



The Portland Metro Workforce Development Board

2021-2022 Annual Report

***Building a Stronger, More
Equitable Future***

THE PORTLAND METRO WORKFORCE DEVELOPMENT BOARD

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County
Rolanda Garcia, Dept. of Human Services
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*Our strongest asset is our network
of community partners. By working
together, our economy grows, our
pools of homegrown talent grows,
and our competitive edge grows.*

A message to the community...

After two very difficult years, the coronavirus pandemic seems to be in retreat. Life in most places is returning to something like the normal we all knew before the age of COVID. But in terms of the economy writ large – and workforce development in particular – the disruptions caused by the pandemic persist.

It's difficult to predict when we will settle into a new economic equilibrium, or what it will look like. The lingering fallout from the pandemic – labor shortages, supply chain challenges, worker dislocation, price fluctuations, and evolving worker expectations – has created a set of conditions that defy easy analysis, and which none of us has experienced in our lifetimes.

But despite these conditions – and indeed, in part because of them – for those of us in the arena of workforce development, this is a time of opportunity. The unprecedented disruption of COVID-19 has been met by unprecedented investment, both nationally and at the state and local levels. The American Rescue Plan Act, federal infrastructure legislation, the Inflation Reduction Act, and, closer to home, the Future Ready Oregon initiative – all represent an historic level of investment in the American workforce, and in the future of American workers.

The challenge and the opportunity for Worksystems in this time of unprecedented change is to work closely together with our full range of partners – public, private, and nonprofit – to connect workers to high-quality jobs, and to ensure that we have the number and quality of workers we need to take full advantage of the possibilities that these once-in-a-generation investments present. And even more importantly, we must do it in such a way as to ensure that everyone – regardless of identity, background, or life experience – shares equitably in the prosperity we build together.

If the pandemic has taught us anything, it's the extent to which we rely on the people who show up every day to provide us with food, utilities, health care, education, and everything else that makes up the essential fabric of American life. Working people know their value because of COVID-19, and we have an obligation to help them leverage that value into higher wages, better benefits, and better working conditions.

The pandemic has been difficult, and we're all glad to see it recede. But it's also provided us with a blank slate on which to write a better future for workers in our region and across the nation. We look forward to working with you to make this a reality.



Andrew McGough
Executive Director



James Paulson
Board Chair

Worksystems is a nonprofit 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.

SUCCESS STORIES

Driving Diversity

Launched in early 2022, the Driving Diversity program – a collaboration between Worksystems, the Portland Haulers Association (PHA), SE Works, and the Interstate Trucking Academy – is infusing diversity into the ranks of garbage- and recycling-truck drivers in our region. The first-of-its-kind initiative is helping women and people of color start careers as drivers serving city neighborhoods and businesses.



Over the course of 12 weeks, trainees receive intensive instruction in a range of areas, including Commercial Driver's License training. Worksystems worked with PHA, a group of local garbage and recycling haulers, and Interstate Trucking Academy to create driver curriculum, and is leading recruitment through its WorkSource Portland Metro Centers and a network of more than 20 community-based organizations with a history of workforce development with women and people of color. Each partner reflects the Driving Diversity initiatives commitment to diversity and equity in the industry – PHA includes in its ranks a number of family and women-owned businesses, and the Interstate Trucking Academy is Oregon's only African American-owned and operated truck driving academy, and is dedicated to increasing access for people of color and women to truck-driving careers.

With the worst of the coronavirus pandemic behind us, the Portland area workforce is finding a new equilibrium as teleworking employees return to the workplace in greater numbers, and as the city's historic commercial districts return to something approximating their pre-COVID conditions.

To nurture the city back to economic health, the City of Portland – in partnership with Worksystems, Prosper Portland, Kuto App, Portland State University, the Portland Business Association, and Businesses for a Better Portland, among others -- launched the Here for Portland (H4P) initiative in 2021 with funding from the American Rescue Plan Act (ARPA). With an eye toward helping to reconnect restaurants and retailers with customers returning to in-person work, the program began with a focus on the



downtown business core. It has since expanded to the Central Eastside, the Lloyd District, Foster-Powell, Cully-Concordia, and other neighborhoods. H4P focuses particularly, although not exclusively, on small businesses owned by low-income entrepreneurs and entrepreneurs of color.

