

State of Oregon WIOA Annual Performance Report Narrative

Program Year 2020: July 1, 2020 – June 30, 2021

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I. INTRODUCTION

Impact of COVID

As COVID tightened its grip across the state in spring 2020, closing WorkSource Oregon (WSO) centers to in-person traffic, shuttering businesses and leaving thousands out of work seemingly overnight, the network of WSO service providers worked together to find creative solutions for supporting workforce operations and helping those impacted by the pandemic. This response included shifting to a virtual service delivery model utilizing email, phone and video conferencing to serve job seekers and employers; implementing virtual and drive-up hiring fairs for businesses; providing enhanced language line assistance to assist non-English speakers with Unemployment Insurance (UI) and reemployment services; and training and deploying nearly three hundred Oregon Employment Department (OED) staff normally assigned to workforce operations, including a number of WSO partner staff, to assist the state's UI division in processing historic levels of UI claims.

WSO leadership also identified several major system enhancements to support virtual service delivery and improve customer access to WSO programs and services. These enhancements included a new WSO website, available in multiple languages, that allows customers to more easily navigate the WSO menu of reemployment and training services; an online scheduling tool, also available in multiple languages, that allows job seekers to arrange virtual or in-person meetings with staff, or reserve computer time in a center; automated emails to better inform job seekers of their registration status and encourage engagement with WSO; and customer relationship management software that allows job seekers and employers to submit questions through a central portal, thus streamlining staff workflow across the state in responding to inquiries. All system enhancements were fully operational by September 2021.

As the level of UI claims began to taper off, staff assigned to help process UI claims began transitioning back to employment services in late 2020. In June 2021, all WSO centers reopened to in-person appointments and walk-in traffic.

WIOA in Oregon

Through WIOA's programs, local, civic, business, and workforce development leaders implement strategies that leverage funding and resources within their local communities to prepare and match the skills of workers with the workforce demands of businesses. Many state agencies, partners, and stakeholders support workforce development and education efforts across the state.

In Oregon, WIOA programs are administered by:

- Title I – Office of Workforce Investments, Higher Education Coordinating Commission
- Title II – Office of Community Colleges and Workforce Development, Higher Education Coordinating Commission
- Title III – Oregon Employment Department, Workforce Operations Division
- Title IV – Oregon Department of Human Services and the Oregon Commission for the Blind

This report was developed with assistance from all of the agencies above. (See Appendix for more information regarding Oregon's workforce partners.)

Oregon is part of the national workforce development system that is funded by the Workforce Innovation and Opportunity Act (WIOA), which authorizes local business-led workforce development boards to oversee workforce development services through a network of American Job Centers (or AJCs, also called One-Stop Career Centers). In Oregon, AJCs are branded as WorkSource Oregon centers. Oregon has an integrated one-stop service delivery built on a standardized model to provide a flexible, unified workforce education and training system that consistently exceeds customer expectations.

WorkSource Oregon

WorkSource Oregon (WSO) is a network of public and private partners who work together to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention and advancement. Partners include all state agencies that administer the WIOA required core programs and all of Oregon's local workforce development boards.

The operation of the centers is governed by the WorkSource Oregon Operational Standards, which provide the minimum-level content/services required to be available at all WSO centers/AJCs in Oregon, as we work toward development of a seamless customer-facing service delivery system. The Standards include roles and responsibilities for workforce system partners as well as guidance on system requirements and services.

II. REQUIRED COMPONENTS

Effectiveness in Serving Employers

Effectiveness in Serving Employers: Program Year 2019

Pilot Approaches	Numerator/Denominator	Rate
Employer Penetration Rate	8,487/161,070	5.3%
Repeat Business Customer Rate	5,561/16,262	34.2%

Oregon saw a 6% increase in the total number of business establishments in 2019. The emergency caused by the pandemic reduced the number of staff providing employer services in the third and fourth quarters of PY 2019.

Effectiveness in Serving Employers: Program Year 2020

Pilot Approaches	Numerator/Denominator	Rate
Employer Penetration Rate	8,254/166,675	4.95%
Repeat Business Customer Rate	9,931/13,541	73.3%

For 2020, the repeat Business Customer Rate percentage increased significantly compared to 2019, going from 34.2% to 73.3%. More services were provided (+4,370) to fewer employers (-2,721) in 2020 versus 2019.

Definitions of the two pilot measures used to evaluate Effectiveness in Serving Employers:

- Employer Penetration Rate - The percentage of establishments using services out of all Oregon establishments.
- Repeat Business Customer Rate - The percentage of employers receiving core program services more than once in a program year.

Program Evaluation and Research

Completed Program Evaluations

Rethinking Job Search (Rethinking) is a workforce program designed to bolster job seekers' confidence in their ability to be quickly reemployed, by teaching cognitive-behavioral techniques to enhance motivation and self-efficacy in job-search activities. The content is delivered in 12 facilitated sessions with a focus on management of thoughts and emotions, accountability, self-esteem and personal responsibility, and managing goals. In other words, the Rethinking workshop aims to help participants think differently about themselves and act more positively as they search for work, by helping participants to:

- explore methods and tools for dealing with the emotional difficulties of job searching;
- engage in practical hands-on activities connected to subject matter;
- challenge themselves to rethink their approach to job search; and
- strengthen motivation to move forward in finding and keeping a job.

