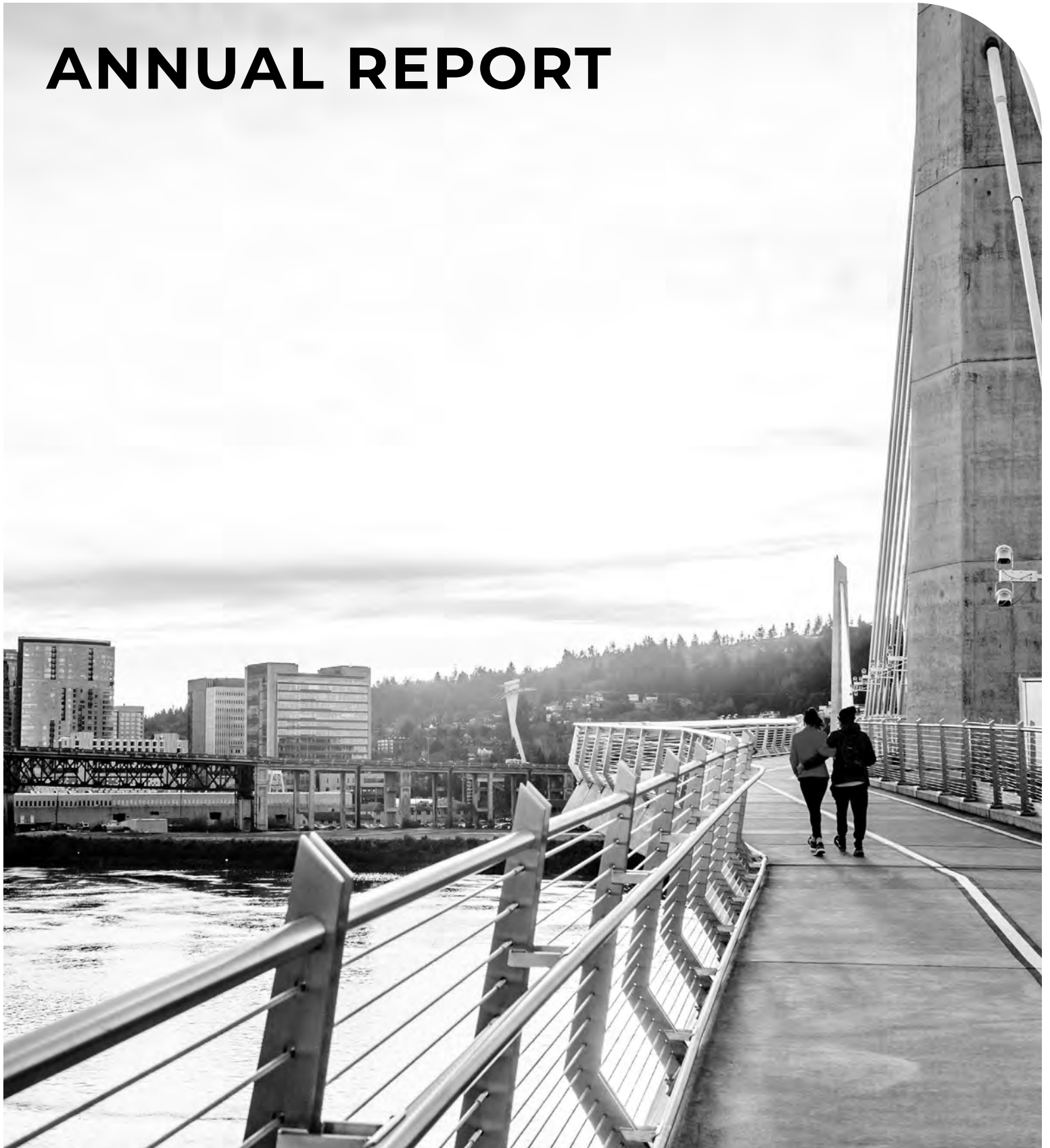


ANNUAL REPORT



PROGRAM YEAR 2024
JULY 1, 2024—JUNE 30, 2025

work.
systems

PROGRAM YEAR 2024 (PY24)

