

IN 2001 - 2002,
OREGON RECEIVED A MANDATE
FROM ITS PEOPLE.
SAVE OUR BUSINESSES.
HELP US FIND WORK.

Sustaining Oregon's Workforce in a Time of Recession

OREGON'S WORKFORCE DEVELOPMENT
ANNUAL REPORT
2001 - 2002



December 2002

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It is time to present the second Annual Report for Oregon's workforce system. I am pleased to note that the workforce system has continued to improve during a year with a weak economy and significant job losses. This report indicates that this challenge has strengthened the partners' resolve to continue to provide quality services to an increasing number of customers.



I commend the ongoing commitment of Oregon's workforce partners to strategically re-engineer the system to be more responsive to the needs of business customers. Business continues to stress how important it is to have a skilled workforce to remain competitive and expand. Indeed, it is critical to the overall economic vitality of our state. This is one of the primary reasons federal workforce funds from the Governor's Reserve have been invested in training grants for employers and their workforce.

Workforce development professionals and workforce investment boards continue to play a vital role in assuring that employers can find ways to train or hire workers with appropriate skills. It is imperative that workforce and economic development partners continue to seek ways to improve the state's economic climate by improving its workforce. Focusing and leveraging our resources on key and emerging sectors that can grow our economy is crucial, including responding to the growing workforce crisis in the health care sector and the needs of the small business sector.

With a collaborative state and local partnership, we can promote a positive business climate and forge networks of leaders who will work together to meet our common goals. By helping existing businesses succeed in our state, we will build a stronger foundation for economic growth in the upcoming year.

Sincerely,

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

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

DECEMBER 2002

STATE OF OREGON
DEPARTMENT OF COMMUNITY COLLEGES
AND WORKFORCE DEVELOPMENT
255 Capitol Street, NE
Salem, Oregon 97310
TTY 503-378-2892
www.workforce.state.or.us

For more information contact
MARQUE HAEG
Phone: 503-378-8648 x 230
Email: 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

ANNETTE TALBOTT
Governor's Office of
Education and Workforce Policy

DEBBIE LINCOLN
Employment
Department

KATY COBA
Economic and Community Development
Department

CAM PREUS-BRALY
Department of Community Colleges
and Workforce Development

BOBBY MINK
Department of
Human Services

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

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WORKFORCE INVESTMENT—AN ECONOMIC SOLUTION

“...to recognize the workforce investment system as an economic development system with social benefits and not as a social services system with economic benefits.”

—EMILY STOVER DEROGGIO,
ASSISTANT SECRETARY OF LABOR,
FROM A SPEECH GIVEN AT THE
NATIONAL ASSOCIATION OF STATE WORKFORCE AGENCIES
2002 ANNUAL CONFERENCE

ATTRACTING YOUNG PEOPLE TO CAREERS IN THE TRADES

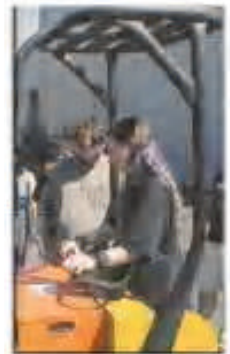
How do you attract young people to career opportunities in the trades? Portland General Electric (PGE) developed an innovative strategy in partnership with C-TEC Youth Services and Clackamas Community College (CCC). PGE instructors gave a two-day intensive training at the PGE Wilsonville Training Center that helped young people learn valuable skills from a real-world employer.

WIA-eligible youth were offered occupational skills training in CPR/First Aid, flagging and forklift driving. They received 16 hours of hands-on instruction, which increased their employability. And they earned college credit.

"The trainings were valuable and a good use of my time," said Jennifer Rose, 21, one of the participants. "I especially liked the forklift training."

Mark Weissenfels, an instructor, described the C-TEC youth as "a high energy group that is eager to learn. I have always enjoyed having the opportunity to work with them." The positive response sparked a second training a month later and ensured that it will be an ongoing opportunity for youth in Clackamas County.

—OPPORTUNITIES
IN TRADES / PGE
PARTNERSHIP
C-TEC Youth
SERVICES
REGION 15



OREGON NEEDS MORE WELDERS, MAINTENANCE MECHANICS, MILLWRIGHTS AND CABINETMAKERS.

Good for Business

Imagine an active, dedicated network of partners committed to bringing economic solutions to Oregon. That's what we call the workforce development system. We help employers find workers, provide education and training to job seekers, help people find jobs and assist employers and staff during expansion and layoffs. And that's only the tip of the iceberg.

How does this happen? Through partnerships. All over the state, people are developing mutually beneficial partnerships to strengthen Oregon's economy.

A LITTLE BIT OF HISTORY

The modern era of Oregon's workforce system got its start in 1988-89 with the plan called *Oregon Shines*. The plan pointed to 'workforce' as an indicator of quality of life for people living in our state. Since that time, the system has grown dramatically.

We benefit from legislative support as well as from the leadership of the Oregon Workforce Investment Board (OWIB), the State Board of Education and Local Workforce Investment Boards. We also have the strength and commitment of a growing network of public and private partners. And, as of 1998, we have the added support of the federal Workforce Investment Act (WIA).

WHAT HAPPENED LAST YEAR

In 2000 – 2001, the first year of WIA funding and the first year we issued an Annual Report on Oregon's workforce development system, we served 13,000 employers and 500,000 job seekers, youth and families in transition. We also continued combining services in One-Stop Centers. These are a collaborative effort of workforce partners that provide access to a wide range of services at central locations or through referrals.

We also gained experience in developing new partnerships and strengthening ones already in place. We learned how to share resources as well as how to maximize those resources to meet the needs of what was then an 'anticipated' recession.

In last year's Annual Report, *Working in Oregon*, we said, "We need to be ready to expand services to dislocated workers and to businesses facing economic upheaval.... At the same time, we and our partners will be looking for other ways to preserve and strengthen our workforce." And that continues to be both our work and our commitment.

IN THE FOLLOWING PAGES...

The next section of this report presents a brief description of the economy during the last year including the recent trend toward recovery. Then you'll find a description of Oregon's One-Stop Centers designed to give you a sense of how they operate and the services they provide. Next, there's a discussion of what the workforce development system accomplished last year—a presentation of economic solutions achieved during hard times. Finally, we've included our commitments and vision for the future of workforce development in Oregon.

UPDATE ON DAWN LEIS

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In last year's Annual Report, we were pleased to include a story about Dawn Leis, a special needs person who was doing a wonderful job working for

Ramcell. Recently, we asked how Dawn was getting along. Here's what we learned from Keri Schumacher, a contractor with the Oregon State Vocational Rehabilitation Division who taught Dawn how to do her job.

"Dawn is doing great! Her job description is the same. She does all the pre-sort and highlighting to prepare the paperwork for numerically ordering and filing. She is also stocking the lobby with needed paperwork, pens and brochures (and) she shreds

on an industrial shredder she was able to purchase through her PASS plan.... I now have several other disabled or learning disabled permanent employees from Umpqua Training and Employment who are working at Riverview Terrace, the Douglas County Farmer's Co-Op and Coca-Cola."

—UMPQUA TRAINING AND EMPLOYMENT

"If Oregon is going to remain competitive in this economy, it is imperative that we partner with business, industry, labor and the education community to provide a workforce across the full spectrum of job skills."

—GWYN HARVEY
INTEGRATED MEASUREMENT
SYSTEMS, INC.
CHAIR, OREGON WORKFORCE
INVESTMENT BOARD, 2002

INTEGRATING SERVICES

"I am very excited about Region Three's efforts to remodel, add to and build new facilities for the Newberg, Santiam and Woodburn Job and Career Centers. Once completed, all three locations will be fully integrated Workforce Investment Act and Community Human Service sites. In addition to the Temporary Assistance to Needy Families and Office of Vocational Rehabilitation staff already on-site, CHS will be adding Child Welfare and Senior and People with Disabilities staff at each location. Consumers will be able to access even more services in the Centers and the staff will be able to create better employment plans for consumers through their expanded multi-disciplinary teams."

—SAM OSBORN, SUPERVISOR
OFFICE OF VOCATIONAL
REHABILITATION SERVICES

WHERE ARE OREGON'S CURRENT LABOR SHORTAGES?

- Health care occupations: RNs, ultrasound techs, physicians, respiratory therapists, clinical dieticians, cardiovascular techs, LPNs, certified nurses' aides, home health aides, caregivers, dental hygienists
- Blue collar occupations: electricians, plumbers, HVAC mechanics, auto mechanics, diesel mechanics, maintenance mechanics, millwrights, welders, cabinetmakers
- Long-haul truck drivers
- Natural resource occupations: loggers, hooktenders, ranch hands, agricultural field workers
- Sales occupations: seasonal and part-time, minimum-wage

FROM "IF RECESSION IS OVER,
WHY DOES RECOVERY FEEL
SO LIFELESS?"

A PRESENTATION BY
GRAHAM SLATER
OREGON EMPLOYMENT DEPARTMENT
OCTOBER 2002

WHAT EMPLOYERS ARE TELLING US

Here are some highlights from the 2002 Oregon Employer Survey:

- Employers had about 30 percent fewer vacancies in the 12 months leading up to June 2002 than they did in 2000 (576,000 vs. 828,000).
- Professional positions were hardest to fill; farm, forestry, fishing positions were easiest.
- More than half of all employers have difficulty finding applicants with work ethic, problem solving and interpersonal skills.
- Supervisory, work ethic and Spanish language skills are most lacking in job applicants; Spanish and supervisory skills are most lacking in current employees.
- The demand for computer software skills will increase the most in the next five years.

FROM "OREGON'S ECONOMIC OUTLOOK"
OCTOBER 2002, TOM POTIOWSKY
OFFICE OF ECONOMIC ANALYSIS
AND GRAHAM SLATER
OREGON EMPLOYMENT DEPARTMENT

OREGON NEEDS MORE HEALTH CARE WORKERS INCLUDING DENTAL HYGIENISTS, HOME HEALTH AIDES AND CAREGIVERS.

Oregon's Economy: The Driving Force

The economic difficulties of the last year constitute tired news. We've all seen the headlines. Very few Oregonians escaped the impact of the dramatic drop in our economy. Most of us are probably aware of some of the well-publicized statistics. For example, between January 1998 and August 2002, Oregon's unemployment rate was consistently higher than the national average. And, as of October, Oregon was once again number one in unemployment in the nation.

As in years past, the economic crisis hit hardest in rural Oregon. During 2001, seven counties had annual unemployment rates that exceeded 10 percent—Harney (14.1%), Sherman (11.0%), Morrow and Wallowa (10.8%), Lake (10.4%), Grant (10.3%) and Wasco (10.1%). But now, urban unemployment has surged as well. We've included a county-by-county look at population and unemployment later in this report.

THE EFFECT ON EDUCATION

The recession also contributed to the economic crisis for the state general fund support for education. Community colleges, who offer Title II Adult Education and Family Literacy skill gain services as well as post-secondary training, face additional general fund cuts for 2002 – 2003 and into the new biennium. There are already waiting lists for ESL services, basic skills and GED preparation programs.

PUT TO THE TEST

During this program year (July 2001 – June 2002), the experience of a full-scale recession put the entire workforce development system to the test. In the midst of our second year of implementing WIA, all partners had to be highly creative in their efforts to help dislocated workers, businesses and families—all whose lives were harmed by the economic downturn.

Putting people to work

Last year, the Oregon Employment Department (OED) filled 45,888 openings on job orders.

ON THE BRINK OF ECONOMIC RECOVERY

How do we know when a recession is over? Traditionally, the Business Cycle Dating Committee of the National Bureau of Economic Research announces the official date when a recession ends. Robert Hall, who chairs the Committee, says they "... may be getting close to picking a month when the most recent recession ended."¹ This is an event we will all welcome.