The Oregon Employment Department implemented the workshops in early 2021 in partnership with Willamette Workforce Partnership (a local workforce development board), who provided the proprietary curriculum and facilitator training, and conducted the facilitator coaching and fidelity monitoring. The customers recruited for the pilot were unemployed adults enrolled in Workforce Innovation and Opportunity Act (WIOA) services and receiving Reemployment Services and Eligibility Assessment (RESEA) services. A total of six staff ran four cohorts, each conducted by a pair of facilitators. They served a combined total of 31 individuals. Public Policy Associates carried out the evaluation.

This pilot varied from previous larger-scale Rethinking projects in that workshops were conducted in a virtual service-delivery format. Program objectives were to identify the redeployed program's feasibility, effectiveness of delivery, and short-term outcomes.

The following are short-term outcomes of the Rethinking pilot that pertain to emotional intelligence knowledge, and attitudes of participants. In summary, Rethinking participants:

- *Improved their knowledge of emotional intelligence (EI) concepts.* Participants experienced greater gains in EI knowledge than non-participants.
- *Gained confidence and motivation for job-searching.* Most respondents (20 of 24) reported improved confidence. All respondents reported either increased or stable motivation. These changes were sustained after program completion.
- *Became re-employed.* 42% of Rethinking participants reported finding work within 30 days of completing the Rethinking training.

For more information about the Rethinking Job Search program, click [here](#).

Planned Evaluation and Related Research Projects

Based on the success of the Rethinking pilot (see above, Completed Program Evaluations), the Oregon Employment Department plans to again partner with Willamette Workforce Partnership to offer Rethinking workshops to RESEA participants and evaluate program outcomes. This research effort is planned for PY 2021 as funding and other resources allow.

State Efforts to Support Federal Evaluations

The Oregon Employment Department provided applicant data to a research firm under contract with USDOL to conduct two evaluation projects. The first project was to evaluate the impacts of the Homeless Veterans Reintegration Project (HVRP) on helping veterans find and hold meaningful employment; the second project was to evaluate the effectiveness of America's Promise Jobs Driven Grants, which are intended to promote the development and expansion of regional workforce partnerships to provide skilled workers in specific sectors.

Continuous Improvement Strategies

In 2021, Oregon's Governor signed Senate Bill 623, which required the State Workforce and Talent Development Board (WTDB), in consultation with state workforce agencies and local workforce development boards, to establish the Continuous Improvement Committee (CIC) to assess the effectiveness of Oregon's public workforce development system.

SB 623 established a requirement for the committee to identify and contract with an independent third-party entity to conduct an initial and bi-annual comprehensive assessment of the public workforce programs and services. The committee will ensure that input from a variety of Oregon's historically marginalized groups, or stakeholder groups, is incorporated in the assessment.

Under SB 623, the focus of the assessment will be to:

- advance racial justice, equity, diversity and inclusion through the programs and services delivered through the public workforce system;
- align state and local efforts to improve the public workforce system in this state;
- support improvements that create a more comprehensive public workforce system;
- provide quality employment experiences and equitable outcomes for job seekers and businesses participating in workforce programs;
- improve the quality of workforce resources, programs and services made available through the public workforce system, and the transparency of information regarding performance metrics and outcomes related to those resources, programs and services; and
- build on any current workforce program assessments that are required by law.

SB 623 also required the committee to present the results of each assessment, along with any recommendations for improvements, in reports to the Governor and to the interim committees of the Legislative Assembly related to workforce development every even-numbered year.

An initial set of recommendations to improve service delivery and access to workforce programs will be presented to the CIC in fall 2021.

Common Exit and Co-Enrollment

Oregon currently does not employ a common exit for all the WIOA titles I and III core programs, but is making efforts towards aligning MIS and State policy for its implementation. Oregon supports and promotes co-enrollment between all programs for which individuals have been determined eligible.

WorkSource Oregon Management Information System (WOMIS)

WOMIS is the statewide electronic information environment that supports the mission and vision of WSO. The WOMIS environment is a network of applications for the administration and delivery

of services under the Workforce Innovation and Opportunity Act (WIOA). Additionally, data from the various applications are used for federal, operational and performance reporting. WOMIS applications support the following programs and functions:

- Common Registration and Potential Program Eligibility
- Wagner-Peyser Program
- Trade Act Program
- Adult, Dislocated Worker and Youth Programs
- Managing Program Enrollment Episodes

Common Registration and Potential Program Eligibility – Supporting Application: Customer Registration

In WSO, job seeker registration starts by creating an account with username and password to ensure security of personal information. The WOMIS Customer Registration (CR) application captures customer information and demographics, and identifies special populations such as Veterans and Migrant Seasonal Farmworkers. It also captures program eligibility components for the Wagner-Peyser, Adult, and Dislocated Worker programs. Data captured in CR is shared with numerous workforce applications used in the delivery and tracking of Title I, Title III and Trade Act services; this ensures all programs have consistent customer information, avoids duplication of data and supports co-enrollment across WIOA core programs. CR is jointly managed by OED and HECC.

Wagner-Peyser – Supporting Application: iMatchSkills (iMS)

The iMS application supports the administration and delivery of labor-exchange (employment) services for numerous federal programs, including Jobs for Veterans State Grants (JMSG), Migrant Seasonal Farmworker (MSFW), Reemployment Services and Eligibility Assessment (RESEA), and SNAP Employment and Training. It utilizes data from CR, as well as employer tax records and UI data, to support staff in the delivery of labor-exchange services. iMS includes a self-service component for job seekers and employers to conduct job matching. iMS is managed by OED.