BOARD OF DIRECTORS

Executive Committee

Officers

James Paulson, Chair – JMPDX

Travis Stovall, Vice Chair – eRep

Elected Officials | Governing Board

Carmen Rubio – City of Portland Commissioner

Lori Stegman – Multnomah County Commissioner

Roy Rogers – Washington County Commissioner

Private Sector Members

Caryn Lilley – KGW

David Fortney – PGE

Josh Hall – Oregon AFL-CIO

Paul Brown – Cinder

Board Members

Anneleah Jaxon – Tualatin Chamber of Commerce

Biljana Jesic – Home Forward

Bob Gravely – PacifiCorp

Dave Nielsen – Home Builders Association

Deanna Palm – Washington County Chamber of Commerce

Elizabeth Mazzara Myers – Westside Economic Alliance

Hayley Watson – Oregon State Building and Construction Trades Council

James Posey – JLP Business Group

Joe McFerrin II – POIC

Kate Baker – AFSCME Council 75

Keith Mays – Electronic Wood Systems

Lisa Skari – Mt Hood Community College

Lynn Peterson – Metro

Maurice Rahming – O'Neill Construction Group

Molly Rogers – Housing Authority of Washington County

Nina Carlson – NW Natural Gas

Pam Hester – Portland Community College

Rolanda Garcia – Dept of Human Services

Sarah Sadruddin – Vocational Rehab

Shea Flaherty Betin – Prosper Portland

Stephanie Svendsen – Oregon Employment Department

Tom Pillar – Springdale Job Corps

A MESSAGE FROM WORKSYSTEMS' BOARD CHAIR & EXECUTIVE DIRECTOR



James Paulson
*Chair, Worksystems
Board of Directors*



Andrew McGough
*Executive Director,
Worksystems*

The release of Worksystems' PY24 annual report comes at a time of extraordinary transition. The pandemic reshaped our economy, disrupted workplace norms, and intensified workforce shortages. At the same time, our region is experiencing demographic shifts and navigating a new era of public investments. These forces bring both challenges and opportunities.

Despite these complex conditions, we are proud to report that Worksystems and our partners achieved a great deal over the past year. Together, we served tens of thousands of job seekers, connected people to training and support, and helped employers access the talent they need to thrive. Our investments in innovation and collaboration have strengthened our ability to respond effectively and efficiently.

Most importantly, we remain committed to serving those who need our help the most. We know that real change happens when trusted community organizations deliver support in ways that meet people where they are. That's why our network of partners is central to our work—they break down barriers, open doors, and make opportunity possible for individuals and families who have often been excluded from economic success.

Looking ahead, we are confident that our four strategic goals—Building a Better System, Creating Opportunity, Supporting Youth, and Strengthening Regional Industry—will guide us through this period of transition and position our region for long-term prosperity. With collaboration, focus, and an unwavering commitment to our communities, we will continue to create pathways to quality jobs while ensuring employers have the skilled workforce they need.

Thank you to our Board, staff, and partners for your dedication and resilience. The progress we've made during such challenging times gives us great optimism for the future.

James Paulson
Chair, Worksystems Board of Directors

A handwritten signature in black ink, appearing to read 'J. Paulson', written over a light gray background.

Andrew McGough
Executive Director, Worksystems

A handwritten signature in black ink, appearing to read 'Andrew McGough', written over a light gray background.

