2017–2018
Annual Report
Supporting the Economy Through Skills and Work
Because Work Matters
The Portland Metro Workforce Development Board
A message to the community...

2017-2018 has been a truly historic year for our economy and our workforce. The region’s unemployment rate is at historic lows and the strong economy is encouraging more people to (re) enter the labor market. Median wages are up, and the prospects for continued growth appear strong.

While economic optimism abounds, not everyone is fully benefitting from the surging economy. Nearly 55,000 people remain unemployed in the region and almost 20% of our workforce works full-time but earns less than $25,000 per year. The reality is the new economy has left less educated workers further behind and increasingly unable to secure steady work at family sustaining wages.

At the same time, regional employers that offer high-quality jobs are facing a shortage of skilled workers. The net effect of this divide- unskilled regional residents struggling with insufficient, stagnating wages on the one hand, and employers grappling with a shortage of skilled labor to drive productivity and continued growth on the other- is a significant missed opportunity to strengthen our workforce and support our growing economy.

Bridging the supply-demand divide is our opportunity to ensure all residents can fully participate in the region’s economic success. We look forward to continuing to work together to make it happen.

All the best,
HIGHLIGHTS

Held first annual Opportunity Youth Job Fair in April with over 1,200 youth in attendance. 48 employers participated and 103 on-the-spot job offers were made.

“It was hands down the best hiring event we have ever participated in. We met with more impressive candidates than other fairs.” - Salt and Straw

Through additional funding from Meyer Memorial Trust, expanded the “A Home for Everyone Economic Opportunity Program” to serve over 250 customers who are on the continuum of care for housing insecurity. Service providers include culturally-specific organizations which are generating resources to make ongoing investments in workforce development in communities of color.

Since 2015, the Healthcare Careers NW Program has funded over 500 occupational skills training courses. To date, more than 900 customers have enrolled in the program and are making progress towards high-paying, high-demand Healthcare careers.

In partnership with Mt. Hood Community College, Worksystems coordinated and funded customized, pre-hire training cohorts for Gunderson and Tosoh Quartz in manufacturing foundations for welding and machine operation. 88% of trainees were offered jobs making between $15-$19/hr.

Expanded our portfolio of Career Boost programs that help SNAP recipients get back to work through the SNAP 50/50 program. This program returns 50% of non-federal funds that we invest in SNAP participants, allowing us to reinvest the funds again. Worksystems manages the largest Board run program in the country and is on track to generate $500,000 in reinvestment to sustain and grow the program.

Through funding provided by Prosper Portland, Worksystems deployed three Workforce Navigators to do community outreach and provide job development services in Prosper Portland’s Neighborhood Prosperity Initiative zones. The Workforce Navigators focus on supporting underserved and low income communities.

Implemented WorkSource Oregon Standards and certified all WorkSource Portland Metro centers as having adopted this comprehensive set of service delivery criteria. Worksystems is one of four workforce areas in the State to achieve certification at all WorkSource centers in our region.

In partnership with TriMet, established WorkSource centers as Low Income Fare (LIF) eligibility sites. Through the program, low income individuals receive a 72% reduction in fare costs for a two-year period.

Launched Connect2Careers (C2C), an online jobs portal connecting young people with employment opportunities in the region. Youth receive job preparation support and peer mentoring. Since April, 130 hires have been made.

Committed over $500,000 in short-term rent assistance and other services to low-income customers to provide housing support while they participate in training. In partnership with Human Solutions, barriers are removed for job seekers experiencing housing insecurity to increase the success rate in completing training and securing living wage employment.

Through a grant from Metro, Worksystems conducted an in-depth market study of the existing labor supply and five-year workforce demand in the regional construction industry. The report examines barriers to diversifying the workforce and is intended to help regional construction partners more effectively invest resources to enhance career opportunities for women and people of color in the construction trades.

Funded and launched a training program focused on preparing diverse incumbent workers currently employed in service jobs at area hospitals for front-line health care roles. Partners on the initiative include Kaiser Permanente, Legacy Health, OHSU & Providence Health & Services.
**REVENUE**

*Total:  $24.6M*

- **Local Funds**
  - $5.7M (23%)
- **State Funds**
  - $1.0M (4%)
- **Federal Formula Funds**
  - $8.5M (35%)
- **Competitive Federal Funds**
  - $7.1M (29%)
- **Other Funds**
  - $2.3M (9%)

**Funders:**

ABT Associates Inc.
Bank of the West
Beaverton Foods
Boeing Portland
Bridgetown Natural Foods, LLC
Bullivant Houser Bailey PC
Cal Weld
Construction Apprenticeship & Workforce Solutions
City of Beaverton
City of Portland
City of Wilsonville
Columbia Bank
CRB Manufacturing
Elite Plastics
Glendoveer Golf & Tennis
Grovtec US, Inc.
Gunderson
Hewett Packard Enterprise
Hillsboro Chamber
Hillsboro School District
Hoffman Construction Company
Home Forward
JE Dunn Construction Company
JH and DG Enterprises, LLC
Joint Office of Homeless Services
JP Morgan Chase Foundation
Lam Research
McKenna Metal LLC
Metro
Meyer Memorial Trust
Mt Hood Community College
Multnomah County
NW Natural
Oregon Bankers Association
Oregon Community Foundation
Oregon Dept. of Human Resources
Owens Corning
Pacific Foods
Pacific Stainless Products
PEPISICO
Point West Credit Union
Port of Portland
Portland Justice Fund
Portland Public Schools
Prosper Portland
Providence Health & Services
Reynolds School District
SEH America, Inc.
Sheri & Les Biller Family Foundation
State of Oregon
Tegna, Inc. KGW Channel 8
Tosoh Quartz, Inc.
TriMet
U.S. Bank
U.S. Dept. of Health & Human Services
U.S. Dept. of Labor—Employment & Training Administration
Umpqua Bank
Unitus Credit Union
Urban League of Portland
Vigor Industrial
Washington County
Washington Federal Foundation
Willamette Workforce Partnership

*Program Year July 1, 2017–June 30, 2018*
Worksystems groups its investments into three categories: Administration, Coordination and Community.