In Oregon, projections tell us that employment will rise by 1.7 percent in 2003 and by 2.2 percent in 2004.² It's also encouraging to note that, during the last 10 years, Oregon's employment has grown faster than U.S. employment. From 1990 to 2000, Oregon's employment grew 29 percent while U.S. employment grew only 20 percent.³

GETTING ON WITH IT

There are signs of change for the better in Oregon. In recent months, the number of businesses seeking to locate in Oregon has increased. Businesses are announcing that they are locating in Independence, McMinnville, Medford, Portland and Salem resulting in an estimated 1,800 new jobs.⁴ And our state is expected to "... return to a growth rate faster than that of the U.S. in 2003 and on into the future."⁵

What we need in Oregon hasn't changed over the years. According to the *April 2002 Economic Stimulus Plan for the State of Oregon*, economic well being is defined as having:

- Plenty of jobs
- Statewide prosperity
- Sustainability of all the above
- High incomes
- Quality of life

¹ *The Oregonian*, Business and the Economy, Monday, September 30, 2002

² "If Recession is Over, Why Does Recovery Feel So Lifeless?" Presentation by Graham Slater, OED, October 2002

³ "The Impact of Recession 2001," Art Ayre, Graham Slater, Steve Williams, June 2002

⁴ *Economic Stimulus Plan for the State of Oregon*, Oregon Economic and Community Development Department, April 2002

⁵ "The Impact of Recession 2001," Art Ayre, Graham Slater, Steve Williams, June 2002

SALEM'S VISION MAKES ITS DEBUT

Nine hundred low-wage workers in Salem are being helped to find and keep jobs, establish career goals and/or



advance to better paying positions through the Valuing Individual Success and Increasing Opportunities Now (VISION) research program. The goal of the program is to assist low-wage

workers with skills to retain their jobs and advance to positions that provide better pay while saving companies time and money.

Salem is one of 15 test sites nationwide. The program is sponsored by Health and Human Services and funded in part by the Department of Labor. The VISION research study involves a collaborative partnership between local businesses, Chemeketa Community College (Winema Job and Career Center/WIA), the Office of Vocational Rehabilitation Services and the Community Human Services/Self-Sufficiency Program.

Recently, the VISION team entered into a non-financial partnership with a Salem-based health care facility to provide employee problem-solving and conflict resolution services. As VISION expands to serve more customers, team members plan to establish partnerships with other community businesses.

—WINEMA JOB AND CAREER CENTER

CLIENTS BENEFIT BY CUSTOMIZING AND COST SHARING

In Marion-Polk Counties, Workforce Investment Act partners are tailoring programs to successfully serve a wide variety of clients. Three examples follow:

- One Dallas client worked with the Office of Vocational Rehabilitation Services and a WIA representative to explore career options as a veterinary technician. The client now receives on-the-job training at a Dallas veterinary clinic, with WIA and OVRS paying 50 percent of his salary. These agency partners also shared costs for the client's work clothes, gas and other initial work-related expenses.
- After a full year of career exploration and seven months of training at a dental assistance school, a Winema WIA client completed certification training. To ensure her success, WIA, OVRS and consumers shared her costs. Now this client's one-day-per-week job at a pediatric dental office is turning into a full-time position.
- After extensive job search activities with an OVRS representative, a Winema WIA client got a full-time job as a cannery worker at Norpac. With a foot in the door and a background in accounting, workforce partners are continuing to work with this client to secure him a position in the company's accounting department.

—MARION-POLK FIELD OFFICE
OFFICE OF VOCATIONAL REHABILITATION
SERVICES, DEPARTMENT OF HUMAN SERVICES

OREGON NEEDS MORE
RANCH HANDS AND HOOKTENDERS.

One-Stop Centers: A Strategy That Works

One-Stop Centers are the main vehicle for delivering services within the workforce development system. Under WIA, Oregon is required to have one Center for each of seven federally defined workforce areas. Considering Oregon's historical commitment to workforce development, it should come as no surprise that we already have more than 40 One-Stop Centers in operation.

HOW ONE-STOP CENTERS WORK

One-Stops are community resources, just like libraries and fire stations. They fill a work-related niche in their communities. Each One-Stop is under the leadership and guidance of a Local Workforce Investment Board that works in conjunction with the chief elected officials of the area. The boards are public/private partnerships made up of at least 51 percent businesses. They also include a variety of human services, education and training organizations. Because the boards represent the communities they serve, and since our communities vary, so do the services offered.

The principle that guides all Centers is one of partnership, collaboration and access. Some partnerships are required by WIA; others come about naturally as people and groups work together to achieve economic stability in their communities. Still other partners are invited to become part of a Center so that the services they offer can be easily accessed under the One-Stop umbrella.

WHERE ARE THE ONE-STOPS?

Some One-Stops are located on college campuses. Others are located in government buildings. Still others are found in shopping areas or malls. Again, it depends on the community. For example, if a community needs a college outreach facility, the One-Stop Center may be able to provide the space. Service priorities are determined by what the community needs rather than by what is available.

A list of One-Stop Centers, including addresses and phone numbers, appears on page 10 of this report.

VARIETY REIGNS

Some urban Centers serve a small geographic area with a large urban population. But in the state's rural areas, you'll find a One-Stop serving people across hundreds of square miles.

The mandatory partners—those whose participation in the workforce development system is required by law—are in One-Stops either full- or part-time. In some Centers, you'll also find a women's resource center or a representative from a local college. Others offer help from the American Association of Retired Persons. Depending on location, other options may include drug and alcohol counseling, a consumer credit representative or services offered by the Commission for the Blind. In Portland, where there are seven

One-Stop Centers, many partners are represented including the Albina Ministerial Alliance, the Job Corps and the National Guard.

ONE-STOP CENTERS OFFER BUSINESS SOLUTIONS

Let's say you own a small manufacturing business. In peak times, your 15 employees take care of office work, production and shipping. But, like so many Oregon businesses, your sales have been slipping. You may need to lay off some of your employees, and you want to do it in a way that offers them the most options. Also, looking ahead to the future, you'd like to add a few key employees who have the special skills needed to stabilize your company.

UPDATE ON MATT KELLY

It's been a year since Matt Kelly's story appeared in last year's Annual Report. At that time, Matt was enrolled in an online self-directed alcohol and drug certification program and planned to open a teen alcohol and drug counseling office.

During this past year, Matt has continued his work toward counselor certification with help from Vocational Rehabilitation and Community Action Program of East Central Oregon (CAPECO), both partners in the WorkSource Pendleton One-Stop Center. With only two classes to complete, Matt is scheduled to finish his coursework in January 2003. Then he'll apply for certification.

And yes, Matt still wants to open his own Pendleton office for A&D counseling for youth and adults.

He plans to consult with two other

One-Stop partners—Blue Mountain Community College Small Business and the Greater Eastern Oregon Development Corporation—for assistance in writing a business plan and learning about small business financing resources.

What's stayed the same for Matt? "Well," he said with a laugh, "I'm wearing the same old hat as last year. And I still come in and get the same kind of great personal service. It doesn't matter what

answers I need, everyone here gets it for me—instantly. It's still a great resource. I never leave empty handed."

—INVESTMENT BOARD &
WORKSOURCE PENDLETON



CHAMBER OF COMMERCE AND PARTNERS SPONSOR WORKFORCE ACADEMIES

The U.S. Chamber of Commerce and U.S. Department of Labor funded four chambers of commerce or consortia as demonstration sites for the Workforce Academies initiative. The North Clackamas County Chamber of Commerce in Milwaukie, Oregon was awarded the implementation grant for the Northwest.

Workforce Academies are a local, business driven strategy designed to help area businesses find, train and retain qualified employees.

To date, the North Clackamas County Chamber conducted three Workforce Academies and Academy Roundtables using grant funds, local funds and in-kind contributions. Next the North Clackamas County Chamber will work with the state chamber of commerce executives association to explore ways to shape, improve and align workforce systems.

On the local level, partners included staff and members of Clackamas County's Workforce Investment Council and the county's Employment, Training and Business Services staff, Clackamas Community College, Small Business Development Center, North Clackamas School District, Cascade Employers' Association and local businesspersons were all part of the implementation team.

—NORTH CLACKAMAS COUNTY
CHAMBER OF COMMERCE

EMPLOYERS WANT
PEOPLE WITH
PROFESSIONAL SKILLS.

One option is to call or stop by the One-Stop Center in your area to find out what services are available. Right away, you'll find there are a number of highly skilled workforce partners ready to work with you. You'll also learn that the One-Stop Center can help with layoffs or expansion.

If you're anticipating layoffs, the Center can:

- Provide assistance and support to you and your employees during layoffs
- Share statistics about what's happening in the labor market locally and statewide
- Provide information about unemployment insurance and employer taxes
- Assist in establishing eligibility for various partner programs such as food stamps, financial aid assistance for training and education, Oregon Health Plan and Temporary Assistance for Needy Families (TANF)

If you're expanding your business, the Center can:

- Help you recruit and screen job applicants
- Help you arrange for training for current or about-to-be-hired employees
- Provide information about such items as employee incentives and childcare
- Explain and assist you with services for persons with disabilities and barriers to employment
- Provide a place to meet or to interview job applicants
- Provide information about basic skills opportunities

WHAT ABOUT JOB SEEKERS?

One-Stop Centers focus just as closely on the needs of job seekers as they do on the needs of employers. On any given day, anywhere from two dozen to 200 job seekers may come through the door at a One-Stop Center. Depending on the Center, these are the kinds of services that are likely to be available:

- Information about jobs in a variety of formats—computerized job listings from employers throughout the state, newspaper ads, bulletin board and 'hot-job' postings, details on job fairs and staff with personalized knowledge of the labor market and local needs
- Assessment of job readiness, skill gaps and strengths
- A place where you can sit quietly or get help organizing your thoughts for your resume
- A computer and software you can use to conduct job searches, or to produce a professional-looking resume
- Bilingual staff and materials
- Someone who will help check jobs and assist in making appointments
- Referrals to education and training opportunities
- Unemployment forms that you can complete while at the Center
- A telephone so you can call employers to arrange interviews or make other necessary appointments
- Special services for teens, seniors, veterans and persons with disabilities

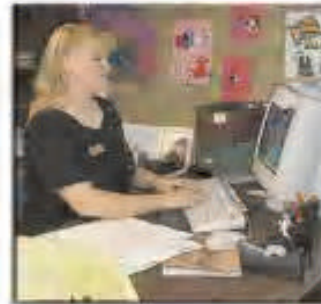
Our technology and tools have become more sophisticated and effective—for instance, we can help arrange for coursework you can do online using a computer. Called 'distance learning,' it's a real benefit if you're far from a school or college.

So whether you're an employer or a job seeker, you'll find a wealth of information and a great deal of assistance at your One-Stop Center. And, in many cases, you'll find that the help you need is just across the room, not across town or the county.

"WE'RE LUCKY TO HAVE HER..."

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A year ago, Debbie was starting a drug and alcohol recovery program when she and her two children found they were about to be evicted. At this point, she came to the WIA One-Stop partners at the Community Services Consortium for help. That was when Debbie began to turn her life around.



Community Human Services helped by providing health

insurance and food stamps. As her family's basic needs were met, Debbie took courses at CSC's Learning Opportunity Center to improve her clerical and computer skills. She also began classes at Linn Benton Community College including Turning Points, a course for displaced homemakers entering the workforce. And she continued her job search through the Oregon Employment Department.

When Debbie began a work experience program with the Albany Chamber of Commerce, CSC helped by arranging childcare, transportation and work clothing. Debbie went on to become a night auditor and then a front desk clerk for a local hotel. Her attitude, skills and commitment so impressed another hotel that they recruited her for a sales coordinator position.

The managers at Ramada Inn, her current employer, say that Debbie provides them with a happier workplace where they can offer better services to guests. "She's a pleasure. We're lucky to have her."

—COMMUNITY SERVICES CONSORTIUM

IT TAKES PARTNERS— AND STAMINA— TO SUCCEED

In February, the Lane Workforce Partnership approved using Workforce Investment Act youth funds to support a model for developing

internships with local employers. One of the first youth interns was Jennifer Brown.

When Jennifer was preparing to graduate from Crow High School in June 2002, she approached her WIA counselor at the school and requested an internship as a veterinary technician. Once the request was approved, she followed through on all the required assignments.

