

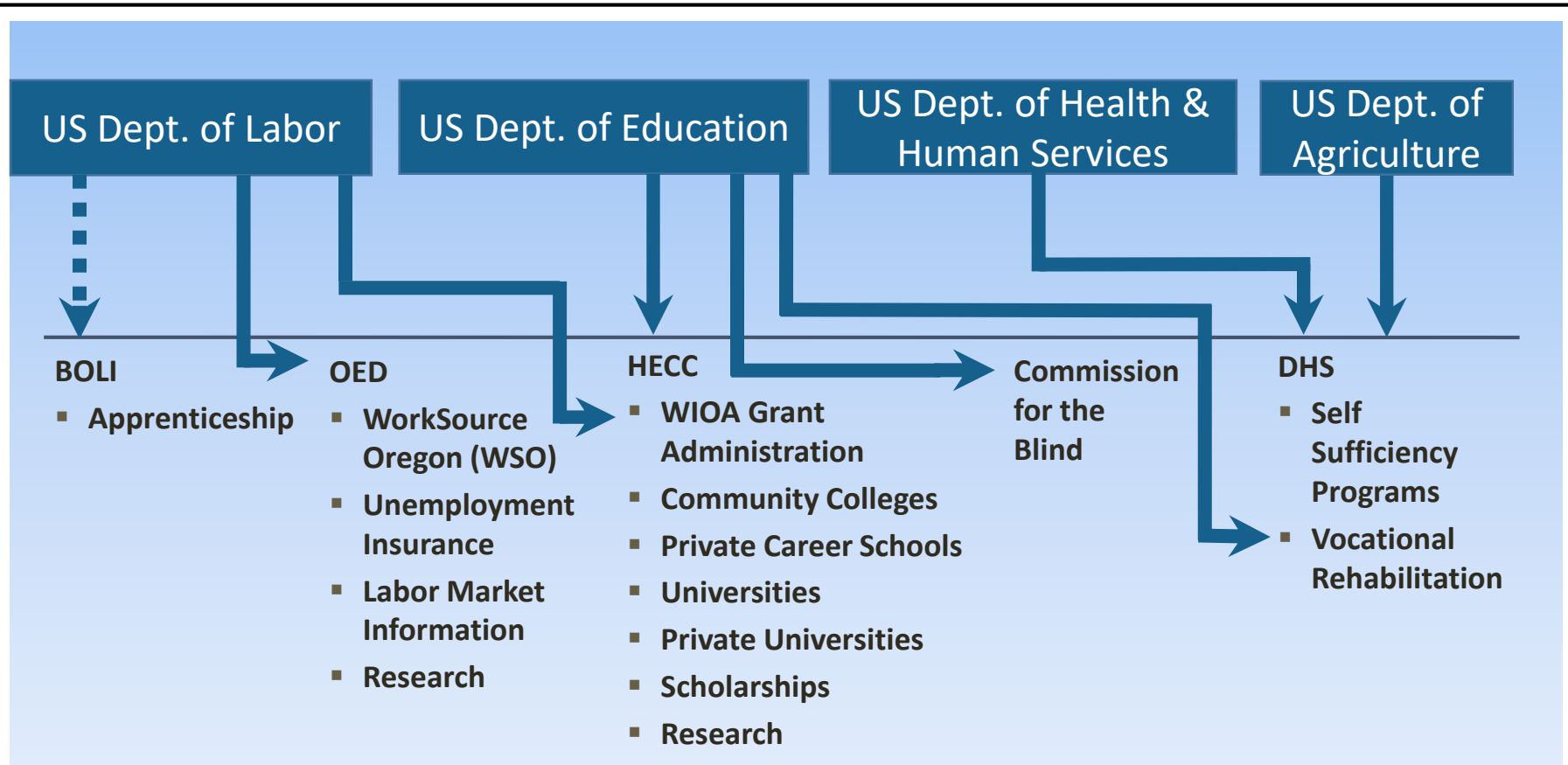
# Oregon's Workforce System

**House Higher Education and Workforce Committee**

**February 14, 2017**



# Part of the Nation's Workforce System



- WorkSource Oregon (WSO)
- Local Workforce Development Boards
- Community Based Organizations
- Community Colleges
- Economic Development

# Workforce System Services

## Individuals

- Work readiness skills
- Job placement
- Career advising
- Workplace accommodations
- Adaptive technology
- Academic advising
- Adult Basic Education

- Training
- Continuing education
- Certificates and Degrees
- Supportive services
- Mental health services/referral
- Coordinate local services
- Financial safety net

# Workforce System Services

## Business

- Convene Sector Partnerships
- Assess skill needs
- Refer qualified job seekers
- Customized workforce training
- Small business development
- Work-based learning
- Internships

- On-the-Job Training
- Apprenticeship
- Wage subsidies
- Tax credits
- Worksite adaptations
- Train for use of adaptive tech
- Business development

# Workforce System Governance

## Oregon Workforce Investment Board

- Oversight of the workforce system
- 34 member, majority business
- Hold system accountable for results
- Recommend policy to the Governor
- Feedback to agencies and workforce boards

<http://www.oregon.gov/owib/Pages/index.aspx>

# All Oregonians need to possess the skills and abilities to thrive in the workplace

Training and services must be adaptable and inclusive

Special emphasis on:

- Rural communities
- Families experiencing multi generational poverty
- Communities of color

# Workforce System Goals

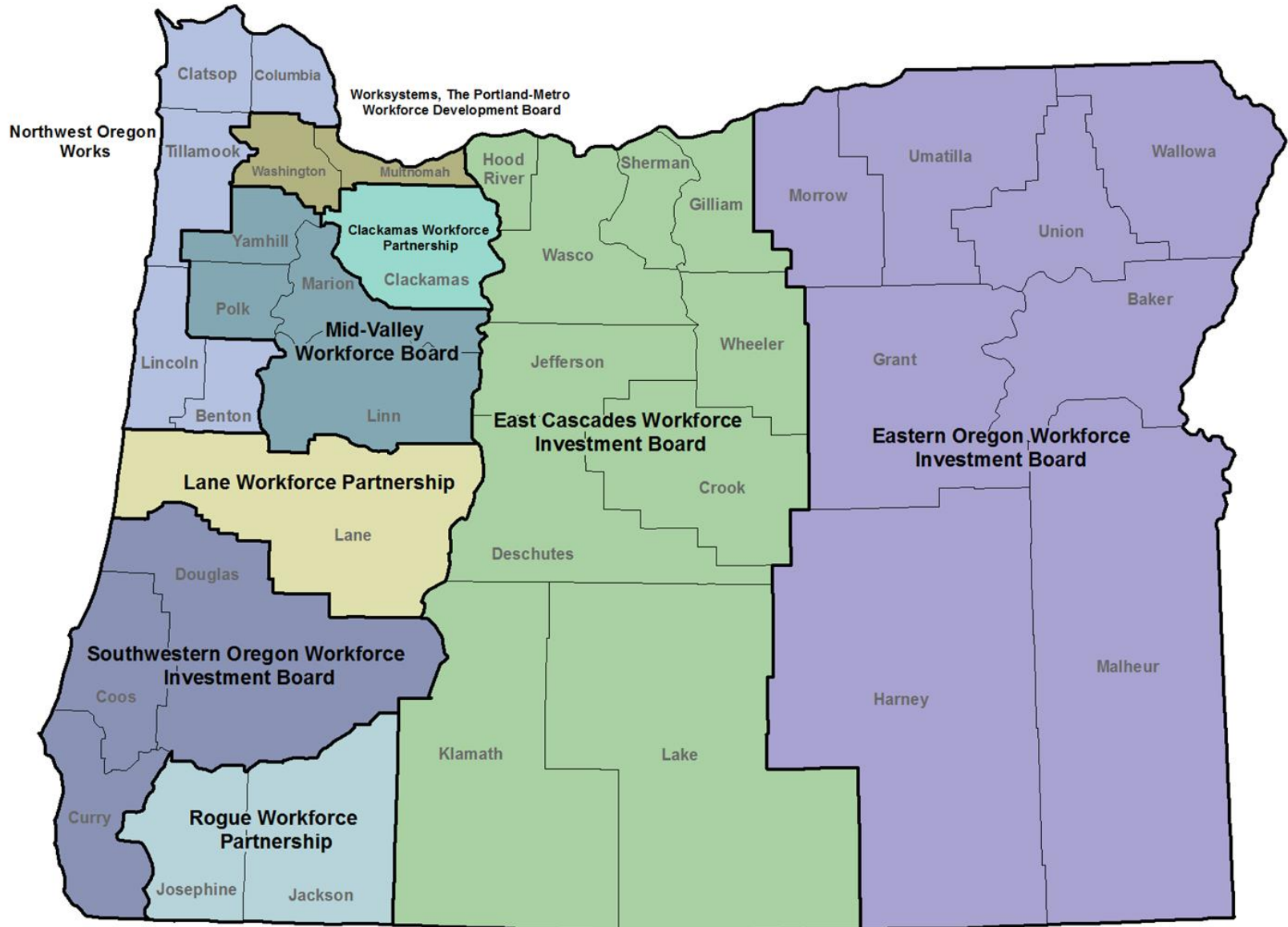
- Workforce system is aligned, integrated, efficient and effective to support businesses and job seekers
- Businesses have skilled workers to innovate and grow
- Oregonians have the skills for high wage/high demand jobs
- Provide young people with information and experiences to spur further career development and connect to Oregon employers

