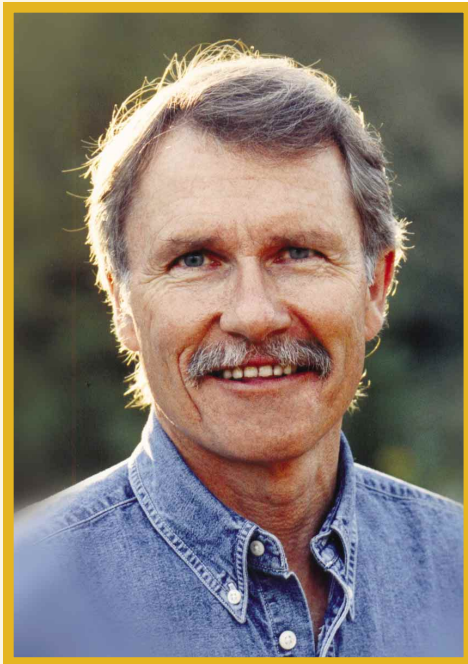


# WORKING in OREGON



THE PIONEER SPIRIT

**I** am pleased to present Oregon's Year 2000 workforce development system Annual Report. This report demonstrates Oregon's progress in building a system of accessible information and services that meets the workforce needs of business and job seekers.



Oregon has an ambitious vision to realize: A world-class workforce—well educated, skilled and working—to keep Oregon's economy competitive in the global marketplace. The ongoing development and expansion of local and state partnerships is a key ingredient in making this vision a reality. These partnerships are reflected in our state, local and regional workforce investment boards comprised of dedicated private and public sector people who help Oregon to achieve our vision for workforce excellence and economic vitality. The great value of partnerships is similarly reflected in Oregon's One-Stop service delivery system that strives to serve Oregon's businesses and citizens and build a world-class workforce.

We haven't fully achieved our vision yet, but we are moving ahead. I invite you to review our successes and challenges of the past year.

Sincerely,

A handwritten signature in black ink that reads "John A. Kitzhaber". The signature is fluid and cursive.

JOHN A. KITZHABER, M.D.  
*Governor of Oregon*

December 2001  
State of Oregon  
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# WORKING in OREGON

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# Working in Oregon

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## What it's like in Oregon

In Oregon, we have almost every geographic and demographic situation.

We have a coastline that runs the length of the western side of the state. In the east, we have desert regions that account for a good portion of our land. Oregon is known for ranchers as well as high tech entrepreneurs. In and



around Portland, we have a major metropolitan area that accounts for 1.6 million people—46 percent of our population. And we also have counties with fewer than 10,000 inhabitants. There are firms that employ thousands and about as many people working in small businesses and home offices.

Here in this major Northwestern state, we're known for our independence and our ability to tackle problems head on. We haven't lost our pioneer spirit—our thirst for adventure and new opportunity.





So when we turn our attention to helping a single mother find work; to finding a high tech worker for an employer who needs skills in programming and network

The workforce system serves many thousands of people through our many partners in the public and private sectors including service organizations, community colleges and businesses. We're working together to ensure that Oregon has the best workforce system—and the best workforce—in the country.

administration; to creating career and life opportunities for a group of Hispanic foremen, we do it with resolve and commitment. We do it through the Oregon workforce system.

## Introducing the Oregon workforce system

Welcome to the new Oregon workforce system, a better way of matching job seekers with jobs, providing the right training and offering other supportive services to people and businesses across the state.



## She's the bright spot

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Ramcell, a cellular, paging and Internet service in Roseburg, needed help with their filing system. Could Dawn Leis (photo below), a person with special needs, learn—and get—the job?

Using color-coded baskets and bins, highlighting and a stack sorter, Keri Schumaker, a contractor with the Oregon State Vocational Rehabilitation Division, taught Dawn how to do the job. Amber Johnson of Umpqua Training and Employment arranged to have Dawn paid while in training to help offset Ramcell's expenses.

Dawn has worked at Ramcell since April 2000. Her boss, Lynn Klink, says, "She has proven to be a very helpful and bright spot in our workday. Without the support of UT&E and Keri Schumaker, our transition would not have gone so smoothly. We are very thankful for their help."

UMPQUA TRAINING AND EMPLOYMENT  
Roseburg, Oregon

## Our goals

The goals of Oregon's workforce system are clearly stated in *Charting Our Course:*

*Strategic Plan 2001* produced by the Oregon Workforce Investment Board (OWIB):

**To continuously improve** the efficiency and effectiveness of the system.

**To assure** that each student achieves higher academic

standards including job skills that meet career and industry standards.

**To provide** education, training and other services necessary to assist individuals in moving into and along the wage and skill continuum in their employment and re-employment.

**To ensure** inclusive and equitable access to training and employment opportunities, recognizing differences in economic growth and employment patterns among geographic regions and population groups.

## Our vision

Oregon will have a world-class workforce—

well educated, skilled and working—

to keep Oregon's economy competitive in the global marketplace.

## A round of applause for Oregon's workforce system partners

Here are some examples of Oregon's diverse workforce system partnerships:

### Agencies and

**programs** Oregon's partnerships include many agencies and programs that serve the needs of employers and job seekers. A complete

listing of these appears later in this report. Among the many who support the system are: the Workforce Investment Act (WIA) state and local programs serving adults, dislocated workers and youth; the Oregon Employment Department's Unemployment Insurance, Trade Act Assistance and Employment Service programs; the welfare reform programs under the Temporary Assistance for Needy Families and the Food

Stamp Employment and Training Program; and the Senior Community Services Employment program.

The Economic and Community Development Department serves as a partner by linking businesses that need workers to the agencies and programs that serve job seekers in the workforce system. Also key to the success of the workforce system are educational agencies such as the secondary and post-secondary system that provides basic skills and workforce readiness preparation. Publicly supported community colleges and private

*Below: Patti Carroll learned job search techniques at the Discovery program, Umpqua Training and Employment*



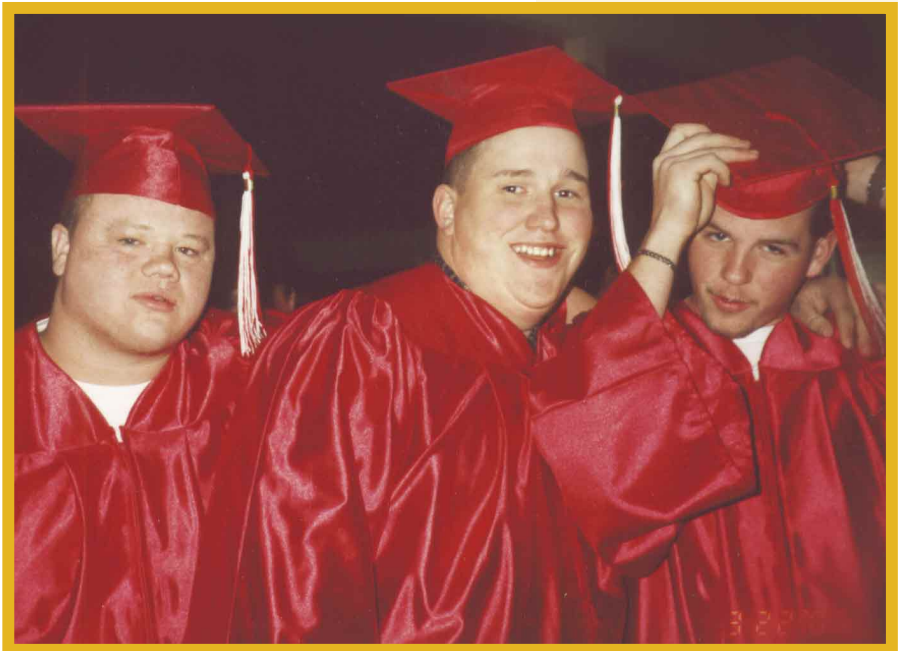
career schools also provide occupational training opportunities. By providing funding to state and local areas for programs that serve businesses and job seekers, federal agencies such as the U.S. Department of Education and the U.S. Department of Labor serve an important partnership role.