Her WIA counselor arranged a training position with a local veterinarian. Jennifer drove herself to the clinic every day to learn the skills identified on her plan—everything from weighing animals to preparing medications, instruments and animals for surgery. While meeting all of the requirements, Jennifer developed another long-range goal—to become a licensed veterinary technician.

When she felt ready, Jennifer updated her resume and went job hunting. Today, she is employed as a veterinary assistant at two veterinary hospitals, and planning for the day when she will take the state exam and be a licensed veterinary technician.

—LANE WORKFORCE PARTNERSHIP



Finding the One-Stop Centers

CLATSOP / COLUMBIA

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

MULTNOMAH / TILLAMOOK / WASHINGTON

Capital Center One-Stop
18624 NW Walker Rd.
Beaverton, 97006
503-533-2713

West Side One-Stop
1433 SW 6th
Portland, 97204
503-731-4139

South East Works
6927 SE Foster Rd.
Portland, 97206
503-772-2300

Central City Concern One-Stop
709 NW Everett
Portland, 97209
503-226-7387

Northeast One-Stop
Career Center
3034 NE Martin Luther King Blvd.
Portland, 97212
503-241-4644

East County One-Stop
4510 NE 102nd
Portland, 97220
503-252-0758

One-Stop Career Center
301 Main Ave.
Tillamook, 97141
503-842-3244

MARION / POLK / YAMHILL

Winema Job & Career Center
4001 Winema Place, NE
Salem, 97305
503-399-2300

McMinnville Job &
Career Center
320 NE Kirby St.
McMinnville, 97128
503-472-5928

Newberg Job & Career Center
2251 E. Hancock St.
Newberg, 97132
503-538-8970

Salem Job & Career Center
605 Cottage St., NE
Salem, 97301
503-378-4846

Polk Job & Career Center
580 Main St.
Dallas, 97338
503-831-1950

Santiam Job & Career Center
11656 Sublimity Rd. SE
Sublimity, 97385
503-316-3221

Woodburn Job & Career Center
120 East Lincoln St.
Woodburn, 97071
503-982-2817

BENTON / LINCOLN / LINN

Lincoln Workforce
Development Center
120 NE Avery St.
Newport, 97365
541-265-8505

Benton Workforce
Development Center
545 SW Second
Corvallis, 97333
541-757-4193

East Linn Workforce
Development Center
44 Industrial Way
Lebanon, 97355
541-259-5830

Linn Workforce
Development Center
139 4th Ave., SE
Albany, 97321
541-967-2171

LANE

The Workforce Network
2510 Oakmont Way
Eugene, 97401
541-686-7601

The Workforce Network –
Lane Community College,
Training & Development Dept.
4000 E. 30th
Eugene, 97405-0640
541-463-5223

DOUGLAS

Roseburg Employment Office
One-Stop Center
(affiliate site)
846 SE Pine St.
Roseburg, 97470
541-672-7761

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

COOS / CURRY

Newmark Center
2110 Newmark Ave.
Coos Bay, 97420
541-888-7152

North Curry Family &
Children Center
1403 Oregon Street
Port Orford, 97465
541-332-1042

Hanscom Center
(Brookings-Harbor)
16399 Lower Harbor Road
Harbor, 97415
541-469-5306

JACKSON / JOSEPHINE

Education and Resource Center
1600 N. Riverside, #1094
Medford, 97501
541-779-2489

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

Columbia Gorge
Community College
400 East Scenic Drive
The Dalles, 97058
541-298-3148

CROOK / DESCHUTES / JEFFERSON

Redmond Workforce Connection
247 SE Salmon
Redmond, 97756
541-504-2955

KLAMATH / LAKE

The Work Connection
3600 S. 6th
Klamath Falls, 97603
541-850-9675

MORROW / UMATILLA

Morrow Umatilla WorkSource
408 SE 7th
Pendleton, 97801
541-276-9050

BAKER / UNION

Prairie Creek Center
104 Litch Street
Enterprise, 97828
541-426-3149

GRANT / HARNEY / MALHEUR

The Work Solution
375 SW 2nd Ave.
Ontario, 97914
541-889-5394

The Work Solution
809 W. Jackson, Suite 100
Burns, 97720
541-573-5251

CLACKAMAS

Clackamas County One-Stop
560 High St.
Oregon City, 97045
541-657-2126

Economic Solutions in Hard Times

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HELPING PEOPLE FIND JOBS

According to the 2002 Oregon Employer Survey conducted by the Oregon Employment Department, there were about one-third fewer job vacancies last year than there were the year before. Workforce partners created programs, materials, techniques and on-the-spot solutions to help stabilize businesses and, at the same time, to provide training/retraining and find work for the unemployed.

ON-SITE PROGRAMS

Throughout the year, workforce partners devised special on-site programs at more than 30 companies across the state to help employers and employees deal with layoffs. In many cases, workforce partners set up resource rooms so that staff could have access to program services before they were laid off. People welcomed the chance to gather information early, so they could begin making the transition to new jobs right away.

OUT-PLACEMENT SERVICES

Workers who were being laid off were given out-placement services. In these difficult times, it was important for both job seekers and employers to learn about alternatives such as the Oregon Employment Department's work share program. This program is an aspect of unemployment insurance that allows an employer to adjust work hours so that employees receive compensation for a portion of the lost wages.

UNANTICIPATED LAYOFFS

Dozens of companies had unanticipated layoffs. Although these situations didn't allow time for extensive pre-layoff services, businesses and employees were given information and help as quickly as possible.

EMERGENCY FINANCIAL HELP

In some cases, emergency grants were awarded to help head off economic disaster. For example, the workforces affected by closures and layoffs at AgriFrozen Foods and Pictsweet Mushroom Farms in Salem, and at Epson, Inc. in Portland, received financial aid. Grants were also provided for workers affected by the Klamath Basin water crisis and for timber workers who continued to be caught in the downturn in the natural resource industries.

MOBILIZING FOR THE HEALTH CARE PROFESSIONS

The Oregon Workforce Investment Board undertook an initiative that has engaged health care employers, educators and workforce and agency representatives in crafting a strategic plan to resolve the issues contributing to the current and building health care employment crisis. The five goals of the initiative are to:

- Increase educational capacity and pipeline
- Enhance students' educational experience
- Improve recruitment of health care workers
- Enhance retention and work environment
- Seek regulatory and legislative improvements

The Governor hosted the Health Care Sector Employment Summit where participants endorsed these goals. The OWIB Health Care Steering Committee then identified the following steps that needed to be taken immediately; they are referred to as Taking 'AIMM':

- Assure ample capacity
- Increase accessibility
- Maximize mobility
- Maintain quality

YOUTH-DIRECTED PROJECTS BUILD EMPLOYMENT SKILLS



Columbia County's WIA-funded Project Vision helps eligible young people develop employment and leadership skills, and provides valuable work experiences and internships. The program includes a maintenance and landscaping crew for senior citizens, a doghouse and birdhouse fabrication project and a web design/marketing team.

- The maintenance and landscaping team, 'The Fielders,' completed more than 24 projects for seniors throughout Columbia County. They tackled everything from clearing weeds to cleaning and painting gutters.
- 'Critter Creations,' the doghouse and birdhouse project, designed, constructed and sold 30 birdhouses and six custom doghouses throughout the community.
- The web design and marketing team recently unveiled a website to serve as a resource for local youth. The site addresses everything from finding an after school or summer job to movie reviews. The team learned web design basics such as HTML and graphic design, and wrote articles for their online webzine.

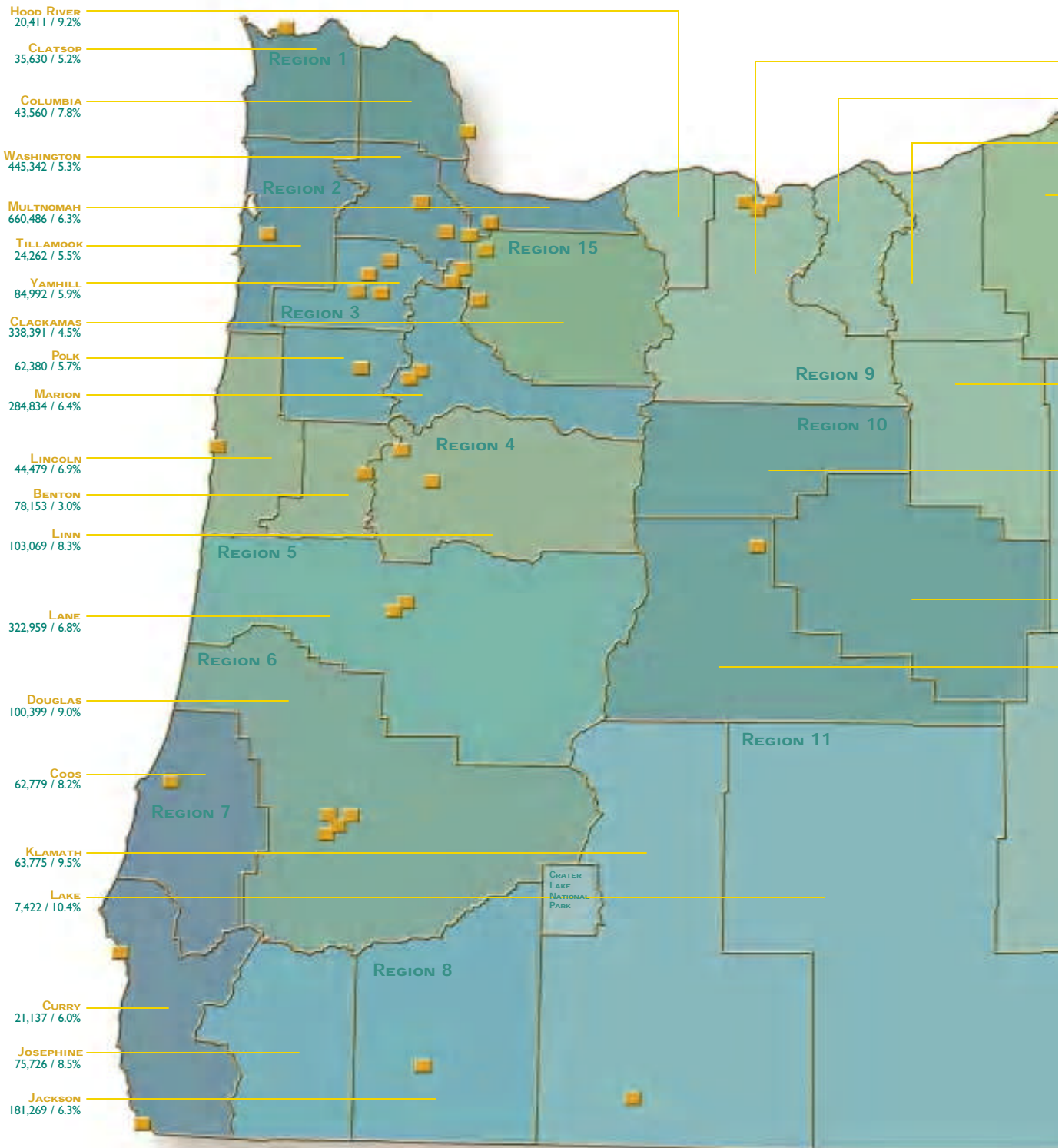
"The most rewarding part about the project is working as a team and seeing the end product," noted Kelley Wheldon, project supervisor and middle school science teacher.