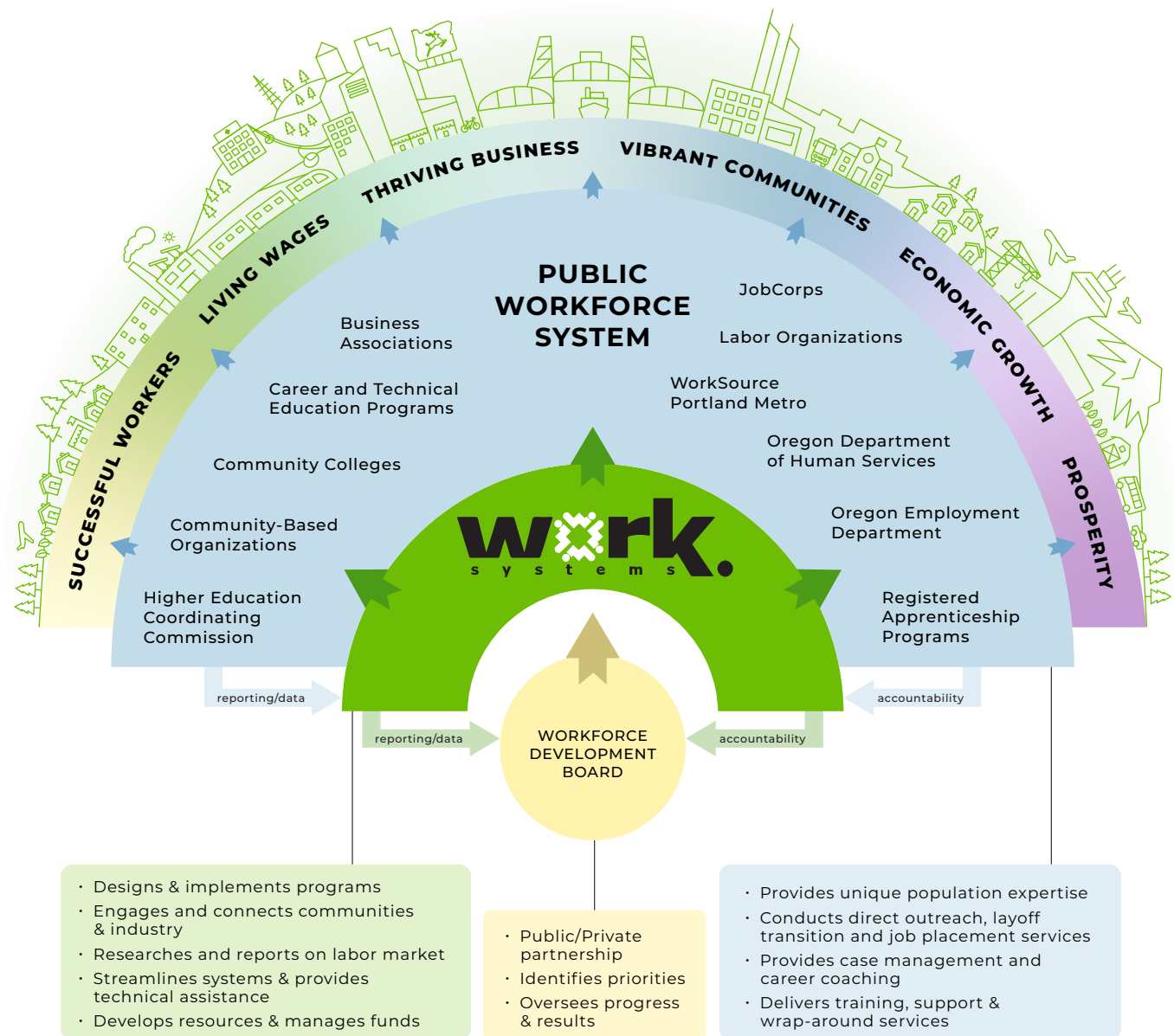
TABLE OF CONTENTS

THE REGIONAL WORKFORCE SYSTEM	3
BY THE NUMBERS	4
FINANCIAL OVERVIEW	8
ADMINISTRATIVE ACTIVITIES	9
COORDINATION ACTIVITIES	10
COMMUNITY INVESTMENTS	11
STRATEGIC PLAN GOAL 1: BUILDING A BETTER SYSTEM	12
STRATEGIC PLAN GOAL 2: CREATING OPPORTUNITY	13
STRATEGIC PLAN GOAL 3: SUPPORTING YOUTH	14
STRATEGIC PLAN GOAL 4: STRENGTHENING REGIONAL INDUSTRY	16
COORDINATION IS KEY: LA'S CAREER JOURNEY	18

THE REGIONAL WORKFORCE SYSTEM

Worksystems coordinates the workforce system across the City of Portland, Multnomah and Washington Counties.

We connect public and private funders and program partners to create better outcomes for employers, job seekers, and communities. Our programs help our region's economy thrive by fostering individual prosperity and strengthening business competitiveness.



BY THE NUMBERS

From July 1, 2024 through June 30, 2025 (PY24), the public workforce system served 63,544 people through WorkSource Portland Metro (WSPM). WSPM is the region's foundation and primary gateway for public workforce development services. Funded through Workforce Innovation and Opportunity Act (WIOA) investments and bolstered by a variety of other public funding sources, WSPM offers services at no cost, with the goal of assisting customers with finding meaningful employment.



WSPM FOUNDATIONAL SERVICES

- Layoff Transition Assistance
- Job Search Assistance
- Job Coaching
- Resume Review
- Interview Practice
- Job Referrals
- Resource Referrals
- Basic Skill Development and Training

63,544
PEOPLE SERVED



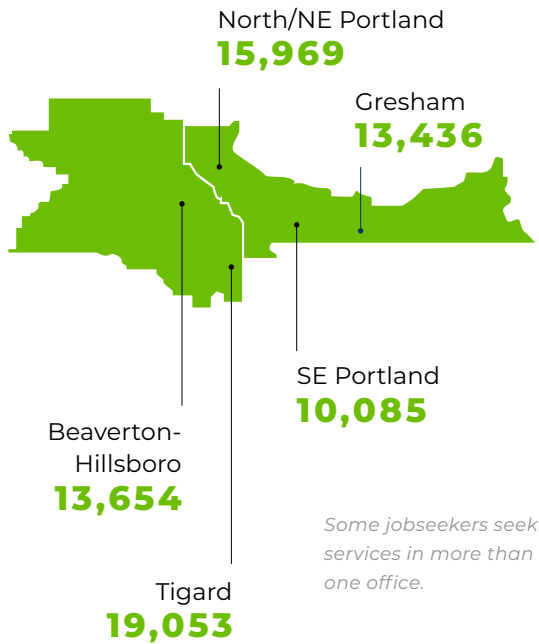
15%
were low income and
needed support to enter
living-wage jobs

13%
experienced additional
socio-economic
barriers such as limited
English proficiency,
being a single parent,
homelessness, or prior
justice involvement

7%
reported having
a disability

41%
were placed in a job
with an average hourly
wage of more than \$31

PEOPLE SERVED ACROSS MULTNOMAH & WASHINGTON COUNTIES



*Some jobseekers seek
services in more than
one office.*

Data provided by Oregon Employment Department



Learn more about the people served by WSPM on our website!
<https://worksystems.org/public-workforce-demographics/>



Worksystems plays an important role in the WSPM system by coordinating services, investing funds, and designing programs to help job seekers acquire the skills they need to support themselves and to meet the staffing needs of regional businesses. We work closely with partners connected to WSPM, including community-based organizations located at each center, to provide streamlined services through a collaborative, systems approach.

