Because Work Matters

2018–2019
Annual Report

work systems
The Portland Metro Workforce Development Board

Supporting the Economy through Skills and Work
Worksystems is a non-profit agency that supports economic growth in the City of Portland, Multnomah and Washington counties by pursuing and investing resources to improve the quality of the workforce. We design and coordinate workforce development programs and services delivered through a network of local partners to help people get the skills, training and education they need to go to work or to advance in their careers. Our partners include employers, labor groups, government, community colleges, high schools, community-based and economic development organizations.

A message to the community...

This summer, the McKinsey Global Institute issued a report, The Future of Work in America. This comprehensive study predicts significant economic, social, and community challenges associated with automation, artificial intelligence, “gig” contracting work, and related forces which will induce profound changes in the future of work. Among the Report findings:

- Almost 40% of Americans are in occupational categories that could shrink by 2030
- Ten occupations accounted for more than one-third of total job growth from 2012 to 2017 and half were low wage service jobs
- 8.1 million support jobs could be phased out by 2030
- 14.7 million young workers are in highly automatable jobs
- 11.5 million workers over age 50 are at risk of losing their jobs to automation
- Workers with a high school diploma or less have a 4x higher risk of being displaced
- 25.5% potential displacement rate for Hispanic workers

We compared the McKinsey research with recent trends in Oregon. This comparison shows that we essentially mirror the national picture. As such, Oregon, like the rest of the nation, needs to act now to ensure its people, businesses and communities are prepared for the future of work.

While these changes will affect occupations across the employment spectrum, the most significant impact is likely to be felt in occupations that are disproportionately held by people of color, young people and low-wage workers. These changes will require thousands of local residents to access retraining and find connections to new opportunities.

Responding to a transition of this magnitude will require collaboration among multiple stakeholders, including governments, businesses, philanthropy, community-based organizations, labor unions and educational institutions. It will require us to fundamentally reimagine how we offer, deliver and support education and workforce development programs and services. These changes require a significantly more coordinated, flexible and adaptive system that is organized and funded at a level that allows for serving all adults and not merely those who are already unemployed, dislocated or engaged in traditional education pathways.

As the Portland Metro Workforce Development Board, we are committed to doing our part to ensure all residents are fully prepared for the future of work.

Join us!
Exceeded all outcomes on the Reboot NW grant. Reboot enrolled 1,348 area residents over five years. 89% of Reboot NW participants completed their trainings, earning a total of 930 occupational credentials. 781 participants began new jobs, earning $20.73/hour on average - representing a total economic impact of over $33 million in just 1 year.

Graduated the first cohort of the Immigrant Nurse Credentialing program - a re-entry program for foreign-trained nurses. All students successfully completed the program and most are placed in nursing roles with area health care organizations, while some are actively engaged in advanced training, including graduate -level nurse education.

Founded a new IT apprenticeship program with employer partners Bridgetech, Pacific Office Automation and Vernier Software. Participants complete the preparatory IT Ready course (a partnership with the Creating IT Futures Foundation), earning their CompTIA A+ certification before being hired as helpdesk apprentices.

Held the Second Annual Opportunity Youth Job Fair in April with over 1,000 youth in attendance; Volunteers conducted more than 200 practice interviews and 60 jobs were offered on the spot.

The 2018 State of the Workforce Report was published and released. The report provides critical information about the quality of the workforce, available and projected jobs, and challenges/ opportunities facing our region.

In partnership with TriMet, established WorkSource centers a Low Income Fare (LIF) eligibility sites. Through the program, low income individuals receive a 70% reduction in fare costs for a two-year period. WorkSource has registered 8,012 people in the program.

EcoNW issued a 10-year evaluation of the SummerWorks program that showed participants were 5% more likely to graduate from high school and 13% more likely to enroll in post-secondary training or education than similar peers who did not participate.

139 young adults participated in Bridge training - healthcare, infrastructure, technology and manufacturing. 105 successfully completed the training.