**Workforce Investment Boards** The partners also include the many members of the local/regional Workforce Investment Boards (WIBs) and the statewide Oregon Workforce Investment Board (OWIB).

#### **Contract service providers**

Organizations that deliver services under contract are also key to the success of the workforce system. For example, in Portland's One-Stop Centers, One-Stop Operators are contracted to provide services through a variety of organizations such as Central City Concern, Southeast Works, Portland Community College and others.

**Non-profits and corporations** We also enjoy the support of non-profit



organizations as well as corporations. For example, Goodwill Industries is a workforce partner and so are McDonalds Corporation, Tektronix and Willamette Industries to name a few.

#### *How partnerships are formed*

Many of our partnerships are formed as a natural result of working together in pursuit of common goals. Local sites have also formed some partnerships by including other organizations in their One-Stop Centers. For example, in Southern Oregon, Asante Health Systems has space in a One-Stop Center. Such mutually beneficial relationships help to reach more customers and provide services that add value.

#### *The graduates*

*Y*outhBuild Community Services Consortium works to tackle poverty and engage low-income young people as productive members of our society.

Fourteen trainees completed the program this year. Three were nominated as National Honors Graduates. As of June 30, 2001, 10 alumni were employed with an average hourly wage of \$9.32, two are looking for work, one applied for college and one is waiting to enter the Job Corps where he intends to learn Culinary Arts.

YOUTHBUILD  
COMMUNITY SERVICES  
CONSORTIUM  
Lebanon, Oregon



### *Award-winning board member*

The Oregon Consortium/Oregon Workforce Alliance (TOC/OWA) Outstanding Private Sector Partner award was given to James Ravenscraft, Director of Operations/Plant Manager of Electro Scientific Industries, Inc., for his part in the successful opening of the new ESI facility in Klamath Falls. James worked closely with The Work Connection (the One-Stop Career Center) in recruiting, hiring and training over 40 new employees.

THE WORK CONNECTION  
Klamath Falls, Oregon

Some of the partners are mandated. A mandated partner is one that must be represented in the One-Stop Centers and serve on the WIBs. WIA mandated some partners, such as the Employment Department. In Oregon, the welfare program, Temporary Assistance to Needy Families (TANF), also joined the system as a mandatory partner in the One-Stop Centers.

### *Who we're serving...*

Oregon has a diversity of successful programs and partnerships in 15 regions and seven areas statewide. This past year, we served more than

13,000 employers and 500,000 job seekers, families in transition and youth.

We're also providing support and services for those who are currently employed. So far, through our Current Workforce Program, we've helped 38 businesses increase the skills of at least 31,000 employees. We've also assisted single parents, displaced homemakers, youth, dislocated workers, persons with disabilities and other under-represented and diverse populations.

### *And how we're doing it*

Through cooperation and collaboration, we've gotten a new concept underway—the one-stop job and career center. The result is that we now have 40 One-Stop Centers throughout Oregon. These centers are home to agencies that are now linked together to provide workforce services more efficiently and effectively. People

*Here are some changes that occurred during the year at The Work Connection, a One-Stop Center in Klamath Falls:*

What changed?	From	To
Increase in customers' weekly earnings (an increase of \$77 a week)	\$251.96	\$329.44
Number of people who use the service per month	375	1,586
Number of people who access the Center per month	12	615
Amount of waiting time involved in accessing services (job seekers and businesses)	1 1/2 weeks	4 minutes

*From The Work Connection/KLETI Region 11, Klamath Falls*



can ask for help from one organization, but get assistance from many during a single visit.

One center reported that it used to take people about a week and a half to get through the system; now it takes about four minutes.

Forming One-Stop Centers required considerable change, especially for agency department staff who are used to working more in isolation. We're figuring out how best to combine resources so we can make our funding go further and make it quick and easy for people to get the employment and training help they need.

### *Finding creative ways to work together*

Along the way, we discovered innovative ways of partnering. We initiated new kinds of programs and training based on employer demand. We learned that it makes more sense to train

people to fill open positions than it does to train people hoping they'll find a job in a particular field.

Now more than ever we see how well the public and private sector can work together. We can pool resources and use our combined energy to stimulate our economy, ensure the well-being of working people and give hope and a helping hand to those seeking jobs.

And it's only the beginning. The state and regional workforce boards are taking a good look at what's been successful for our workforce system this year and what hasn't. Then we'll take steps, individually as well as cooperatively, to improve the system so it better reflects who we are and where we're going.

## *Getting my foot in the door*

7  
"After my son was born I wasn't sure how to get back into the workforce.... At The Job Council, Tiffany met with me and discussed what my goals and expectations were. Shortly thereafter, she began calling with employment opportunities for work experience. I chose the work experience program at the Social Security Administration.

"I worked hard and they asked if I would like to apply for a position. My typing skills had decreased so I practiced for a month at The Job Council to get my speed and accuracy up. I am now an employee of the Social Security Administration full time. The Job Council and Tiffany helped me to 'get my foot in the door'.... They gave me all I needed to succeed in my career choice."—Dalin Armstrong (photo below)

THE JOB COUNCIL  
Medford,  
Oregon



### *I have hope*

“When my plant went down and I lost my job, I had little hope of finding another job. I have been working with the career center to improve my English skills and to learn computer skills. I now feel much better. I have hope.”

—Fedosia Skorohodoff  
(photo below)

ENTERPRISE FOR EMPLOYMENT  
AND EDUCATION  
*Mid-Willamette Workforce  
Network, Salem, Oregon*



### *How the workforce system came to be*

In the early 90s, creative Oregonians formed the Workforce Quality Council to coordinate state resources related to education and employment. They invested a great deal of time, money, people and technology as they worked together to stabilize and strengthen our workforce system. They understood and gave voice to the need for partnerships and sharing.

### *Adding the Workforce Investment Act to Oregon's system*

When the Workforce Investment Act (WIA) came on the scene in 1998, Oregon was well positioned to put the new law in place. Workforce Quality Council pioneers had already forged a partnership path. Implementing WIA in Oregon meant moving ahead.

### *About WIA*

Through WIA, the federal government allocates money to every state to fund its workforce system. The goal of WIA is to encourage states to leverage these funds through partnerships. In fact, WIA requires states to form partnerships as a way to stretch funding for such things as employment and training services, temporary assistance for needy families, transitional retraining, vocational rehabilitation and other job programs including welfare-to-work and youth who are entering the job market for the first time.