Trade Act – Supporting Application: Trade Adjustment Assistance MIS (TAAMIS)

The TAAMIS application supports the administration of participant activity while in Trade Act programs. TAAMIS is a staff-access only application. It utilizes data from Customer Registration, as well as affected worker lists from trade-affected companies and UI data, to support staff in the delivery of Trade Act services. TAAMIS is managed by OED.

Adult and Dislocated Worker Programs – Supporting Application: I-Trac

I-Trac is a case management and funder reporting application that supports the delivery of Adult, Dislocated Worker, and Youth services under WIOA for all nine local boards in Oregon. I-Trac supports the customer records for National Dislocated Worker Grant participants, as well as a variety of direct Federal, State and local grants the boards manage. I-Trac is a staff-access application and is the back-end application for a customer-facing interactive job seeker and program service delivery website, My WorkSource. I-Trac is managed by Worksystems, the Portland Metro workforce development board.

Managing Episodes across Wagner-Peyser, Adult and Dislocated Worker, Trade

WOMIS receives regular feeds of qualifying services, as recorded by staff in iMS, I-Trac and TAAMIS, to auto-calculate participation and exit dates. This allows WOMIS to manage episodes for customers receiving services from one or more of the following programs: WIOA title I Adult and

Dislocated Worker, WIOA title III Wagner-Peyser, JVS, and Trade Act. WIOA title I Youth episodes are managed through I-Trac.

A participant must receive a qualifying, participant-level service from any eligible program (excluding Youth) at least once every 90 days to keep their program enrollment episode open. If a qualifying service is not received for 90 consecutive days, and there are no future services scheduled in the MIS with any of the partner programs in which the participant is enrolled, the episode will automatically exit. The customer must then re-register. This recalculates program eligibility and triggers a new episode when the next qualifying service is received.

Data Validation

Please see the attached Appendix for the state's Joint Data Validation (DV) Policy and Procedures outlining the steps taken to ensure reported data is accurate which includes:

- DV timing and scheduling each program year prior to certification of annual data reports;
- Random sampling methodology;
- Documentation protocols for correction of missing and/or erroneous records;
- Data element error rate calculation methodology and thresholds;
- The maintenance of data validation results and records reviewed (such as freezing wage records) to comply with the federal records retention policy;
- Periodic source documentation and data accuracy training for program and provider staff;
- Follow up training for local staff to address data elements and source documentation types with high error rate trends above the state threshold each program year;
- Ongoing data entry control and monitoring protocols;
- The approach for the regular review of the quality of reported program data;
- The use of Quarterly Report Analysis (QRA) for data integrity improvement; and
- Regular assessment of the effectiveness of the DV process.

The State successfully performed a review of PY 20 source documents against the management information systems (MIS) and/or other systems of record, and the Participant Individual Record Layout (PIRL) by the end of September 2021, in accordance with TEGs 7-18 and 23-19. The randomly selected sample of records included active and exited records from the PIRL for each program from the previous 10 quarters. As outlined in the state's DV policy and procedures, State DV staff request follow-up documentation within 90 days from their program coordinators detailing how DV processes have been corrected. As such, the DV outcomes and processing of this initial review are still under assessment with opportunities to refine the process between the programs expected.

Waivers

Oregon had two waivers granted by the Department of Labor in place for PY 2020:

1. *Waiver of the obligation of eligible training providers (ETPs) to report performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.*

Provide discrete evidence that ETP data collection and reporting requirements are limiting choice.

While Oregon has no discrete evidence of this nature, we believe that requiring ETPs to provide data on all individuals in the training program may dissuade the ETP from participating as a WIOA program provider, thereby significantly limiting consumer choice.

Additionally, Oregon's ETPs use a variety of reporting and management information systems (MIS) that have different data structures. These systems do not have full parity with each other, and some do not collect the discrete participant information necessary to report the nine data elements related to all individuals in training to the State-level MIS in a consistent way. Limiting ETP participation to only those providers who can collect and report this information uniformly, could result in "screening out" some providers, thereby limiting consumer choice.

Finally, releasing student information on individuals who are not workforce system participants without their explicit consent may be a violation of federal law and compromise their personally identifiable information (PII). In addition to the potential risks to individual participants, potential (or existing) ETPs themselves may feel the risk and/or liability to their organizations is too great and self-select to not apply for ETP eligibility (or continued eligibility), inadvertently limiting consumer choice.

In some of the cases above, the required reporting elements need to be collected and/or reported manually, at either/both the provider or State level; this process particularly influences some of the challenges listed in the section below.

Provide a description of any special circumstances, especially those that would benefit WIOA priority populations.

Oregon has a high numbers of priority populations, especially those who fall into the traditionally underserved/vulnerable categories (mixed immigration status, persons of color, generational poverty, etc.) in many public and private institutions that are ETPs. There is a real fear among many of these individuals of any type of data collection and reporting, as well as, frequently, limited documentation to verify data elements.

Oregon feels that the process (and even knowledge) of this collection and reporting process, especially when done manually, could significantly discourage the participation of non-workforce participants in training and activities that otherwise might help provide a path to economic stability and security.

Provide a plan for how the state will improve data collection efforts so that the waiver is no longer necessary (per TEGL 8-19).