The majority of Worksystems-funded programs provide deeper support to those in our community that need it most. Many of these jobseekers are referred to these programs from WSPM.

WORKSYSTEMS SERVICES

Career Coaching
Career Mapping
Paid Work Experiences
Scholarships
Specialized Skills
Development & Training
Support Services (i.e.
childcare, rent assistance,
transportation and work-
related equipment)

In PY24, Worksystems-funded programs delivered:

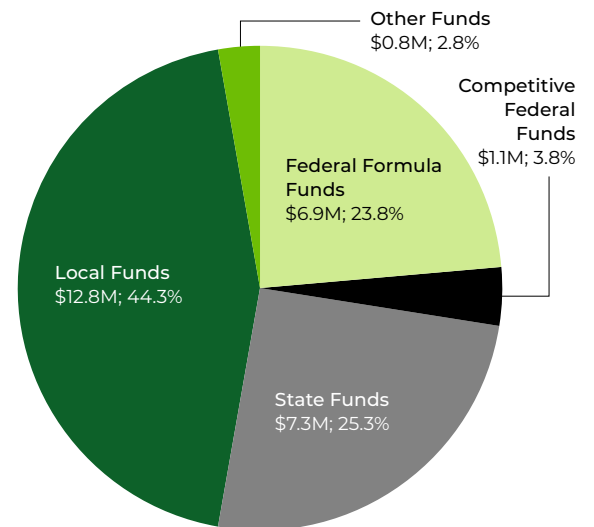
32,867 for **5,279**
SERVICES **PEOPLE**



FINANCIAL OVERVIEW

To support our goals and objectives, resources are organized into three buckets: **ADMINISTRATIVE**, **COORDINATION**, and **COMMUNITY**. Administrative and Coordination activities are carried out by Worksystems staff and Community services are delivered by a network of funded and aligned community partners. Our goal is to invest 80% of our resources in Community services. In PY24, 78.3% of our spending went to Community services.

PY24 Budget: **\$28.9 million**



Worksystems PY24 Revenue
Total: **\$28.9 million**



View more details at:

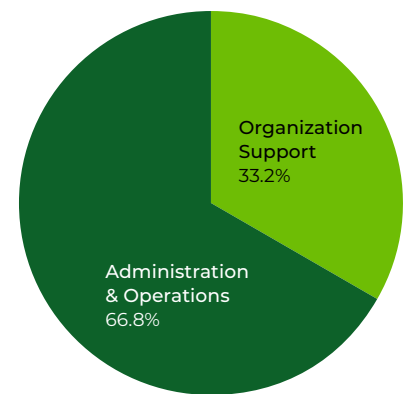
<https://worksystems.org/fiscal-and-compliance/>





ADMINISTRATIVE ACTIVITIES

Administrative activities include finance and procurement, contracting, compliance and monitoring, communications, human resources, WIOA admin, and Board support.

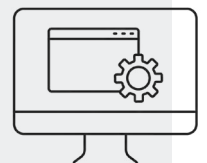


\$2.6 million
(8.3% of the PY24 budget)

Worksystems' New Website

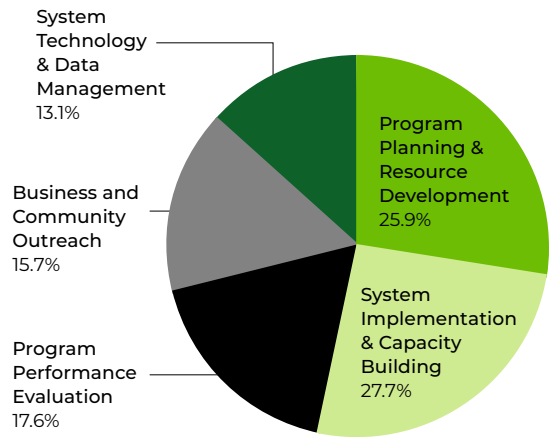
One of the key milestones this program year was the launch of Worksystems' new website at worksystems.org.

From labor market data to program results, the new site provides insights on the state of the workforce and showcases the impact of our work.



COORDINATION ACTIVITIES

Coordination activities include research and evaluation, resource development, business and community outreach, and technology and data management.



\$4.2 million
(13.4% of the PY24 budget)

RESEARCH AND EVALUATION

To guide our work, Worksystems conducts in-house research and analysis on regional labor market data, economic conditions, demographic trends, quality-of-life indicators, and more. This informs our training investments, identifies growing and emerging industries, defines Quality Jobs, and aligns workforce supply with industry demand.