The federal government gave states leeway in implementing WIA, allowing each to decide how and where funding should be used. Some states chose to consolidate services. But Oregon held to its original plan and continued to collaborate and cooperate through forming partnerships.





*Above: Michael Mangum and Kirbee Johnston at the Portland Youth Opportunity Center*

As a result, we're continuing to build win-win partnerships across the state. While WIA has mandated some relationships, many people are voluntarily forming teams because it makes sense and it works.

### *It's more than WIA*

The Oregon workforce system is funded by both state and federal money. By cooperating and collaborating, we've received considerable funding beyond that of WIA. In addition, both our voluntary and mandated partnerships help us make the most of our resources.

## *We have a long-standing commitment to developing our workforce*

To see how committed Oregon is to developing a world-class workforce system, let's take a quick look at our history:

<b>When</b>	<b>What happened</b>
<b>1988-89</b>	<p>A committee from business, labor, education and government produced a strategic plan called Oregon Shines. The plan included workforce as an indicator of the quality of life in Oregon</p> <p>The Oregon Progress Board, established to steward the plan, created indicators called the Oregon Benchmarks to show how well we were doing.</p>
<b>1991</b>	<p>Legislature adopted the Oregon Benchmarks as state policy.</p> <p>Legislature passed the Workforce Quality Act, which created the Workforce Quality Council and 15 regional workforce quality committees.</p> <p>Legislature passed the Educational Act for the 21st Century, a law that restructured education to produce a world-class workforce of educated, skilled and contributing citizens.</p>
<b>1994</b>	<p>The Oregon Option was established—a partnership with the federal government to provide flexibility in federal requirements in exchange for results.</p>
<b>1997</b>	<p>Legislature passed Senate Bill 917 that created the Governor's Office of Education and Workforce Policy and the Workforce Policy Cabinet.</p> <p>Oregon received a federal grant to implement one-stop service delivery, and created a statewide network of partners.</p>
<b>1998</b>	<p>State adopted a Comprehensive Workforce Plan, which included much of the focus of WIA.</p> <p>The federal government passed the Workforce Investment Act.</p>
<b>1999</b>	<p>Legislature created the Oregon Workforce Investment Board, which set the course for workforce policy in Oregon and for implementing WIA.</p>
<b>2000</b>	<p>Oregon became one of the few states to develop a comprehensive set of performance measures to assess how the entire workforce investment system was doing.</p>

# How the system works

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## *Fiber Optics Training*

In June 2001, Management and Training Corporation (MTC) offered Fiber Optics Training at their Clatsop County office (photo at right). The partners who collaborated were:

- Management and Training Corporation
- Aviation & Electronic Schools of America
- Clatsop Community College
- Adult and Family Services
- Vocational Rehabilitation
- Oregon Employment Department

Twelve dislocated fishermen and timber workers took part in 201 hours of training and were certified as Fiber Optic Technicians. Those employed to date have jobs ranging in pay from \$15.00 to \$38.50 per hour.

MANAGEMENT AND TRAINING CORPORATION  
Astoria, Oregon



## *We're maximizing our partnerships*

Here's an example of how valuable partnerships can be.

Through a Current Workforce Skill Development grant, Batzer

Construction Company is working with Rogue Community College to design and produce an on-the-job

English as a Second Language

(ESL) program. The goal is to

translate commonly used

construction terms from Spanish into English and vice versa.

Batzer is sharing its funding with the college by paying them with grant dollars to produce the

customized curriculum.

The company will be sharing the results of the partnership—that is, the curriculum—with the community college.

Further, the construction company will share the ESL course with the state,

with other Oregon construction companies and with construction technology departments of community colleges and high schools statewide.

Batzer is an example of how partnering and sharing can stretch both dollars and benefits!

## *We're putting our energy into One-Stop Centers*

Oregon's One-Stop Centers are another great example of how partnerships and sharing bring results. Through the centers, we're re-inventing the way services are delivered. In the past, people had

to make numerous phone calls and visit several different locations to get the help and services they needed. Now, through the One-Stop Centers, the entire Oregon workforce system is linked. People can access multiple services by making a single inquiry.

### *How getting help at a One-Stop Center works*

Let's say a single mother finds herself needing housing and temporary financial help. In reality, she may also need food for her family, job training and childcare. At a One-Stop Center, the single mother can get her needs assessed and get a full program of assistance underway.

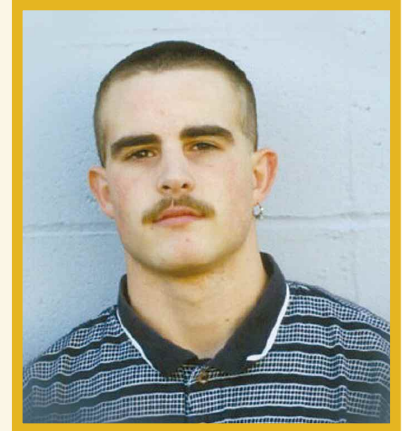


On the other hand, an employer might want to list a job order to recruit new employees. At a One-Stop Center, the employer might also arrange to use center space for employee interviews, learn about training for current employees, or, in slower economic times, get assistance for employees who are being laid off.

### *We're improving customer service*

Like any system involved in change, we have to keep our focus on customer satisfaction. We're determined to better serve businesses, those seeking jobs and other help, current workers, the underemployed—all of our customers. It's our job to make sure that the education and training services we offer meet the needs of our job seekers and local business community.

*Left: A student takes part in a school-based cabinet-building enterprise at Tiger Industries in Newberg*



### *Chris Reagle*

When Chris came to Training and Employment Consortium (TEC), he was a high school dropout who had drug issues. He was also married. With TEC's help, he enrolled in a local drug and alcohol program. He also got his driver's permit and passed the GED test. As Chris began his job search, TEC purchased needed work clothes and shoes and helped with job applications and resumes.

During this time, Chris's wife had a baby. With TEC's support, he got a full-time job and was able to rent an apartment for himself, his wife and baby son.

Chris remains employed, he's drug free and continues to search for more meaningful employment while working at his current job.

TRAINING AND EMPLOYMENT  
CONSORTIUM  
Burns, Oregon

## *She's ready to help others*

Jennifer, single mother of three, had been laid off and could no longer afford her medication. Jennifer found her way to the Workforce Network and said, "I'm going through a very difficult time in my life right now. Please give me a chance to prove myself." The Workforce Network approved financial help and purchased her medication.

Jennifer was also approved for retraining at Lane Community College and completed her first term with straight As. Last May, she was elected Student Body President!

Jennifer is now able to hire dislocated workers for jobs at the college. "You've done so much for me and I want to show my thanks by giving

other dislocated workers  
a chance."

LANE WORKFORCE PARTNERSHIP  
Eugene, Oregon



## We're counting on local businesses

The business community is one of our most important partners in the workforce system.

Without businesses,

there are no jobs and no

opportunities for on-the-job

training. So we're counting on

local businesses to tell us what

they need so we can tailor our job-seeking services and provide what

businesses require.

Partnerships with businesses are

not a new idea for

Oregon. But in the

past year we've

made significant

progress, and we

intend to do more.

We'll continue to ask businesses

what services and skills they need

and to help them fill positions.