The Higher Education Coordinating Commission has developed a business analysis case, in conjunction with the State's Chief Information Officer's staff, that defines scope, costs, and related details, and is finalizing a Request for Proposal (RFP) process to obtain a vendor who will update and automate ETP data collection and reporting functions, addressing several of the challenges listed above. We believe that once this effort is completed, the State will be better positioned to automatically collect the required data elements.

2. *Waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75 percent of Governor's reserve youth funds and local formula youth funds on out-of-school youth (OSY).*

Most local workforce areas reported not taking advantage of this waiver in Program Year 2020, in part due to the unexpected effects on school attendance resulting from the COVID-19 pandemic. Due to school closures and shifts to remote learning, the Oregon Department of Education changed some of the definitions and requirements by which individuals were determined to be “attending” school several times over the course of the year, affecting an individual’s status of OSY or ISY. Additionally, the waiver was expected to primarily benefit the rural areas of Oregon, and the more urban areas of Oregon did not need to alter their enrollment and expenditure rates, as the waiver would have permitted. These factors significantly limit the ability for state-level analysis of the waiver’s impact or effects. The following was compiled from by the local areas that did take advantage of the waiver:

Increased Enrollments

(SOWIB) Despite the pandemic and transition to on-line learning for much of the program year, in-school youth enrollments increased from five (5) in PY19 to twenty-five (25) in PY20.

(NOW) Having the flexibility to enroll more in-school youth is very important in our rural communities. The waiver allows us to work with youth attending high school as well as post-secondary to assist them in finding jobs and helping with short-term training. Traditionally we run about 70% to 75% out of school youth and would like to work more with the school programs to assist with their education and training. The only way we can do this is by having the waiver.

Performance

SOWIB performance exceeded the Negotiated Measures for youth in both PY19 and PY20. Given the challenge of providing services during the pandemic, the fact that our program was able to exceed performance measures with current conditions is a testament to the need and success of the program.

Outreach & Program Exposure

(SOWIB) In partnership with our Recruit Hippo program, despite the restrictions imposed by COVID-19 and limited in-person instruction, we were able to complete outreach to 586 in school youth in PY20, compared to 396 in PY19. As a part of our outreach efforts 65 students were referred to placements in employment opportunities as compared to 44 in PY19. Staff were able to identify 166 internship opportunities with local businesses, versus 75 opportunities in PY19.

In school youth that are college bound and/or have made career choices have many resources available to them within the school district. Youth that are at higher risk, have increased barriers, and are not college bound limited guidance available through the K-12 system. Having Talent Advisors available in the high schools provide much needed guidance to these youth. Information is provided as to educational and employment opportunities in their communities as well as the opportunity to enroll in WIOA funded services for paid internships and work experience that can be paired with credit recovery opportunities.

III. OPTIONAL COMPONENTS

Customer Satisfaction

Methodology

The Customer Satisfaction Survey is part of Oregon’s workforce performance measurement system. The Oregon Employment Department administers monthly surveys to measure the

satisfaction of businesses and individuals who have received workforce services. Business customer satisfaction measures can be aggregated by workforce development areas and a report period (program year, month, or quarter). In addition, individual customer satisfaction measures can also be aggregated by demographics.

The Customer Satisfaction Survey also gathers data on several satisfaction drivers, including six Key Performance Measure (KPM) questions that are required by the Oregon State Legislature for both individual and business customers. (See Appendix for survey questions.)

Selection Process

The Business survey includes employers who closed a WorkSource Oregon job posting during the previous month. The same business can be selected for the survey only once per program year.

The Individual survey includes two customer groups: (1) Job Seekers, i.e., customers who registered in the WorkSource Oregon Management Information System (WOMIS) during the previous month; and (2) Unemployment Insurance Claimants, i.e., customers who filed an initial claim for Unemployment Insurance benefits during the previous month.

Customer Satisfaction Feedback

Customers receive an email invitation to complete the survey using a web-based survey platform. The Individual Survey is available in English and Spanish. Survey responses are the basis for the customer satisfaction performance measures, which are published on the Performance Measures page of the [QualityInfo.org](https://www.qualityinfo.org) website, available to the public.

Customers can also provide qualitative feedback through comments by answering these questions: “If you were in charge of the Employment Department, what one thing would you change or add?” and “Could we have done anything to better help you? If so, please list your idea(s) in the space provided.”

These comments are shared with management every month, after survey responses are processed. The customer comments reports, one for individuals and one for business responses, provide management with greater detail about customer experience. WSO centers are required to develop, implement and actively manage the two feedback loops aimed at aligning and improving services. Each WSO center manager assigns staff to respond to the customer, note their discussion, and send the results back to management by the 15th of each month. Staff use this as an opportunity to connect with the customer that took the time to provide the feedback, thanking them for doing so and obtaining ideas of how we can better collaborate and meet their needs. We implement the feedback received and follow up to continually build on our services to ensure we are providing the best services to all customers.

Customer Satisfaction: Program Year 2019

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	4,545	10%
Individuals	139,879*	9%

*The number of individuals surveyed significantly increased between March 2020 and June 2020 because of the increase in initial unemployment insurance claims resulting from the COVID-19 pandemic.

Customer Satisfaction: Program Year 2020

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	4,284	9%
Individuals	28,782*	11%

*The Oregon legislature approved temporarily stopping the sending of surveys to UI claimants during the pandemic, resulting in a significant reduction in the number of individuals surveyed. Survey distribution to UI claimants stopped June 2020 and restarted July 2021 for PY21.

