Because Work Matters

2017–2018 Annual Report

Supporting the Economy Through

Skills and Work



The Portland Metro Workforce Development Board

THE PORTLAND METRO WORKFORCE DEVELOPMENT BOARD

Local Elected Officials

Roy Rogers, Washington County Commissioner Loretta Smith, Multnomah County Commissioner Ted Wheeler, City of Portland, Mayor

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Economic Development

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Supporting the Economy Through Skills & Work

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,





Andrew McGough Executive Director





James Paulson Board Chair

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.

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



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.



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, highdemand Healthcare careers. 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.



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.



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.



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.



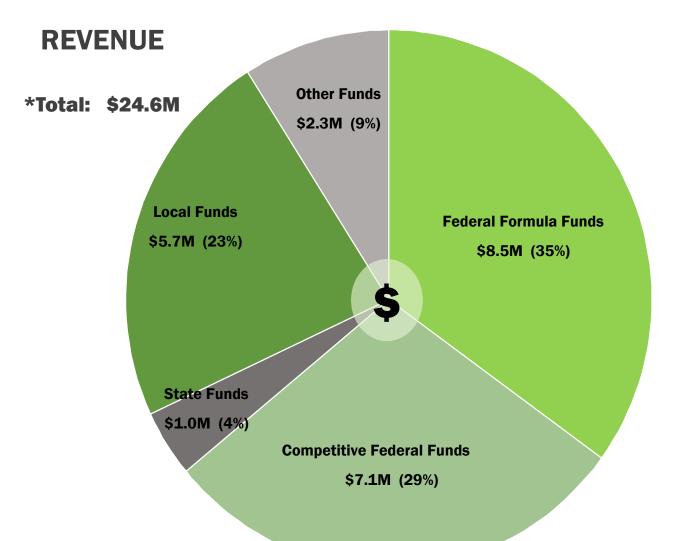
Launched Connect2Careers (C2C), an online jobs portal connecting young people with employment opportunities in the region. Youth receive job preparation support and peer mentoring. Since April, 130 hires have been made.



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 twoyear period. 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.



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.



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 Tripwire U.S. Bank U.S. Dept. of Health & Human Services U.S. Dept. of Labor–Employment & **Training Administration** Umpgua Bank **Unitus Credit Union** Urban League of Portland Vigor Industrial Washington County Washington Federal Foundation Willamette Workforce Partnership

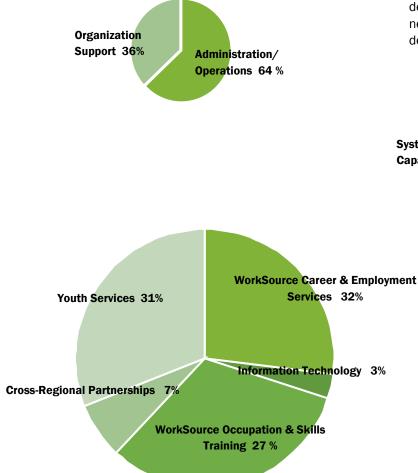
EXPENSES

*Total: \$24.6M

Worksystems groups its investments into three categories: Administration, Coordination and Community Coordination Activities \$2.4M (10%) Administration Activities \$1.7M (7%) Community Investments \$20.5M (83%)

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.



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.)

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.

*Source US Census

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

| Race/Ethnicity | Population Age 18-64* | Adults Served | Adults Receiving Services |
|----------------------------|--------------------------|------------------|---------------------------------|
| | | | |
| African American | 4% | 9% | 10% |
| American Indian or Alaskan | <1% | 1% | 1% |
| Asian | 9% | 6% | 6% |
| Hawaiian Pacific Islander | <1% | 1% | 1% |
| Two or more races | 4% | 5% | 5% |
| Some other race | 4% | - | - |
| White | 78% | 66% | 65% |
| Not Disclosed | | 13% | 12% |
| Hispanic or Latino | 13% | 12% | 12% |
| Not Disclosed | | 3% | 5% |
| | | | |
| Female | 50% | 47% | 50% |
| Male | 50% | 53% | 50% |

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.









YOUTH INVESTMENTS JULY 1, 2017–JUNE 30, 2018

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.

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







| Race/Ethnicity | Population Age 16-24* | Youth Served (NextGen) | Youth Served (Summer Works) |
|----------------------------|-----------------------------|------------------------------|--------------------------------------|
| | | | |
| African American | 5% | 17% | 28% |
| Asian | 9% | 9% | 14% |
| Hawaiian Pacific Islander | 2% | 1% | 1% |
| American Indian or Alaskan | 1% | 5% | 2% |
| 2 or More Races | 9% | 11% | 9% |
| Some other race | 6% | | |
| White | 68% | 39% | 29% |
| Not Disclosed | | 18% | 17% |
| Hispanic or Latino | 20% | 28% | 25% |
| Not Disclosed | | 13% | 8% |
| Female | 48% | 53% | 58% |
| Male | 52% | 47% | 42% |
| Not Disclosed | | | <1% |

*Source US Census

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)



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.

- **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

Worksystems 1618 SW First Avenue, Suite 450

Portland OR 97201 503.478.7300

www.worksystems.org

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.