# Local Workforce Development Boards

- Develop local Strategic Plans
- Labor market research and analysis
- Convene, broker and leverage
- Business engagement
- Develop career pathways
- Identify and promote best practices
- Use technology to maximize access
- Oversee and negotiate local program performance



# Local Workforce Boards



# HIGHER EDUCATION COORDINATING COMMISSION & STATE STRUCTURE

Public  
Board/Commission

State Agency

Oregon Governor

Oregon Legislature

## State Education Partners

Chief Education Office

State Board of Education

Oregon Department of Education

Employment Department

Oregon Workforce Investment Board

Oregon Youth Conservation Corps Advisory Board

## Higher Education Coordinating Commission

HECC Commission\*

HECC Agency\*

Research & Data;  
Executive Director, Policy,  
and Communications;  
Operations,

Office of Student Access  
and Completion (OSAC)

Community Colleges and  
Workforce Development  
(CCWD)

Public University  
Coordination

Private Postsecondary  
Education

Workforce Investments

9 Local  
Workforce  
Development  
Boards

Clackamas  
Workforce  
Partnership

East  
Cascades WIB

Eastern  
Oregon WIB

InCite, Inc.  
(Mid-Valley)

Lane  
Workforce  
Partnership

Northwest  
Oregon WIB

Rogue  
Workforce  
Partnership

Southwestern  
Oregon WIB

Worksystems,  
Inc. (Portland-  
Metro)

Oregon Youth  
Conservation  
Commission  
(OYCC)

Community  
Stewardship  
Corps (CSC)

Summer  
Conservation  
Corps (SCC)

Established in 2011 and vested with its current authorities in 2013, the HECC is a 14-member volunteer commission appointed by the Oregon Governor, with nine voting members confirmed by the State Senate. The Commission is supported by an Executive Director who oversees the eight offices of the HECC agency.

# ADULTS AND DISLOCATED WORKERS

---

- **Adult Basic Education**
  - General Education Development (GED)
- **Career & Technical Education (CTE)**
- **Training**
  - Certificates
  - Career Pathways
  - Degrees
- **Work Experience**
  - On the Job Training
  - Internships
  - Apprenticeship

# ADULT BASIC EDUCATION (WIOA TITLE II)

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## **Funding:**

- US Department of Education: Office of Career Technical and Adult Education (OCTAE)
- Approximately \$5 million for Oregon annually

## **Population Served:**

- Adults (ages 16 to 61)
- Beyond age of compulsory school attendance;
- Do not have a secondary school diploma or its equivalent
- Not enrolled in secondary school

# ADULT BASIC EDUCATION (WIOA TITLE II)

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## Program Outcomes:

- Demonstrated improvement in literacy skill levels
  - Reading, writing, and speaking English, numeracy, problem solving, English language acquisition and other literacy skills
- Placement or retention in or completion of: Postsecondary education, training, unsubsidized employment or career advancement
- Receipt of secondary school diploma or equivalent

## Current providers:

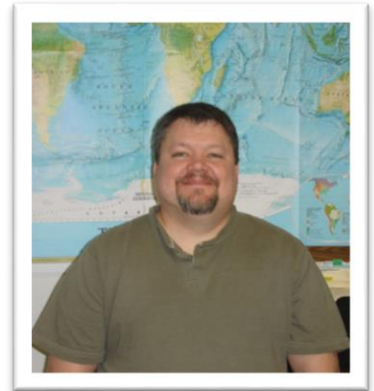
- Oregon Community Colleges & Department of Corrections

# GENERAL EDUCATIONAL DEVELOPMENT (GED)

## A total of 9,100 students took GED tests in 2016

- 66% were unemployed
- 73% reported annual income of \$5,000 or less
- 39% reported a family member influenced them to obtain their GED.
- 58% of students were male
- The average age of GED Test takers: 24

James: Veteran,  
Father, GED  
Completer,  
Nursing Student



# CAREER AND TECHNICAL EDUCATION

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## Career & Technical Education (CTE):

Educational programs that specialize in the skilled trades, applied sciences, modern technologies, and career preparation.

---

CTE programs offer **academic and career-oriented courses** to gain work experience, job shadowing, on-the-job training, and industry certification opportunities.

---

Cutting edge, rigorous and relevant career and technical education (CTE) **prepares youth and adults for a wide range of high-wage, high-skill, high-demand careers.**

# CAREER PATHWAYS

A series of connected education programs and student supports enabling individuals to get the training they need to secure a job or advance in a demand industry or occupation.

**Goals** Increase the number of Oregonians with certificates, credentials and degrees in demand occupations.

To ease student transitions from high school to community college and from pre-college to credit postsecondary.

***“My life has been irrevocably changed for the better. It’s like the opposite of stepping off a cliff. I have been abruptly propelled skyward.”***

**-Alan, student at PCC upon completing career pathway training**



# ADULTS, DISLOCATED WORKERS (WIOA TI)

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- \$25 million annually
- Population served
  - 18+
  - Low Income Adults
  - Dislocated Workers
    - Lost job due to no fault of their own

# SERVICES ADULTS AND DISLOCATED WORKERS

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## ☐ Work readiness skills

## ☐ Industry recognized certifications

- ☐ National Career Readiness Certificate

- ☐ ACT Certified Work Ready Communities

## ☐ Work Experience

- ☐ On the Job Training

- ☐ Back to Work Oregon

## ☐ Apprenticeships

# ADULT AND DISLOCATED WORKER PERFORMANCE MEASURES

---

- Employment, Earnings, Retention
- Measureable Skills Gain
- Credential Attainment
- Certificates
  - National Career Readiness Certificates (NCRC)
- On the Job Trainings
  - Employment, Wages, Retention

# INDUSTRY SECTOR STRATEGIES

Foundation for how we engage with students, job seekers and businesses

Locally and employer driven

Highly responsive to industry demand

- Solution oriented not program oriented
- Interdependent versus independent approach
- Industries collectively versus individually

## Northwest

Emerging: Advanced Textiles  
Emerging: Maritime  
Exploring: Healthcare

## Portland Metro

Active: Construction

## Portland Metro –

### Clackamas –

## SW WA Collaborative

Active: Manufacturing  
Active: Healthcare  
Active: Technology/Software

## North Cascades

Active: Technology Partnership

## Mid-Willamette

Active: Manufacturing  
Active: Healthcare

## Lane

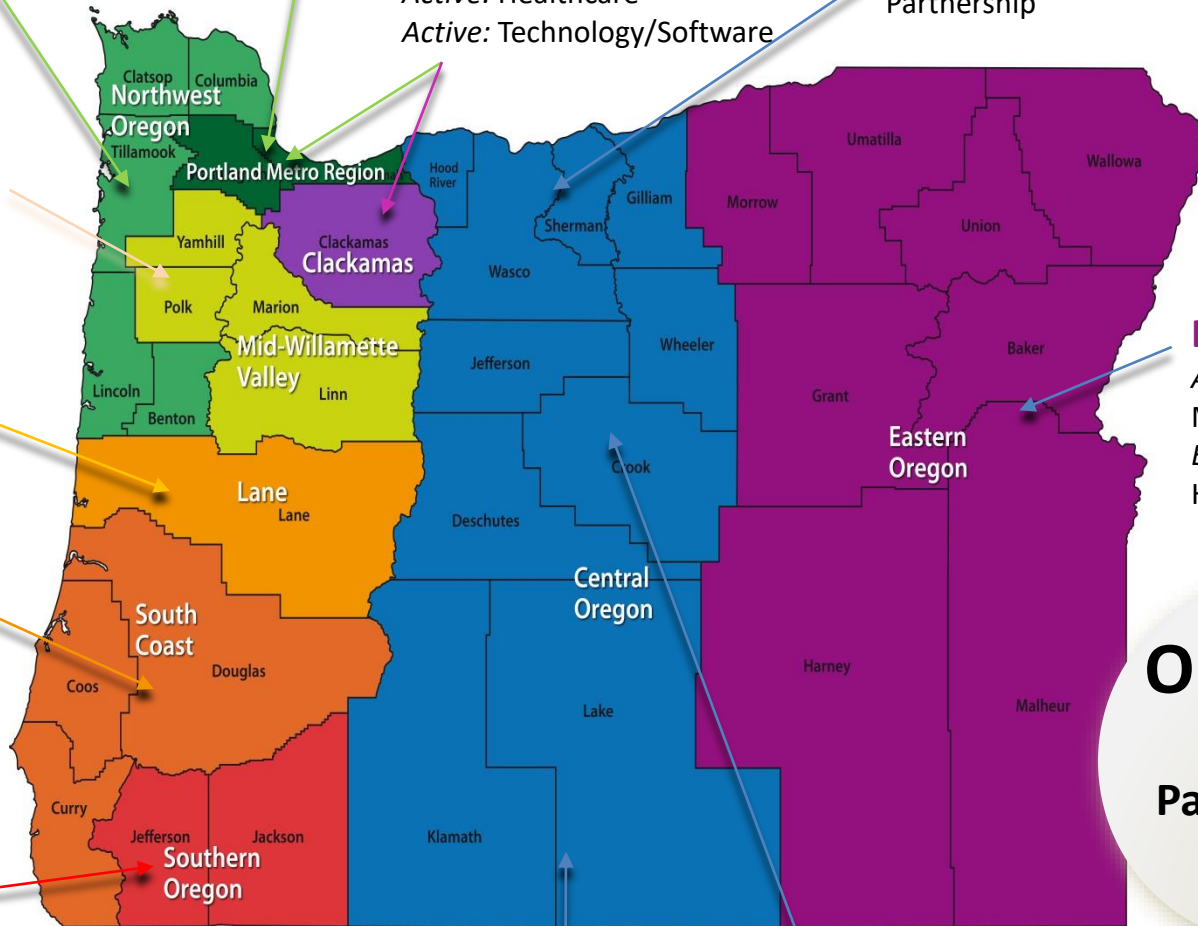
Active: Technology Collaborative  
Active: Food & Beverage Partnership