Results – Program Year 2020

The state saw declines in both Job Seeker and Employer satisfaction resulting from the impacts to the labor market and workforce system caused by the COVID-19 pandemic, unprecedented volume of claims, and need to shift staffing from employment services to unemployment tasks to address claims volume. WorkSource Centers have already begun the shift back to ES operations and customer satisfaction survey results are seeing an improvement. Results are expected to return to pre-pandemic levels as services continue returning to “normal.” A few of the innovative and well-received ways of providing services that were developed during the pandemic will be kept in place, offering the potential to improve satisfaction even above pre-pandemic levels.

Key Customer Satisfaction Indicators: Excellent/Good Responses as a Percent of Total Responses for the Time Period July 2020 thru September 2021



Performance Accountability System Quality Feedback Measures

Oregon has a robust self-appraisal system called Quality Feedback Measures (QFM) that evaluates Employment Service (ES) Operations both qualitatively and quantitatively at the local and State Workforce Agency (SWA) levels in their success in meeting goals, regulations compliance, identifying and implementing training needs, correcting deficiencies in performance, comparing past and current performance levels, determining appropriateness of services provided, performing root cause analysis, implementing action plans, and ensuring the accuracy of the data entered into the management information systems.

Pandemic Hiatus

The pandemic and the extreme reductions in the requirements for claimants to register in the labor exchange system brought on the necessity to shift the majority of staff from workforce services to unemployment tasks to meet the dramatic and unprecedented unemployment claims workload demand. As a result, Oregon's quality assurance efforts were trimmed. Because the majority of the labor exchange activity had ceased, manual reviews of public labor exchange records were put on hold.

Current Status

Registration and staff engagement requirements have been reinstated for claimants. All offices are receiving customers by appointments and are open to the public, taking walk-in traffic as they can depending on staff availability.

Through the end of 2021, staff in the WorkSource Oregon Centers are providing a hybrid model of unemployment and workforce services. The unemployment services provided will be at the level in which each of the staff have been individually trained.

Oregon has taken this opportunity however to retool the QFM system. When recovery from the pandemic started taking shape, Oregon began looking for more robust methods to assess the quality of workforce listings and customer records. Up to this point, offices have been using Excel workbooks, which limited access to only one user statewide. With an eye on the future, QFM is being incorporated directly into the labor exchange system, also allowing Oregon to leverage demographic data within that system, enhancing the ability to ensure services are delivered equitably to our widely diverse customer base.

Negotiated Performance Levels: Program Years 2019 and 2020

WIOA Title 1 and Title III Performance

Program Year 2019

Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	71.0%	68.1%
Adult	Employment Q4	69.0%	68.6%
Adult	Median Earnings	\$6,100	\$6,661
Adult	Credential Attainment Rate	45.0%	61.6%
Dislocated Worker	Employment Q2	71.0%	69.2%
Dislocated Worker	Employment Q4	69.0%	69.7%
Dislocated Worker	Median Earnings	\$6,100	\$6,947
Dislocated Worker	Credential Attainment Rate	45.0%	63.8%
Wagner-Peyser	Employment Q2	71.0%	68.2%
Wagner-Peyser	Employment Q4	69.0%	69.5%
Wagner-Peyser	Median Earnings	\$6,100	\$6,630

Program	Measure	Negotiated Rate	Actual Rate
Youth	Employment, Education, Training Q2	62.5%	61.8%
Youth	Employment, Education, Training Q4	59.0%	60.9%
Youth	Median Earnings	N/A	\$4,146.97
Youth	Credential Attainment Rate	68.0%	55.3%
Youth	Measurable Skill Gains	N/A	36.4%

Program Year 2020

Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	71.4%	63.2%
Adult	Employment Q4	71.0%	65.5%
Adult	Median Earnings	\$6,400	\$6,891.71
Adult	Credential Attainment Rate	60.5%	65.6%
Adult	Measurable Skill Gains	51.0%	59.8%
Dislocated Worker	Employment Q2	71.4%	64.0%
Dislocated Worker	Employment Q4	72.0%	66.7%
Dislocated Worker	Median Earnings	\$6,800	\$7,385.63
Dislocated Worker	Credential Attainment Rate	63.0%	67.8%
Dislocated Worker	Measurable Skill Gains	51.0%	60.8%
Wagner-Peyser	Employment Q2	68.2%	61.3%
Wagner-Peyser	Employment Q4	68.0%	60.8%
Wagner-Peyser	Median Earnings	\$6,600	\$6,689
Youth	Employment, Education, Training Q2	63.5%	62.7%
Youth	Employment, Education, Training Q4	63.0%	60.2%
Youth	Median Earnings	\$3,477.00	\$4,455.81
Youth	Credential Attainment Rate	68.4%	54.2%
Youth	Measurable Skill Gains	51.0%	40.4%

JVSG Performance

Program Year 2019

Program	Measure	Negotiated Rate	Actual Rate
JVSG	Employment Q2	51.7%	53.2%
JVSG	Employment Q4	48.6%	54.2%
JVSG	Median Earnings	\$6,400	\$6,391

Program Year 2020

Program	Measure	Negotiated Rate	Actual Rate
JVSG	Employment Q2	55.0%	51.1%
JVSG	Employment Q4	56.0%	50.7%
JVSG	Median Earnings	\$6,900	\$6,563

Rapid Response Activities

Layoff Aversion

The impacts of the COVID-19 pandemic affected employers and employees in unprecedented and varying ways across Oregon. Practically overnight, Oregon's workforce areas experienced staffing shortages, building closures, and new – and changing – public and employee safety concerns. Out of necessity, companies were forced to change their business and staffing models and seek innovative ways to survive, while attempting to support their employees, operations, and surrounding communities.