This approach ensures our funds are invested for maximum impact, advancing community prosperity and allowing us to adapt to the changing needs of industry. Over the last program year, we:

- Published a report detailing Opportunity Youth in the Portland-Vancouver-Metro Area
- Led a coordinated, region-wide effort to define the Clean Energy Sector adopted by multiple stakeholders
- Published reports detailing the economic and labor market conditions in two target sectors: Clean Energy and Construction
- Commissioned the Oregon Self-Sufficiency report in collaboration with the University of Washington
- Created a new Portland Metro economic indicator dashboard to highlight key indicators in our region
- Produced a quarterly report tracking how participants move through the training pipeline

RESOURCE DEVELOPMENT

In addition to managing federal WIOA funds, Worksystems seeks out additional grants to expand best practices, address community needs, and support training in key industries.

In PY24, Worksystems secured the following grants:

- **\$1.2M** Federal Transit Administration Low-No (via TriMet)
- **\$750K** Oregon Higher Education Coordinating Commission (HECC) Behavioral Health
- **\$840K** HECC Oregon Youth Employment Program
- **\$10,000** National Association of Mayors (via City of Beaverton)
- **\$90,000** City of Portland, Day Shelter Worker Internships
- **\$1.2M** Mass Timber
- **\$1M** Workforce Ready Oregon Manufacturing Grant
- **\$380K** HECC Maritime Grant

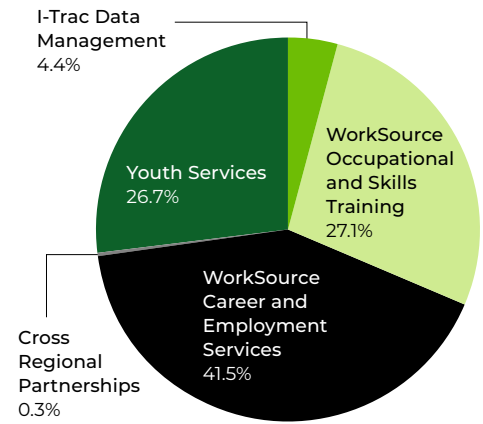


View our reports and dashboards at:
<https://worksystems.org/the-regional-labor-market/>

COMMUNITY INVESTMENTS

Most of our resources are dedicated to community services, delivered by a network of funded and aligned community partners.

Together with business and community outreach activities, this work is centered around our **2024–2028 strategic plan goals—BUILDING A BETTER SYSTEM, CREATING OPPORTUNITY, SUPPORTING YOUTH, and STRENGTHENING REGIONAL INDUSTRY.** These strategies work together to ensure people have the skills and support to succeed in the labor market and employers have qualified talent to grow and thrive. Together with our partners, we are building a coordinated, equitable system that connects job seekers to training, support, and quality jobs while meeting the workforce needs of regional employers.



\$24.6 million
(78.3% of the PY24 budget)



I-TRAC

Data is essential for identifying populations served and evaluating program performance. Funders and stakeholders require a comprehensive understanding of how resources are allocated to ensure inclusive and effective service delivery strategies.

Worksystems develops and manages a proprietary database web application, I-Trac, licensed by all nine of Oregon's local workforce boards and other direct grant recipients.

In PY24, our I-Trac team:

- Supported **16** licensees with **720** unique users
- Tracked **87** active grants
- Tracked approximately **427,000** participant records



Learn more about I-Trac at:
<https://worksystems.org/information-systems-and-data/>

2024-2028 STRATEGIC PLAN GOAL 1:

BUILDING A BETTER SYSTEM

GOAL

Worksystems is working to ensure the public workforce system in the Portland Metro region is coordinated, equitable, and delivering real results—for job seekers, businesses, and community partners.

PY24 PROGRESS TOWARD STRATEGIC GOAL:

- Streamlined enrollment processes, reducing enrollment time by 50%, and improved customer access through a new WorkSource Portland Metro (WSPM) website.
- Partnered with Goodwill to provide basic computer skills workshops at all centers.
- Conducted site visits at every center to improve service flow and launched a real-time staff feedback loop for continuous improvement.
- Supported over 50 businesses with layoff transition services and implemented a regional safety policy for staff and partners.



SUCCESS STORY

DRIVING TOWARD THE FUTURE

Travis first became unemployed during the COVID-19 construction slowdown. Through WSPM, he received career guidance, work-readiness training, and job placement services. After discovering that commercial driving

might be a good career fit, he applied for and received a scholarship for his CDL certification. He now has a full-time job as commercial driver with plans to advance his career.



2024–2028 STRATEGIC PLAN GOAL 2:

CREATING OPPORTUNITY

GOAL

Worksystems is working to ensure that all job seekers—especially those historically excluded from economic opportunity—have access to the training and support they need to secure quality, family-sustaining jobs.