*Above: The Job Council helped Irma Sides (at sewing machine) become a regular employee at Select Designs owned by Karen and Dan Schilberg*

## We're developing a well educated, skilled and employed workforce

Each program and service

contributes to achieving our

collective vision of developing a

well educated, skilled and

employed workforce—a workforce

we consider world-class. Here are

the programs and services:

### **Adults, Dislocated Workers**

**and Youth** provides employment

and training services to adults,

dislocated workers and youth

including information, advice and job search assistance so they can get and keep good jobs. The program also provides employers with skilled workers.

**Migrant and Seasonal**

**Farmworkers** provides job training and helps migrant and seasonal farmworkers find and retain jobs. The program also offers other supportive services.

**Employment Service** provides various job placement services at no charge to job seekers and helps employers find qualified workers to fill job openings.

**Adult Education and Family**

**Literacy**, through a partnership among the federal government, the state and local communities, helps adults obtain knowledge and skills needed for employment and to be self-sufficient. The program also helps parents develop skills so they can assist in educating

their children, and helps adults complete their secondary school education.

**Vocational Education** helps develop students' academic, vocational and technical skills by challenging academic standards, integrating technical and academic education and linking secondary to post-secondary education.

**Senior Community Service**

**Employment Program** generates part-time community service work for unemployed low-income 55+ individuals, and helps those in the program find employment that isn't subsidized.

*A career change at 60*

Rich Peterson was 60 when he came to The Job Council seeking to become an alcohol and drug counselor. As an older worker with diabetes, Rich had some major obstacles to overcome.

Rich had to be creative in finding the substantial training he needed in a short period of time. He went through The Job Council's OASIS program, brushed up on math in the Basic Skills Lab, researched training opportunities for substance abuse counseling and worked closely with his counselor.

The Job Council helped him with books and tuition and provided support costs while he went through a 1000-hour internship program. Rich, who excelled at his studies and his hands-on counseling experience, was hired by the agency he interned with at \$10.10 an hour, and has since received a raise. He received numerous certificates and his CADC credential and is now a Certified Alcohol and Drug Counselor at ADAPT.

THE JOB COUNCIL  
Grants Pass, Oregon

*Left: Richard Peterson and Patrick Doyle of The Job Council in Grants Pass*





"I think that my training and help from The Job Council was extremely helpful in accomplishing my goal to get a great paying job and a fun work environment. I don't think without their help I would have gotten this far and have a bright outlook on life."

—Billie J. King (photo above)

THE JOB COUNCIL  
Medford, Oregon

### **Native American Employment and Training Program**

provides employment services and training for Native Americans, Alaska Natives and Native Hawaiians.

The program also helps develop academic, work and literacy skills in these populations.

### **State Vocational Rehabilitation**

**Services** helps assess, plan, develop and provide vocational rehabilitation services for those with disabilities.

### **Food Stamp Employment and**

**Training Program** helps those who receive food stamps and who are ready for employment find work.

The program also provides other recipients with training and skills development leading to employment.

### **Welfare-to-Work Grants to States and Localities**

helps those who are on welfare and who are hard to employ become self-sufficient and find unsubsidized jobs that will last.

**Job Corps** is a residential program that provides job training and develops job-readiness skills in youths who face many barriers to employment.

### **Temporary Assistance for Needy**

**Families** helps families with children become more stable and economically independent, provides job search and job placement services and resources to meet basic and other needs.

**Veterans Employment** provides training and employment services to veterans.

### **Disabled Veterans Outreach**

**Program** provides training and



employment services, mediated services and referrals to support services to veterans who have service-connected disabilities or significant barriers to employment.

### Local Veterans Employment

**Representative Program** provides job placement, job development and education and training referral services to veterans.

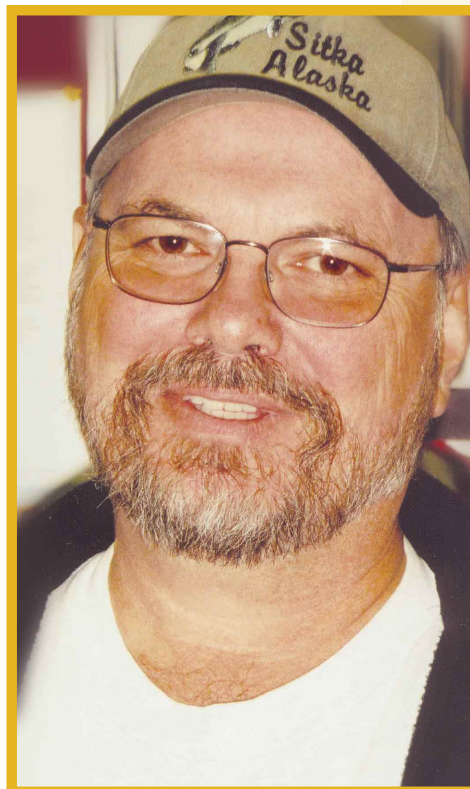
## The state's role

In Oregon, we realize that local government, agencies and residents understand the needs of their communities. Therefore, the Oregon workforce system is based on local implementation and community-based problem solving.

We trust workforce boards and community and business participants to design and implement programs and services that work best for them. Generally, the state's role is to

support, encourage and help regions fine tune local plans by:

- Coordinating and organizing the big picture so that there's consistency throughout the state.
- Handling challenges that regions can't. We'll step in when it's appropriate and offer advice and guidance. When challenges are met, we'll step out.
- Staying responsive to the needs of our customers and improving customer satisfaction at every level.
- Reporting on our successes and describing ways we've handled challenges. We believe that experience is one of the best tools for learning and growing.



## Success in the making

When Matt Kelly (photo below) moved from the Portland area to Pendleton, he knew his bad knees wouldn't let him continue his roofing career. In considering a new career, Matt also knew he loved the drug and alcohol counseling he had done with Challenge Ministries.

Since Matt had VA benefits, Allison McKinney, Pendleton OED Veteran's Representative, helped him get retraining. JuDee Hill, Workforce Development Specialist with CAPECO, signed Matt up for job readiness classes.

With the help of many workforce partners, Matt is now enrolled in an online self-directed A&D certification program. When Matt finishes, he plans to open a teen alcohol and drug counseling office.

Matt has been "overwhelmed by the outpouring of support" shown by partners and professionals at Work-Links. And they, in turn, find Matt to be a model client.

WORK-LINKS, REGION 12  
Morrow and  
Umatilla counties

## Elgah

One afternoon, a shy and reserved Elgah Njuma (photo below) appeared at the Albany One-Stop Center. From Cameroon, Elgah had a bachelor's degree and a permanent work visa but no job.

Elgah tentatively asked if she could use the computers at the One-Stop to search for jobs and write her resume. Over several weeks, Elgah worked with staff, attended workshops and spent countless hours online searching for jobs.

With help and support from CSC staff, Elgah applied for a position at Costco, completed three interviews and is now happily at work.

COMMUNITY SERVICES  
CONSORTIUM  
Albany, Oregon



## The role of workforce boards

We believe it's important to maintain a local/regional focus even while being globally competitive. That's why each of Oregon's workforce boards is unique. Each represents the special character and needs of its community. And each has its own mission and vision, though all share responsibility for meeting WIA requirements and the overall workforce vision of the state.

