
Klamath Adult Learning Center	8	8	100%	6	75%
Central Oregon Community College	8	8	100%	1	13%
Linn-Benton Community College	6	6	100%	0	0%
Blue Mountain Community College	35	35	100%	6	17%
<i>Medium (901-1700)</i>					
Umpqua Community College	14	14	100%	4	29%
Rogue Community College	44	43	98%	4	19%
Clackamas Community College	34	34	100%	16	47%
<i>Medium+ (1701-3000)</i>					
Lane Community College	87	84	97%	18	21%
Mount Hood Community College	15	15	100%	0	0%
Chemeketa Community College	101	88	87%	49	56%
<i>Large (>3000)</i>					
Portland Community College	92	92	100%	40	43%
Statewide Total	489	472	97%	168	36%

Weighted state average reported 36%
Statewide negotiated performance goal 41%

Measure IV: Attained High School Diploma or GED

SERVICE PROVIDER BY TOTAL PROGRAM SIZE	STUDENTS WITH GOAL OF SECONDARY CREDENTIAL	SIGNED RELEASE TO CONSENT TO DATA MATCH		ATTAINED GED OR HIGH SCHOOL DIPLOMA	
		# STUDENTS AVAILABLE TO MATCH	% OF STUDENTS AVAILABLE TO MATCH	# OF STUDENTS WHO ATTAINED CREDENTIAL	% OF STUDENTS WHO ATTAINED CREDENTIAL
<i>Small (<401)</i>					
Tillamook Bay Community College	26	26	100%	8	31%
Clatsop Community College	32	32	100%	11	34%
Oregon Coast Community College	80	80	100%	37	46%
Treasure Valley Community College	113	104	92%	47	45%
Southwestern Oregon Community College	132	126	95%	66	52%
Columbia Gorge Community College	97	97	100%	49	51%
<i>Small+ (401-900)</i>					
Klamath Adult Learning Center	96	96	100%	84	88%
Central Oregon Community College	152	150	99%	53	35%
Linn-Benton Community College	264	254	96%	76	30%
Blue Mountain Community College	177	176	99%	79	45%
<i>Medium (901-1700)</i>					
Umpqua Community College	410	410	100%	214	52%
Rogue Community College	273	273	100%	87	32%
Clackamas Community College	159	159	100%	71	45%
<i>Medium+ (1701-3000)</i>					
Lane Community College	327	319	98%	149	47%
Mount Hood Community College	242	237	98%	98	41%
Oregon Department of Corrections	639	639	98%	159	25%
Chemeketa Community College	460	446	97%	109	24%
<i>Large (>3000)</i>					
Portland Community College	264	264	100%	49	19%
Statewide Total	3,943	3,888	99%	1,446	37%

Weighted state average reported 37%
Statewide negotiated goal 42%

Measure V: Entered Post Secondary Education or Training

SERVICE PROVIDER BY TOTAL PROGRAM SIZE	STUDENTS WITH GOAL OF POST SECONDARY EDUCATION OR TRAINING	SIGNED RELEASE TO CONSENT TO DATA MATCH		ENTERED POST SECONDARY # OF STUDENTS WHO ENTERED POST SECONDARY	POST SECONDARY PLACEMENT RATE*
		# STUDENTS AVAILABLE TO MATCH	% OF STUDENTS AVAILABLE TO MATCH		
<i>Small (<401)</i>					
Tillamook Bay Community College	20	20	100%	11	55%
Clatsop Community College	14	13	93%	7	54%
Oregon Coast Community College	34	34	100%	7	21%
Treasure Valley Community College	18	18	100%	17	94%
Southwestern Oregon Community College	69	62	90%	42	68%
Columbia Gorge Community College	52	51	98%	22	43%
<i>Small+ (401-900)</i>					
Klamath Adult Learning Center	64	61	95%	25	41%
Central Oregon Community College	43	43	100%	16	37%
Linn-Benton Community College	62	60	97%	21	35%
Blue Mountain Community College	39	37	95%	9	24%
<i>Medium (901-1700)</i>					
Umpqua Community College	220	220	100%	230	105%
Rogue Community College	167	167	100%	71	43%
Clackamas Community College	4	4	100%	1	25%
<i>Medium+ (1701-3000)</i>					
Lane Community College	233	212	91%	71	33%
Mount Hood Community College	8	7	88%	8	114%
Chemeketa Community College	174	107	61%	38	36%
<i>Large (>3000)</i>					
Portland Community College	50	50	100%	4	8%
Statewide Total	1,271	1,166	92%	600	51%

Weighted state average reported 50%
Statewide negotiated goal 22%

*Also includes students who reported attending private career schools or joined the military.

Oregon Employment Department Statistics for 2003-2004

Business Contacts33,000	Claimants Finding Employment with OED Assistance60,000
Job Listings Received84,928	Workforce Related Services Provided to Job Seekers	1,057,725
Individuals Receiving Job Search Assistance250,000	Average Monthly Website Visits	526,989
Individuals Referred to Job Openings204,799	Number of Referral Transactions981,429
Individuals Referred to Supportive Services7,966	Number of Referrals to Supportive Services17,288
Individuals Referred to Other Training Programs7,732	Number of Referrals to Other Training Programs10,875
Individuals Referred to Educational Services8,744	Number of Referrals to Educational Services14,018
Individuals Referred to Title 1B Partners	9,813	Number of Referrals to Title I-B Partners11,998
Individuals Finding Employment with OED Assistance130,000		

**WORKFORCE
INVESTMENT ACT
TITLE III**

**OREGON
EMPLOYMENT
DEPARTMENT
STATISTICS
FOR
2003 - 2004**

www.WorkinginOregon.org
www.WorkSourceOregon.org

**Department of
Community Colleges
and
Workforce
Development**

www.oregon.gov/ccwd (Title I-B)

www.oregon.gov/ccwd (Title II)

www.WorkinginOregon.org (Title III)

www.WorkSourceOregon.org (Title III)

Phone 503-378-8648