—MANAGEMENT & TRAINING CORPORATION

Serving Oregon: The Regions and

INCLUDING OREGON'S POPULATION AND U

12

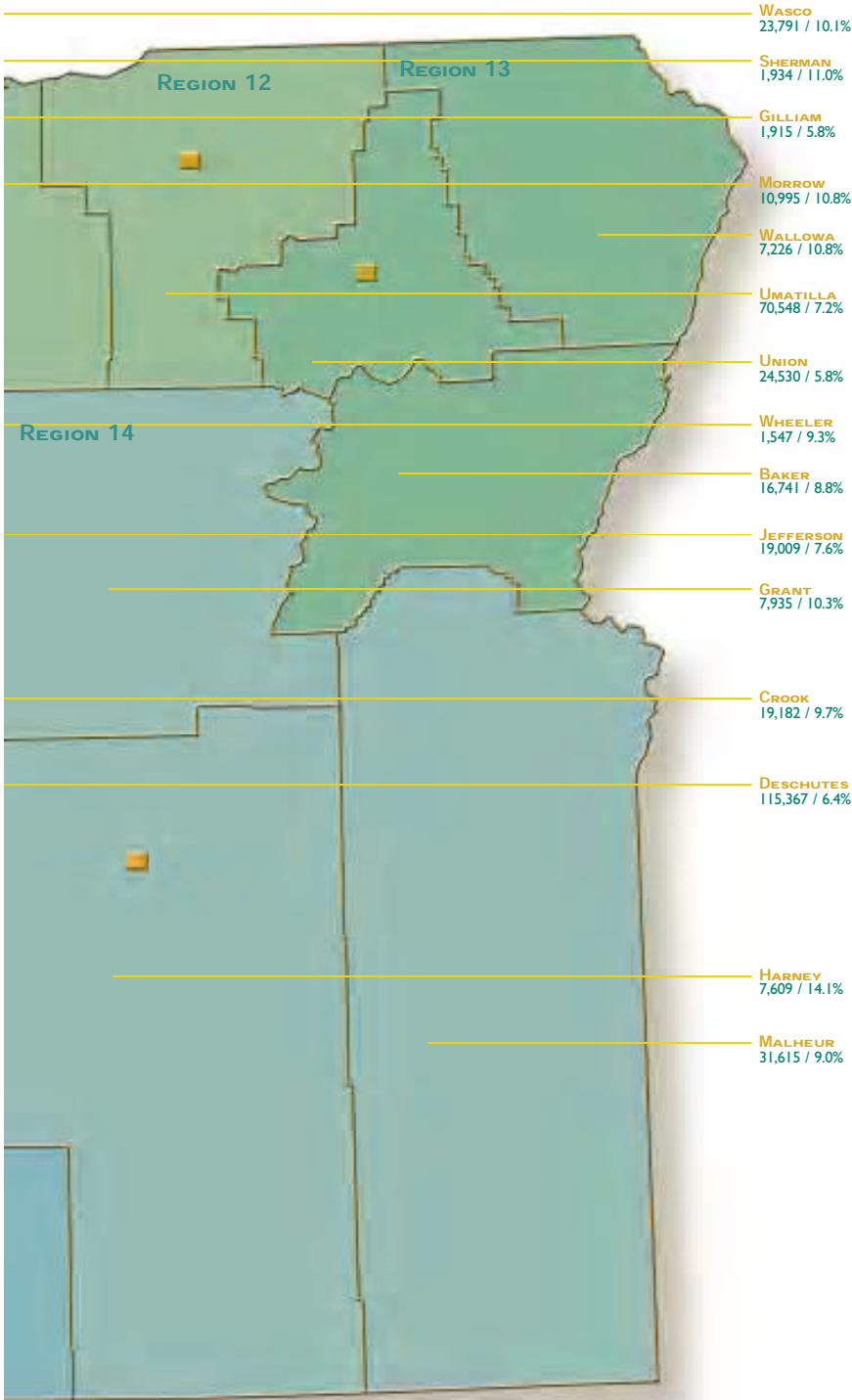


■ ONE-STOP CENTERS

SOURCES: POPULATION FIGURES: UNITED STATES CENSUS, 2000
 UNEMPLOYMENT STATISTICS INCLUDE ALL THOSE ACTIVELY SEEKING WORK.

and One-Stop Centers

EMPLOYMENT BY COUNTY



WORKFORCE INVESTMENT AREAS AND LOCAL WORKFORCE INVESTMENT BOARDS

The map below shows the seven geographic areas designated as service areas by WIA.

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THE OREGON CONSORTIUM—OREGON WORKFORCE ALLIANCE

- Clatsop
- Columbia
- Hood River
- Wasco
- Jefferson
- Deschutes
- Klamath
- Douglas
- Coos
- Curry
- Sherman
- Gilliam
- Wheeler
- Crook
- Lake
- Morrow
- Umatilla
- Grant
- Harney
- Union
- Wallowa
- Baker
- Malheur

WORKSYSTEMS, INC.

- Tillamook
- Washington
- Multnomah

CLACKAMAS WORKFORCE INVESTMENT COUNCIL

- Clackamas

MID-WILLAMETTE WORKFORCE NETWORK

- Yamhill
- Polk
- Marion

LINN, BENTON, AND LINCOLN WORKFORCE INVESTMENT BOARD

- Lincoln
- Benton
- Linn

LANE WORKFORCE PARTNERSHIP

- Lane

ROGUE VALLEY WORKFORCE DEVELOPMENT COUNCIL

- Josephine
- Jackson

EVERYBODY GETS BETTER...

In a unique partnership, ProTool in Ashland became an extended campus for Rogue Community College, Southern Oregon University and Oregon Institute of Technology. With fast-track courses mostly on-site at ProTool, several employees are now in the process of earning Manufacturing and Mechanical Engineering degrees while on the job.

With this new model, education and training have become mobilized. At ProTool, college faculty are offering credited classes that allow the greatest number of employees to attend, while having the least impact on job performance and/or attendance.

As an incentive and a reflection of their "everybody gets better" approach, ProTool contracted with all three schools to provide free instruction to employees who show success in the classroom. In addition, education and training are tied to salary increases and career advancement.

—ROGUE COMMUNITY COLLEGE

OREGON NEEDS MORE ELECTRICIANS,
PLUMBERS AND CABINETMAKERS.

Economic Solutions in Hard Times—Continued

The Steering Committee will publish its final report, an outreach plan and recommendations for legislative action to implement the plan in December 2002. The message—workforce development is critical to economic development—will be one of the central themes of the initiative as it moves forward.

Oregon community colleges are responding to the recommendations from the OWIB Health Care Initiative with an action plan to expand programs and use distance delivery to increase access to health care career training.

HELPING EMPLOYEES DEVELOP WORK ETHICS, PROBLEM-SOLVING AND INTERPERSONAL SKILLS

The OED employer survey identified supervisory, work ethic and problem solving as the skills most lacking in job applicants. Here are some of the efforts undertaken by workforce partners to meet this need:



HELPING YOUNG PEOPLE

One way we're working to increase the work ethic, problem-solving and interpersonal skills of job applicants is to take a very close look at how we can better prepare young people to be part of the economic solution. For example, each local workforce board has a Youth Council. Membership on these councils includes juvenile justice, local law enforcement, local public housing authorities, Job Corps representatives, parents of eligible youth and others involved in youth activities.

Youth Councils, created under WIA, provide an excellent opportunity to re-examine the way in which we prepare young people for tomorrow's workplace. WIA takes into account the growing consensus that young people making the transition to working adulthood need supports and opportunities that address the whole individual, not just narrow training and skills programs. WIA also emphasizes how important it is for communities to work together to forge a youth development system.

Thus a unique opportunity has been created for local areas and Workforce Investment Boards to form a team of community leaders to address the needs of youth.

BUILDING SUPERVISORY SKILLS

Over a two-year period, 75 employers and partners from around the state were awarded Current Workforce Skill Development grants. These matching grants put employers together with workforce partners to meet needs and solve problems among the employer's current workforce.

Supervisory skills—one area employers said was lacking—were included in a number of the grants. One company, ESCO Corporation in Portland, went all out to develop a 'model factory,' which meant increasing employee leadership and developing better problem-solving and communication skills. ESCO is relying on proven best practices and being guided by a standard of total quality. And, they're doing all this in a hands-on learning environment. The results can serve as a springboard for developing model factories statewide.

NARROWING THE SKILLS GAP

Title II, Adult Education and Family Literacy programs, as well as the Current Workforce Skill Development grants and dislocated worker projects, serve more than 40,000 adults each year. These adults are provided with basic skill instruction in reading, math, writing and English language proficiency as well as workforce readiness skills.

CULTURAL CHANGE PROVES POWERFUL AND PRODUCTIVE

15

Batzer Inc. received a matching grant in 2001 to implement, accelerate and expand the design/build company's Skills

Development Program. But the funding also produced a dramatic shift in how the company conducts business.

Today, thanks to grant funding, Batzer has changed the culture of its company—an amazing feat for a 47-year-old, family-operated construction firm. In the process, the Medford-based business also became a model for change in the Oregon construction industry.

Through its Skills Development Program and companywide leadership and diversity training, Batzer's grant project affected all 100-plus employees. While holding to the original vision, President Russ Batzer remained flexible and included employees in decisions. "Change can create havoc and fear," Batzer explained. "We've learned over time to be patient and to use the strength that comes after the fear, which is powerful and positive."

Russ Batzer shared his cultural change experiences during 2001 at five southern Oregon business-to-business events. In addition, Russ addressed the construction industry at an 800-member trade association conference.

His bottom line message for businesses contemplating cultural change is to make a plan and stand their ground. "Survival often depends on a willingness to change," he said. "For Batzer, it has been the key to our growth. And we have the State of Oregon to thank for supporting us in the process."

—BATZER INC.



WHEN I REALIZED THAT MINIMUM WAGE WAS NOT ENOUGH...

"The Job Council was a real lifesaver for me. Even though I had my diploma I couldn't get away from minimum wage jobs. The Job Council helped me take things one step at a time and encouraged me through the whole process. I completed their classes and then took a CNA course at Rogue Community College. I graduated and then received my state license. The Job Council checked in with me every so often to see how I was doing. They were always available if I needed to talk about something, which made me feel like they really cared. Once I had my license my counselor introduced me to someone who helped me create a great resume. Now I am a licensed and certified nurses assistant with a great job and lots of opportunities ahead of me."

—ALYSSA MEYER
LINDA VISTA CARE CENTER



OREGON NEEDS MORE HEALTH CARE WORKERS
INCLUDING ULTRASOUND TECHS, PHYSICIANS
AND CARDIOVASCULAR TECHS.

SEASONED PARTNERSHIPS PRODUCE RESULTS

As we concluded our second year in the WIA workforce development system, we had more skill in working together as partners. We were better prepared to develop more complex and comprehensive economic solutions during the recession. Here are a few examples:

During 2001, several major food processing companies closed in the Mid-Willamette Valley. However, in meetings with key partners, it was learned that many food processors were actually preparing to increase production, and needed to know how to expand their capacity. Workforce partners from the Mid-Willamette Workforce Network working with the food processors and other partners developed a training program to be delivered at the plants. Trainees include those with limited English skills as well as managers and supervisors. With the assistance of a grant from the Oregon Economic and Community Development Department, training began in November 2002. Companies also agreed to assess themselves a per-participant training fee to sustain the program when the grant money ended.

The Lane Workforce Partnership created an economic solution that other One-Stops are beginning to adopt. It's called WorkNet. This is a monthly event where employers announce current and future job openings and people looking for jobs share their skills and abilities. It's an opportunity for employers to meet motivated job seekers as well as other businesses and workforce organizations. They can also learn about special services and events related to finding and keeping good employees. Job seekers can present their skills as they meet and talk with potential employers.



WIA PARTNERS RALLY 'ROUND SMALL BUSINESS START-UP

17

Scott Lampman of Cascadia Information Technologies is a great example of how Workforce Investment Act partnerships are assisting start-up businesses in Region I.

While Scott had an extensive background in web development and IT/MIS applications—and knew small businesses needed his type of skills and service—he required help with funding, developing a solid plan and learning how to open and manage a business.

After his Worker Profiling interview with the Oregon Employment Department, Scott was guided to the Small Business Development Center where he completed a Self Employment Assistance application. As part of the process, Scott enrolled in business and accounting courses at Portland Community College, financed by Dislocated Worker funds through the Management Training Corporation. (Later down the line, these same funds paid for Scott's first Yellow Page ads.)

Under the SEA program, search requirements were waived and Scott continued to receive 26 weeks of unemployment benefits while he conducted a market feasibility study and finalized his business plan.