Worksystems has been an integral part of this initiative in two key respects: by supporting the distribution of thousands of \$50 Kuto gift cards, which returning workers can use to dine and shop at a host of participating restaurants and retailers; and by recruiting and placing PSU and PCC students in paid jobs with participating businesses. Kuto – itself a Portland-based, BIPOC-owned company – is a smartphone app that enables customers to make electronic purchases, and businesses to receive them, without incurring fees from financial institutions. Kuto was created to help keep money within the community by reducing fees and facilitating safe, simple payments; and to partner with communities to address food insecurity, incentivize giving, and promote local spending.

To offer an extra boost for the holiday shopping season, H4P is planning its next big distribution of Kuto gift cards to coincide with the annual tree lighting ceremony in Downtown Portland on the day after Thanksgiving. This support for downtown business recovery will also include recruiting and placing 50 paid student workers at local restaurant and retailers in the downtown area.

Portland Youth Job Fair

More than 60 area employers turned out for the Portland Youth Job Fair, hosted by Worksystems at the Oregon Convention Center in the summer of 2022. They were on hand to attract prospective employees from the 18- to 24-year-old age bracket, a demographic among the hardest-hit by the economic disruptions of the coronavirus pandemic.

"Before the pandemic, Portland actually had the fourth-highest youth unemployment rate for like-sized cities, at 11 percent," said Barb Timper, Worksystems' youth services manager, "and

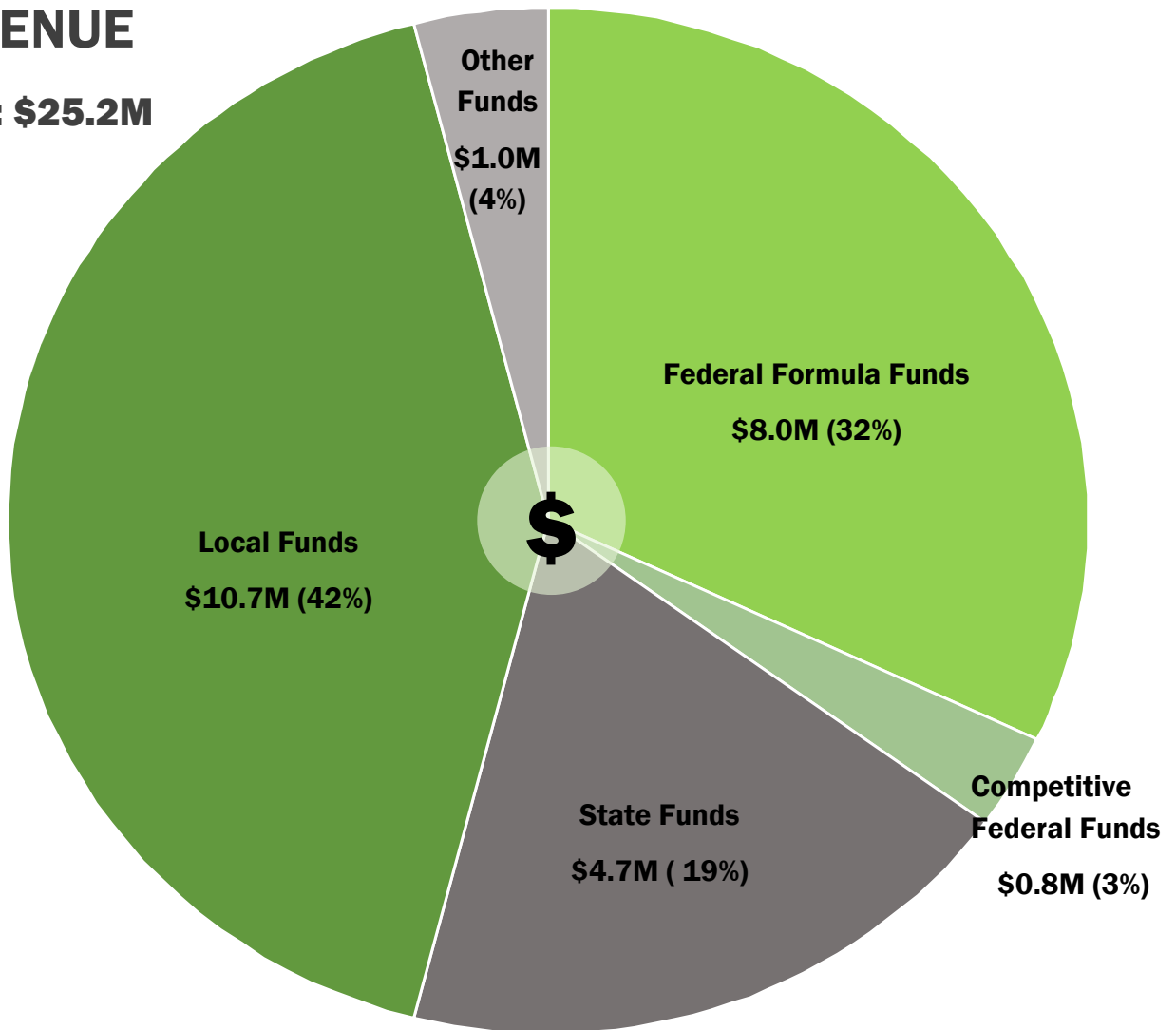
at the height of the pandemic, youth unemployment was as high as 20 percent."