Worksystems reached $1 million in federal match generated by the SNAP 50/50 program which has helped expand and sustain workforce programs and services for SNAP recipients.

In partnership with Oregon Departments of Education and Human Services, Worksystems is demonstrating that addressing child care needs in alignment with funding occupational training creates success in reaching career-track employment for low income residents.

Health Careers NW customers enrollment totaled 1,200 with over 200 new enrollees in PY18. Worksystems received national recognition for results in recruiting and supporting customers receiving TANF benefits. Local investment topped $2.2 million in this program year funding Career Coaching, Academic Navigation and training scholarships.

Through funding provided by Prosper Portland, Worksystems deployed and expanded the Workforce Navigator program to do community outreach and profile job development services in the Neighborhood Prosperity Initiative zones, St. Johns and at the Rosewood Initiative in East County. The Workforce Navigators focus on supporting underserved and low-income communities.
REVENUE

*Total: $26.9M

- Local Funds: $7.6M (28%)
- Federal Formula Funds: $7.3M (27%)
- Competitive Federal Funds: $7.7M (29%)
- Other Funds: $1.0M (4%)
- State Funds: $3.3M (12%)

Funders:

ABT Associates Inc.
AT&T
Bank of America
Bank of the West
BIKETOWN
Bora Architects
Bullivant Houser Bailey PC
Capsa Healthcare
City of Hillsboro
City of Portland
Columbia Bank
Community Cycling Center
Elemental Technologies
Epson Portland, Inc.
Fidelity Charitable
Fully
Gateway to College National Network
Hillsboro School District
Hoffman Construction
Home Forward
IBEW Local 48 Electricians
JH and DG Enterprise
JP Morgan Chase Foundation
KeyBank Foundation:
Legacy Health
Metro
Meyer Memorial Trust
Mt. Hood Community College
Multnomah County
OH Planning & Design
Oregon Bankers Association
Pavement Maintenance, Inc.
PEPSICO
Planar Systems
Point West Credit Union
Portland Diamond Project, LLC
Portland Public Schools
Portland State University
Prosper Portland
Providence Health & Services
Reynolds School District
Sheri and Les Biller Family Foundation
Skanska USA Building, Inc.
State of Oregon
Tegna, Inc. KGW Channel 8
The Boeing Company
Three Arch Strategies LLC
TriMet
U.S. Bank
U.S. Dept of Health & Human Services
U.S. Dept. of Labor - Employment & Training Administration
Umpqua Bank
Unitus
Urban League of Portland
Washington County
Washington Federal Foundation
Wells Fargo Foundation
Willamette Workforce Partnership

*Program Year July 1, 2018—June 30, 2019
EXPENSES

*Total: $26.9M

Worksystems groups its investments into three categories: Administration, Coordination and Community.

Administrative Activities - $1.9M (7.1%)

Administrative activities account for approximately 7% of total expenditures and include compliance, financial management, human resources, procurement, and support of the region’s Workforce Development Board.

Coordination Activities - $3.0M (11.1%)

Coordination costs represent the bulk of activities carried out by Worksystems’ staff. Coordination activities are essential to ensuring our community investments are achieving the intended goals and outcomes established by the Workforce Development Board and our various funding streams. In addition, coordination activities support the development of community and business relationships necessary to align resources, build partnerships and develop a more effective workforce development system. Coordination investments help us understand what does and does not work, and support the capacity to pursue new ideas and seek additional resources.

Community Investments - $22.0M (81.8%)

Community investments comprise the largest portion of our activities and represent resources delivered through a network of partners to provide direct training and employment services to targeted industry workers, adult job seekers, dislocated workers and youth. (See the back page for a list of our 2018-19 organizational investments.)