In return for the support of four WIA partners, Scott hired a front-office assistant from a pool of JOBS Plus participants. Recently, that employee received a promotion, making way for a second JOBS Plus participant.

—ST. HELENS OREGON
EMPLOYMENT DEPARTMENT

LEADERSHIP BRINGS VERY SPECIAL AWARD

Andy Darling of Lebanon received the "Justin Dart Youth Award" for 2002. The award recognized Andy's leadership in school, work and community by a person with a disability. The last two summers and during the school year, Andy took part in a Community Services Consortium and Lebanon High School mentoring program at Korner Kitchen Restaurant in Lebanon where he worked as a bus person/kitchen helper. This summer, Andy became a regular employee. Andy's boss, Tammie Ness, received the Distinguished Service Award for her work in employing people with disabilities. The Awards, given by the Oregon Disabilities Commission, were presented by Governor Kitzhaber at the State Capitol.

—COMMUNITY SERVICES CONSORTIUM

RETAINING AND ADVANCING LOW-WAGE WORKERS

A recent Department of Labor demonstration grant focuses on low-wage workers. The grant, provided to the Employment Department, addresses low-wage worker retention and advancement needs in two Oregon locations. The Employment Department views this grant as an opportunity to work with local partners, who are designing the approach and receiving the funds for services provided.

Washington county and Linn-Benton counties are developing somewhat different models for serving workers in low-wage jobs. The models are designed to help workers keep their jobs and to assist them so they are in a position to move up the wage continuum. As the demonstration efforts are put in place, the Department of Labor wants to learn what service delivery approach works.

MIGRANT WORKERS LEARN TO EXPAND ENGLISH SKILLS

When the PictSweet mushroom plant closed last fall, they let many Spanish-speaking workers go. The Mid-Willamette Workforce Network stepped in.

Since then, 160 laid off workers, mostly first generation migrants illiterate in their own language, have taken English as a Second Language courses. Now in their fourth term, many of these students speak English on a daily basis.

A review of 128 participants shows that 93 percent increased their learning score or level and 62 percent improved their reading. In addition, 33 percent increased writing scores, which is the hardest skill for ESL students to show gains under the current rating system.

Now the challenge is to help this hard-to-serve group become re-employable by identifying on-the-job or other occupational skills training opportunities and keeping ESL as a NAFTA funded training component. Over the summer, many took part in intensive vocational exploration classes, including line cooking, landscape basics and custodial training.

—MID-WILLAMETTE
WORKFORCE NETWORK

OREGON NEEDS MORE
AGRICULTURAL FIELD WORKERS.

Oregon's Commitment

Oregon has a strong history and an equally strong commitment to developing economic solutions through the workforce development system. And, as we move forward, we continue to heed the advice of businesses so we can provide needed services, training and workers.

Our Vision

Oregon will have a world-class workforce—well educated, skilled and working—to keep Oregon's economy competitive in the global marketplace.

WE'RE COMMITTED TO MEASURING PERFORMANCE

Performance measurement is important to all who are involved in the workforce development system. This is particularly true in three major areas:

- 1 Accountability (a framework for objectively measuring achievement of expectations)
- 2 Continuous improvement (a qualitative evaluation that allows a comparison to past performance)
- 3 Ability to describe the workforce system within an objective context in both quantitative and qualitative terms

INDICATORS OF PERFORMANCE

Through local and state involvement and adoption by the Oregon Workforce Investment Board, the state established 13 system-wide performance indicators. These indicators apply across program boundaries and get to the essence of the state and regional One-Stop system.

These performance indicators are tracked by the state-supported Performance Reporting Information System Management (PRISM). PRISM calculates Oregon's system-wide performance in accordance with established performance indicators.

REPORTING ON PROGRESS

We are now able to report on progress in these areas:

- Quarterly reports are available on the three employment-related measures:
 - employment
 - retention
 - wage gain
- We are able to report on the welfare indicators in the critical investments category

BEAR CREEK OFFERS "TOOLS FOR PERSONAL CAREER GROWTH"

19

Bear Creek Corporation hires approximately 10,000 employees annually in Southern Oregon. The workforce is diverse in education, work ethics and language. Moreover, Bear Creek needs a ready workforce to meet peak production needs.

To address this need, Bear Creek's in-house corporate university, called the Bear Creek Academy, developed a unique capacity-building program titled "Tools for Personal Career Growth." The program, which is partially funded by a Current Workforce Skills Development grant, also includes The Job Council and the Adult Basic Skills Learning Center at Rogue Community College as partners. The program includes both a career-success track and a career-education track.

HERE'S AN EXAMPLE OF HOW THE PROGRAM WORKS:

A few years ago, Tom Cotton came to work at Bear Creek Corporation as a seasonal part-time manufacturing employee while attending Rogue Community College. Tom gained some on-the-job skills and returned again in 2001. In March 2002, Tom learned about the "Tools for Personal Career Growth" program and signed up for the resume-writing workshop. Soon, Tom walked away with a professional-looking resume on a computer disk.



Since participating in the "Tools" program, Tom has received two promotions. In June, his earnings rose 9 percent. And in September, his earnings rose another 9.2 percent as he became a full-time Team Leader in manufacturing. Tom plans to continue seeking advancement opportunities at Bear Creek Corporation, while attending RCC and considering a major in business. Seems like the right choice for Tom.

—BEAR CREEK ACADEMY
BEAR CREEK CORPORATION

SMALL CHANGES PAY OFF WITH BIG IMPROVEMENTS

A partnership between ESCO Corporation and Portland Community College's Customized and Workplace Training Department made it possible to attain a state-sponsored \$100,000 workforce development matching grant in 2001.

With nearly 60 employees participating in ESCO's Kaizen Blitz program—a Japanese continuous improvement model—the Portland steel foundry streamlined operations by making many small changes that resulted in substantial improvements in productivity.

For example, inexpensive, easy-to-move carts replaced storage bins to save time and increase efficiency. A new “first in, first out” inventory management system reduced costs of materials and production. Proper scheduling of heat-treating ovens reduced energy costs and visual work instructions posted in production areas standardized operations.

To ensure replication of the program, PCC analyzed and documented the Kaizen Blitz process, resulting in the production of instructor and participant manuals. These documents are available through the Oregon Department of Community Colleges and Workforce Development and the Business and Industry Training System, which includes 17 Oregon community colleges.

—PORTLAND COMMUNITY COLLEGE

**OREGON NEEDS MORE DIESEL MECHANICS,
AND LONG-HAUL TRUCK DRIVERS.**

Looking Ahead

This is a pivotal year. We have invested time and resources in developing Oregon's workforce development system. It's time now to take a careful look at how we provide our service in order to improve both effectiveness and efficiency.

As we prepare to welcome a new governor, the workforce system partners and OWIB bring both experience and a strategic vision to promote a strong workforce and an effective economic recovery.

PROVIDING BETTER AND MORE EFFICIENT SERVICE THROUGH COORDINATION

Our concern with coordinating services in ways that reduce unnecessary duplication is ongoing. In June 2002, the Department of Community Colleges and Workforce Development (CCWD) submitted a report to the Emergency Board concerning coordinated services in the workforce development system. The report contained a review of data for the past five years, which showed the following:

- Both the number of individuals served and the number of services provided have increased
- Agencies are focusing on specific services or on serving customers who have particular types of needs
- Individuals who are most likely to get services from more than one agency are those who are the most disadvantaged

Job seekers are caught in the skills gap

According to the 2000 Census...

- Of those Oregonians 25 years old and older, 111,705 have less than a 9th grade education and 223,106 have completed some high school, but have no diploma
- In the U.S., 58 percent of young Americans enter adulthood without the skills to begin college work, yet 80 percent of new jobs will require post-secondary education
- In 2000, U.S. workers who lacked a high school diploma or GED earned a median weekly income of \$360, compared to \$506 for those with a high school diploma or GED, and \$588 for those with some college

When taken together, these findings suggest that "...unnecessary duplication has diminished as agencies find more effective and efficient ways of working together, leveraging resources and providing services."

Who benefits? All who seek workforce development services. Through providing better coordination and reducing unnecessary service duplication, job seekers and employers can access the services they need without having to "...negotiate a maze of service providers and visit multiple far-flung locations."

We must continue our work in this important area.



TUGMAN GROUP PROVIDES "CHIP CAMPS" FOR STUDENTS

21

Even though the semiconductor industry has experienced layoffs during the recession, a critical shortage of technically trained employees is expected in the future.

To meet this need, The Tugman Group partnered with international trade organization SEMI to develop and deliver Chip Camps to high school students and teachers.

The camps provide a comprehensive, four-day intensive look at the semiconductor industry.

Curriculum focuses on math, science and chemistry and includes hands-on activities and experiments. Students also take part in industry tours and mock interviews.

Students and teachers have given the camps a 98 percent Customer Satisfaction Rating. Said one teacher, "Thank you for this opportunity. This has been extremely valuable. I am much better able to relate an understanding about chip production to students and what career paths are available to them." Students agree. "This was exciting. I will most definitely research electrical and chemical engineering to find out more about that path."

The Tugman Group, a local, home-based business, has found a formula for success. The Chip Camp model has now been adopted by SEMI for delivery nationwide with camps planned for 2003 in Oregon, California, New York, Texas and Arizona.

—SEMI
(SEMICONDUCTOR EQUIPMENT
AND MATERIALS INTERNATIONAL)

DEVELOPING ENGLISH LANGUAGE SKILLS IN MALHEUR COUNTY'S WORKFORCE

Holy Rosary Medical Center (Ontario, Oregon), an excellent partner and employer in Malheur County, provides training and employment opportunities for the transitioning monolingual workforce. These job seekers and employees are learning English at the same time they are making the transition from work in the fields to other career paths, such as health care.

For example, Andrea started working full-time in the laundry department at Holy Rosary Medical Center on a subsidized six-month work experience program. In partnership with Training & Employment Consortium, Oregon Human Development Corporation, Department of Human Services and Treasure Valley Community College, Holy Rosary was provided with a job coach, translation information and follow-up. Andrea received ESL classes, mentoring and support services.

Andrea now works full-time for Holy Rosary Medical Center in a regular non-subsidized position and continues to learn new skills, employment practices and more English. The hospital has a valuable employee with high quality work habits, and Andrea has opportunity for advancement. And, due to this successful partnership, the hospital is now able to bring on more monolingual employees and help them become bilingual.

—TRAINING & EMPLOYMENT CONSORTIUM



OREGON NEEDS MORE
RNs, LPNs, CERTIFIED
NURSES' AIDES, AND
RESPIRATORY THERAPISTS.

COMMUNICATING OUR VISION

To provide a clear vision of the workforce development system for the new administration, the Oregon Workforce Investment Board prepared a statement titled *The 2003 Governor's Challenge: A Vision for Oregon's Workforce*.

In this document, OWIB makes it clear that Oregon has numerous challenges to meet if we are to remain competitive. To paraphrase just a few of the situations that demand our attention, the workforce system needs to produce results that are driven by the marketplace; we must train workers in ways that respond to local business needs; and we must close the skills gap so job seekers are fully prepared for today's market.

To address these and other challenges, OWIB proposes that we strengthen ties between:

- Economic development and workforce development
- Workforce development and education
- Workforce development and business and labor

As we look ahead, we need to be implementing these three major strategies—clearly a challenge for all involved.



INDUSTRY-RECOGNIZED TRAINING A BOON TO SMALL COMPOSITES BUSINESS

23

As Vice President of Miles Fiberglass and Composites (MFC), Lori Luchak is proud to have the initials CCT after her name on her business card. Lori was one of 12 employees who recently became a "Certified Composites Technician" with the help of a Current Workforce Skills Development grant.

Named one of the "Top 100 Companies to Work For in Oregon," MFC is a small, entrepreneurial firm in Clackamas County that produces reinforced plastics, known as composites. MFC partnered with Clackamas Community College to customize training for their unique employee base. The TugmanGroup, an independent workforce consultant, managed the project.