The job fair was also designed to reach out to young people of color, Timper said, who have historically been overrepresented among the unemployed.

Among the employers taking part were Starbucks, Alaska Airlines, Precision Castparts, and Madden Industrial Craftsmen, to name a few, representing a broad cross-section of local industrial sectors.

REVENUE

***Total: \$25.2M**



Funders:

Advantis Credit Union
 Bank of America
 Bank of the West
 CalPortland
 CareerWorks, Inc
 Cascadia Behavioral Health
 City of Portland
 Clark University
 Community Action Organization
 Equus
 FedEx Ground
 Gresham-Barlow School District
 Growth Transitions, Inc. dba Maher & Maher
 GSI Water Solutions, Inc.
 Hartung Glass Industries
 Jobs for the Future, Inc.

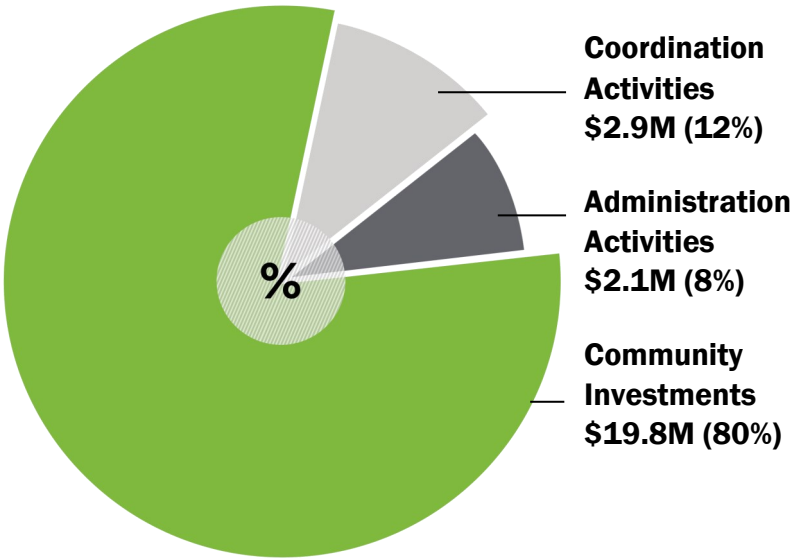
JP Morgan Chase
 Key Bank
 Madden Industrial Craftsmen
 Marquis Companies
 Multnomah County
 OBA Bank
 Oregon Community Foundation
 P.O.I.C.
 Pacific Premier
 Peregrine Sports, LLC
 Port of Portland
 Portland General Electric
 Portland Public Schools
 Prosper Portland
 Quantem Aviation
 Springdale/PIVOT Job Corps
 State of Oregon

Sumner College
 Tegna/KGW
 The Parr Company
 Timberlab
 Travel Portland
 Trimet
 U.S Department of Labor - Employment & Training Administration
 U.S. Department of Health & Human Services
 Umpqua Bank
 Unitus Community Credit Union
 US Bank
 Washington County
 Wells Fargo

