



OREGON WORKFORCE INVESTMENT:

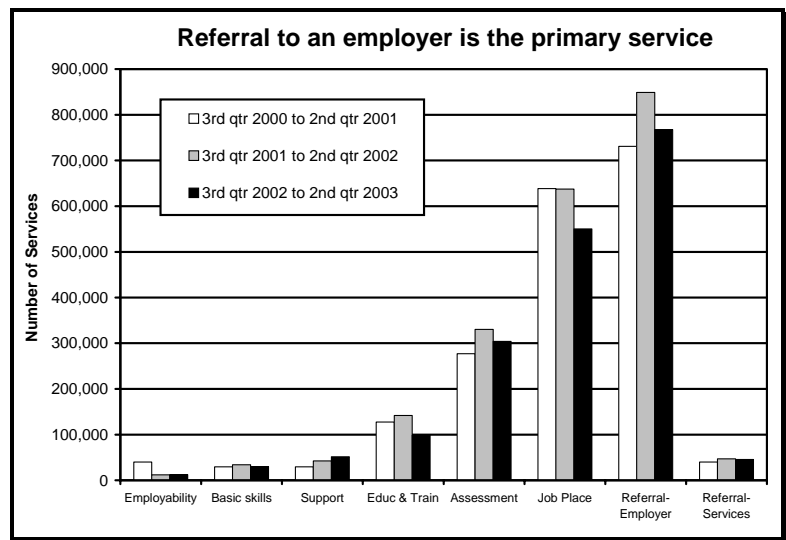
Results & Trends

Workforce Development Services

Introduction

Oregon’s workforce agencies provide many services. People who access those services often use more than one agency and a combination of services.

Customers most often seek assistance in the form of job referrals. The second-most sought after service is job placement.



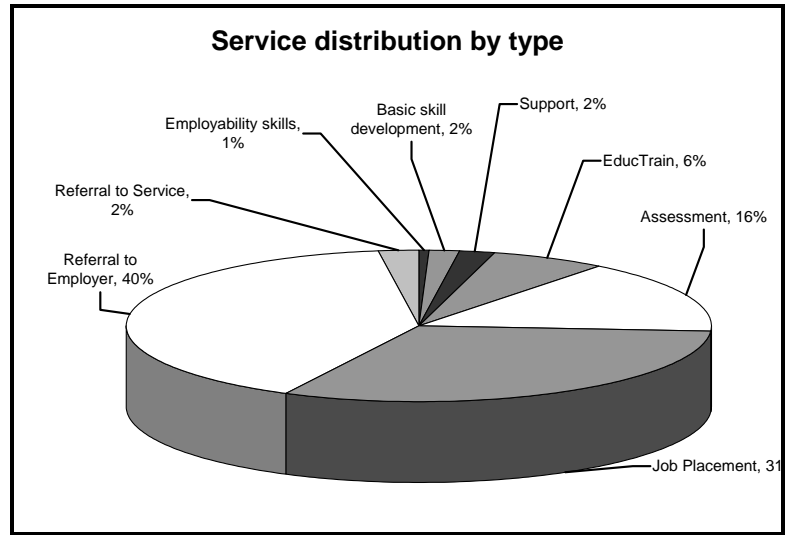
Graph 1

Workforce Development Services Defined

PRISM groups some 200 partner agency services into one of these seven categories:

- | | |
|----------------------------|--|
| 1. Assessment | Review client information to enroll in appropriate services |
| 2. Support | Goods and services needed to meet basic survival (e.g., income, tuition, tools) |
| 3. Employability skills | Personal and basic life skills (e.g., work ethic) |
| 4. Basic skill development | Skills in reading, math and communications (e.g., GED and Adult Basic Education) |
| 5. Education and training | Classroom, apprenticeships and on-the-job training |
| 6. Job placement | Services which place a client in employment job matching |
| 7. Referrals | Referrals to other services (e.g., training, education, employment services, employers). |

Referrals and job placement combined account for 71 percent of all services.



Graph 2

Frequency of Services

Most customers receive more than one service.

...also receive this service		Assessment	Support	Employability skills	Basic skill development	Education and Training	Job Placement	Referrals
The percent receiving this service.	Assessment	100%	11%	5%	20%	13%	74%	61%
	Support	91%	100%	29%	18%	32%	69%	56%
	Employability skills	93%	58%	100%	25%	35%	72%	59%
	Basic skill development	99%	10%	7%	100%	14%	35%	30%
	Education and training	30%	9%	5%	7%	100%	29%	25%
	Job Placement	59%	7%	4%	6%	10%	100%	70%
	Referrals	59%	7%	3%	6%	10%	82%	100%

Table 1

Customers receive a variety of service types from various agencies. For example, this hypothetical workforce system customer – not unlike many actual customers -- received eight services on 23 occasions from three agencies over 18 months.

Service Provider	Service Type	Service Date
OED: Employment Services	Assessment - basic	15-Dec-01
OED: Employment Services	Job placement - job search activities	14-Dec-01
OED: Employment Services	Assessment - vocational	04-Feb-02
CCWD: Title II Adult Basic Education	Assessment - testing	04-Feb-02
CCWD: Title II Adult Basic Education	Assessment - testing -technical	01-Apr-02
CCWD: Title II Adult Basic Education	Basic Skill Dev - ESL	01-Apr-02
CCWD: Title 1B Youth, Adults, Dislocated Workers	Assessment and service strategies	01-Jun-02
CCWD: Title 1B Youth, Adults Dislocated Workers	Assessment - integrated	06-Jun-02
OED: Employment Services	Job placement - job search activities	01-Jul-02
OED: Employment Services	Assessment - vocational	01-Jul-02
OED: Employment Services	Assessment - testing -technical	02-Jul-02
CCWD: Title II Adult Basic Education	Assessment - testing - listening	02-Jul-02
CCWD: Title II Adult Basic Education	Assessment – testing - reading	02-Jul-02
CCWD: Title II Adult Basic Education	Assessment – testing - writing	02-Jul-02
CCWD: Title II Adult Basic Education	Basic skill development – ESL	03-Jul-02
OED: Employment Services	Job placement - networking	09-Oct-02
CCWD: Title 1B Youth, Adults Dislocated Workers	Assessment - integrated	24-Mar-03
OED: Employment Services	Assessment - basic	29-Apr-03
OED: Employment Services	Job placement - job search activities	29-Apr-03
OED: Employment Services	Job placement - networking	29-Apr-03
OED: Employment Services	Assessment - basic	20-May-03
OED: Employment Services	Job placement - job search activities	20-May-03
OED: Employment Services	Job placement - networking	20-May-03

Table 2

For more information on services and how they are counted, go to <http://prism.state.or.us/technical-info.htm> and click on PRISM Episode.

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