EMPLOYER ASSISTANCE
A WIN-WIN FOR OREGON WORKERS AND BUSINESSES

The Bureau of Labor and Industries protects workers' rights through enforcement of state labor laws, ensures access to housing and public accommodations free from discrimination for all Oregonians, and promotes the development of a highly skilled workforce through registered apprenticeship programs.

Oregon's employment laws extend some of the most innovative and comprehensive protections in the nation. Making those safeguards work on the job means ensuring employers know and understand how to administer those obligations. Employer Assistance provides a trusted point of contact for business owners, human resources personnel, managers, front-line supervisors, and legal professionals across the state.
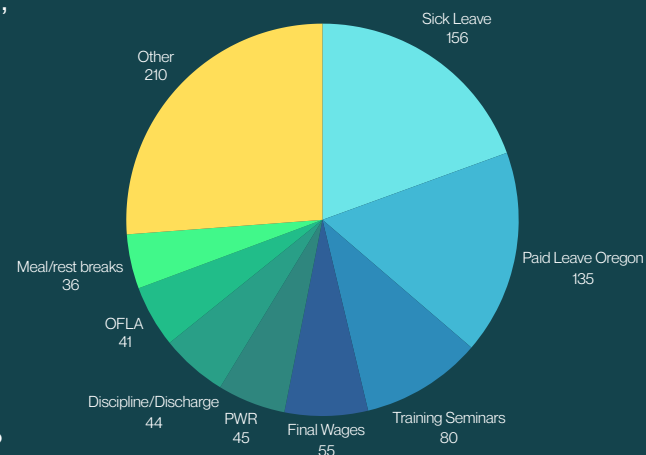
Each day, Employer Assistance provides ready access to relevant information, best practices, and guidance on BOLI's application of Oregon employment laws. This includes conducting training for thousands of attendees each year; generating factsheets, FAQs, and online toolkits; and publishing workplace notices, and employer handbooks.

It also includes confidential access to compliance experts.

Navigating and administering an overlapping array of wage and hour, civil rights, and leave protections can be daunting and confusing. Every employer should feel confident to reach out for answers they can trust to complex questions. Questions like:

- Can I use a paycheck deduction to recoup an overpayment?
- When does on-call or travel time need to be paid?
- Do I have to hire a veteran when other applicants received higher scores?
- Can I fire an underperforming employee who also just filed for Paid Leave Oregon?
- How much do I need to spend to accommodate an employee's disability?

Common Employer Assistance Inquiries:

Pie chart of Common Employer Assistance Inquiries: Sick Leave 156; Paid Leave Oregon 135; Training Seminars 80; Final Wages 55; PWR 45; Discipline/Discharge 44; OFLA 41; Meal/rest breaks 36; Other 210.

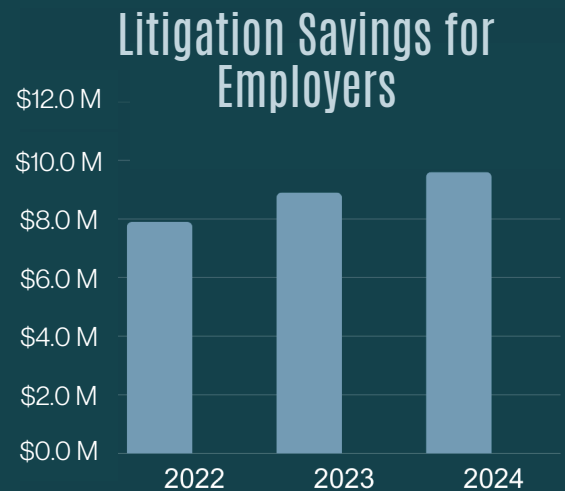## Contact Employer Assistance for Confidential Support

971-361-8400   employer.assistance@boli.oregon.gov

EMPLOYER ASSISTANCE SAVES OREGON BUSINESSES MILLIONS

Employer Assistance provided roughly 19,000 real-time and email consultations to Oregon employers for FY 2024. Each one of these contacts represents an opportunity to provide employers with the information they need when they need it to prevent or mitigate an employment law violation. By conservative estimates, that represents:

- $1.9 million estimated per year saved on consultative services
- $1.25 million estimated per year saved in litigation costs

Litigation Savings for Employers

Assuming just 0.1% of Employer Assistance Contacts prevent an adverse verdict, Employer Assistance saves employers over **$9.6 million estimated per year.**

OUTSIZED BENEFIT FOR COMPLIANCE

Employer Assistance helps Oregon businesses understand a complex set of workplace protections. Few employers have the luxury of in-house legal counsel or an attorney on retainer. Indeed, 89% of Oregon employers have less than 20 employees. Ensuring employers have the tools and information to prevent and mitigate potential violations — before they result in a claim or complaint — means:

- Employees get the full benefit of essential workplace protections, and
- BOLI can focus limited resources on the most pressing compliance issues.

Each ten-minute phone call or email may prevent a claim or complaint and save hours of intake and compliance staff time and weeks if not month of frustration for all parties ahead of a resolution.

89% of Oregon employers have fewer than 20 employees

BOLI Supports Small Businesses

By equipping employers with the knowledge and tools they need, we're helping to build that future—one where everyone wins.

BY THE NUMBERS (FY 2024):

- 19,257 calls and emails taken by Employer Assistance staff (up from 17,872 last year).
- 98+% of responses provided within a business day — more often than not, Employer Assistance can handle a call in real time.
- 184 public and onsite seminars conducted.
- 6,137 Oregon employers, business owners, and HR professionals trained.
- 47 factsheets, FAQs and toolkits available online including a new checklist for Hiring Your First Employees and a toolkit on Disability Accommodations.
- 7 titles in the employer handbook series