EXPENSES

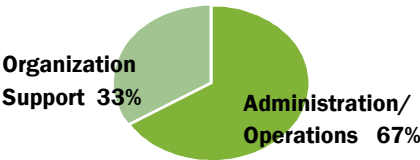
***Total: \$24.8M**

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



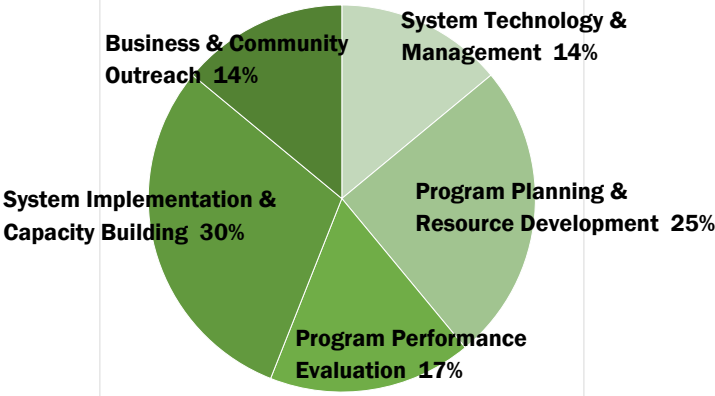
Administrative Activities - \$2.1M (8%)

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.



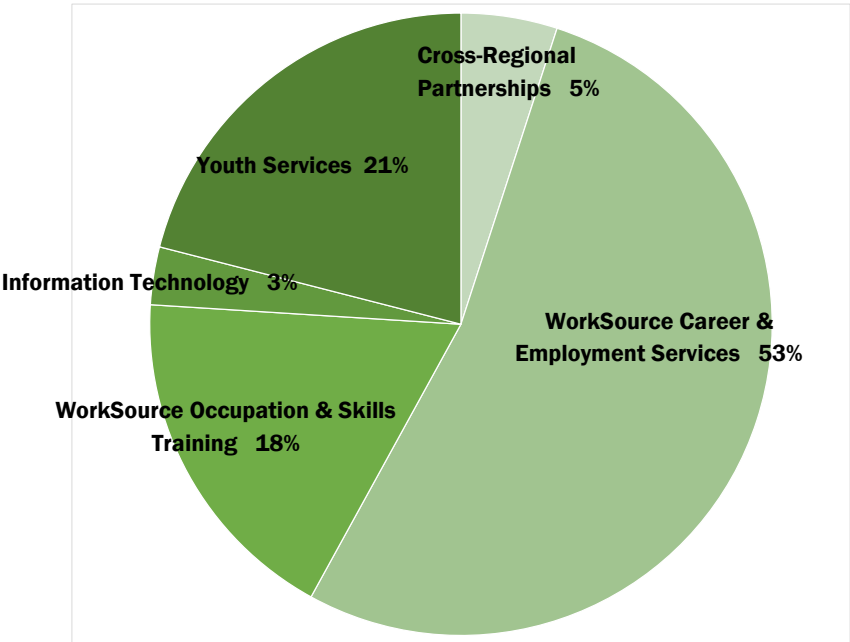
Coordination Activities - \$2.9M (12%)

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 - \$19.8M (80%)

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 2021-22 organizational investments.)



*Program Year July 1, 2021–June 30, 2022

LABOR MARKET — CURRENT CONDITIONS

The Portland-Vancouver metro area continues to have a strong economy following the COVID-19 recession. For decades, a high quality of life, combined with a robust entrepreneurial culture that promotes small-business growth, has attracted young, creative talent from across the globe. This continues to be true, despite a challenging few years.

While the area's manufacturing base emerged from the recession smaller, the sector continues to innovate across the region to remain competitive. High growth has been occurring in distinct industries, resulting in a more diversified economy; regions with diversified economies are more likely to be resilient against downturns.



Despite these strengths, numerous challenges threaten the sustainability and health of the region's workforce and economy. Job growth and labor force numbers continue to grow, yet too often employers struggle to find qualified workers. Nearly a quarter of the workforce is over the age of 55 and will retire within the next decade. A substantial portion of the older workforce can be found in key sectors such as manufacturing and health care. The

region's per capita income continues to grow faster than the nation's, yet only two of the region's top 10 most prevalent occupations (Registered Nurses and General Operations Managers) pay wages sufficient to allow a single parent with two children to support their family without requiring public assistance. Furthermore, both these occupations typically require a bachelor's degree. The remaining eight occupations pay, on average, less than \$34,500 annually.