In order to assist these efforts, Oregon distributed \$2,788,000 in federal funds that had been reserved for emergencies, unexpected mass layoffs, and other statewide workforce activity needs. The Higher Education Coordinating Commission's Office of Workforce Investments created emergency guidance for the use of the funds and distributed them to all local areas via an allocation model that aligned with the local areas' WIOA federal allocation funding formula. The goal of these funds was layoff aversion in the truest sense of the word, and local workforce boards were encouraged to be flexible and innovative in their use of the funds.

In some cases, these layoff aversion funds helped small businesses with fewer than 10 employees; in other cases, the funds supported the employment of thousands of employees via the purchase and distribution of personal protection and sanitization products. Thanks to the State's rapid distribution and the local boards' innovative deployment of these funds, **approximately 33,200 individuals were able to keep working through some of the most challenging periods of the pandemic.**

As per TEGL 19-16, Oregon echoed the guidance that "...the regulations permit state and local rapid response operators the flexibility to meet the requirements of WIOA based on the specific needs of the companies and workers being served and the particular characteristics of each event, while ensuring that valuable and important solutions are delivered whenever possible. We encourage state and local rapid response teams to develop strategies that maximize the ability to deploy the appropriate layoff aversion solutions for the challenges they face."

Layoff aversion efforts in local areas included:

- Providing support for employers to shift to online service models or create remote working options for employees
- Funds to support operating expenses and payroll to avert layoffs for employees, particularly in small, rural businesses, including women and minority-owned businesses.
- Assisting with cleaning and sanitization services and supplies, ensuring safe, continued onsite operations.
- Tools to allow for on-site service delivery in compliance with social distancing rules.
- 100,000 personal face masks ordered to provide to businesses, so they and their employees could follow the Governor's guidance to re-open.
- Purchasing multiple sizes of containers, labeling and supplies needed for locally-sourced hand sanitizer...which was then distributed for essential workers at multiple businesses.
- Supplies to help local manufacturing teams to make medically approved face shields. Working with local hospital administration, county officials, and regional CCO to identify scope and design for local manufacturers to make locally sourced face shields.
- And many other creative, innovative efforts.

The Human Translation Project

This was a multi-partner program developed to meet the needs of Oregon's non-English speaking workers seeking Unemployment Insurance assistance. A call center was developed and staffed by individuals speaking more than 20 languages found in Oregon. From its creation in June 2020 through June 2021, the hotline served over 12,500 workers needing language assistance, 47% of whom have been women of color. The Oregon workforce is estimated at only 11.5% women of color which demonstrates the equitable impact of this project. Outreach efforts are continuing as part of DOL's Fostering Access, Rights, and Education (FARE) grant program.

Disaster and Layoff Emergency Kits (DALEKs)

PY20 was the year of the disaster in Oregon. Already reeling from the effects of the COVID-19 pandemic, the state saw the most destructive fire season on record. With our WSO centers closed by the pandemic, there was an extreme need to get the services to those that needed them. To do that Disaster and Layoff Emergency Kits were created.

Utilizing state dislocated worker reserve funds, the Dislocated Worker Unit purchased and created the DALEKs to include everything necessary to present a rapid response session and to connect individuals to services. These kits can be loaned to local areas or businesses to emulate a “portable AJC” under almost any unforeseen or emergency situation. Components of the kits are made available for temporary use by individuals experiencing the after-effects of disasters, unexpected business closures in remote areas, etc. DALEKs are customizable to meet the needs of a local workforce area or business and include:

- Multiple Chromebook laptops, pre-bookmarked to Unemployment Insurance (UI) and other resource websites, and pre-connected to a portable Wi-Fi hotspot – customers can file a UI claim or access other benefits, access their personal email to communicate with family members, employers, utilities, etc.
- Multiple basic-level smartphones with cell service for individuals in an emergency situation to contact employers, family, insurance companies, etc.
- A variety of handouts (Dislocated Worker handbooks, UI Claimant Handbooks, Health Insurance-SNAP-TANF flyers, and other community resource handouts).
- A variety of office supplies (pens, pencils, tape, stapler, markers, first aid kit, Kleenex, flashlight).
- A complete sanitization kit (including N95/KN95 masks, hand sanitizers, and sanitizing wipes) is also included to provide staff the ability to maintain safety protocols between participants.

Other Statewide Funded Activities

Wagner-Peyser Act 7(b) Funded Activities

The following labor market information activities were supported by Wagner-Peyser Act Employment Service section 7(b) funds:

- Job Vacancy surveys – quarterly and annual surveys and reports;
 - Summer ([Summer 2021 job vacancy report](#))
 - [difficult to fill job openings analyses](#)
- Wage record analyses – analysis of Unemployment Insurance wage records; minimum wage analysis ([example wage record report](#))
- Labor Market Information website development, including data tools for career exploration ([Career Explorer - QualityInfo](#));
- Various articles and special reports published on QualityInfo.org, including
 - [COVID-19 related data and articles like Disparate Impacts of the Pandemic Recession in Oregon.](#)

State Strategic Goals and Vision

The Oregon Workforce and Talent Development Board (WTDB) advises the Governor on strategies and alignment in the workforce system. Because the WTDB is made up of leaders representing business and industry, labor, community-based organizations, Oregon legislature, local government, and state agencies, it is uniquely positioned as Oregon’s workforce and talent

development expert. The WTDB's vision is equitable prosperity for all Oregonians. To realize this vision, the WTDB advances Oregon through meaningful work, training, and education by empowering people and employers.