PY24 PROGRESS TOWARD STRATEGIC GOAL:

- Directed 25% of training funds to Aligned Partner Network (APN) customers, prioritizing those facing the greatest barriers; more than 70% of training completers secured quality jobs.
- Launched the APN Resource Hub, making housing, childcare, transportation, and other critical supports easier for Career Coaches and participants to access.
- Achieved 85% Career Coach satisfaction with professional development opportunities, and strengthened collaboration through five APN Open Houses at each WSPM Center.

ALIGNED PARTNER NETWORK

Supported **35+** partners and **100+** coaches in PY24

The Aligned Partner Network (APN) consists of community-based organizations across Multnomah and Washington Counties. Through a shared Career Coaching model and strong connections to WorkSource Portland Metro, APN partners help participants build skills, access training, and secure employment using a community-based lens that truly meets people where they are.

ECONOMIC OPPORTUNITY PROGRAM

The Economic Opportunity Program (EOP) offers community-based career coaching and employment programs designed for individuals facing the greatest barriers: low-income residents, people experiencing homelessness or housing instability, and those with prior justice involvement. These programs pair long-term, relationship-driven Career Coaching with job readiness support, training, and direct employment connections.

EOP PY24 RESULTS:

1,500 participants served

148 received eviction prevention or homeless placement

81% attained unsubsidized employment earning an average wage of \$21/hr

SUCCESS STORY

MAPPING TO A NEW CAREER

In February 2025, Mary was facing unemployment, five children to support, and only two months of rental assistance remaining. Determined to find stable, meaningful work, she partnered with her EOP Career Coach to create a Career Map, update her resume, and practice interviewing. Mary also received help covering utility costs and a laptop which made it much easier for her to manage job applications and interviews.

After applying to the Oregon Law Center, she wasn't selected for the first role but later received an offer for a full-time Paralegal position. With her coach's support, she successfully negotiated a \$56,000 salary with benefits, PTO, and retirement. This new job has given her stability, allowing her to secure affordable housing and move forward with confidence, proving that even under pressure, the right support can open doors to opportunity.



2024-2028 STRATEGIC PLAN GOAL 3:

SUPPORTING YOUTH

GOAL

Worksystems is working to ensure that all youth—especially those who've been historically excluded from opportunity—gain the skills, experience, and support they need to succeed in the workforce.



PY24 PROGRESS TOWARD STRATEGIC GOAL:

- Launched a peer-learning community for youth providers and delivered supervisor trainings to improve the quality of worksite experiences.
- Centered youth voices in program design by expanding youth choices, streamlining referrals, and improving network communication.
- Pursued new funding to sustain and expand youth services, while ensuring investments are strategic, data-informed, and equitable.

PY24 RESULTS:

1,423 Youth have received career services
163 Worksites provided work experience opportunities
76% of youth served identify as a person of color



SUMMERWORKS & PDX YOUTH@WORK

SummerWorks offers youth ages 16 to 24 meaningful, mentored, hands-on experience at local employers. Youth can work up to 160 hours, earning an hourly wage and receiving essential skills training and mentorship. Through PDX Youth@Work, we extend this model beyond the summer, offering year-round employment experiences.

In PY24:

- **327** youth participated in work experiences across **112** worksites
- **73%** completed their work experience
- **39,337** hours worked
- **\$640,736.37** earned



Hear from young people about their SummerWorks experience!

<https://worksystems.org/summerworks/>

LEARN & EARN

For young people starting their journey, our Learn & Earn program provides a supportive, cohort-based learning environment for ages 14 and up. Youth build foundational skills and earn stipends while preparing for future paid work experiences.

In PY24:

- **508** youth were served in Learn & Earn
- Youth earned **\$359,558.84** in stipends

NEXTGEN

Worksystems also operates NextGen, a community-based career coaching program that supports disconnected youth ages 16 to 24—those navigating homelessness, foster care, the justice system, or disabilities. Through coaching, training coordination, and barrier removal, NextGen helps youth move toward stability and employment.

In PY24, **635** youth were served through NextGen

2024–2028 STRATEGIC PLAN GOAL 4:

STRENGTHENING REGIONAL INDUSTRY

GOAL

Worksystems is working to ensure employers can recruit and retain the talent they need to fill quality jobs through the public workforce system.



PY24 PROGRESS TOWARD STRATEGIC GOAL IN TARGET SECTORS:

Advanced Manufacturing

- Supported industry convenings with **100+ businesses** through the Cascadia Manufacturing Network and Titanium for Trades & Manufacturing Businesses.
- Advanced the semiconductor workforce pipeline with Quick Start and Elevate training programs in partnership with community colleges—**33 classes, 600+ participants**, and **22 local employers** hiring graduates.