The health care industry faces a severe shortage of its two largest occupations, nurses and home health care aides. This shortage was accelerated by the COVID-19 pandemic and the closure of several regional educational institutions.

More than 71,000 people remain unemployed in the region despite steady job growth and ever-increasing online job postings. An additional 18,200 workers in the region work full-time, year-round, but are living below the poverty level. The COVID-19 pandemic accelerated economic trends that reshaped where and how many people work. Many lower-paying customer service-oriented jobs were lost, and new growth has primarily been in areas that require higher levels of education and training. Worksystems and our sister workforce investment boards have committed to collaboration across program and jurisdictional boundaries to build employer partnerships and address the skill shortage facing the regional workforce.

The current skill shortage presents both a challenge and opportunity for regional stakeholders – a more coordinated approach will ensure the region addresses its workforce needs. Focusing on target industry sectors that not only have a strong presence, but will continue into the projected future; providing integrated services to efficiently use resources; improving connections between industry and training; and growing the budding awareness among businesses about the public workforce system will provide a path to ensuring that the region's workforce meets the needs of an ever-evolving economy.

ADULT AND COMMUNITY SERVICES — HIGHLIGHTS



Worksystems coordinates several rapid re-careering programs that were developed in partnership with employers and quickly move customers into post-training employment. In Program Year (PY) 21, many of these programs were supported by American Rescue Plan Act (ARPA) funds from the City of Portland, and in PY22 will expand into Washington County through a separate ARPA grant from the County. Programs include Driving Diversity for waste and recycling driver training, BankWork\$ training for careers in banking, CareerWork\$ Medical training for medical office careers, and CompTIA A+ Certification for entry-level IT support specialists. Each program is offered quarterly. Priority populations include participants who are homeless or housing insecure, women, and people of color.



Worksource Centers reopened for in-person services in the Summer of 2021 with rigorous COVID protocols in place for the safety of staff and customers. Center foot traffic has been slow throughout the year with the majority of customers opting to receive services virtually.



In February of 2021, Worksystems launched Metrix learning, an online learning platform, for system customers. Through Metrix, customers can access thousands of self-paced online courses and prep for certifications such as CompTIA A+, Human Resources (PHR, SPHR), and Project Management (PMP, CAPM). By the end of June, the Worksource system had over 600 registered users actively engaged in courses. Metrix learning content is also being integrated into in-person training cohorts such as the PGE Customer Service training that will launch in October 2022.

BY THE NUMBERS

- ◇ **8,609 people engaged with the public workforce system, an increase from 2,955 the previous year. This growth is an indication that more customers are looking for work and seeking services coming out of the pandemic.**
- ◇ **5,066 logins were made to MyWorkSource to access career & employment tools.**
- ◇ **988 highly barriered residents received case-management support from partner agencies to help them succeed in training programs.**
- ◇ **There were 11,943 engagements in skill-development activities.**
 - ⇒ **3,475 workshop enrollments**
 - ⇒ **7,724 personalized career counseling sessions**
 - ⇒ **192 people received a National Career Readiness Certificate**
 - ⇒ **744 occupational skills trainings**
- ◇ **4,605 people were placed in employment in the quarter after completing services**



Future Ready Oregon (FRO), a comprehensive \$200 million investment package that supports the education and training Oregonians need for family wage careers, was introduced by Gov. Kate Brown and championed by many partners before being passed by the Oregon Legislature during the 2022 Legislative Session. FRO invests in successful existing programs and in innovative equity-focused solutions to bolster recruitment, retention, and career advancement opportunities for members of historically underrepresented populations. Prosperity 10,000, one component of FRO, is administered by Local Workforce Development Boards. Worksystems received \$4.6 million from Prosperity 10,000, and has invested these resources across Adult, Youth, and Community program areas to help Oregonians reengage in the workforce and find meaningful, living-wage jobs

YOUTH SERVICES — HIGHLIGHTS

Worksystems funds a variety of youth and young adult-focused programming. The goal of this programming is to prepare youth for lifetime success in the workforce. The investments include NextGen, a comprehensive career coaching program, delivered by seven community-based organizations that targets 16- to 24-year-olds who are disengaged from both school and work; as well as those youth who have re-engaged in their secondary education but are at high risk of dropping out before graduating. Core services include Career Coaching, Leadership Development, Financial Literacy, Career Planning, Post-Secondary Preparation/Occupational Skills Training, Support Services, Follow-Up Services, Job Search Placement Assistance, and Work Experience. NextGen is co-funded in the City of Portland through Prosper Portland.