As a part of the progress made during the past year, the WTDB updated and extended its [Strategic Plan](#) in response to the pandemic and to reflect more real-time workforce and economic issues. Consistent with this proactive approach, the WTDB produced or commissioned a number of research reports and policy papers to shape strategy:

- [Stimulating Apprenticeship in Oregon Now and For the Future](#), Robert I. Lerman, Urban Institute, September 2020
- [Issue Brief: The Human Development Side of Economic Recovery in Oregon](#), David T Conley, PhD, EdImagine, September 2020
- [Effects of Social Distancing on Oregon's Leisure and Hospitality Workers](#), ECONorthwest, September 2020
- [Talent Development for Artificial Intelligence in a Post-Pandemic World](#), Artificial Intelligence Taskforce, October 2020
- [Effects of the Pandemic on Oregon's Healthcare Workforce](#), ECONorthwest, November 2020
- [Essential Employability Skills— Needed Now More Than Ever](#), Essential Employability Skills Taskforce, December 2020
- [Oregon Postsecondary Education and Workforce Training: Preparing for a Strong Recovery to the COVID-19 Crisis](#), Oregon Higher Education Coordinating Commission, May 2021

The WTDB formed the Equitable Prosperity Taskforce (EPTF) during the period. The EPTF produced the [Equitable Prosperity for All Taskforce Whitepaper](#) (Coraggio Group, June 2021) to describe a redesigned system that would invigorate and empower these actors and organize them in productive, collective, and collaborative work to help thousands of Oregonians share in equitable prosperity in the post-pandemic economy. This set the stage for significant discussion and strategy-making around four Imperatives:

1. Foster deep, sustained engagement by key industry leaders, employers, and labor unions to identify and communicate skills necessary for competitive employment.
2. Center the system on the user experience and acknowledge different pathways for different people and industries.
3. Improve alignment with agencies and nonprofits that provide wraparound supports.
4. Extend the apprenticeship model beyond manufacturing and the construction trades.

Finally, the WTDB, in partnership with local workforce development boards facilitated new legislation ([Senate Bill 623](#), 2021) to establish the Continuous Improvement Committee (CIC) to assess the effectiveness of Oregon's public workforce development system immediately and every even year into the future. The CIC's work must include the perspectives of underrepresented populations.

Promising Practices for Other Priority Populations

Job for Veterans' State Grant

The Jobs for Veterans' State Grant (JVSG) was created by congress to have a narrow scope with purpose, U.S.C. Title 38 Chapter 41 and 42, to further augment the WorkSource Oregon services to

Veterans and Businesses. Oregon's JVSG Base Award Funding supports the following dedicated staff:

- 13 Disabled Veterans' Outreach Program Specialists (DVOPs) to provide individualized career services to veterans experiencing significant barriers to employment, with an emphasis on assisting veterans who are economically or educationally disadvantaged. Veterans facing these barriers include homeless veterans and vocational rehabilitation clients. DVOPs created 377 Individual Employment Plans during PY 2020.
- 3 Local Veterans' Employment Representatives (LVERs) conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of disabled veterans.
- 2 Consolidated Position staff serve in a dual role as DVOP specialist and LVER.

Providing Employment Services During COVID-19

JVSG staff were fully operational during the program year, reaching out to DVOP eligible customers and connecting with businesses.

National Award for Exceptional Veteran Service

WorkSource Bend received the prestigious Mark Sanders Award from the National Association of State Workforce Agencies. This annual award is presented to one individual or group in the U.S. that provides exceptional workforce and/or job market assistance to veterans, especially those with significant barriers to obtaining and retaining employment.

Recruit and Hire Veterans Web Page

A web page was designed to help businesses with recruiting and hiring veterans. The page, accessible through the WSO website, provides information and utilizes a built-in link that allows businesses to request a meeting with LVER staff. Over 100 company representatives have signed up and been contacted since the site went live.

Businesses Seeking Veteran Recruitment Support – LinkedIn

Local Veterans Employment Representatives collaborated with LinkedIn to create a page for businesses seeking Veteran recruitment support. LVERs advocated to include veteran status tracking data as a way to better apply "priority of service" for veterans and increase recruitment efforts of veterans to meaningful employment. As a result, LinkedIn added this demographic information in September 2021.

National Dislocated Worker Grants (NDWGs)

COVID-19 Disaster Recovery and Employment Recovery Dislocated Worker Grants (DWG)

Dislocated Worker Grants (DWG) temporarily expand service capacity through time-limited funding assistance provided by the Federal Department of Labor. During the spring of 2020 Oregon received two DWGs after the president issued emergency declarations in response to the COVID-19 pandemic. The Disaster Recovery DWG and the Employment Recovery DWG were funded for a combined amount of \$6,000,000 with a project period of performance of March 13, 2020 through March 31, 2022, or until funding is exhausted. All of Oregon's nine local areas throughout its 36 counties received funding for these grants.

The Disaster Recovery DWG is providing disaster relief, humanitarian assistance employment, and employment and training services to minimize the employment and economic impact of COVID-19 in disaster declared areas as defined in 20 CFR 687.110(b).