## South Coast

Active: Healthcare  
Emerging: Manufacturing/Wood Products  
Exploring: Maritime & Hospitality/Tourism

## Southern

Active: Rogue Advanced Manufacturing Partnership  
Active: Rogue Tech Collective – Information Technology/E-Commerce  
Active: Healthcare



## Eastern

Active: Manufacturing  
Exploring: Healthcare

**Oregon's**  
Sector  
Partnerships  
2017

# YOUNG OREGONIANS

Youth  
who are  
not  
working  
are  
missing:

- Preparation for self-sufficiency later in life
- Development of work ethics
- Opportunity for career exploration
- Income that can be saved for future needs

Source:– [Endangered: Youth in the Labor Force](#)

# STRATEGIES TO SERVE YOUNG PEOPLE

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Federal Youth Programs- \$11m

Oregon Youth Conservation Corps- \$1.3m

- Summer Conservation Corps
- Community Stewardship Corps

# YOUNG PEOPLE PERFORMANCE MEASURES

---

- HS Completion (Degree or Certificate)
- Entered into Education or Employment
- Literacy and Numeracy Gains
- Wages
- OYCC Hours Worked
- High School Diploma Essential Skills Requirement (NCRC)



# Oregon Employment Department Workforce Operations

Jim Pfarrer, Division Director



# Workforce Operations in Action

- Business Services
  - 51% of customized listings close with a hire.
  - 85% employer satisfaction rate
- Work Opportunity Tax Credit - Policy Package #103
  - Processed \$96,502,400 in tax credits to Oregon employers
  - 50,000 Oregonians were hired
- Veteran's Employment Assistance
  - Served 19,165 veterans
- Reemployment and Eligibility Assessment (REA)
  - Conducted 64,847 REA claimant interviews

# Workforce Operations in Action

- Trade Adjustment Assistance - Policy Package #102
  - Serve 5,000 affected workers each year
  - 70% entered employment rate
- Migrant Seasonal Farmworker Program
  - Provided employment service information to 18,000 migrant workers
- Foreign Labor Certification
  - Averaging 60 applications per year with 2,000 positions certified
- Aligned workforce services through implementation of WorkSource Oregon standards

# WorkSource Oregon Operational Standards

December 2015

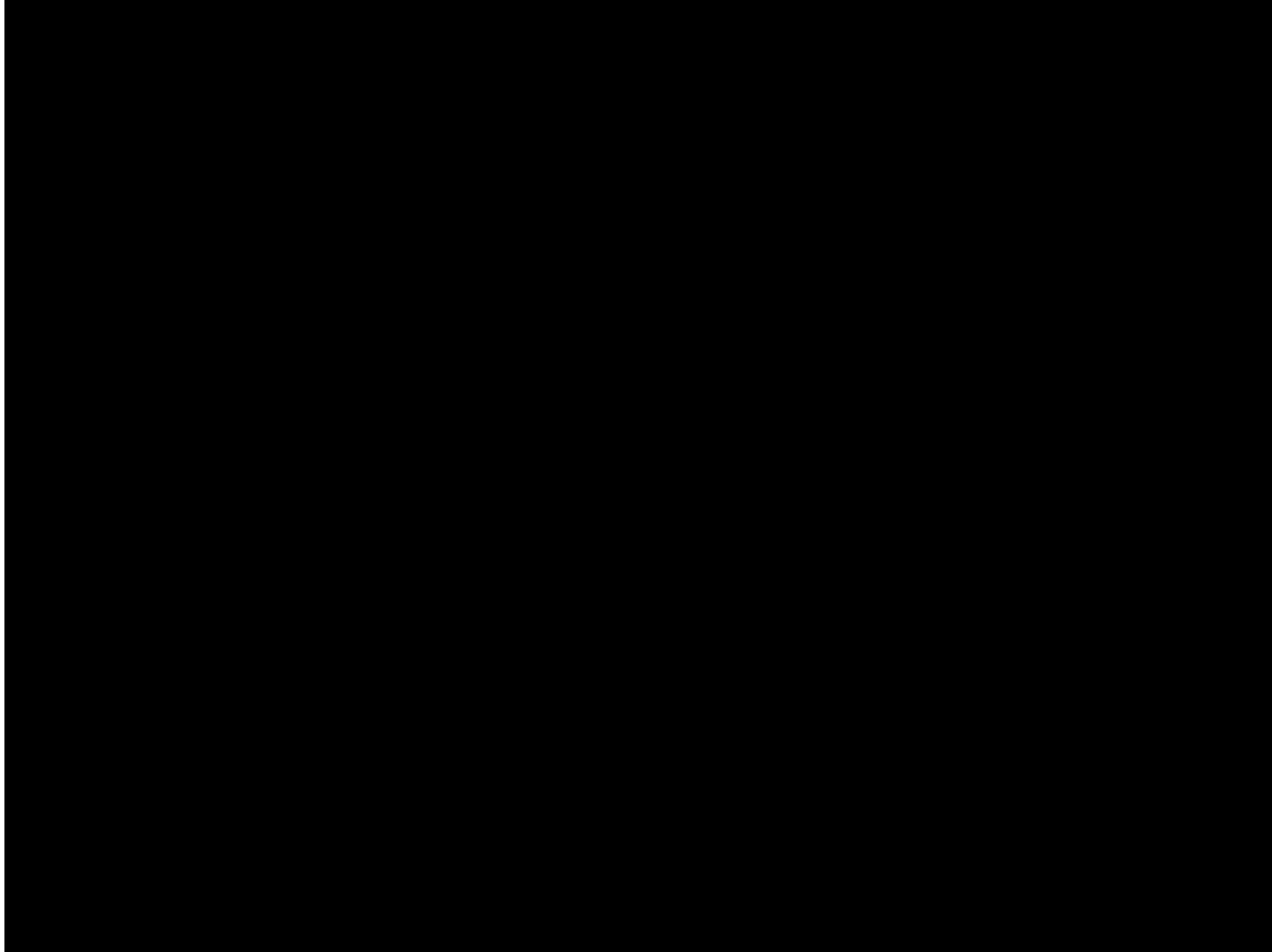
WSO Center	Co- Location	Align Services	Brand	Tech	LLT	4 Services	LMI	Continuity Service	WorkReady Criteria	Talent Devel.	Skills Valid.	Placement Asst.	Recruit Service	Feedback Referral	Feedback Training	Target Pops	Sector Partners	Pops to Sector
<b>CLACKAMAS</b>																		
WSO CLACKAMAS																		
<b>EAST CASCADES</b>																		
WSO THE DALLES																		
WSO REDMOND																		
WSO BEND																		
WSO KLAMATH FALLS																		
<b>EASTERN*</b>																		
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WSO CANYON CITY																		
WSO HERMISTON																		
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<b>SOUTHWESTERN</b>																		
WSO BROOKINGS																		
WSO COOS BAY																		
WSO ROSEBURG																		
<b>PORTLAND METRO</b>																		
WSPM BEAVERTON-HILLSBORO																		
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WSPM SOUTHEAST																		
WSPM TUALATIN																		

# WorkSource Oregon Operational Standards

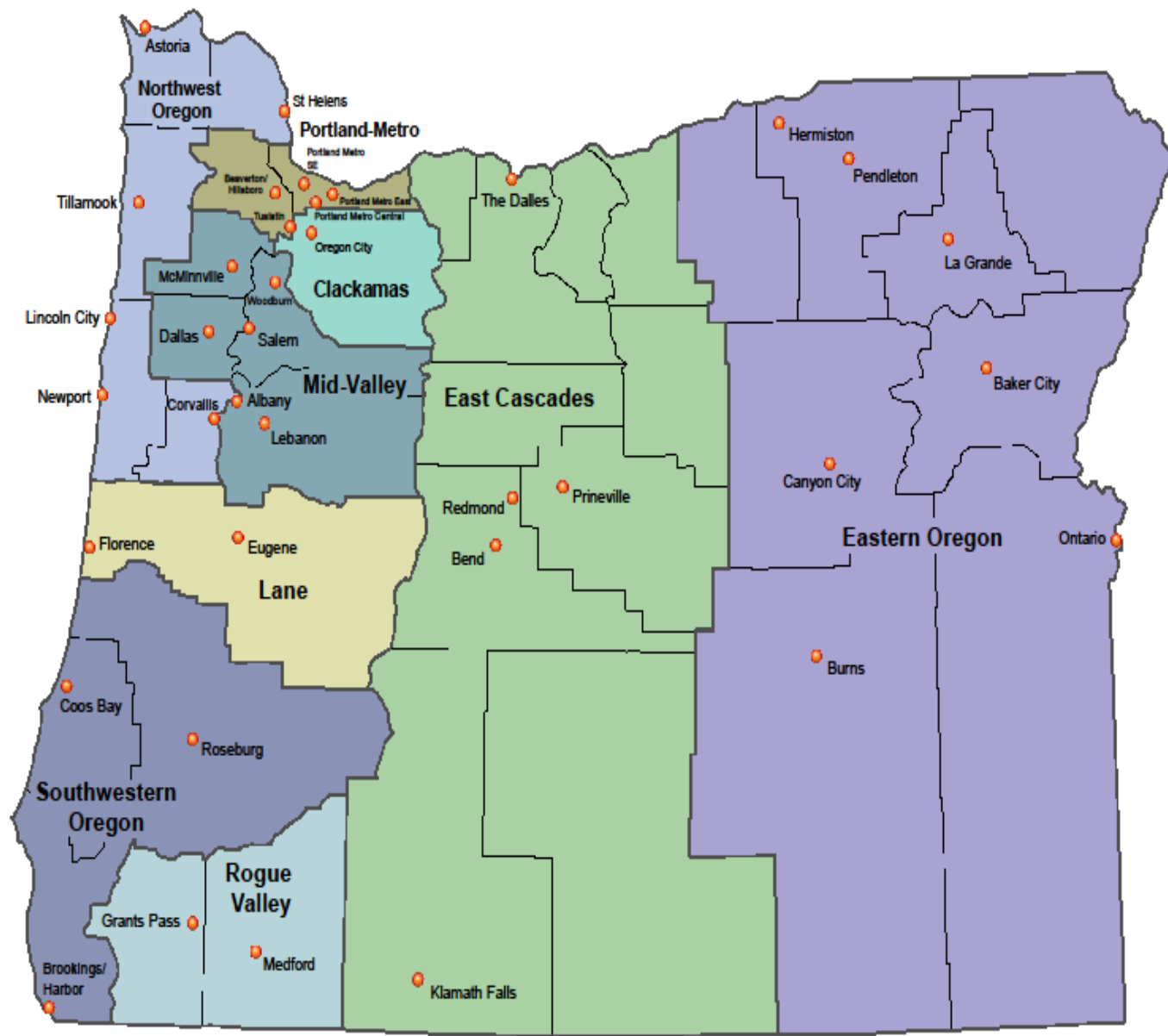
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# Job Seeker Perspective