Program Year 2021 (PY 21) can be broken out into two different six-month periods. In the summer and fall of 2021, the prevalence of the Omicron variant of COVID-19 had many youths reluctant to engage with our in-person services, and most of our youth services providers were still primarily engaging in remote services. By the beginning of 2022, more youth began to return to in-person service delivery. A good indicator that youth were ready to engage is the increase in our work-experience service numbers in comparison to Learn & Earn during the last six months of PY21.

Youth Work Experience provides year-round opportunities for both NextGen participants and youth from the broader community (ages 16-24) via PDX Youth@Work and SummerWorks, with paid jobs and Learn & Earn opportunities. In PY21 more than 400 youth had a paid job, and 504 took part in Learn & Earn. Learn & Earn includes 375 youth from Gresham-Barlow School District and POIC who were in summer school recovering credits needed for high school graduation.

PY 21 Performance	Goal	Actual
Placement 2 nd Quarter after Exit	63.5%	63.5%
Placement 4 th Quarter after Exit	63%	55.2%
Measurable Skills Gains	51%	67.7%
Credential Attainment	68.4%	61.3%

The Youth Committee of the WSI Board was convened to provide leadership to the development and engagement of a strategy for the Oregon Youth Employment Program (OYEP). OYEP is a new initiative that focuses on providing paid, work-based training to youth between 16 and 24 years of age in the targeted sectors in our region. As a result of the Youth Committee's leadership, Worksystems was awarded \$1.4 million to support career coaching and paid training and internships for youth in our region.

Youth Served	
Race/Ethnicity	Percentage*
Latino a/x	25%
Alaska Native or American Indian	4%
Asian	10%
Black or African American	29%
Native Hawaiian or Pacific Islander	.5%
White	31%
More than 1 Race	10%
Not Disclosed	15%

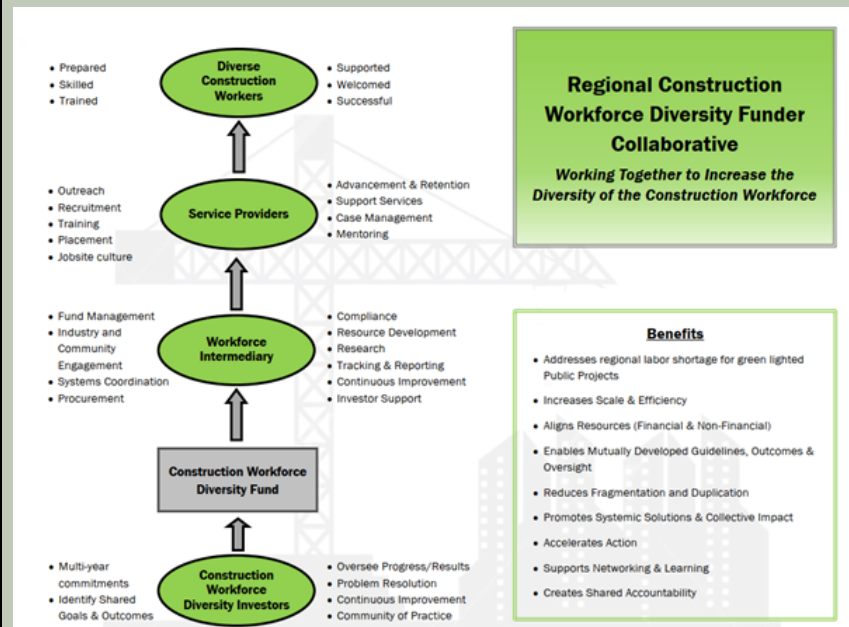


BUSINESS SERVICES — HIGHLIGHTS

The Construction Career Pathways Funder Collaborative

In support of a regional effort to diversify the construction trades, Worksystems is leading, in conjunction with Clackamas Workforce Partnership, the Construction Career Pathways Funder Collaborative. Greater Portland is growing, and the high-wage construction industry is growing with it. There is an anticipated need for 15,000 new construction jobs in the next 10 years at a time when 20 percent of the region's construction workforce is nearing retirement age.