"I thank God so much for the people at CSC. Without them I wouldn't have made it. I also want to thank God for the strength to keep going back and asking questions."

ELGAH NJUMA

Workforce board members are from both the public and private sectors. We believe that such a combination creates balance and allows the full

spectrum of workforce issues to be shared and considered.

## We're meeting challenges

As we expected, challenges arose at every level in the workforce system this year—the state was

implementing new WIA requirements, agency workers were identifying new ways to partner in One-

Stop Centers, and businesses were developing new opportunities to partner with educators.

We've grown from every experience. We're learning from the past so we can improve on the future. Following is a partial list of challenges we have faced in the workforce system this past year:

**Increased emphasis on a demand-driven system** There is a growing understanding that businesses

have specific needs. We're finding out what those needs are and customizing the training we provide accordingly. When we train people based on the expressed needs of businesses, we're providing help that works for both job seekers and employers.

### **Sharing resources at One-Stop**

**Centers** Since the one-stop concept is new, we're still learning the best ways to partner and share space. In some situations, workforce boards are also finding ways to share financial resources.

### **Moving ahead in time of recession**

This is a new challenge. While we've looked at the problems associated with recession before, we're now gearing up to minimize the effects of economic downshifts in Oregon. We must be prepared to respond at the state and local levels. For example, we need to be ready to expand services to dislocated workers and to

businesses facing economic upheaval.

This may include extending unemployment insurance benefits to help with this crisis. Additional funding will also be needed to deal with continued layoffs and business closures. At the same time, we and our partners will be looking for other ways to preserve and strengthen our workforce.

No matter the challenge, Oregon's workforce partners are looking ahead for solutions. While we may not be able to solve every challenge right away, we'll continue to pool our ideas and resources. Together, we'll continue to build the Oregon workforce system as the primary link to finding jobs, increasing skills and helping people with other life needs.

## *Jorge*

Jorge, who is deaf, came with his niece to the Employment Department's Astoria office looking for work. Together, they explained that Jorge cannot read or write Spanish or English and does not know a formal sign language.

The Oregon Employment Department arranged for Jorge and his niece to meet with the Oregon Department of Human Services Vocational Rehabilitation staff and Clatsop Community College to assess whether Jorge, a man in his mid-thirties, could master a language. Patrick McConahay from Vocational Rehabilitation assessed Jorge's sign skills and began to tutor him. Jennifer Witman from Clatsop CC served as the college's disabilities advocate. Once Jorge had sufficient language skills, he was offered unlimited reading and writing classes at Clatsop CC.

Jorge has undergone a medical assessment of his hearing loss. Based on the results of the assessment, it may be possible that Jorge will one day hear and understand the spoken language.

ASTORIA ONE-STOP CENTER  
Astoria, Oregon

*When it comes to important jobs...*

Ken Bartus, who owns Garron Grounds Management in Wilsonville, had some important jobs in his nursery/landscaping/irrigation company that he just couldn't fill. He and two other business owners chose to work with the county's Employment, Training and Business Service Division—the local WIA Title I-B Adult provider—to do something about it.

Ken and two fellow business owners helped ETBS design customized training for their largely Hispanic workforce. Short modules, often held at the businesses, included literacy assessment in Spanish; Drivers Education and Safety in Spanish; English as a Second Language; Irrigation Controller Programming; and other topics.

After the first cross-cultural communication workshop, delivered in Spanish and English, Ken said, "The walls came down instantly and the beneficial effects are still there. It was great!"

EMPLOYMENT, TRAINING AND BUSINESS SERVICE DIVISION  
REGION 15  
Clackamas County

# Everybody wins

**O**regon is committed to finding out how

well the entire workforce system is doing. In July 2000, we began to measure our performance in the

training and educational degrees and certificates, placement in post-secondary education, increases in proficiency in basic skills and job seeker and employer satisfaction.

following five areas:

- Employment placement
- Employment retention
- Wage gain
- Reduction in welfare caseloads
- Welfare recidivism

Over the next five years, we'll be looking at how we're doing in many other areas. For

## *What does the future look like for Oregon?*

- Employment growth is slowing down
- There's a labor shortage
- There's a work shortage
- The workforce is aging
- The workforce is more diverse
- Not all regions share in the state's economic health
- Foreign competition is increasing
- Computers and technology in the workplace will continue to increase
- Wages are going up
- We'll have more low-wage and high-wage jobs

For details, see the *Oregon Employment Department Labor Market Information*, dated March 13, 2001 and revised during the fall of 2001.

instance, we'll be looking into completion of occupational skills

reached a lot of people this year, and we plan to serve many more as

## The benefits of the workforce system

The workforce system continues to grow as people begin to understand how it works and how much it benefits everyone here in Oregon. We've

## Bear Creek Academy

we learn new ways to help people get and keep jobs and increase their skills.

We believe we're becoming a model for implementing WIA and for going well beyond its requirements. We're building partnerships and a flexible workforce with many skill levels.

Ultimately, we're strengthening Oregon's economy.

### *The future*

We are committed to developing Oregon's workforce system through partnerships. We'll continue to find the right people and build the strongest teams. Our pioneer spirit may be more than a century and a half old, but it is still vital and growing!

When Bear Creek Corporation launched its 2001 Workplace Learning Program through a Current Workforce Skill Development grant, Southern Oregon's largest employer expected their 36 Hispanic orchard supervisors to increase

computer skills by up to 219 percent and result in a 66 percent greater gain in math and reading than seen in traditional community college instruction.

Even more impressive was the boost in morale, confidence and the pursuit of continuing education. For example, following their 90 days of training, three participants bought homes, two passed citizenship exams, one passed the Oregon Private Applicator's License Exam, one-fourth bought home computers and 75 percent of students signed up for ongoing ESL or GED courses.

BEAR CREEK ACADEMY, BEAR CREEK CORPORATION  
Medford, Oregon



their reading, writing, math, English communication and computer skills to some degree.

What they didn't envision was that 72 hours of customized instruction—designed and delivered through a unique partnership with Rogue Community College—would improve their supervisors'



# T

o Our Partners:

It's an exciting time at the Oregon Workforce Investment Board (OWIB). Business leaders from around the state, including its leading employers, are serving on the board. The board sets priorities and advises the Governor on employment, training and education programs that make up Oregon's workforce system. The system it oversees includes recruitment, placement and retention; education and training; occupational and work readiness training; and adult basic education and literacy.



As the private sector board Chair, I am pleased to report that the board has agreed to focus on outcomes, skills and standards, customer satisfaction and performance accountability. Using the new flexibility in federal law, the board is also offering matching grants to business and industry associations to fund employee training programs that address workforce challenges and skill gaps. In addition, OWIB is using a sector approach in a project designed to ease staffing and skills shortages in the health care sector.

Overall, the board is committed to designing a workforce system that delivers a network of quality services that respond to the changing needs of business. In partnership with local and regional workforce boards driven by the private sector, OWIB will continue to develop innovative strategies and creative solutions to align the public system with marketplace goals.

Our thanks to all of you who have contributed to the workforce system. We've accomplished a lot together and I look forward to another productive year.

Sincerely,

A handwritten signature in black ink that reads "Gwyn Harvey".