# Oregon's WorkSource Centers



# Job Seekers and Business Served by WorkSource Center

WorkSource Center	Job Seekers Served	Employers Served
Albany	4,974	663
Astoria	1,765	435
Baker City	1,191	216
Beaverton/Hillsboro	9,882	788
Bend	5,580	710
Brookings/Harbor	1,447	205
Burns	497	97
Canyon City	825	73
Coos Bay	2,987	472
Corvallis	28	10
Dallas	1,234	141
Eugene	13,616	1,332
Florence	583	169
Grants Pass	4,454	393
Hermiston	2,216	388
Klamath Falls	3,947	517
La Grande	1,842	337
Lebanon	1,632	180
Lincoln City	379	191

WorkSource Center	Job Seekers Served	Employers Served
McMinnville	3,176	444
Medford	9,725	793
Newport	1,574	322
Ontario	2,047	289
Oregon City	8,525	1,119
Pendleton	1,736	283
Portland Metro Central	9,271	2,312
Portland Metro East	10,628	747
Portland Metro SE	7,723	307
Prineville	1102	117
Redmond	3,627	416
Roseburg	5,560	505
Salem	9,594	1,104
St Helens	1,600	209
The Dalles	2,255	437
Tillamook	829	226
Tualatin	9,987	1,921
Woodburn	1,637	272

**Fiscal Year  
2015  
149,675  
Job Seekers  
19,140  
Business**



# Workforce Operations

Positions: 421 FTE: 419.05

- Help job seekers and claimants find their next job
- Customize services to meet needs of business
- Customer-Centric service delivery
- Partner of WorkSource Oregon

Portland Metro  
Beaverton/Hillsboro  
Gresham  
North Portland  
Tualatin  
SE Portland

Mid-Valley  
McMinnville  
Salem  
Dallas  
Woodburn  
Albany  
Lebanon

Northwest OR  
Astoria  
St. Helens  
Tillamook  
Corvallis  
Newport  
Lincoln City

Central OR  
Bend  
Redmond  
The Dalles  
Klamath Falls  
Prineville

Eastern OR  
Baker City  
La Grande  
Pendleton  
Hermiston  
Ontario  
Burns  
Canyon City

Clackamas  
Oregon City

Lane  
Eugene  
Florence

Southern OR  
Grants Pass  
Medford

South Coast  
Coos Bay  
Brookings  
Roseburg

# Areas of Future Focus

- Deliver intensive services to Supplemental Nutrition Assistance Program (SNAP) clients
- Integrate apprenticeship and workforce system
- Expand apprenticeship opportunities
- Expand relationships with Self Sufficiency and Vocational Rehabilitation
- Increase job opportunities for Oregonians through tax credit incentives for Oregon employers
- Revise business processes and modernize IT system
- Help Oregon workers and firms affected by trade to access Trade Adjustment Assistance benefits

# Self-Sufficiency Programs

*Kim Fredlund, Director*

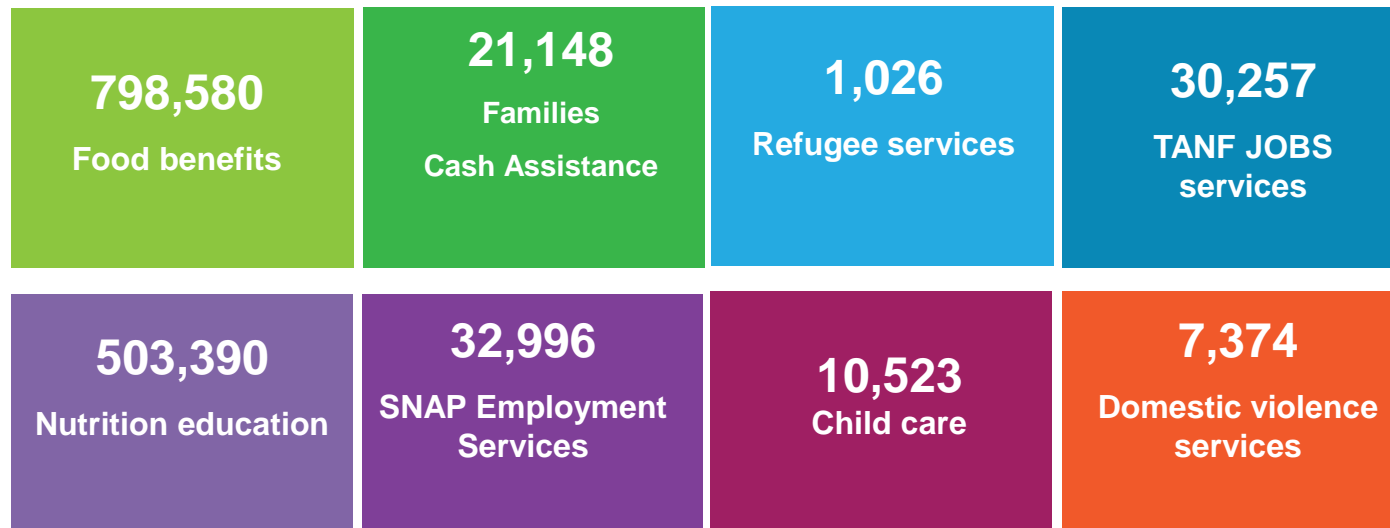


# Mission

*To provide a safety net, family stability and a connection to careers that guide Oregonians out of poverty*



# Oregonians We Serve



# Self Sufficiency Services

## Unemployed

- **Basic life skills**
- **Family stability services**
- **Soft skill training**
- **Technical skill training**
- **On-the-job training**

## Working Poor

- **Skill enhancement**
- **Technical training**
- **Child care**
- **Transportation**
- **Job retention**

# How we Measure Success

- Living wage
- Job progression
- Long-term, stable employment



# Department of Human Services

## Vocational Rehabilitation Overview

House Committee on Higher Education  
and Workforce Development

February 2017

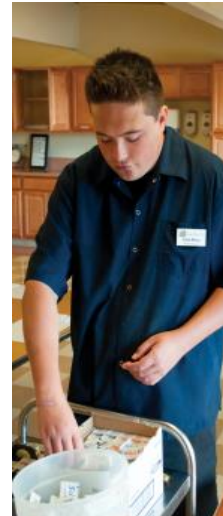
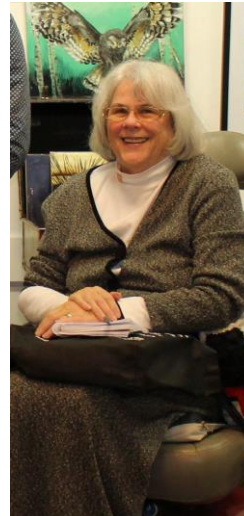
**Trina M. Lee, Director, Vocational Rehabilitation**