Women and people of color face multiple barriers in accessing and sustaining construction careers. The inconsistent nature of construction work, lack of career ladders at construction firms, and insufficient funding and resources for education, job training, and support services are among the factors that limit career employment.



The Construction Careers Funder Collaborative was created to invest in activities that directly support increasing the racial and gender diversity of the regional construction trades workforce. “Local public agencies who have committed to [Metro’s Construction Career Pathways Framework](#) are the major investors in this effort.” Each funder commits to a minimum amount of multi-year annual contributions; participates in ongoing planning, development, and outcomes review; and participates in the investment decisions of the collaborative. The Funder Collaborative serves as a community of practice, where the funders learn from each other to help inform the regional efforts.



In Program Year 21, Worksystems worked with our local culturally specific pre-apprenticeship partners to apply for federal funding to support the development and expansion of pre-apprenticeship training services in Washington County. Through support from U.S Rep. Suzanne Bonamici, Worksystems was awarded \$1 million to do this work.

This grant will support critical community benefits, including:

- An increased labor pool that is sorely needed to truly address the future building schedule in the region
- An assurance that a sufficient supply of labor will stabilize labor costs and project schedules
- An expansion of the community network into Washington County to more deeply serve the region
- A clear mechanism to connect women and people of color to training and support services that result in placements into family supporting construction careers.



In Program Year 21, Worksystems supported local small business recovery through a campaign of intentional shopping and dining to support Portland’s local retail and restaurant businesses and neighborhood business districts, including a public awareness campaign developed in collaboration with the Portland Action Tables and branded under Here for Portland. The program is implemented in coordination with Prosper Portland’s IBRN network which serves over 70 percent entrepreneurs of color. The program supports businesses with subsidized workers as well as issuing Kuto App credits to neighborhood residents, redeemable at impacted restaurant and retail businesses, to boost business patronage and introduce new customers. The program supported over 100 businesses during the year and aims to support another 300 in Program Year 22.

Read more about Here for Portland on Page 11.



In Program Year 21, Worksystems supported the development of the Quick Start to Semiconductor training through a Strategic Innovation grant from the State of Oregon. Project partners from Worksource, Portland Community College, the City of Hillsboro, and Intel have created this training to move women and people of color into family sustaining semiconductor jobs. The program aligns with recommendations from the Oregon Semiconductor Competitive-ness Task Force to strengthen the talent pipeline and capitalize on investments made through the CHIPS Act and will launch in October 2022.







QUALITY JOBS FRAMEWORK

In June 2021, the Columbia Willamette Workforce Collaborative (CWWC) — comprising of Worksystems and our sister Workforce Development Boards in Clackamas and Clark Counties — began work on development of a Quality Jobs Framework for the Portland Metro and Southwest Washington region. The Framework is a part of the Quality Jobs Initiative, a cross-sectoral effort that seeks a regional approach to (1) defining quality jobs, (2) provide guidance on standards employers can be encouraged or incentivized to adopt; (3) identify resources to help employers implement in accordance with their workplace needs; and (4) develop a roadmap of actions and implementation steps.

The Framework was informed by the Quality Jobs Council, comprised of 19 cross-sectoral participants representing businesses, workers, labor, service providers, and government agencies located in the Portland Vancouver Metropolitan area to develop and adopt a regional approach to creating quality jobs. The CWWC held six monthly Council meetings between August 2021 and January 2022. The Framework was developed in close collaboration with the Council and informed by: (1) a multipronged research approach which included a review of existing regional case studies, (2) a nationwide scan of best practices, and (3) a series of interviews with relevant organizations and leaders throughout the region to identify core components of a quality job.

The Framework defines a set of quality job standards for the region. It provides actionable, detailed strategies that businesses, workforce boards, and other organizations can adopt to advance quality jobs. The Framework references practical resources that can help each employer implement the quality job standards according to their unique workplace. Where possible, the strategies include quantitative or qualitative metrics that can be used to track the performance or production of a given strategy.