The MFC project team designed a three-tiered training that included English as a Second Language, Manufacturing Process Overview and industry recognized Composite Certification Training. The training, provided to all MFC eligible employees, included guaranteed \$1 per hour raises to all who completed the company-paid training. MFC is also experiencing fewer re-work hours, an increase in on-the-job efficiencies and lower employee turnover rates.

The CCT certification and the training have also led to new contracts for MFC for military, medical equipment and transportation work

—THE TUGMANGROUP

To Our Partners

24

This has been a challenging year for Oregon given the state's economic condition. Many employers were reducing their workforce. Workers were being laid off or dislocated in record numbers. The workforce system was serving an ever-increasing number of job seekers needing to find work or access training. Despite these conditions, the business-led workforce boards in this state, with new and better partnerships, worked hard to respond to our customers' most pressing needs.



In addition, the state and local workforce partners continue to look for ways to improve the state's One-Stop delivery system. They are developing joint projects to explore how to work more collaboratively and efficiently to better serve Oregon employers and workers. We know as a statewide system we must continue to offer quality and responsive services to our customers. This includes skill training that enables employers and workers to increase their competitiveness. Retaining jobs and expanding existing businesses has been and is our first priority.

A truly viable workforce and economic development system has to function efficiently in both good and bad economic times. Indeed, the difficult times have and will make us stronger in terms of learning how to deliver what our customers need most from the system. While the unemployment rate has started to decline, we cannot lose the sense of urgency it brought. Moreover, even in the face of high unemployment, it is important to stay focused on employment sectors that are growing and that need our assistance to assure these jobs, many of which are high wage, can continue to grow. Completion of the Health Care Sector Employment Initiative is one of the ways boards are responding to the sector's needs.

Finally, this year we adopted a new workforce logo that will assure our customers know who we are, where we are, and what we offer when they see the logo. The state logo is WORKSOURCE OREGON. The local and regional partners are receiving assistance and encouragement in adopting the logo throughout the state to better connect with our customers.

Our thanks go to all those who have worked so diligently to improve workforce services. We need to continue to embrace creative ways to improve our services over the upcoming year.

Sincerely,

A handwritten signature in blue ink that reads "Gwyn Harvey". The signature is fluid and cursive.

GWYN HARVEY
Chair, Oregon Workforce Investment Board

HERE ARE SOME OF THE MANY PARTNERS WHO ARE ACTIVELY INVOLVED IN THE WORKFORCE DEVELOPMENT SYSTEM

Adult Education and Family Literacy	Housing Authority of Lincoln Co.	Quest International
American Red Cross	Idaho Youth Ranch	RainSweet
AmeriCorps	Internal Revenue Service	Restorative Justice
Angell Job Corps	Jackson County (Title III)	Rogue Community College
Argus Observer	Jackson County Community Corrections Department	Rogue Valley Community Development Corporation
Asante Health System	Job Corps	Roseburg Forest Products
Baker County Unlimited	Jobs for Teens	Safeway
Behlen Country Manufacturing	Josephine County Commission for Children and Families	Samaritan Health Services
Blue Mountain Community College	Josephine County Economic Development	Sea Aire Assisted Living
Bureau of Land Management	Josephine County Parks Department	Self-Directed Child Support
Cardinal Employment Services	Juvenile Justice Department	Senior Community Service Employment Program
Care Connections	Kettle Foods	Services to Children and Families
Carl Perkins	Key Title	Small Business Development Center
Child Care Resources	Klamath Community College	Smuckers
Chiquita Processed Foods	Legal Aid	South Coast Head Start
City of Grants Pass Economic Development	Lincoln City	South Medford High School, Medford School District
City of Medford Economic Development	Lincoln County School District	Southern Oregon Goodwill Industries
Clatsop Community College	Local Veterans Employment Representative Program	Southern Oregon Regional Economic Development Inc.
Columbia Gorge National Scenic Area	Louisiana Pacific	Southern Oregon University
Commission for the Blind	Malheur County Sheriff's Office	Southern Oregon University Extension Cooperative
Community Connection	Malheur Education Service District	Southwestern Oregon Community Action
Community Justice Addictions Treatment Program	Mercy Manor	Sprint
Community Partnership Team	Migrant and Seasonal Farmworkers	State Vocational Rehabilitation Services
Confederated Tribes of the Siletz Indians	Mommy & Me	Teen Moms
Consumer Credit Counseling	Monaco Coach	Telecommunication Management Services
Coos Curry Housing Authority	Native American Employment and Training Program	Temporary Assistance for Needy Families
Crater High School,Central Point School District	Natural Resources Youth Corps	The Cant Ranch
Curry County Human Services	Newport Rehabilitation and Specialty Care	The Commission on Children and Families (Hood River,Wasco,Sherman,Gilliam and Wheeler counties)
Curry County Juvenile Department	Northwest Communications	The Ford Family Foundation
Curry County Public Health	Northwest Job Corps	The Job Council
Curry Preventative Services	Northwest Service Academy	The Mazamas
Dell	Northwest Youth Corps	Training & Employment Consortium
Diane's Foods	Oceanview Assisted Living	Trans-Ocean Products
Disabled Veterans Outreach Program	Oregon Cherry Growers	Treasure Valley Community College
Early Intervention	Oregon Department of Community Colleges and Workforce Development	Truitt Brothers
Eastern Oregon University	Oregon Department of Human Services	U.S.Forest Service
Educational Service Districts	Oregon Department of Revenue	Union County Chamber of Commerce
Eola Cherry Company	Oregon Economic and Community Development Department	United Steelworkers
Family Drug Court	Oregon Employment Department	Veteran's Administration
Federal Bureau of Land Management	Oregon Fruit Products	Veteran's Affairs
Food Stamp Employment and Training Program	Oregon Human Development Corporation	Veterans Employment
Fred Meyer	Oregon Institute of Technology	Vocational Education
Golden Northwest Aluminum	Oregon Parks and Recreation Department (Valley of the Rogue State Park)	Wallowa County Chamber of Commerce
Good Earth Pest	Oregon State Marine Board	Wasco County Corrections
Grants Pass School District	Oregon State Parks	Welfare-to-Work Grants to States and Localities
Groundfish Disaster Outreach Project	Oregon State Parks	Wilderness Trails,Inc.
Harney County Library	Oregon Youth Conservation Corps	Wildlife Safari
Hire Calling	Pacific Power Open Learning Center	Women's Crisis Service
Holy Rosary Medical Center	Parents & Teachers	Yachats Community Health Clinic
Home Health and Hospice	Portland Community College	
Hood River County Corrections		

**WORKFORCE
INVESTMENT
ACT
TITLE I-B
2001 — 2002
ANNUAL REPORT:
THE TABLES**



**COMMUNITY
COLLEGES AND
WORKFORCE
DEVELOPMENT**
WORKSOURCE OREGON

DECEMBER 1, 2002
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



Core
Performance
Measures
That Apply to the
Adult,
Dislocated Worker
and
Youth Funding
Streams

Introduction

This document contains the following sections:

- A discussion of the recession's impact on Oregon's workforce development system
- 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 evaluation
- Definitions used in the tables
- A guide to reading the tables
- The tables

The Impact of the Recession

The downturn in the nation's economy has had a tremendous impact on Oregon. Oregon's unemployment rate was the highest in the nation for 13 consecutive months (from July 2001 to July 2002). After spending August and September with an unemployment rate lower than that of Alaska and Washington, in October Oregon once again had the nation's highest state unemployment rate.

As noted in this Annual Report, few Oregonians escaped the impact of the dramatic drop in our economy. Many jobs were lost, which fueled a growing rate of poverty in Oregon. The recession's impact on Oregon's workforce development system has been severe and has influenced the system's ability to fully achieve the desired performance measures.

In many 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 qualified in all performance categories except the Adult Earnings Change.

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 first full four quarters of the Workforce Investment Act (exits of participants from October 1, 2000 through September 30, 2001).

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

Oregon exceeded its negotiated levels of customer satisfaction levels 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, employment retention rate and credential rate but fell short of meeting the earnings change in six months. For younger youth results (Table J), Oregon exceeded the skill attainment rate, diploma or equivalent attainment rate and the retention rate.

It should be noted that the wage related performance data for Program Year 2001 reveals that 30% of dislocated workers and younger and older youth were served in both JTPA and WIA. For adults, this figure is only 9%. Thus, nearly one-third of the dislocated workers and youth began receiving services in JTPA with 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 Program Year 2001 provides less than a true picture of performance under WIA. This limits the usefulness of comparing costs vs. effectiveness data in Program Year 2001. Cost effectiveness should be evaluated over the long term.

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 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 significantly higher earnings (adults – \$3516) or a higher earning replacement rate (dislocated workers – 82.8%) than those who received only core and intensive services (adults – \$1538 and dislocated workers – 81%).

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 higher for those receiving training services. The adult entered employment rate for those receiving core and intensive services only is approximately 13% lower than those who received training services. The retention rate is also higher for those who received training services.

For dislocated workers, the entered employment rate is 6% higher for those who received training than it is for those who received core and intensive services only. The retention rate, however, is basically the same.

State Evaluation

Oregon has taken a comprehensive approach to evaluation in this first year of focusing on program improvement. Because workforce programs are largely driven by performance requirements, much of the state's approach to program evaluation has focused on performance-based questions:

- What are the program outcomes and impacts on participants?
- Who participates? What services are provided? How do the effects of the program vary across participants?
- How well is the program managed? How can it be improved?

As first steps in a comprehensive approach, the state has undertaken the following efforts in the area of program evaluation:

- Data from our system-wide performance measures is just now coming on line for the employment-related indicators. Review of this data will be used to assess the performance of local systems across programs. We are about to begin a process to set expected levels of performance for these indicators which will be useful for program improvement.
- Local regions have ongoing program improvement efforts through dialog with employers and program partners
- State staff review local area and statewide performance quarterly. Local areas are contacted about various aspects of their operations and making changes to meet the needs of their customers
- The state is in the process of purchasing performance management software for state and local use, which will greatly improve efforts to analyze performance. This software has the capability of assessing how various service components affect outcomes.
- The state distributed funding to assist with board support, which requires local measurement and evaluation of efforts undertaken.
- Annual quality assurance reviews address multiple aspects of program compliance and program improvement.

Definitions

4

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 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.

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 COMPLETED SURVEYS Actual number of surveys returned.

