

### The 2024-2028 Worksystems Strategic Plan

comes at a time of great transition, not just for us as an agency, but for our society writ large. A number of simultaneous, overlapping factors make the present moment perhaps the most unpredictable in living memory. Navigating our changing economic and social landscape, as we move toward an eventual new equilibrium, will bring our foremost challenges – and greatest opportunities -- in the coming years.

The COVID-19 pandemic was a once-in-a-generation disruptive event, which not only upended the global economy and social norms, but ushered in changes in traditional workplace dynamics and modes of work with which we are still struggling to adjust. The pandemic exacerbated an already-existing labor market shortage, which presents both a set of tremendous opportunities for working people – as jobs are plentiful and wages are on the rise – and challenges for employers and the workforce development system to match available positions with skilled workers. At the same time, our region is undergoing a dramatic realignment of population, as demonstrated by the fact that Multnomah County’s population declined in 2023 for the first time in more than three decades.

Intersecting with these conditions are a number of unprecedented investments, at the local, state, and federal levels, in pandemic recovery, infrastructure development, clean energy, and semiconductor

manufacturing. The Portland Metro area is uniquely positioned to leverage these investments to solidify its leadership position in several sectors of industry, most notably advanced manufacturing and clean energy.

The pandemic also laid bare the systemic inequities in American life which, despite our efforts to remedy them, remain a painful mark on our national legacy. At Worksystems, this has led to a renewed focus on and dedication to the values of Justice, Equity, Diversity, and Inclusion (JEDI), which has been marked by the hiring of our first JEDI & Human Resources Manager and the publication of our first JEDI Strategic Plan. We have come to understand that our JEDI work and our mission as a workforce development board are inextricably bound up with one another. Simply put, workforce development is, at its core, an equity project. As is made clear in this report, JEDI values will guide us in our ongoing efforts to become a more equitable agency and to create equitable outcomes for the communities we serve.

To achieve the goals outlined this plan, we as an agency are working together, horizontally, across our traditional departments and roles to ensure our collective success. The 2024-2028 Strategic Plan represents our commitment to make the most of the current moment, and to ensure that our “new normal” – when it arrives – leaves no one behind and fosters broad, equitable prosperity for everyone who calls our region home.



# The Portland Metro Workforce Development Board

**Strategic Workforce Plan 2024-2028**



# Strategic Plan 2024-2028

GOAL 1	GOAL 2	GOAL 3	GOAL 4
<p>The regional public workforce system is coordinated to provide integrated services, accessible training funds and resources, and pursues continuous improvement to provide maximum value for employers, job seekers, workers, post-secondary education providers, and community-based partners.</p>	<p>All job seekers, with a focus on those who do not have equitable access to the economy, are connected to the training and support necessary to enter quality jobs.</p>	<p>All youth, with a focus on those who have not had equitable access to opportunities, gain the skills and experience to succeed in the workforce.</p>	<p>Employers can recruit and retain the talent they need to fill quality jobs through the public workforce system.</p>
2024 PRIORITIES	2024 PRIORITIES	2024 PRIORITIES	2024 PRIORITIES
<ul style="list-style-type: none"> <li>Providers and customers are aware of and connected to trainings focused on careers in targeted industry sectors</li> <li>Revised WorkSource Oregon (WSO) Standards are implemented across the WorkSource Portland Metro System (WSPM)</li> <li>Rapid Response processes are revamped, and goals and metrics are established for all layoff related services</li> <li>The WorkSource Portland Metro Website is updated to reflect clear and consistent messaging and support access to available programs and services</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen community connections to WorkSource Portland Metro</li> <li>Improve visibility and connections to existing community resources that address barriers and increase success for people in poverty.</li> <li>Coordinate a learning community for Career Coaches with peer learning and professional development opportunities.</li> <li>Improve customer experience by implementing trauma-informed data collection practices and strengthening coaching practices.</li> <li>Deepen partnerships with providers by aligning and streamlining our processes, improving external communication, and incorporating partner feedback into continuous improvement efforts.</li> </ul>	<ul style="list-style-type: none"> <li>Foster a peer-learning community to strengthen service delivery.</li> <li>Center youth and partner voices to improve process, communication, and inform program design.</li> <li>Assess the 2020 changes made to the SummerWorks/Year-round Work Experience program design, identify successes, challenges and changes needed to stabilize program offerings.</li> <li>Stabilize and diversify funding portfolio for Worksystems youth focused resources.</li> </ul>	<ul style="list-style-type: none"> <li>Engage and mobilize employers to increase equitable access to Quality Job pathways in target sectors including expanding talent pipelines and accessible training strategies.</li> <li>Expand and align business services and workforce investments to address industry needs and expand equitable access to Quality jobs in our target sectors.</li> <li>Educate and raise awareness in our provider network about our target sectors and Quality Jobs Framework to align services, programs, and investments with clear pathways to Quality Jobs in target sectors.</li> </ul>
SUCCESS & PROGRESS INDICATORS	SUCCESS & PROGRESS INDICATORS	SUCCESS & PROGRESS INDICATORS	SUCCESS & PROGRESS INDICATORS
<ul style="list-style-type: none"> <li>A target occupation and training list for occupations in priority industry sectors is available by September 2024</li> <li>70% of training completers enter jobs in targeted industry sectors</li> <li>All system staff and partners are engaged and trained on revised WSO standards by October 31, 2024.</li> <li>Revised WSO standards and Plan Goals are aligned and implemented across the system by June 30, 2025</li> <li>Monthly meetings are held to assess services, gather feedback and support continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>25% set-aside training scholarship funds and services such as work experience and cohort trainings go to Aligned Partner Network customers.</li> <li>Host two all partner convenings and one conference centered on career coaching. Capture 80% Career Coaches satisfaction as measured via event specific professional development feedback surveys.</li> <li>Build and launch Resource Hub and Referral Directory to better leverage existing community resources. Track and report Resource Hub utilization.</li> <li>100% of EOP Career Coaches receive training on Quality Job characteristics.</li> <li>In collaboration with I-Trac/MIS, review and streamline program data collection to be more trauma-informed and improve customer experience.</li> <li>80% Career Coaches satisfaction regarding access to WorkSource services, service provider training, and technical assistance as measured via Aligned Partner Network Annual Survey.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and include youth centered breakout sessions at professional development career coaching conference. Capture 80% Youth Career Coaches satisfaction as measured via event specific professional development feedback surveys.</li> <li>Deliver a minimum of four supervisor training sessions each quarter.</li> <li>Launch Youth Services website by mid-October.</li> <li>Complete SummerWorks/Year-round work experience review and present findings and recommendations to board, funding partners and community partners by 6/30/2025.</li> <li>Research and apply for a minimum of 2 new grant sources to support and diversify funding portfolio for youth services in PY24</li> </ul>	<ul style="list-style-type: none"> <li>Sector workforce plans are up to date, with competitive funding secured and deployed to increase the levels of service identified by industry for employers and job seekers in our target sectors.</li> <li>80% or more of employers on industry panels indicate customer satisfaction with our sector services and 20% successfully hire customers from our programs into Quality Jobs.</li> <li>Every target sector will have one or more business champions, whom we have supplied with skilled worker(s) and can speak from direct experience with us, in championing our sector work with other employers and stakeholders.</li> <li>100% of target sectors have at least three fully mapped career pathways in priority occupations.</li> </ul>