Under the framework, a quality job includes the following characteristics:

	Self-Sufficiency Wages	A quality job provides sufficient income to afford a decent standard of living. For example, jobs that offer pay consistent with established published self-sufficiency standards that consider family composition and cost of living.
	Safe Working Conditions/Worker Engagement	A quality job offers employees dignity and respect and welcomes engagement in workplace operations. For example, jobs that are subject to anti-discrimination and anti-discrimination policies and provide reasonable accommodation to employees with disabilities.
	Predictable Hours	A quality job offers employees predictability on the number of hours they are offered per week to minimize hardship on employees and their families.
	Comprehensive Benefits	A quality job provides basic benefits that increase economic security, improve health and overall well-being. Quality jobs include healthcare, childcare, transportation, wellness programs, and access to retirement savings programs, among other supports.
	Accessible Hiring and Onboarding Practices	A quality job offers transparent and accessible hiring and onboarding practices to ensure that employer and employee are set for success.
	Training and Advancement Opportunities	A quality job provides opportunities to build skills and access new roles and responsibilities in a workplace. For example, quality jobs offer internal pathways to support career progression, professional development, and incumbent worker training opportunities.

In Spring of 2022, the Quality Jobs Framework was presented to each of the three Workforce Boards and formally adopted via a Board Resolution, further solidifying our commitment to improving job quality in the region through Board driven programs and partnerships.

Since the release of the Framework, Worksystems and the CWWC have started work on integrating strategies outlined in the Framework into our job seeker programs and business engagement activities. To learn more, visit <https://www.worksystems.org/Quality-Jobs>

LOOKING FORWARD

Our historically low unemployment rate, presently at 3.7 percent, is resulting shortages of people entering our programs for job placement as well as programs providing occupational training for employment. This is causing unprecedented challenges and opportunities. One such challenge is that workforce development services are needed more than ever by employers and being sought less than ever by job seekers. To address this, we'll need to develop new, robust strategies to outreach and recruit job seekers into our programs. Still, we may see lower program enrollment levels that are reflective of the overall environment of job seeker and workforce shortages. An opportunity is that workforce shortages are causing employers to open doors to populations that have historically faced barriers to employment such as people with disabilities and people with prior justice system involvement. Wages are also high due to the workforce shortages. These challenges and opportunities will make our work harder than ever and at the same time more impactful than ever.

Major public investments are coming online that will drive investment in childcare, clean energy, housing services, and other areas that will increase the relevance of industries beyond our traditional four target sectors. This year we will be launching programs to supply these publicly-driven workforce needs in the areas of childcare and preschool workers, shelter workers, and clean energy careers. These jobs will lead the way for living wage employment in entry level work because the public initiatives driving this workforce demand, including Preschool for All, Portland Clean Energy Fund, and the Metro Housing Services Bond have established expectations and standards for living wages for workers employed through those sources.

There will be increasing unpredictability about labor market conditions as we emerge from the pandemic. For example, the Fed's actions to reduce inflation may also have the effect of increasing unemployment despite current trends in the opposite direction. This environment of unpredictability and rapid change will pose challenges for policymakers in prioritizing the use of public resources as well as for program planning and implementation, especially given the annual or multi-year nature of most grants and programs.

The business sector workforce recovery is lessened, whose impact is most impacted sector with challenging so-protected our community in the red for reduced consumption. Yet they're the heart of our neighborhood business districts, the vibrancy of our cities, and the attractiveness of our region. For the benefit of all regional business, we'll need to support the recovery of our region's small restaurants and retailers even though this is not a target sector or area of historical focus for us.

“Workforce shortages are causing employers to open doors to populations that have historically faced barriers to employment”

most in need of support for work-small retail and restaurant businesses were three times the next year. These businesses cooperated with distancing requirements that community during the pandemic, for multiple years, and are now facing demand and shortages of



Worksystems invested in the following organizations during 2021–2022

Beaverton School District #48

Central City Concern

Centro Cultural de Washington County

Community Action Organization

The Contingent

Hillsboro School District 1J

Home Forward

Our Just Future (fka Human Solutions)

Impact NW

Interstate Trucking Academy, Inc.

IRCO

ITBOM, LLC

Labor's Community Service Agency, Inc.

Latino Network

Mt. Hood Community College

NECA-IBEW Electrical Training Center

New Avenues for Youth, Inc.

New Narrative

Oregon Human Development Corporation

Oregon Tradeswomen, Inc.

P.O.I.C.

Portland Community College

Portland Youth Builders

SE Works

Urban League of Portland

Washington County Department of Housing Services

Thanks to all of our great partners!

Worksystems

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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.