NO. 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 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 COMPLETED SURVEYS	NO. OF CUSTOMERS ELIGIBLE FOR THE SURVEY	NO. OF CUSTOMERS INCLUDED IN THE SAMPLE	RESPONSE RATE
PARTICIPANTS	69	77.1	1,402	15,635	2,296	61.1%
EMPLOYERS	69	73.2	1,435	15,600	1,785	80.4%

TABLE B

Adult Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	MANDATORY PERFORMANCE LEVEL (80%)	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	74.0%	59.2%	72.3%	<u>3,544</u> 4,899
EMPLOYMENT RETENTION RATE	83.0%	66.4%	79.8%	<u>3,594</u> 4,505
EARNINGS CHANGE IN SIX MONTHS	\$3,500	\$2,800	\$1,765	<u>\$6,544,436</u> 3,708
EMPLOYMENT AND CREDENTIAL RATE	60.0%	48.0%	84.9%	<u>572</u> 674

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	82.4%	<u>103</u> 125	78.5%	<u>249</u> 317	72.4%	<u>291</u> 402	70.7%	<u>203</u> 287
EMPLOYMENT RETENTION RATE	80.3%	<u>94</u> 117	83.0%	<u>259</u> 312	79.4%	<u>282</u> 355	79.4%	<u>196</u> 247
EARNINGS CHANGE IN SIX MONTHS	\$3,492	<u>\$286,348</u> 82	\$1,321	<u>\$290,660</u> 220	\$2,263	<u>\$645,037</u> 285	\$696	<u>\$136,472</u> 196
EMPLOYMENT & CREDENTIAL RATE	75.0%	<u>21</u> 28	86.9%	<u>53</u> 61	77.7%	<u>80</u> 103	84.4%	<u>27</u> 32

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	83.6%	$\frac{445}{532}$	71.0%	$\frac{3,099}{4,367}$
EMPLOYMENT RETENTION RATE	86.0%	$\frac{492}{572}$	78.9%	$\frac{3,102}{3,933}$
EARNINGS CHANGE IN SIX MONTHS	\$3,516	$\frac{\$1,494,286}{425}$	\$1,538	$\frac{\$5,050,150}{3,283}$
EMPLOYMENT AND CREDENTIAL RATE	84.9%	$\frac{572}{674}$	—	—

TABLE E

Dislocated Worker Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	MANDATORY PERFORMANCE LEVEL (80%)	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	79.0%	63.2%	86.5%	$\frac{2,770}{3,201}$
EMPLOYMENT RETENTION RATE	89.0%	71.2%	88.6%	$\frac{2,455}{2,770}$
EARNINGS CHANGE IN SIX MONTHS	96.0%	76.8%	81.0%	$\frac{\$22,415,684}{\$27,683,347}$
EMPLOYMENT AND CREDENTIAL RATE	60.0%	48.0%	90.3%	$\frac{1,105}{1,224}$

TABLE F

Outcomes for Dislocated Worker Special Populations

REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
ENTERED EMPLOYMENT RATE	84.0%	$\frac{342}{407}$	81.5%	$\frac{238}{292}$	77.3%	$\frac{299}{387}$	76.3%	$\frac{29}{38}$
EMPLOYMENT RETENTION RATE	84.5%	$\frac{289}{342}$	84.4%	$\frac{201}{238}$	88.9%	$\frac{266}{299}$	100.0%	$\frac{29}{29}$
EARNINGS CHANGE IN SIX MONTHS	73.6%	$\frac{\$2,932,020}{\$3,983,678}$	78.9%	$\frac{\$1,546,700}{\$1,959,812}$	71.4%	$\frac{\$2,377,568}{\$3,327,917}$	146.4%	$\frac{\$179,596}{\$122,698}$
EMPLOYMENT & CREDENTIAL RATE	89.3%	$\frac{133}{149}$	92.5%	$\frac{99}{107}$	79.3%	$\frac{96}{121}$	100.0%	$\frac{9}{9}$

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) 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.

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	90.3%	$\frac{1,105}{1,224}$	84.2%	$\frac{1,665}{1,977}$
EMPLOYMENT RETENTION RATE	89.1%	$\frac{985}{1,105}$	88.3%	$\frac{1,470}{1,665}$
EARNINGS CHANGE IN SIX MONTHS	82.8%	$\frac{\$8,769,355}{\$10,591,442}$	79.8%	$\frac{\$13,646,329}{\$17,091,905}$
EMPLOYMENT AND CREDENTIAL RATE	90.3%	$\frac{1,105}{1,224}$	—	—

TABLE H

Older Youth Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	MANDATORY PERFORMANCE LEVEL (80%)	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	66.0%	52.8%	66.8%	$\frac{139}{208}$
EMPLOYMENT RETENTION RATE	75.0%	60.0%	81.5%	$\frac{137}{168}$
EARNINGS CHANGE IN SIX MONTHS	\$3,100	\$2,480	\$2,709	$\frac{\$346,758}{128}$
CREDENTIAL RATE	50.0%	40.0%	61.5%	$\frac{161}{262}$

TABLE I

Outcomes for Older Youth Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
ENTERED EMPLOYMENT RATE	55.3%	$\frac{26}{47}$	100.0%	$\frac{1}{1}$	58.6%	$\frac{17}{29}$	70.3%	$\frac{71}{101}$
EMPLOYMENT RETENTION RATE	89.7%	$\frac{26}{29}$	100.0%	$\frac{1}{1}$	57.9%	$\frac{11}{19}$	78.4%	$\frac{69}{88}$
EARNINGS CHANGE IN SIX MONTHS	\$4,340	$\frac{\$104,162}{24}$	\$4,698	$\frac{\$4,698}{1}$	\$2,144	$\frac{\$30,010}{14}$	\$3,079	$\frac{\$224,797}{73}$
CREDENTIAL RATE	51.0%	$\frac{26}{51}$	50.0%	$\frac{1}{2}$	36.4%	$\frac{12}{33}$	56.3%	$\frac{72}{128}$

TABLE J

Younger Youth Program Results At-A-Glance

	NEGOTIATED PERFORMANCE LEVEL	MANDATORY PERFORMANCE LEVEL (80%)	ACTUAL PERFORMANCE LEVEL	
SKILL ATTAINMENT RATE	66.0%	52.8%	82.4%	$\frac{3,704}{4,494}$
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	45.0%	36.0%	65.5%	$\frac{559}{853}$
RETENTION RATE	55.0%	44.0%	55.9%	$\frac{358}{640}$

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 K

Outcomes for Younger Youth Special Populations

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS	INDIVIDUALS WITH DISABILITIES	OUT-OF-SCHOOL YOUTH
SKILL ATTAINMENT RATE	79.9% $\frac{326}{408}$	83.8% $\frac{185}{1,414}$	76.1% $\frac{303}{398}$
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	52.0% $\frac{51}{98}$	72.4% $\frac{139}{192}$	59.5% $\frac{75}{126}$
RETENTION RATE	55.1% $\frac{49}{89}$	51.1% $\frac{71}{139}$	56.8% $\frac{83}{146}$

TABLE 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	74.9% $\frac{206}{275}$	\$3,391 $\frac{932,456}{275}$	1.2% $\frac{48}{3,998}$	\$3,505 $\frac{10,942,029}{3,122}$	29.9% $\frac{23}{77}$
DISLOCATED WORKERS	86.5% $\frac{249}{288}$	85% $\frac{2,597,613}{3,047,742}$	1.3% $\frac{31}{2,384}$	\$5,251 $\frac{11,116,187}{2,117}$	46.8% $\frac{36}{77}$
OLDER YOUTH	63.2% $\frac{12}{19}$	\$2,565 $\frac{48,729}{19}$	2.0% $\frac{3}{147}$	\$2,340 $\frac{285,476}{122}$	-----

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).

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

T A B L E M

Participation Levels

	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
ADULTS	13,110	9,277
DISLOCATED WORKERS	10,129	4,899
OLDER YOUTH	887	437
YOUNGER YOUTH	4,647	1,921

T A B L E N

Cost of Program Activities

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
LOCAL ADULTS	(1)	\$12,306,324
LOCAL DISLOCATED WORKERS	(1)	\$19,450,825
LOCAL YOUTH	(1)	\$13,047,181
RAPID RESPONSE (Up to 25%) §134(a)(2)(B)		\$2,629,615
STATEWIDE REQUIRED ACTIVITIES (Up to 15%) §134(a)(2)(B)		\$989,937
STATEWIDE ALLOWABLE ACTIVITIES §134(a)(3)		
Incumbent Worker Skill Development		\$1,170,477
Local Workforce Investment Board Support		\$576,390
Miscellaneous		\$1,341,152
Total		\$3,088,019
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$51,511,901

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. 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.

Performance on the WIA Measures: Statewide

STATE: OREGON
LWA: ALL

PERIOD: PY 2001 ANNUAL REPORT
DATE: 11/8/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	28,802	100.0%
ADULTS	13,110	45.5%
DISLOCATED WORKERS	10,129	35.2%
YOUNGER YOUTH	4,676	16.2%
OLDER YOUTH	887	3.1%
PROGRAM EXITERS:	16,484	100.0%
ADULTS	9,227	56.0%
DISLOCATED WORKERS	4,899	29.7%
YOUNGER YOUTH	1,921	11.7%
OLDER YOUTH	437	2.7%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPLOYMENT RATE	3,544	4,899	72.3%	74.0%	59.2%
RETENTION RATE	3,594	4,505	79.8%	83.0%	66.4%
EARNINGS CHANGE	6,544,436	3,708	\$1,765	\$3,500	\$2,800
EMPLOYMENT & CREDENTIAL RATE	572	674	84.9%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPLOYMENT RATE	2,770	3,201	86.5%	79.0%	63.2%
RETENTION RATE	2,455	2,770	88.6%	89.0%	71.2%
EARNINGS CHANGE (POST/PRE)	22,415,684	27,683,347	81.0%	96.0%	76.8%
EMPLOYMENT & CREDENTIAL RATE	1,105	1,224	90.3%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPLOYMENT RATE	139	208	66.8%	66.0%	52.8%
RETENTION RATE	137	168	81.5%	75.0%	60.0%
EARNINGS CHANGE	346,758	128	\$2,709	\$3,100	\$2,480
CREDENTIAL RATE	161	262	61.5%	50.0%	40.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	559	853	65.5%	45.0%	36.0%
SKILL ATTAINMENT RATE	3,704	4,494	82.4%	66.0%	52.8%
RETENTION RATE	358	640	55.9%	55.0%	44.0%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	1,402	61.1%	77.1%	69.0%	55.2%
EMPLOYER SATISFACTION	1,435	80.4%	72.8%	69.0%	55.2%
CUSTOMER SATISFACTION					
	SAMPLE SIZE				
PARTICIPANT SATISFACTION	2,296				
EMPLOYER SATISFACTION	1,785				

Performance on the WIA Measures: The Oregon Consortium

STATE: OREGON
LWA: TOC/OWA

PERIOD: PY 2001 ANNUAL REPORT
DATE: 11/8/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	13057	100.0%
ADULTS	7966	61.0%
DISLOCATED WORKERS	3241	24.8%
YOUNGER YOUTH	1565	12.0%
OLDER YOUTH	285	2.2%
PROGRAM EXITERS:	7988	100.0%
ADULTS	5725	71.7%
DISLOCATED WORKERS	1493	18.7%
YOUNGER YOUTH	647	8.1%
OLDER YOUTH	123	1.5%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	1,441	2,378	60.6%	74.0%	59.2%
RETENTION RATE	1,285	1,909	67.3%	84.0%	67.2%
EARNINGS CHANGE	1,865,912	1,782	\$1,047.09	\$3,500	\$2,800
EMPL & CREDENTIAL RATE	173	203	85.2%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	797	925	86.2%	80.0%	64.0%
RETENTION RATE	656	797	82.3%	90.0%	72.0%
EARNINGS CHANGE (POST/PRE)	6,099,134	7,853,534	77.7%	95.0%	76.0%
EMPL & CREDENTIAL RATE	335	367	91.3%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	51	68	75.0%	65.0%	52.0%
RETENTION RATE	45	61	73.8%	75.0%	60.0%
EARNINGS CHANGE	126,010	46	\$2,739	\$3,200	\$2,560
CREDENTIAL RATE	56	84	66.7%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	187	258	72.5%	39.0%	31.2%
SKILL ATTAINMENT RATE	1,200	1,451	82.7%	86.0%	68.8%
RETENTION RATE	119	200	59.5%	59.0%	47.2%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	221	48.7%	70.7%	68.0%	54.4%
EMPLOYER SATISFACTION	217	84.1%	73.5%	68.0%	54.4%
CUSTOMER SATISFACTION					
	SAMPLE				
PARTICIPANT SATISFACTION	454				
EMPLOYER SATISFACTION	258				

Performance on the WIA Measures: worksystems, inc.