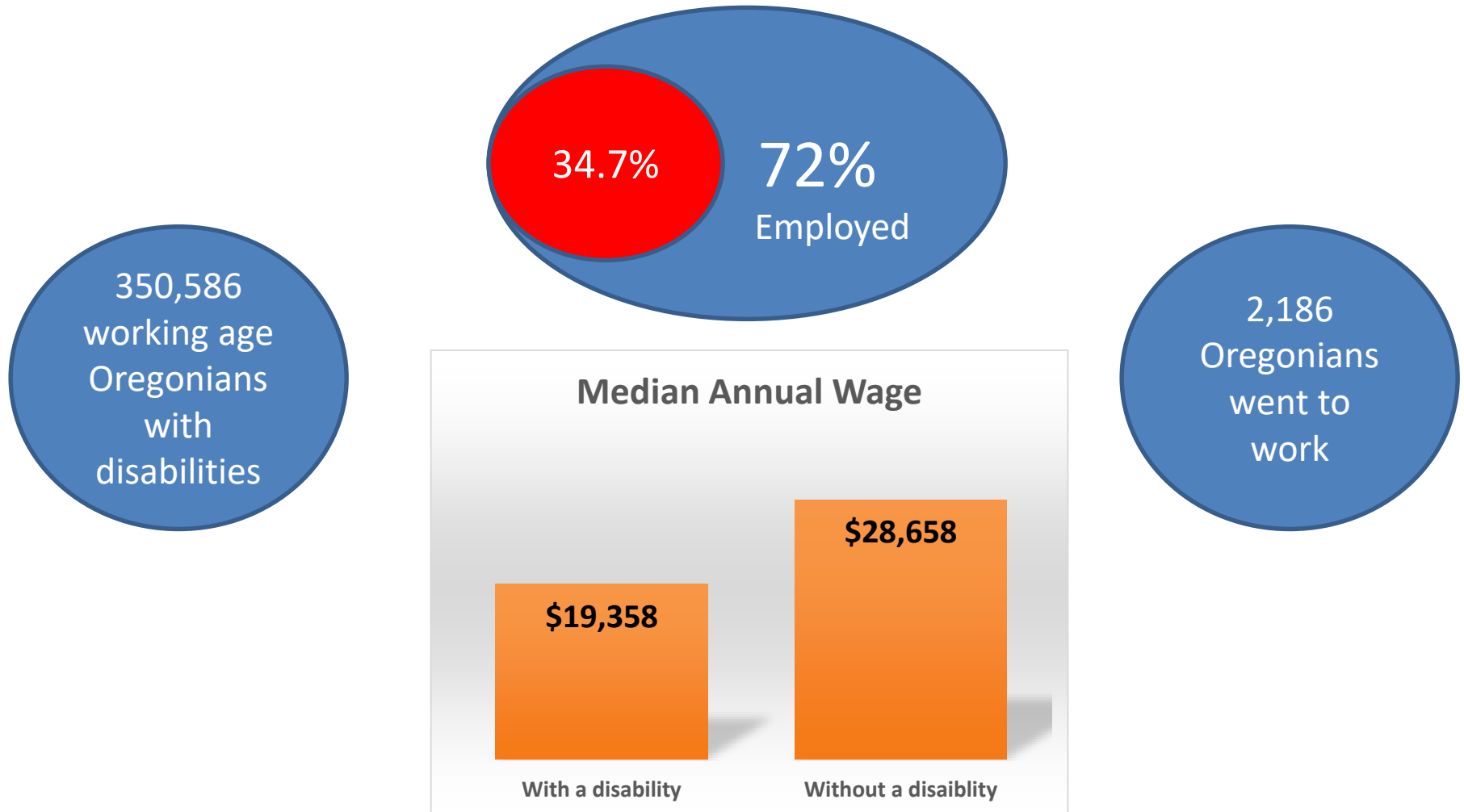


# VR's Mission

**Assist Oregonians with disabilities to achieve, maintain and advance in employment and independence**



# Why Vocational Rehabilitation matters



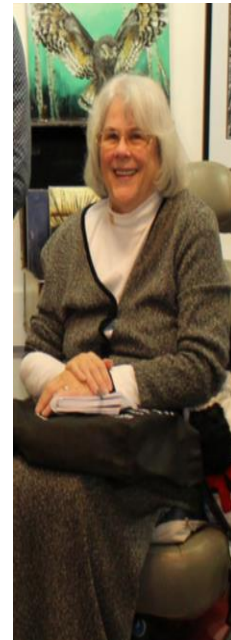
# VR Services – Dual Customer Model

- **Consumers**

- Individuals with disabilities to find, enter, maintain and advance in their employment
  - Career Counseling and Specialized Job Placement

- **Employers/Business**

- Consultation and support
- Accommodation assessment and support
- Disability awareness
- Americans with Disabilities Act
- 503 compliance support



# VR and Workforce

- Work with the Workforce System to:
  - Create access for people with disabilities
  - Expand capacity to provide services
  - As a resource to the Workforce System Partners
    - Coordination of services between partners for Oregonians with disabilities
      - i.e. Referring persons with disabilities to other parts of the system
  - Provide Services to Businesses
    - Employees needing services that are not in the “system”

# Vocational Rehabilitation Summary

*Mission: Assist Oregonians with disabilities to achieve and maintain and advance in employment and independence*

- Part of the State's workforce system that meets the needs of a complex population
- Builds on and extends upon the work of other state programs in and out of DHS
- Leverages resources
- Creates innovative programs that can serve as models for other programs

# Commission for the Blind Workforce Program Overview



# Roles and Responsibilities

***The mission of the Oregon Commission for the Blind is to Empower Oregonians who are Blind to Fully Engage in Life!***

## Responsibilities within the Workforce System:

Engage in the planning and implementation of the workforce system at a state and local level

Provide specialized vocational rehabilitation training services to Oregonians who are blind and need to maintain employment or return to work

Coordinate pre-employment transition services for in-school youth who are blind to ensure they exit school with an individualized plan leading to employment

Work with businesses to attract, hire and retain qualified workers who are blind

Provide public education, information and referral on vision loss



# AGENCY PROGRAMS OVERVIEW



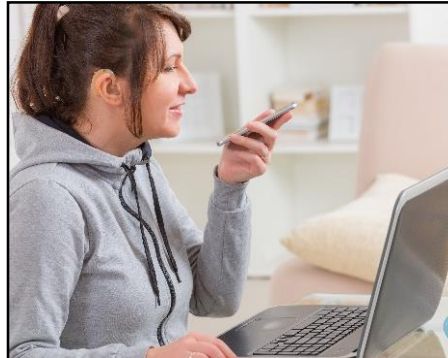
## VOCATIONAL REHABILITATION

Assist Oregonians who are blind to develop skills of blindness and obtain or maintain employment



## OLDER BLIND INDEPENDENT LIVING, IL PART B

Teach skills of blindness for living independently and full participation and integration into the community



## ORIENTATION & CAREER CENTER

Residential and commuter based comprehensive training on skills related to blindness such as traveling with a cane, braille, adaptive technology, food preparation, home management, etc.



## BUSINESS ENTERPRISE PROGRAM

Training and licensing of business managers who are blind to manage food service/vending businesses located in public buildings throughout the state of Oregon



# VOCATIONAL REHABILITATION



## PURPOSE

- Help individuals who are legally blind obtain and maintain employment
- Assist Oregon businesses to hire, retain and promote qualified employees who are blind

## TARGET GROUP & SERVICE DELIVERY SYSTEM

- Oregonians who are legally blind who have barriers related to employment and want to work, including transition-aged youth
- Services provided statewide from five locations

## INDIVIDUALIZED EMPLOYMENT SERVICES

- Professional counseling from specialized rehabilitation counselors
- Evaluation of strengths and challenges
- Service coordination with educational and medical providers
- Adaptive skills evaluation and training
- Adaptive technology for training and employment
- Job training, development and retention
- Pre-Employment Transition Services (Pre-ETS) for youth
- Summer Work Experience Program (SWEP) – early intervention for job readiness skills for youth
- Consultation with businesses for job placement and retention

# ORIENTATION & CAREER CENTER

## PURPOSE

- Provide skills of blindness training/instruction in a comprehensive, coordinated and efficient way
- Maintain specialized expertise in vision rehabilitation as the only training center for the blind in Oregon

## TARGET GROUP & SERVICE DELIVERY SYSTEM

- Individuals who have comprehensive training needs in the alternative skills to blindness required for full independence/employment
- Services available in residential and commuter modalities

## SERVICES PROVIDED

- |                                      |  |
|--------------------------------------|--|
| ▪ Adjustment to blindness            | ▪ Techniques of daily living                             |
| ▪ Adaptive technology training       | ▪ Woodshop instruction                                   |
| ▪ Low vision assessments             | ▪ Transition workshops/services                          |
| ▪ Traveling with a white cane        | ▪ Accessibility evaluations for business                 |
| ▪ Braille training                   | ▪ Job site modification, evaluations and recommendations |
| ▪ Career exploration and evaluations |  |
| ▪ Meal preparation/shopping          |  |



**Dacia Johnson: Executive Director**  
House Higher Education and Workforce Development Committee  
February 14, 2017

# SUMMER WORK EXPERIENCE PROGRAM DESCRIPTION

## PURPOSE

- Provide community-based summer jobs for youth who are legally blind
- Assist youth in transitioning from school to work or post-secondary education

## ELIGIBILITY & SERVICE DELIVERY SYSTEM

- Blind and visually impaired youth aged 16-21
- Portland program housed at Portland State University
- Salem program housed at Willamette University
- Community-based work experience

## SERVICES PROVIDED

- Work in community jobs
- Dormitory-style independent living opportunity
- Competitive or supported employment
- Mentoring
- Independent living skills training
- Training on use of public transportation
- Development of leadership and problem solving skills