*Program Year July 1, 2018—June 30, 2019
ADULT INVESTMENTS JULY 1, 2018 — JUNE 30, 2019

Worksystems convenes partners, coordinates services and provides funding to help job seekers get the skills they need to support themselves and to meet the staffing needs of regional employers. We optimize resources by aligning and integrating essential workforce and educational services through the public workforce development system — WorkSource Portland Metro. Worksystems provides oversight and coordination to ensure that WorkSource Portland Metro responds to the needs of job seekers and regional industry.

Jobseeker Profile

- 35% self reported receiving public assistance
- 9% self reported not completing high school or earning a GED
- 9% self reported having a criminal background
- 25% self-reported being a single parent
- 7% self-reported being homeless

SERVICES PROVIDED THROUGH WORKSOURCE PORTLAND METRO

67,510 people engaged with the public workforce system, slightly down from 70,772 the previous year, an indication of the record low levels of unemployment.

131,532 log-ins were made to access the internet and career/employment tools.

1,027 highly barriered residents received case management support from partner agencies to help them succeed in training programs.

60,435 engagements in skill development activities:

- 35,397 workshop enrollments
- 16,731 personalized career counseling sessions
- 1,329 basic education enrollments such as ESL, GED, math or English
- 4,615 computer class enrollment—a nearly 300% increase with Goodwill teaching these workshops in the Centers
- 677 people received a National Career Readiness Certificate
- 1,686 occupational skills trainings including internships and OJT

20,901 people were placed in employment in the quarter after completing services.

Of those, 86% were still employed nine months later.
Worksystems invests funds to support a diverse population of disconnected, low-income youth, ages 16-24 through a system of ten service providers under the Next Generation Youth Service System (NextGen). Our investments prepare youth for career ladder employment through degree (college or certificate attainment), work readiness training, career skills training and transition to employment or post-secondary education.

**Youth Profile**
- 92% were low income
- 66% were kids of color (including Hispanics of white race)
- 38% received public assistance
- 36% had no high school diploma or GED
- 13% were pregnant or parenting
- 83% were out of school
- 24% were homeless
- 80% were basic skills deficient
- 22% were English Language Learners

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<th>Race/Ethnicity</th>
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<th>Youth Served (NextGen)</th>
<th>Youth Served (SummerWorks)</th>
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*Source US

**SERVICES PROVIDED THROUGH ...**

**SUMMERWORKS:**
- 1,043 Youth participated on our 2018 SummerWorks program
- $1,953,873 in wages earned and **162,823** total hours worked

**NEXT GEN:**
- 139 youth participated in Career Bridge Training and 105 completed training
- 71% of Next Gen youth were placed in employment or secondary education after exiting program services
- 66% of Next Gen youth were assessed as work-ready
- 65% of Next Gen youth retained in employment/post-secondary education for 1 year after exiting program services
- 1,109 were placed in a paid work experience or internship (includes SummerWorks participants)
- 1,901 youth received workforce preparation services (includes SummerWorks participants)
Worksystems invested in the following organizations during 2018 – 2019

Central City Concern
Centro Cultural
Constructing Hope
Community Action Organization
El Programa Hispano Catolico
Hillsboro School District
Home Forward
Human Solutions
IMPACT NW
Immigrant & Refugee Community Organization
Labor’s Community Service Agency, Inc.
Latino Network
Mt. Hood Community College
New Avenues for Youth

Oregon Human Development Corp
Oregon Manufacturing Extension Partnership
Oregon Tradeswomen
Pacific Northwest Carpenters Institute
Portland Opportunities Industrialization Center
Partners for a Hunger-Free Oregon
Portland Community College
Portland Leadership Foundation
Portland Public Schools
Portland YouthBuilders
SE Works
Self Enhancement, Inc.
Urban League
Washington County Dept. of Housing Services

Thank you to all of our great partners!

Mission: To coordinate a regional workforce system that supports individual prosperity and business competitiveness.

These programs financed in whole or in part with funds provided through Worksystems from the U.S. Department of Labor. Worksystems is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

To place a free relay call in Oregon dial 711.