Clean Energy

- Expanded Clean Energy Career Coaching, on-the-job training, and scholarships with support from the Portland Clean Energy Fund (PCEF) and the Port of Portland—serving approximately **380 job seekers**, placing **125** in career-track jobs, **100** in transitional roles, and engaging **197 businesses** since launch.
- Connected with **18 industry partners** to better understand career opportunities related to Mass Timber.
- Convened **90+ businesses** through the Clean Energy Industry Employer Advisory Panel, spanning utilities, transit, manufacturing, agriculture, construction, and more.



Construction

- Delivered career coaching, pre-apprenticeship, and retention services through the **Community Construction Training Program**, leveraging investments from the Construction Career Pathways Funder Collaborative, SNAP federal matching funds, and public partnerships.
- Despite a challenging year due to slowed hiring and paused apprenticeship applications, **392 people** began pre-apprenticeship training, and **144** began Registered Apprenticeship or comparable construction careers.



Early Learning

- Launched and grew **Early Learning Works**, adding paid youth work experiences, on-the-job trainings, new career coaches, foundational training, and wraparound supports funded through **Preschool for All**.
- In PY24, **194 people** participated in Early Learning Works. **97** of these participants began paid work opportunities with **25** different Preschool for All employers. **83%** completed their work experience, and **41** were hired upon completion.



Healthcare & Social Assistance

- Led **4 Behavioral Health Steering Committee meetings** with **10–15 employer partners**.
- Launched a Behavioral Health peer worker training pilot with the Mental Health and Addiction Association of Oregon (MHA AO), **training 60 people** and **securing 20 hires**; secured additional funding to train **80** more by 2026 in partnership with MHA AO, United We Heal, and Clackamas Workforce Partnership.
- Led quarterly Healthcare Panel Meetings with an average attendance of **30–40 employers** and convened representatives from **6 healthcare unions**.
- Brought together **40+ employers** to discuss the new Certified Nursing Assistant training in Oregon and engaged partners to apply for an Emergency Medical Specialist Training Pathway grant.



Learn more about each target sector at <https://worksystems.org/strengthening-regional-industry/>

QUALITY JOBS

In 2021, the Columbia-Willamette Workforce Collaborative (CWWC)—a dynamic partnership between Worksystems, Clackamas Workforce Partnership, and Workforce SW Washington—launched the Quality Jobs Initiative to define and promote Quality Jobs in our region. This effort reflects a commitment to valuing work and fostering economic opportunities that support workers, businesses, and communities.

Quality Jobs offer competitive wages and benefits, predictable hours, and opportunities for advancement without requiring a college degree. They exist in high-growth industries that value skills gained through alternative routes such as training programs, military service, lived experience, and more.

In PY24:

- With CWWC partners, we convened **4 workshops** to inform the Quality Jobs Community of Practice
- Delivered **3 Quality Jobs presentations** for workforce and economic development professionals
- Developed **5 new Quality Jobs occupational profiles** to guide career coaching in key industries
- Launched a “Career Coaching for Quality Jobs” professional development series for the Aligned Partner Network, **training 100+ Career Coaches**
- Directed contracts to raise awareness of Quality Job pathways during career exploration
- Redirected on-the-job training funds exclusively to employers offering **\$21+/hour** jobs with employer-sponsored benefits