**SWEP**  
SUMMER WORK EXPERIENCE PROGRAM



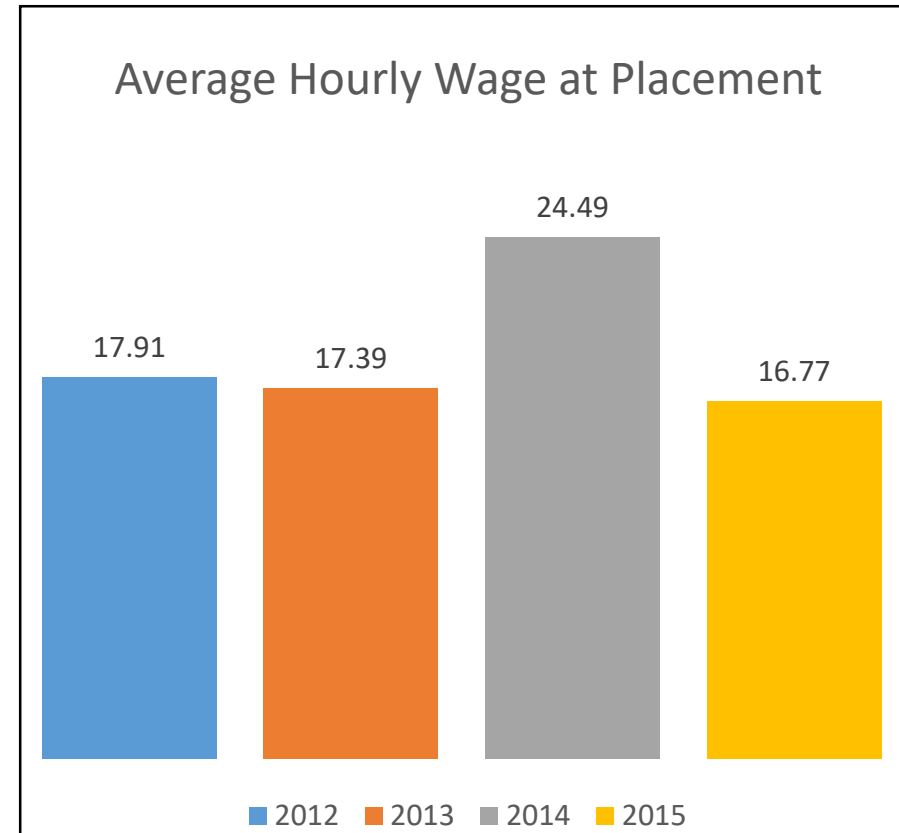
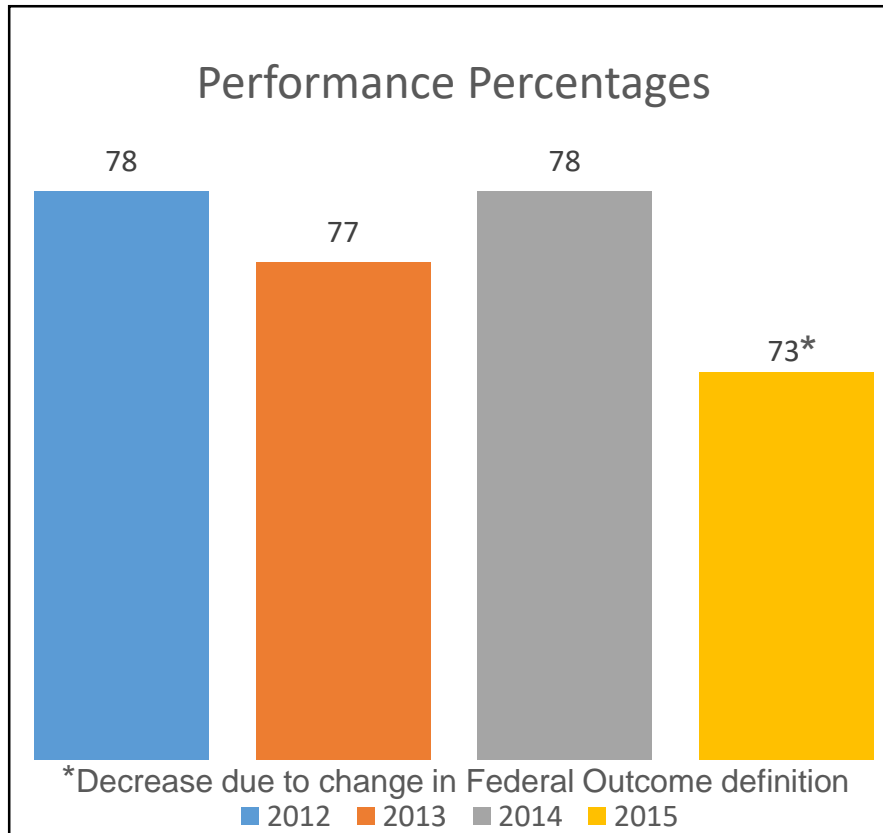
**Dacia Johnson: Executive Director**  
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# KEY PERFORMANCE INDICATORS

*(PRIOR TO PASSAGE OF WORKFORCE INNOVATION AND OPPORTUNITY ACT IN 2014)*

## EMPLOYMENT-

Percentage of individuals who enter into individualized plans for employment in the vocational rehabilitation program who are successful in reaching their outcome.



# KEY PERFORMANCE INDICATORS

## NEWLY CREATED PRIMARY INDICATORS FOR FUTURE REPORTING UNDER WIOA:

### EMPLOYMENT RATE

2<sup>nd</sup> Quarter after Exit

4<sup>th</sup> Quarter after Exit

### MEDIAN EARNINGS

2<sup>nd</sup> Quarter after Exit

### CREDENTIAL ATTAINMENT

Attaining a diploma  
and/or a recognized  
post-secondary  
credential

### MEASURABLE SKILLS GAIN

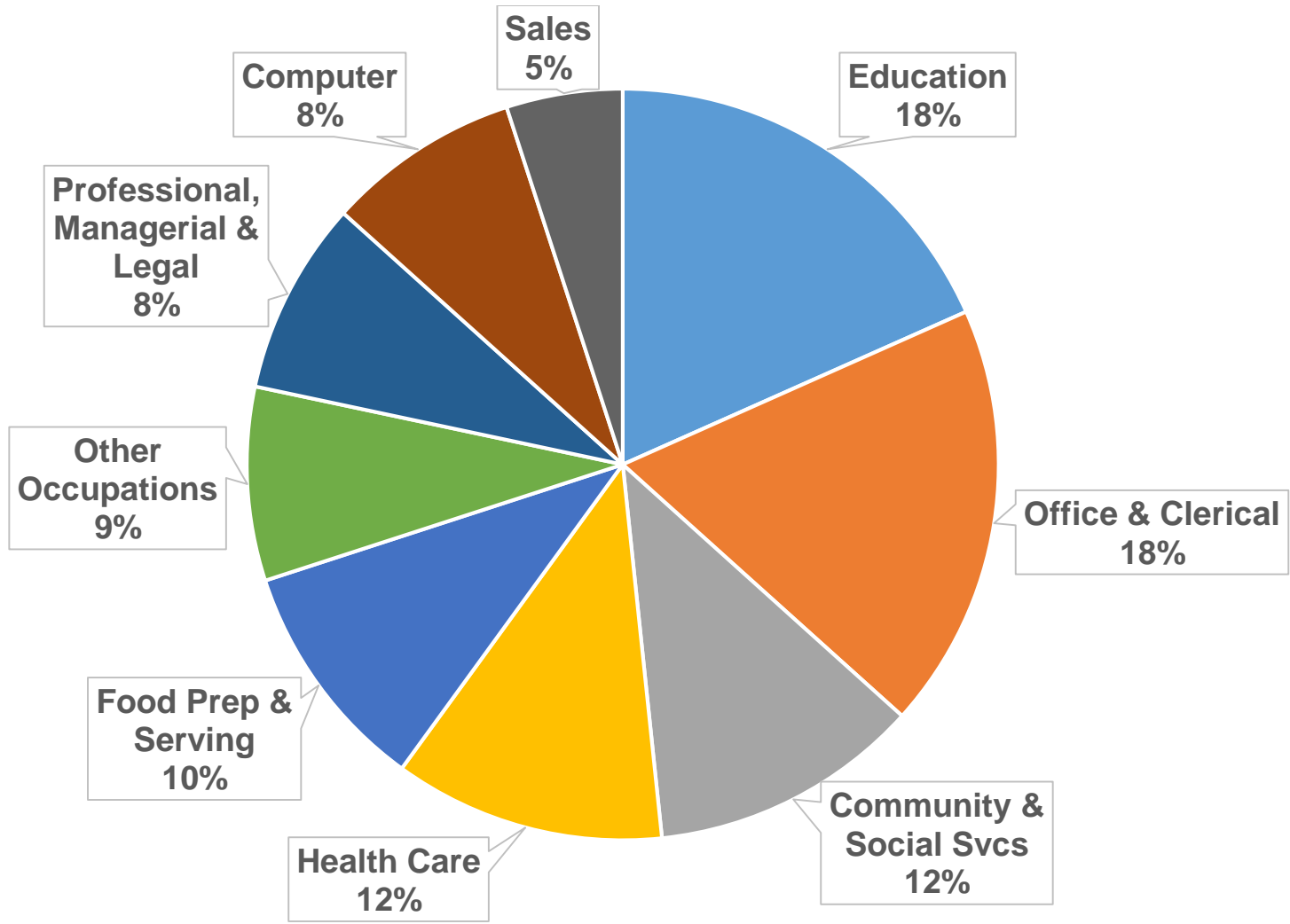
Progress toward  
attaining credential or  
employment

### EFFECTIVENESS IN SERVING EMPLOYERS

Measure yet to be  
defined



# FY 2016 JOB PLACEMENT DATA BY OCCUPATION



# VOCATIONAL REHABILITATION SERVICES ARE A GOOD INVESTMENT

***Successfully Employed Clients Pay State and Federal Taxes Throughout Their Working Life!***

**78.7%**  
FEDERAL FUNDS

**21.3%**  
GENERAL/OTHER FUNDS

## **On Average:**

Oregon's contribution is paid back in state taxes in approximately **15 months**

The Federal contribution is paid back in federal taxes in less than **28 months**

## **Services Reduce Dependence on Public Assistance:**

Successfully employed clients are less likely to be dependent on public assistance programs.