STATE: OREGON
LWA: WSI

PERIOD: PY 2001 ANNUAL REPORT
DATE: 11/8/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	5931	100.0%
ADULTS	2222	37.5%
DISLOCATED WORKERS	2976	50.2%
YOUNGER YOUTH	575	9.7%
OLDER YOUTH	158	2.7%
PROGRAM EXITERS:	3635	100.0%
ADULTS	1727	47.5%
DISLOCATED WORKERS	1471	40.5%
YOUNGER YOUTH	317	8.7%
OLDER YOUTH	120	3.3%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	1,097	1,224	89.6%	81.0%	64.8%
RETENTION RATE	1,299	1,348	96.4%	86.0%	68.8%
EARNINGS CHANGE	2,633,309	768	\$3,428.79	\$3,500	\$2,800
EMPL & CREDENTIAL RATE	236	280	84.3%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	790	890	88.8%	81.0%	64.8%
RETENTION RATE	772	790	97.7%	94.0%	75.2%
EARNINGS CHANGE (POST/PRE)	6,212,444	7,820,620	79.4%	94.0%	75.2%
EMPL & CREDENTIAL RATE	377	425	88.7%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	47	64	73.4%	73.0%	58.4%
RETENTION RATE	50	55	90.9%	70.0%	56.0%
EARNINGS CHANGE	82,752	33	\$2,508	\$3,100	\$2,480
CREDENTIAL RATE	55	77	71.4%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	123	200	61.5%	51.0%	40.8%
SKILL ATTAINMENT RATE	537	597	89.9%	78.0%	62.4%
RETENTION RATE	125	198	63.1%	56.0%	44.8%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	215	73.6%	79.3%	85.0%	68.0%
EMPLOYER SATISFACTION	206	73.3%	68.4%	85.0%	68.0%
CUSTOMER SATISFACTION					
	SAMPLE				
PARTICIPANT SATISFACTION	292				
EMPLOYER SATISFACTION	281				

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Performance on the WIA Measures: Region 15

STATE: OREGON
LWA: REGION 15

PERIOD: PY 2001 ANNUAL REPORT
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PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	1321	100.0%
ADULTS	232	17.6%
DISLOCATED WORKERS	378	28.6%
YOUNGER YOUTH	605	45.8%
OLDER YOUTH	106	8.0%
PROGRAM EXITERS:	524	100.0%
ADULTS	141	26.9%
DISLOCATED WORKERS	171	32.6%
YOUNGER YOUTH	175	33.4%
OLDER YOUTH	37	7.1%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	64	90	71.1%	75.0%	60.0%
RETENTION RATE	48	75	64.0%	84.0%	67.2%
EARNINGS CHANGE	260,695	68	\$3,834	\$3,750	\$3,000
EMPL & CREDENTIAL RATE	27	31	87.1%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	78	88	88.6%	80.0%	64.0%
RETENTION RATE	60	78	76.9%	91.0%	72.8%
EARNINGS CHANGE (POST/PRE)	817,019	989,980	82.5%	92.0%	73.6%
EMPL & CREDENTIAL RATE	33	39	84.6%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	9	17	52.9%	64.0%	51.2%
RETENTION RATE	6	10	60.0%	75.0%	60.0%
EARNINGS CHANGE	23,768	8	\$2,971	\$3,200	\$2,560
CREDENTIAL RATE	7	22	31.8%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	67	101	66.3%	32.0%	25.6%
SKILL ATTAINMENT RATE	555	636	87.3%	78.8%	63.0%
RETENTION RATE	17	61	27.9%	55.0%	44.0%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	179	54.9%	75.3%	90.0%	72.0%
EMPLOYER SATISFACTION	201	83.8%	73.8%	85.0%	68.0%
CUSTOMER SATISFACTION					
	SAMPLE				
PARTICIPANT SATISFACTION	326				
EMPLOYER SATISFACTION	240				

Performance on the WIA Measures: Mid-Willamette Workforce Network

STATE: OREGON
LWA: MWVN

PERIOD: PY 2001 ANNUAL REPORT
DATE: 11/8/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	3094	100.0%
ADULTS	952	30.8%
DISLOCATED WORKERS	1273	41.1%
YOUNGER YOUTH	729	23.6%
OLDER YOUTH	140	4.5%
PROGRAM EXITERS:	1415	100.0%
ADULTS	520	36.7%
DISLOCATED WORKERS	568	40.1%
YOUNGER YOUTH	270	19.1%
OLDER YOUTH	57	4.0%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	373	520	71.7%	72.0%	57.6%
RETENTION RATE	352	474	74.3%	85.0%	68.0%
EARNINGS CHANGE	587,533	456	\$1,288	\$3,650	\$2,920
EMPL & CREDENTIAL RATE	46	55	83.6%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	375	494	75.9%	81.0%	64.8%
RETENTION RATE	314	375	83.7%	90.0%	72.0%
EARNINGS CHANGE (POST/PRE)	3,208,488	4,033,650	79.5%	96.0%	76.8%
EMPL & CREDENTIAL RATE	37	48	77.1%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	8	16	50.0%	68.0%	54.4%
RETENTION RATE	7	10	70.0%	75.0%	60.0%
EARNINGS CHANGE	28,352	10	\$2,835	\$3,250	\$2,600
CREDENTIAL RATE	11	24	45.8%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	83	124	66.9%	55.0%	44.0%
SKILL ATTAINMENT RATE	501	693	72.3%	80.0%	64.0%
RETENTION RATE	26	63	41.3%	57.0%	45.6%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	227	58.1%	78.1%	75.0%	60.0%
EMPLOYER SATISFACTION	204	80.0%	71.6%	75.0%	60.0%
CUSTOMER SATISFACTION					
	SAMPLE				
PARTICIPANT SATISFACTION	391				
EMPLOYER SATISFACTION	255				

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Performance on the WIA Measures: Community Services Consortium

STATE: OREGON
LWA: CSC

PERIOD: PY 2001 ANNUAL REPORT
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PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	1809	100.0%
ADULTS	777	43.0%
DISLOCATED WORKERS	593	32.8%
YOUNGER YOUTH	369	20.4%
OLDER YOUTH	70	3.9%
PROGRAM EXITERS:	1141	100.0%
ADULTS	568	49.8%
DISLOCATED WORKERS	346	30.3%
YOUNGER YOUTH	188	16.5%
OLDER YOUTH	39	3.4%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	402	489	82.2%	79.0%	63.2%
RETENTION RATE	427	482	88.6%	87.5%	70.0%
EARNINGS CHANGE	539,609	440	\$1,226.38	\$3,400	\$2,720
EMPL & CREDENTIAL RATE	27	31	87.1%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	222	244	91.0%	80.0%	64.0%
RETENTION RATE	214	222	96.4%	91.0%	72.8%
EARNINGS CHANGE (POST/PRE)	2,139,796	2,347,397	91.2%	100.0%	80.0%
EMPL & CREDENTIAL RATE	70	75	93.3%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	9	13	69.2%	68.0%	54.4%
RETENTION RATE	10	10	100.0%	77.0%	61.6%
EARNINGS CHANGE	29,210	9	\$3,246	\$2,900	\$2,320
CREDENTIAL RATE	11	17	64.7%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	53	101	52.5%	47.0%	37.6%
SKILL ATTAINMENT RATE	230	332	69.3%	82.0%	65.6%
RETENTION RATE	29	56	51.8%	57.0%	45.6%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	239	62.2%	77.3%	75.0%	60.0%
EMPLOYER SATISFACTION	205	81.7%	73.7%	75.0%	60.0%
CUSTOMER SATISFACTION					
	SAMPLE				
PARTICIPANT SATISFACTION	384				
EMPLOYER SATISFACTION	251				

Performance on the WIA Measures: Lane Workforce Partnership

STATE: OREGON
LWA: LWP

PERIOD: PY 2001 ANNUAL REPORT
DATE: 1/18/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	1696	100.0%
Adults	444	26.2%
Dislocated Workers	877	51.7%
Younger Youth	330	19.5%
Older Youth	45	2.7%
PROGRAM EXITERS:	639	100.0%
Adults	236	36.9%
Dislocated Workers	345	54.0%
Younger Youth	53	8.3%
Older Youth	5	0.8%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	74	80	92.5%	76.0%	60.8%
RETENTION RATE	73	91	80.2%	82.0%	65.6%
EARNINGS CHANGE	264,438	82	\$3,225	\$3,600	\$2,880
EMPL & CREDENTIAL RATE	26	29	89.7%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	226	231	97.8%	81.0%	64.8%
RETENTION RATE	184	226	81.4%	90.0%	72.0%
EARNINGS CHANGE (POST/PRE)	1,871,335	2,118,978	88.3%	103.0%	82.4%
EMPL & CREDENTIAL RATE	145	149	97.3%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	1	1	100.0%	71.0%	56.8%
RETENTION RATE	2	2	100.0%	76.0%	60.8%
EARNINGS CHANGE	5,384	2	\$2,692	\$3,150	\$2,520
CREDENTIAL RATE	2	2	100.0%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	30	41	73.2%	46.0%	36.8%
SKILL ATTAINMENT RATE	263	297	88.6%	85.0%	68.0%
RETENTION RATE	23	32	71.9%	57.0%	45.6%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	165	66.5%	80.4%	80.0%	64.0%
EMPLOYER SATISFACTION	202	78.3%	74.0%	80.0%	64.0%
CUSTOMER SATISFACTION SAMPLE					
PARTICIPANT SATISFACTION	248				
EMPLOYER SATISFACTION	258				

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Performance on the WIA Measures: The Job Council

STATE: OREGON
LWA: TJC

PERIOD: PY 2001 ANNUAL REPORT
DATE: 1/18/02

PARTICIPATION SUMMARY

PROGRAM PARTICIPATION	TOTAL	PCT.
PROGRAM REGISTRANTS:	1894	100.0%
ADULTS	517	27.3%
DISLOCATED WORKERS	791	41.8%
YOUNGER YOUTH	503	26.6%
OLDER YOUTH	83	4.4%
PROGRAM EXITERS:	1142	100.0%
ADULTS	310	27.1%
DISLOCATED WORKERS	505	44.2%
YOUNGER YOUTH	271	23.7%
OLDER YOUTH	56	4.9%
TIME PERIODS:		
REGISTRANTS	Jul-01	Jun-02
EXITERS	Jul-01	Jun-02
ENTERED EMPLOYMENT RATE	Oct-00	Sep-01
RETENTION RATE	Oct-00	Sep-01
EARNINGS CHANGE	Oct-00	Sep-01
EMPLOYMENT & CREDENTIAL RATE	Oct-00	Sep-01
CUSTOMER SATISFACTION	Jul-01	Jun-02
YOUNGER YOUTH MEASURES:		
DIPLOMA OR EQUIVALENT RATE	Jul-01	Jun-02
SKILL ATTAINMENT RATE	Jul-01	Jun-02
RETENTION RATE	Oct-00	Sep-01

PROGRAM OUTCOMES

PERFORMANCE MEASURE	NUMERATOR	DENOMINATOR	REPORTED PERF.	NEG. LEVEL	MANDATORY PERF. LEVEL (80%)
ADULT MEASURES:					
ENTERED EMPL RATE	93	118	78.8%	69.0%	55.2%
RETENTION RATE	110	126	87.3%	85.0%	68.0%
EARNINGS CHANGE	392,940	112	\$3,508	\$3,800	\$3,040
EMPL & CREDENTIAL RATE	37	45	82.2%	60.0%	48.0%
DISLOCATED WORKER MEASURES:					
ENTERED EMPL RATE	282	329	85.7%	83.0%	66.4%
RETENTION RATE	255	282	90.4%	86.0%	68.8%
EARNINGS CHANGE (POST/PRE)	2,067,468	2,519,188	82.1%	105.0%	84.0%
EMPL & CREDENTIAL RATE	108	121	89.3%	60.0%	48.0%
OLDER YOUTH MEASURES:					
ENTERED EMPL RATE	14	29	48.3%	64.0%	51.2%
RETENTION RATE	17	20	85.0%	78.0%	62.4%
EARNINGS CHANGE	51,281	20	\$2,564	\$3,100	\$2,480
CREDENTIAL RATE	19	36	52.8%	60.0%	48.0%
YOUNGER YOUTH MEASURES:					
DIPLOMA OR EQUIVALENT RATE	16	28	57.1%	44.0%	35.2%
SKILL ATTAINMENT RATE	418	488	85.7%	82.0%	65.6%
RETENTION RATE	19	30	63.3%	72.0%	57.6%
CUSTOMER SATISFACTION (ACSI SCORE)					
	COMPLETE SURVEYS	RESPONSE RATE	CSI INDEX		
PARTICIPANT SATISFACTION	156	77.6%	80.3%	75.0%	60.0%
EMPLOYER SATISFACTION	200	82.6%	73.5%	71.0%	56.8%
CUSTOMER SATISFACTION SAMPLE					
PARTICIPANT SATISFACTION	201				
EMPLOYER SATISFACTION	242				

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