**Administrative Activities - $1.7M (7%)**

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

*Program Year July 1, 2017—June 30, 2018*

**Coordination Activities - $2.4 M (10%)**

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.

**Community Investments - $20.5M (83%)**

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 2017-18 organizational investments.)

*Total: $24.6M*
ADULT INVESTMENTS JULY 1, 2017 — JUNE 30, 2018

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

- 26% self reported receiving public assistance
- 9% self reported not completing high school or earning a GED
- 8% self reported having a criminal background
- 23% self-reported being a single parent
- 6% self-reported being homeless

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Population Age 18-64*</th>
<th>Adults Served</th>
<th>Adults Receiving Services</th>
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<td>53%</td>
<td>50%</td>
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SERVICES PROVIDED THROUGH WORKSOURCE PORTLAND METRO

70,772 people engaged with the public workforce system, slightly down from 78,000 the previous year, an indication of the record low levels of unemployment.

158,000 log-ins were made to access the internet and career/employment tools.

1,059 highly barriered residents received case management support from partner agencies to help them succeed in training programs.

21 businesses were provided early intervention services to mitigate the effects of layoffs on 1,289 workers — less than half the number of layoffs from the previous year.

35,108 engagements in a skill development activities:

- 26,230 workshop enrollments
- 18,000 personalized career counseling sessions
- 2,140 basic education enrollments such as ESL, GED, math or English
- 1,621 computer literacy class enrollments
- 3,934 people accessed Train Oregon and completed 22,935 courses
- 786 people received a National Career Readiness Certificate
- 1,504 occupational skills trainings including internships and OJT

21,000 people were placed in employment in the quarter after completing services. Of those, 86% were still employed nine months later.

Average wage of those placed is $21.50 per hour.

$415,850,000 in Oregon wages were earned in the six months after placement.
Worksystems invests funds to support a diverse population of disconnect, 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.

Natthapong Inthisorn, AKA "Guitar", has been a participant of SummerWorks since 2016 through our partnership with Vocational Rehab Youth Transitions Program. He had his very first job that year working at Paitong Thai Cuisine. There, he learned valuable customer service skills, as well as how to cook a great Pad Thai. He has enjoyed learning new skills, and meeting new people.

He appreciates all that he has learned in Work Readiness Trainings regarding professional skills, as well as the financial literacy courses which have helped him open his own bank accounts and build good financial habits.

This summer, he is working with IRCO’s facilities department, learning how to keep all of IRCO’s buildings running smoothly. His main concern, he states, is managing sun protection, as a cancer survivor, he needs to be careful of sun exposure. He has also completed the Community Transition Program. After SummerWorks, Guitar will be using his LaunchPath account to look for work and continue his professional development in the Connect2Careers Initiative.

### Youths Invested

- **Race/Ethnicity Population Age 16-24**
- **Youth Served (NextGen)**
- **Youth Served (Summer Works)**

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Population Age 16-24*</th>
<th>Youth Served (NextGen)</th>
<th>Youth Served (Summer Works)</th>
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</table>

*Source US Census

### Youth Profile

- **94%** were low income
- **76%** were kids of color (including Hispanics of white race)
- **38%** received public assistance
- **31%** had no high school diploma or GED
- **17%** were pregnant or parenting
- **88%** were out of school
- **19%** were homeless
- **82%** were Basic Skills Deficient
- **39%** were English Language Learners

### Services Provided Through NextGen

- **62** youth participated in Career Bridge Training, 54 completed
- **71%** youth placed in employment or secondary education
- **61%** youth assessed work-ready.
- **86%** retained in employment/post-secondary education after 1 year
- **1,060** youth received workforce preparation services
- **1,181** were placed in a paid work experience or internship (includes SummerWorks participants)

- **1,127** youth participated in our SummerWorks program
- **2,088,507** wages and worked a total of **171,168** hours
Worksystems invested in the following organizations during 2017 – 2018

Bridges to Change
Bridgetown Natural Foods, LLC
Career Enlightenment LLC
Cascadia Behavioral Healthcare, Inc.
Central City Concern
Centro Cultural
Constructing Hope
Community Action Organization
El Program Hispano Catolico
Hillsboro School District
Home Forward
Human Solutions
IMPACT NW
Immigrant & Refugee Community Organization
Jaguar Land Rover
Labor’s Community Service Agency, Inc.
Latino Network
Mt. Hood Community College
Native American Youth & Family Center
New Avenues for Youth
Oregon Employment Department
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 School
Portland YouthBuilders
SE Works
Self Enhancement, Inc.
Urban League
Washington County Dept. of Housing Services

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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.