**Average Savings** over a lifetime per individual Social Security recipient (Supplemental Security Income or SSI) who goes off benefits:

**FEMALES**  
\$343,044

**MALES**  
\$301,703

**\$**  
**AVERAGE SAVINGS**  
**\$**

**Average savings** to the Oregon Health Plan over a lifetime per individual who goes off benefits:

**FEMALES**  
\$178,692

**MALES**  
\$157,157

# APPRENTICESHIP AND TRAINING DIVISION

OREGON BUREAU OF LABOR  
AND INDUSTRIES

Oregon Apprenticeship and  
Training Council



# Apprenticeship Division Fast Facts

**4,346**

Active Employers

**8,026**

Active Apprentices

**4,600**

Individuals Served Through  
Direct Outreach

**3,508**

New Apprenticeship  
Registrations in 2016

**281**

New Female and Minority  
Journey Workers in FY 2014

**1,087**

New Journey Workers 2016



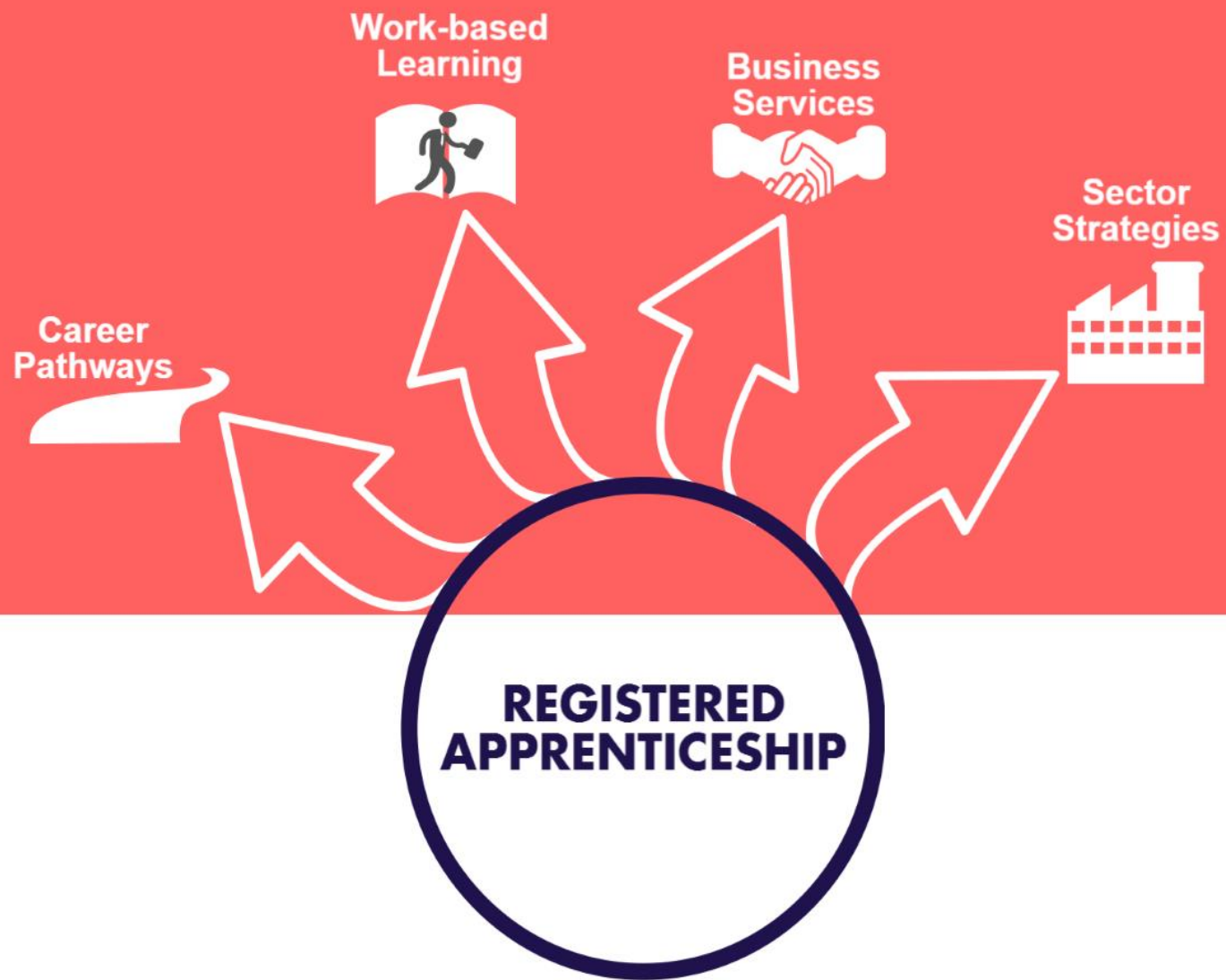
# Apprenticeship and Training Division

- Assists business and industry in identifying skills training gaps and developing registered training programs.
- Registers and monitors the operation of registered apprenticeship programs, tracking and certifying skills attainment by participants and provides oversight to programs to ensure that they meet all statutory obligations.
- Provides technical assistance to employers, labor unions and industry groups operating apprenticeship programs.
- Certifies approximately 1,200 new journey workers annually.
- The Equal Employment Opportunity requirements of registered apprenticeship programs have led to an increase in the proportion of protected class minorities enrolled in registered apprenticeship programs – from 12.67% of all participants in June 2009 to 18.5% in January 2016.



# Services to Business

- Creation and development of training programs and standards;
- Assistance in securing related classroom instruction;
- Information about best training practices;
- Credentialing of apprentices;
- Technical assistance and program support;
- Applicant outreach and recruitment;
- Facilitation of partnerships with other workforce agencies.



# Alignments and Efficiencies

**Goal:** Integrate registered apprenticeship as a key component in State workforce strategies by:

- Cross-training for apprenticeship and Worksource Oregon (WSO) staff;
- Increasing data sharing capacities between agencies;
- Use WSO Sector Strategies and Employer Engagement capacity to assist employers in developing structured work based learning and apprenticeship programs;
- Provide employers, local boards and community colleges support to expand RA in any occupation with demonstrated demand.

# Barriers

- Lack of knowledge or understanding of registered apprenticeship by employers and the workforce system;
- Insufficient data sharing capacity;
- Underdeveloped connectivity between registered apprenticeship and career pathways and sector strategies.

# Recommendations

- Develop relationship building between ATD and workforce partners;
- Develop processes for data and making referrals;
- Changing the conversation about apprenticeship;
- Identify start up funding for industries interested in starting apprenticeship programs.

# Oregon Workforce System Performance Measures

## Performance Reporting Information System Measures (PRISM)

### Partners:

- Department of Human Services
- Employment Department
- Higher Education Coordinating Commission

### Measures:

- **Employment** Rate
- Median **Earnings**
- **Credential** Rate
- Measurable **Skill Gain**
- **Services** to Employers
- **Wage** Gain
- **Business Satisfaction**
- **Individual Satisfaction**



## Moving PRISM Forward

**2013:** Grant awarded from the U.S. Department of Labor for PRISM redesign / upgrade.

### Goals:

- Develop new workforce performance measures.
- Develop new data sharing and analysis system.
- Develop new online, user-friendly data tools.
- Link workforce and education data.

<https://www.qualityinfo.org/pm>

# Performance Measures

August 26, 2015

Oregon's Performance Reporting Information System (PRISM) produces information about the effectiveness of workforce system programs and services. This performance data helps policymakers, administrators, and educators make informed program and service delivery decisions. A suite of user-friendly reporting tools provides easy access for anyone who is interested in learning about the results that Oregon's workforce system produces for its customers.

...  
[View »](#)

## Performance Measures Contact

Contact: [Brenda Turner](#)  
Performance Reporting Information  
System Coordinator  
Phone: (800) 262-3912 ext. 7-1234  
Email: [brenda.p.turner@oregon.gov](mailto:brenda.p.turner@oregon.gov)  
Address: 875 Union St NE  
Salem, OR 97311

## Tools

1 — 3 of 6  

### Employment Rate Q2

Employment Rate Q2 displays the number and percentage of workforce system participants who were employed during the second quarter after exiting the program.

Select Report Type:

Summary ▲

Get Report

### Employment Rate Q4

Employment Rate Q4 displays the number and percentage of workforce system participants who were employed during the fourth quarter after exiting the program.

Select Report Type:

Summary ▲

Get Report

### Median Earnings Q2

The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program. The median earning is the mid-point between the value of the lowest wage reported and the value of the highest wage reported.