GWYN HARVEY  
*Chair, Oregon Workforce Investment Board*

*This Annual Report was written and designed by  
Northern Connections, Ashland, Oregon.*





WORKFORCE  
INVESTMENT ACT  
TITLE I-B  
ANNUAL  
REPORT:  
THE TABLES



December 1, 2001  
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

Cover photos provided by:  
(top) Mid-Willamette  
Workforce Network, Salem;  
(middle) The Job Council,  
Medford; (bottom)  
Management and Training  
Corporation, Astoria

## Introduction

This document contains the following sections:

- A discussion of the cost of activities vs. the effect on performance
- A discussion of receipt of training vs. core and intensive services
- A discussion of the evaluations
- Definitions used in the tables
- A guide to reading the tables
- The tables

## 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.

Most of the performance data comes from the last three quarters of the Job Training Partnership Act (exits of participants from October 1, 1999 through June 30, 2000).

Only data from one quarter comes from services provided under the Workforce Investment Act (WIA) (July 1, 2000 through September 30, 2000). Therefore, the service delivery system during the period of October 1, 1999 through June 30, 2000 was based on different

strategies and requirements than those employed under WIA.

As a result, an overview of workforce investment activities relative to their effect on the performance of participants for the Program Year 2000 (July 1, 2000 through June 30, 2001) provides less than a true picture of performance under WIA. The usefulness of comparing costs vs. effectiveness is limited in this first year of WIA. In addition, cost effectiveness needs to be evaluated over the long term. Since the 12-month data is not available, this type of evaluation is not feasible at this time.

## Receipt of Training vs. Core and Intensive Services

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

**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 higher earnings (adults - \$3,960) or a

higher earnings replacement rate (dislocated workers - 110.7%) than those who received only core and intensive services (adults - \$3,515 and dislocated workers – 103%).

### Entered Employment and Employment Retention Rates—Adult and Dislocated Workers

Tables D and G show that for both programs, rates attained for the entered employment and retention measures for those receiving training and those receiving core and intensive services only are relatively the same. The adult entered employment rate for those receiving core and intensive services only is slightly higher than those receiving training services, but the retention rate is essentially the same.

For dislocated workers, the entered employment rate is almost identical for those who received training services and for those who received core/intensive services only. The retention rate is slightly higher for those who received training. A closer look might reveal what is being done in the dislocated worker program or what factors exist to account for this slightly higher outcome.

## State Evaluations

This section describes state

evaluations of workforce investment activities, including:

- The questions the evaluation will/did address,
- A description of the evaluation's methodology and
- Information about the timing of feedback and deliverables.

The State of Oregon will develop evaluation methods in the coming year to seek answers to the following continuous process improvement questions:

- Does the Consumer Report Card provide value-added information for One-Stop customers who are seeking effective training opportunities in the state?
- Is the One-Stop system meeting the needs of employers and customers?
- Is the One-Stop system doing an adequate job of projecting the occupations in demand across the state? Are the workforce development partners meeting the demand with an adequate supply of prepared and trained workers? If there is a gap, how do we address it?
- Does the state's Unified Workforce Plan continue to be a useful tool in articulating the role and responsibility of One-Stop partners as we experience an economy in recession?

## 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 Earning 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

6

### Workforce Investment Act Customer Satisfaction Results

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

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

**Number of Customers Surveyed** The number of surveys with answers to each of the three required questions.

**Number Eligible for the Customer Satisfaction 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.

## 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

# The Tables

TABLE A

### Workforce Investment Act Customer Satisfaction Results

CUSTOMER SATISFACTION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL—AMERICAN CUSTOMER SATISFACTION INDEX	NUMBER OF CUSTOMERS SURVEYED	NUMBER OF CUSTOMERS ELIGIBLE FOR THE SURVEY
Program Participants	68.0%	77.77%	1,404	7,002
Employers	68.0%	70.41%	1,455	7,326

TABLE B

### Adult Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	73.0%	77.8%	<u>1,093</u> 1,405
Employment Retention Rate	83.0%	82.2%	<u>1,178</u> 1,433
Earnings Change in Six Months	\$3,500	\$3,781	<u>\$4,945,093</u> 1,308
Employment and Credential Rate	60.0%	76.9%	<u>850</u> 1,106

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	79.5%	<u>124</u> 156	78.0%	<u>110</u> 141	77.7%	<u>213</u> 274	67.9%	<u>36</u> 53
Employment Retention Rate	76.6%	<u>111</u> 145	77.2%	<u>105</u> 136	81.9%	<u>221</u> 270	79.6%	<u>43</u> 54
Earnings Change in Six Months	\$4,691	<u>\$623,915</u> 133	\$3,476	<u>\$462,341</u> 133	\$3,817	<u>\$904,716</u> 237	\$2,828	<u>\$147,054</u> 52
Employment & Credential Rate	74.0%	<u>77</u> 104	76.4%	<u>81</u> 106	77.3%	<u>157</u> 203	54.3%	<u>19</u> 35

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	76.4%	$\frac{626}{819}$	79.8%	$\frac{469}{588}$
Employment Retention Rate	84.6%	$\frac{735}{868}$	78.4%	$\frac{443}{565}$
Earnings Change in Six Months	\$3,960	$\frac{\$3,025,668}{764}$	\$3,528	$\frac{\$1,919,425}{544}$
Employment and Credential Rate	76.9%	$\frac{850}{1,106}$	--	--

TABLE E

*Dislocated Worker Program Results At-A-Glance*

REPORTED INFORMATION	NEGOTIATED PERFORMANCE LEVEL		ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	78.0%		79.1%	$\frac{1,586}{2,005}$
Employment Retention Rate	88.0%		90.5%	$\frac{1,435}{1,586}$
Earnings Replacement in Six Months	95.0%		108.1%	$\frac{\$18,332,919}{\$16,965,401}$
Employment and Credential Rate	60.0%		79.1%	$\frac{1,129}{1,428}$

TABLE F

*Outcomes for Dislocated Worker Special Populations*

REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
Entered Employment Rate	75.3%	$\frac{229}{304}$	80.5%	$\frac{198}{246}$	72.9%	$\frac{164}{225}$	90.9%	$\frac{20}{22}$
Employment Retention Rate	90.8%	$\frac{208}{229}$	88.4%	$\frac{175}{198}$	89.6%	$\frac{147}{164}$	95.0%	$\frac{19}{20}$
Earnings Replacement Rate	112.1%	$\frac{\$1,673,903}{\$1,492,656}$	101.0%	$\frac{\$1,273,955}{\$1,260,839}$	104.2%	$\frac{\$1,794,059}{\$1,722,070}$	270.4%	$\frac{\$222,138}{\$82,154}$
Employment & Credential Rate	75.7%	$\frac{162}{214}$	79.2%	$\frac{137}{173}$	75.5%	$\frac{123}{163}$	88.2%	$\frac{15}{17}$

informational activities) funding 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.