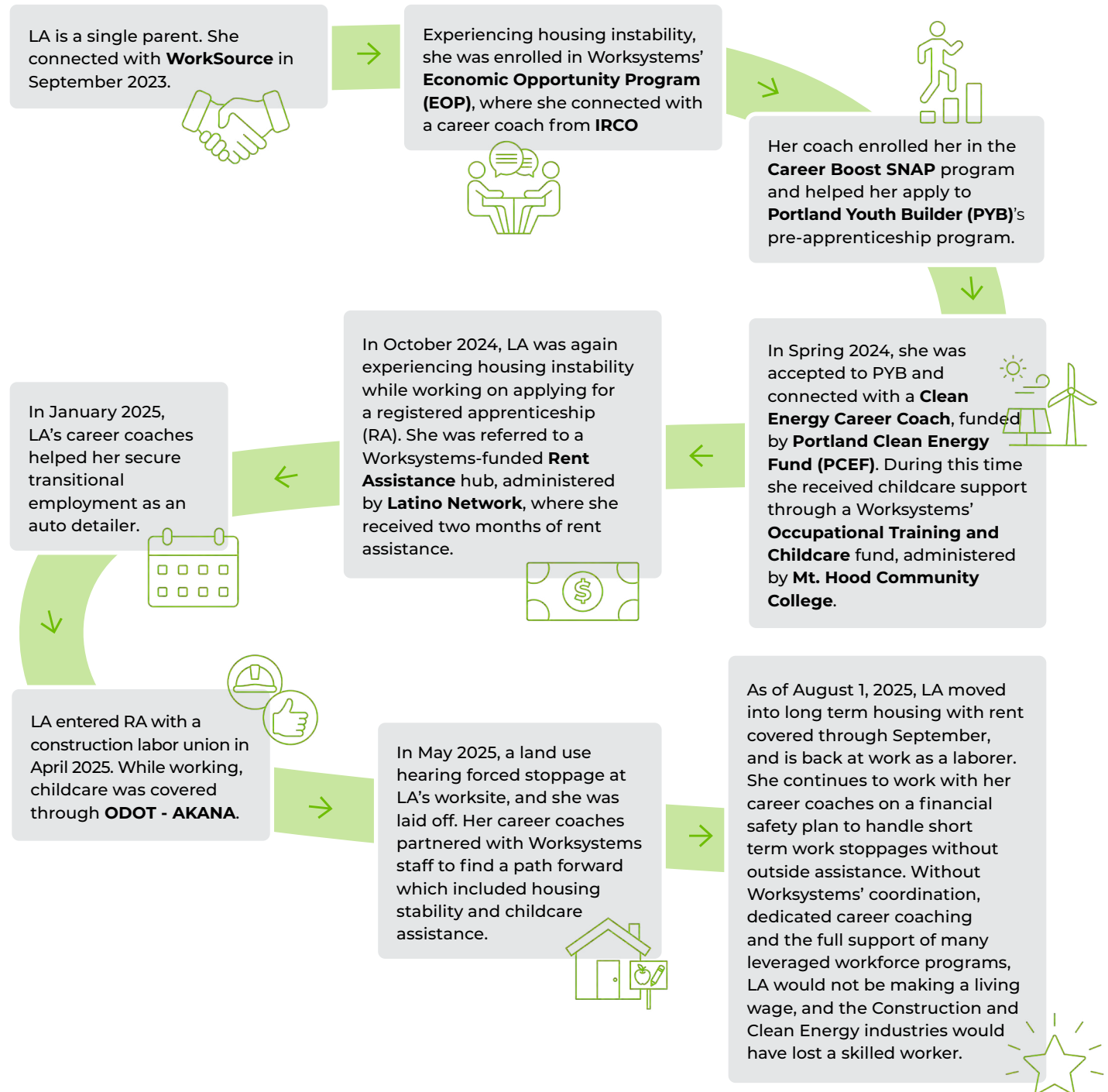


Learn more about the Quality Jobs Framework and view the occupational profiles at <https://worksystems.org/quality-jobs-initiative/>



COORDINATION IS KEY: LA'S CAREER JOURNEY

With independently audited fiscal systems, robust tracking of outcomes, and expert technical support for community-based partners, we ensure high-quality services, seamless coordination, and measurable results for both workers and employers. LA's journey highlights how Worksystems weaves programs together to deliver truly holistic support.



THANK YOU TO OUR REGIONAL WORKFORCE SYSTEM PARTNERS!

African Refugee Immigrant Organization	I Am M.O.R.E.	Play Grow Learn
APANO	Immigrant & Refugee Community Organization (IRCO)	Portland Clean Energy Fund
Beaverton School District	Impact NW	Portland Community College
Black Men in Training	INCIGHT	Portland Public Schools
Bridges to Change	JobCorps	Portland Opportunities Industrialization Center (POIC)
Catholic Charities	Laborers Community Services Agency	Portland YouthBuilders
Central City Concern	LatinoBuilt	Preschool for All
Centro de Prosperidad	Latino Network	Prosper Portland
City of Beaverton	Love is Stronger	Raphael House of Portland
City of Gresham	Mental Health and Addiction Association of Oregon	REACH CDC
City of Portland	Metro	Rebuild Women First
City of Hillsboro	Metropolitan Alliance for Workforce Equity	Rose Community Development
Commission for the Blind	Metropolitan Family Service (MFS)	Sabin CDC
Community Action Organization	Mount Hood Community College	SE Works
Community Partners for Affordable Housing	Multnomah County	Self Enhancement Inc. (SEI)
Constructing Hope	Multnomah County Library	Senior Community Service Employment Program
David Douglas School District	Native American Youth and Family Center (NAYA)	Sexual Assault Resource Center (SARC)
Do Good Multnomah	NECA-IBEW	Somali American Council of Oregon
DV Resource Center	Neighborhood House	State of Oregon Employment Department
Easter Seals	New Avenues for Youth	Stone Soup PDX
El Programa Hispano	NW Regional Re-entry Center (NWRRC)	Sunstone Way
Family Promise of Tualatin Valley	Open Door HousingWorks	Trash for Peace
Feed the Mass	Open School	TriMet
Friends of Noise	Oregon Department of Human Services	Unite Oregon
Girls Build	Oregon Human Development Corporation	United We Heal
Good Neighbor Center	Oregon Tradeswomen	Urban League of Portland
Goodwill	Our Just Future (formerly Human Solutions)	Washington County
Greater New Hope Family Services	PCC Opportunity Center	Women First
Greater Than		WorkSource Portland Metro
Helensview School		Yello
HELP		Youth Organized and United to Help (Y.O.U.T.H.)
Higher Education Coordinating Commission		YWCA
Home Forward		
HomePlate Youth Services		