Select Report Type:

Summary ▲

Get Report

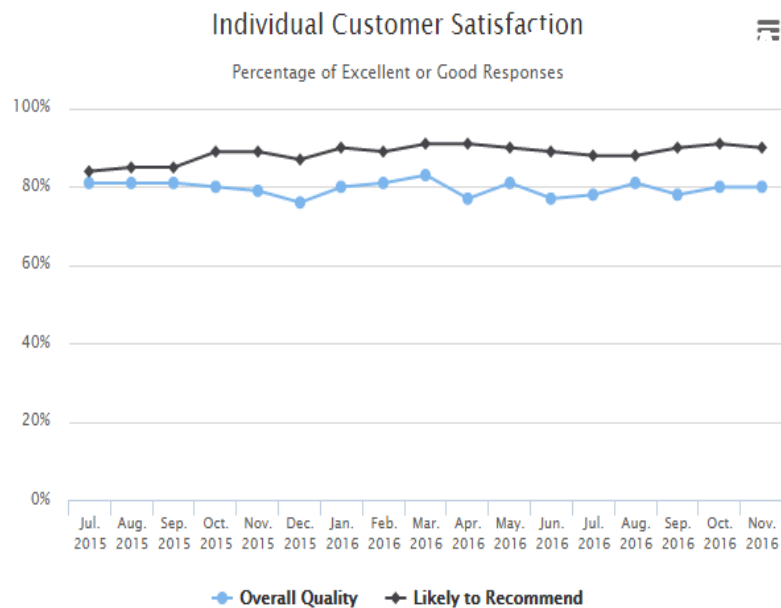
## PRISM Key Indicators

<b>Employment Rate Q2</b> 2016 - Q1	69% All Areas	— 0 pts.
<b>Employment Rate Q4</b> 2015 - Q3	65% All Areas	↓ 3 pts.
<b>Median Earnings Q2</b> 2016 - Q1	\$7,020.00 All Areas	↑ \$865.39
<b>Entered Employment Rate Q2</b> 2016 - Q1	64% All Areas	↓ 1 pts.
<b>Wage Gain</b> 2015 - Q4	57% All Areas	↑ 7 pts.
<b>Individual Satisfaction</b> Overall Quality of Service December, 2016	75% % Excellent / Good	↓ 5 pts.
<b>Business Satisfaction</b> Overall Quality of Service December, 2016	81% % Excellent / Good	↑ 5 pts.

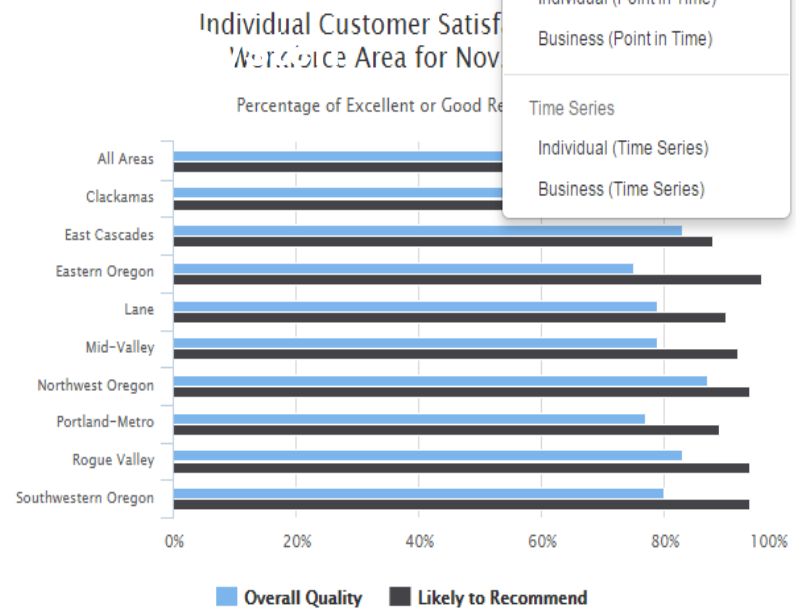


## Performance Reporting Information System

The PRISM Customer Satisfaction Measure Data tool is located on QualityInfo.org, a website of the Oregon Employment Department



Source: Oregon Employment Department QualityInfo.org



Source: Oregon Employment Department QualityInfo.org

REPORT TYPES

- Summary
- Summary
- Point in Time
- Individual (Point in Time)
- Business (Point in Time)
- Time Series
- Individual (Time Series)
- Business (Time Series)

# System Barriers

- Lack of high level communication of the vision of a unified, solution-based model that is implemented consistently by all workforce system partners.
- Program focused, rather than customer focused structures are a barrier to ensuring customers are served holistically regardless of funding stream or program.
- Outdated technology systems create a barrier to collect, share and analyze detailed outcomes of our collective investments. Uniformity of collected data elements and a common, accessible repository for the data is critical.

# System Barriers

- Non-standardized data sharing agreements across agencies and programs make collaboration more challenging.
- Federal requirements, restrictions and definitions can prohibit the most efficient use of dollars and flexibility to focus on targeted populations.
- Performance mandates are negotiated by each federal funding agency, creating inconsistent goals for each program and furthering challenges to our system approach to serving Oregonians.

# System Funding

- Engage federal funding agencies to increase flexibility in program and eligibility requirements that would optimize serving Oregonians including strategic waivers.
- Agencies are very successful in discretionary funding opportunities, but complex legislative, fiscal and data systems create lags in getting funds to Oregonians quickly.
- Investments in vocational preparatory activities have not included requirements to work across programs-agencies. This creates a gap between secondary and postsecondary levels of career and technical education to better prepare Oregonians for the workforce.

# System Recommendations

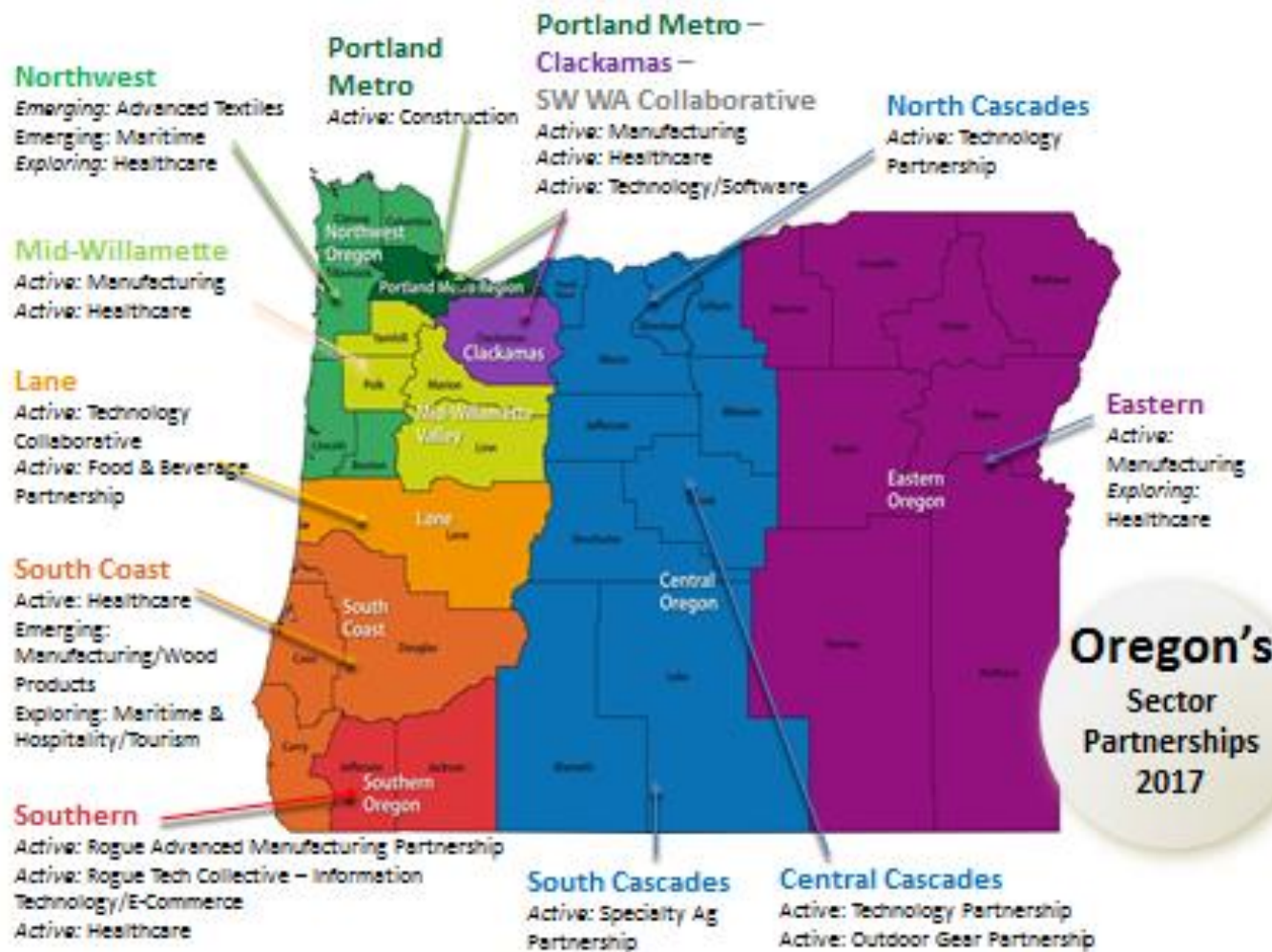
1. Expand leadership table to include Business Oregon and other key agencies that support businesses.
2. Review, improve and standardize data sharing agreements across agencies and programs.
3. Assure that intersections among data and technology systems are considered as agencies modernize their systems.
4. Expand capacity to analyze data and inform policy decisions.

# System Recommendations

5. Conduct a comprehensive review of existing data and reporting systems across programs to identify and resolve incompatibility or gaps.
6. Develop a common methodology that is consistent across workforce system programs to enable like comparisons for prioritization and investment decisions.
7. Fully utilize the business led Oregon Workforce Investment Board to continue accountability and improvements in the system.



# Coming Thursday: Local Workforce Boards and Businesses



# Thank You