8

**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	79.1%	<u>1,129</u> 1,428	79.2%	<u>457</u> 577
Employment Retention Rate	91.2%	<u>1,030</u> 1,129	88.2%	<u>403</u> 457
Earnings Replacement Rate	110.7%	<u>\$12,382,301</u> \$11,190,404	103.0%	<u>\$5,950,614</u> \$5,774,997
Employment and Credential Rate	79.1%	<u>1,129</u> 1,428	---	---

TABLE H

*Older Youth Results At-A-Glance*

	NEGOTIATED PERFORMANCE LEVEL		ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	66.0%		70.6%	<u>113</u> 160
Employment Retention Rate	74.0%		66.7%	<u>108</u> 162
Earnings Change in Six Months	\$3,000		\$3,904	<u>\$487,951</u> 125
Credential Rate	50.0%		74.3%	<u>136</u> 183

TABLE I

*Outcomes for Older Youth Special Populations*

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
Entered Employment Rate	69.4%	<u>25</u> 36	0.0%	<u>0</u> 0	56.0%	<u>14</u> 25	70.7%	<u>41</u> 58
Employment Retention Rate	76.5%	<u>26</u> 34	0.0%	<u>0</u> 0	60.0%	<u>15</u> 25	65.0%	<u>39</u> 60
Earnings Change in Six Months	\$4,466	<u>\$107,182</u> 24	\$0.00	<u>\$0</u> 0	\$3,766	<u>\$45,196</u> 12	\$2,546	<u>\$119,661</u> 47
Credential Rate	69.7%	<u>23</u> 33	100.0%	<u>1</u> 1	66.7%	<u>18</u> 27	71.9%	<u>46</u> 64



## 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)

This information is not required for the Annual Report submitted for PY 2000 only since there will be no information available for the 12-month measures.

TABLE J

### Younger Youth Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Skill Attainment Rate	65.0%	70.3%	<u>3,041</u> 4,326
Diploma or Equivalent Attainment Rate	40.0%	51.6%	<u>251</u> 486
Retention Rate	55.0%	53.7%	<u>263</u> 490

TABLE K

### Outcomes for Younger Youth Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
Skill Attainment Rate	68.8%	<u>342</u> 497	66.6%	<u>195</u> 293	68.2%	<u>88</u> 129
Diploma or Equivalent Attainment Rate	31.6%	<u>25</u> 79	28.8%	<u>40</u> 139	42.2%	<u>35</u> 83
Retention Rate	29.4%	<u>5</u> 17	43.2%	<u>54</u> 125	47.8%	<u>100</u> 209

TABLE L

### Other Reported Information

	12-MONTH EMPLOYMENT RETENTION RATE*	12-MONTH EARNINGS CHANGE* (Adults and Older Youth) OR 12-MONTH EARNINGS REPLACEMENT* (Dislocated Workers)	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	---	---	4.5% <u>78</u> 1,721	\$3,706 <u>\$4,468,859</u> 1,206	23.5% <u>404</u> 1,721
Dislocated Workers	---	---	5.0% <u>115</u> 2,287	\$5,298 <u>\$8,402,568</u> 1,586	24.4% <u>557</u> 2,287
Older Youth	---	---	8.2% <u>47</u> 572	\$2,853 <u>\$502,087</u> 176	---

\* Reporting not required in PY 2000 due to unavailability of data.

## Table M

### Participation Levels

10

**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).

TABLE M  
*Participation Levels*

	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
Adults	8,825	3,316
Dislocated Workers	6,895	2,369
Older Youth	639	176
Younger Youth	3,597	1,141

## Table N

### Cost of Activities Information

#### Total Federal Spending for Local Adult, Local Dislocated Worker and Local Youth Funding Stream Activities

11

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. Entries are strictly program costs and do not include administrative costs.

#### 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.

TABLE N

### Cost of Program Activities

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
Local Adults	(1)	\$12,089,151
Local Dislocated Workers	(1)	\$18,023,351
Local Youth	(1)	\$10,771,226
Rapid Response (Up to 25%) §134(a)(2)(B)		\$1,879,037
Statewide Required Activities (Up to 15%) §134(a)(2)(B)		\$349,995
Statewide Allowable Activities §134(a)(3)		\$927,027
Program Activity Description:		
Local Workforce Investment Board Support		\$446,215
Incumbent Worker Skill Development		\$169,860
Miscellaneous		\$310,952
<b>TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE</b>		<b>\$44,039,787</b>

(1) Did not include worksystems inc. PY 1999 costs that were reported on PY 2000 Fourth Quarter Reports due to a reporting glitch at Federal level. If they were included, it would skew the participant cost information.

## Table N continued

### 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. Administrative outlays are not included in the table.

### 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. Administrative outlays are not included in the table.

### 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.

TABLE O

### Local Performance—worksystems inc.

Local Area Name	Total Participants Served	Adults	1,858
worksystems inc.		Dislocated Workers	1,564
		Older Youth	129
		Younger Youth	549
ETA Assigned No. 41065	Total Exitters	Adults	1,248
		Dislocated Workers	783
		Older Youth	63
		Younger Youth	248
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Customer Satisfaction	Program Participants Employers	85.0%	79.0%
		85.0%	64.3%
Entered Employment Rate	Adults	80.0%	80.0%
		Dislocated Workers	80.0%
		Older Youth	72.0%
Retention Rate	Adults	85.0%	80.2%
		Dislocated Workers	93.0%
		Older Youth	60.0%
		Younger Youth	54.0%
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,500	\$3,343
		Dislocated Workers	94.0%
		Older Youth	\$1,800
Credential/ Diploma Rate	Adults	60.0%	81.5%
		Dislocated Workers	60.0%
		Older Youth	60.0%
		Younger Youth	47.0%
Skill Attainment Rate	Younger Youth	75.0%	81.7%
Other State Indicators of Performance (WIA §136(d) (1))		—	—
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met 1	Met 7
			Exceeded 9

TABLE O

### Local Performance—Mid-Willamette Workforce Network

Local Area Name	Total Participants Served	Adults	883
Mid-Willamette Workforce Network		Dislocated Workers	943
		Older Youth	71
		Younger Youth	452
ETA Assigned No. 41030	Total Exitters	Adults	471
		Dislocated Workers	315
		Older Youth	10
		Younger Youth	99
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Customer Satisfaction	Program Participants Employers	68.0%	81.3%
		68.0%	65.9%
Entered Employment Rate	Adults	71.0%	75.0%
		Dislocated Workers	80.0%
		Older Youth	67.0%
Retention Rate	Adults	81.0%	81.3%
		Dislocated Workers	85.0%
		Older Youth	74.0%
		Younger Youth	56.0%
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,600	\$4,237
		Dislocated Workers	95.0%
		Older Youth	\$3,200
Credential/ Diploma Rate	Adults	60.0%	68.1%
		Dislocated Workers	60.0%
		Older Youth	60.0%
		Younger Youth	50.0%
Skill Attainment Rate	Younger Youth	72.0%	75.3%
Other State Indicators of Performance (WIA §136(d) (1))		—	—
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met 1	Met 4
			Exceeded 12

TABLE O

*Local Performance—Community Services Consortium*

Local Area Name Community Services Consortium	Total Participants Served	Adults		
		Dislocated Workers	Older Youth	Younger Youth
		1,226	580	56
		343		
ETA Assigned No. 41060	Total Exitors	Adults		
		311	174	6
		41		
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Customer Satisfaction	Program Participants Employers	68.0%	69.3%	
		68.0%	73.1%	
Entered Employment Rate	Adults	78.0%	78.0%	
	Dislocated Workers	79.0%	78.0%	
	Older Youth	67.0%	76.5%	
Retention Rate	Adults	87.0%	78.7%	
	Dislocated Workers	90.0%	88.8%	
	Older Youth	75.0%	70.6%	
	Younger Youth	56.0%	50.0%	
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,300	\$3,803	
	Dislocated Workers	100.0%	115.4%	
	Older Youth	\$2,750	\$4,384	
Credential/ Diploma Rate	Adults	60.0%	87.9%	
	Dislocated Workers	60.0%	76.1%	
	Older Youth	60.0%	92.9%	
	Younger Youth	43.0%	16.2%	
Skill Attainment Rate	Younger Youth	81.0%	68.7%	
Other State Indicators of Performance (WIA §136(d) (1))		—	—	
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met	Met	Exceeded
		1	7	9

TABLE O

*Local Performance—Lane Workforce Partnership*

Local Area Name Lane Workforce Partnership	Total Participants Served	Adults		
		Dislocated Workers	Older Youth	Younger Youth
		437	843	17
		224		
ETA Assigned No. 41045	Total Exitors	Adults		
		72	175	3
		36		
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Customer Satisfaction	Program Participants Employers	75.0%	75.2%	
		75.0%	70.0%	
Entered Employment Rate	Adults	75.0%	83.0%	
	Dislocated Workers	80.0%	86.0%	
	Older Youth	70.0%	85.7%	
Retention Rate	Adults	81.0%	90.0%	
	Dislocated Workers	89.0%	90.3%	
	Older Youth	75.0%	100.0%	
	Younger Youth	56.0%	38.0%	
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,600	\$4,407	
	Dislocated Workers	103.0%	109.1%	
	Older Youth	\$3,000	\$2,800	
Credential/ Diploma Rate	Adults	60.0%	83.1%	
	Dislocated Workers	60.0%	87.0%	
	Older Youth	60.0%	75.0%	
	Younger Youth	42.0%	61.8%	
Skill Attainment Rate	Younger Youth	85.0%	84.9%	
Other State Indicators of Performance (WIA §136(d) (1))		—	—	
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met	Met	Exceeded
		1	3	13

*Table O*

## Local Performance

There is a Table O for each local area.

**Local Area Name** Name of area.

**ETA Assigned No.** The five-digit Employment and Training Administration/DOL-assigned code for the local workforce investment area.

**Other State Indicators of Performance**

A description of any other State indicators of performance. Oregon's system-wide indicators are not considered to be WIA state indicators and therefore are not included.

**Overall Status of Local Performance**

Indication of whether the negotiated performance levels resulted in the local level meeting, exceeding or not meeting the negotiated levels of performance for the WIA Title I-B Core Indicators of Performance, the two customer satisfaction measures and other State indicators of performance, if any. If actual performance equals 80% of negotiated performance, the negotiated level of performance has been met.

**Note** Overall status is calculated on the basis of whether the Area achieved 80% of the negotiated performance level. Unable to convey appropriately by placing X in box.

TABLE 0

*Local Performance—The Job Council*

Local Area Name	Total Participants Served	Adults	308
The Job Council		Dislocated Workers	738
		Older Youth	90
		Younger Youth	619
ETA Assigned No. 41020	Total Exitters	Adults	158
		Dislocated Workers	283
		Older Youth	24
		Younger Youth	317
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Customer Satisfaction	Program Participants Employers	75.0%	82.2%
		70.0%	73.4%
Entered Employment Rate	Adults	68.0%	69.0%
	Dislocated Workers	82.0%	83.0%
	Older Youth	63.0%	70.0%
Retention Rate	Adults	84.0%	88.2%
	Dislocated Workers	85.0%	92.4%
	Older Youth	77.0%	58.3%
	Younger Youth	70.0%	64.0%
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,700	\$4,172
	Dislocated Workers	105.0%	126.4%
	Older Youth	\$2,800	\$3,961
Credential/ Diploma Rate	Adults	60.0%	70.3%
	Dislocated Workers	60.0%	85.5%
	Older Youth	60.0%	63.6%
	Younger Youth	40.0%	40.0%
Skill Attainment Rate	Younger Youth	81.0%	98.9%
Other State Indicators of Performance (WIA §136(d) (1))		—	—
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met 1	Met 2 Exceeded 14

TABLE 0

*Local Performance—Region 15, Clackamas County*

Local Area Name	Total Participants Served	Adults	220
Region 15, Clackamas County		Dislocated Workers	195
		Older Youth	35
		Younger Youth	229
ETA Assigned No. 41015	Total Exitters	Adults	80
		Dislocated Workers	62
		Older Youth	15
		Younger Youth	53
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
Customer Satisfaction	Program Participants Employers	90.0%	81.5%
		85.0%	71.5%
Entered Employment Rate	Adults	70.0%	75.0%
	Dislocated Workers	78.0%	73.0%
	Older Youth	63.0%	85.7%
Retention Rate	Adults	78.0%	83.0%
	Dislocated Workers	90.0%	93.4%
	Older Youth	74.0%	85.7%
	Younger Youth	54.0%	59.0%
Earnings Change/ Earnings Replacement Rate In Six Months	Adults	\$3,700	\$4,973
	Dislocated Workers	87.0%	92.4%
	Older Youth	\$3,150	\$7,901
Credential/ Diploma Rate	Adults	60.0%	81.4%
	Dislocated Workers	60.0%	70.4%
	Older Youth	60.0%	85.7%
	Younger Youth	27.0%	0.0%
Skill Attainment Rate	Younger Youth	72.0%	100.0%
Other State Indicators of Performance (WIA §136(d) (1))		—	—
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met 1	Met 3 Exceeded 13

TABLE 0

*Local Performance— Oregon Consortium/Oregon Workforce Alliance*

Local Area Name The Oregon Consortium/ Oregon Workforce Alliance	Total Participants Served	Adults Dislocated Workers Older Youth Younger Youth	3,893 2,032 241 1,221	
ETA Assigned No. 41070	Total Exiters	Adults Dislocated Workers Older Youth Younger Youth	976 577 55 347	
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Customer Satisfaction	Program Participants Employers	68.0% 68.0%	76.9% 71.5%	
Entered Employment Rate	Adults Dislocated Workers Older Youth	72.0% 75.0% 63.0%	78.0% 78.0% 65.0%	
Retention Rate	Adults Dislocated Workers Older Youth Younger Youth	83.0% 86.0% 73.0% 56.0%	81.7% 88.4% 63.0% 45.0%	
Earnings Change/ Earnings Replacement Rate In Six Months	Adults Dislocated Workers Older Youth	\$3,450 94.0% \$3,000	\$3,692 103.3% \$3,622	
Credential/ Diploma Rate	Adults Dislocated Workers Older Youth Younger Youth	60.0% 60.0% 60.0% 35.0%	76.0% 78.1% 55.3% 29.0%	
Skill Attainment Rate	Younger Youth	79.0%	56.9%	
Other State Indicators of Performance (WIA §136(d) (1))		—	—	
Overall Status of Local Performance (Unable to convey appropriately by placing X in box.)		Not Met 1	Met 5	Exceeded 11