Temporary employment offered under the grant include logistics and distribution of food and essential supplies, food pantry, cleaning and sanitation, contact tracers, community health care screeners, community service workers, peer support specialists, COVID-19 testing site administration workers, and other employment and humanitarian efforts such as, helping set up quarantine areas and aiding quarantined individuals, organizing and coordinating recovery, quarantine, or other related activities, environmental services, assistance with mental health call lines, childcare assistance, cooks, drivers, community health support including elder care, community resource navigators and vaccine resources and community outreach and education particularly to Oregon's unhoused or vulnerable populations. Both DWGs offer participants a full suite of employment and training services.

The Employment Recovery DWG provides employment and training services to all eligible individuals who will have access to all basic, individualized, and training services offered by the WIOA title I and title III programs.

On March 8th, 2020, Governor Kate Brown declared a state of emergency to address the spread of COVID-19 in Oregon. Shortly thereafter, directives instructed all businesses to urgently modify or halt operations to reduce the spread of COVID-19. These abrupt changes mandated upon local businesses and industries created a rapid and radically different form of recession that many Oregonians had never experienced before.

Participants are receiving training and employment services through local America's Job Centers. Many of the impacted workers are younger and have lower levels of education. Women and people of color have also been disproportionately impacted as well. Many of the impacted workers need additional education and training to reconnect with employment.

Career and training services include outreach, intake, labor exchange services, initial and comprehensive career assessments, development of an individual employment plan, referral, basic computer literacy, information on eligible training providers, occupational training, on-the-job training (including apprenticeships), entrepreneurial training, customized training, resume/interviewing guidance, supportive services, and educating individuals about current demands in the local labor market so that their efforts lead to employment. These services are helping skill up individuals and support businesses disproportionately impacted by the COVID-19 pandemic shutdown.

Oregon Wildfires 2020 Disaster Recovery Dislocated Worker Grant (DWG)

Disaster declarations were issued by the president in September 2020 after wildfires damaged many regions in Oregon. Approximately 500,000 Oregonians were under an evacuation notice, and more than 40,000 had to evacuate their homes for some period of time. Hazardous air quality in and outside of the evacuation zones impacted workers, and limited opportunities for community partners to begin to establish the need for recovery projects.

Application for a Disaster Recovery Dislocated Worker Grant was submitted to the Secretary of Labor in October 2020, requesting \$19,500,000 to provide temporary employment and employment and training services for 825 participants.

In November 2020, Oregon was awarded an initial increment of \$6,500,000 for a project period of performance from October 1, 2020 through September 30, 2022. Six of Oregon's nine local areas are participating in the grant.

Because of COVID-19, WorkSource Oregon offices throughout the state were closed to in-person services in March 2020, and service providers began establishing and refining virtual services for participants, including eligibility determination processes, and determining how best to conduct project outreach in environments that were often remote, and for participants who were understandably traumatized and in need of temporary lodging, and access to meals. The DALEKs referenced elsewhere in this report were deployed to several fire-raved areas.

Service providers in this grant project have not modified existing dislocated worker eligibility policies, and have altered an automated eligibility determination system so that long-term unemployed participants are readily identified as grant-eligible. One of the service providers amended its supportive services policy to include need-related payments, but none have been issued as yet.

Community-response networks were newly established or expanded in some areas, and the use of social media and other virtual connections have allowed for extensive outreach and engagement. These networks allowed for identifying businesses in need of assistance, and identified businesses in position to offer assistance, many which had not previously connected with the public workforce system.

Significant temporary employment projects are in place to assist with clean-up and recovery efforts including demolition, repair, renovation, and reconstruction of damaged and destroyed public and private structures, facilities, and lands located within the disaster areas. Humanitarian projects are assisting with connections to community services to address basic food, clothing, physical, mental health services, and employment services.

SNAP Training and Employment

Supplemental Nutrition Assistance Program (SNAP)

The Agriculture Improvement Act of 2018 (2018 Farm Act) provides guidance for the national SNAP Employment and Training (E&T) program. This legislation supports work as the pathway to self-sufficiency, well-being and economic mobility for individuals and families receiving supplemental nutrition assistance. It also encourages state and local innovations in training, case management, and program design. The United States Department of Agriculture administers the national program and sends funds to the Oregon Department of Human Services (ODHS). In Oregon, the voluntary SNAP E&T program is called STEP (SNAP Training & Employment Program).

Oregon Department of Human Services (ODHS)

The Oregon Employment Department (OED) works under contract with ODHS to provide SNAP E&T components and services to STEP participants. By entering into this contract, OED STEP Coaches are required to provide each STEP participant with a SNAP indicator in their iMatchSkills registration, with a SNAP E&T Orientation and a SNAP E&T Assessment. When SNAP recipients

volunteer to participate in the STEP program, they develop a written plan and receive coaching, case management, and support services, which lead to employment as the pathway to self-sufficiency, well-being, and economic mobility.

SNAP E&T Components. OED fulfills the terms of the contract by providing:

- Work Readiness Training activities that prepare individuals for the workplace;
- Job Search Training, which enhances the individual's job search skills;
- Supervised Job Search resulting in self-sufficiency and long-term employment stability;
- On-the-Job Training job placement services for STEP participants in Rogue Valley, Mid-Willamette, Portland-Metro, and Southwest workforce areas; and
- Job Retention coaching and support to assist the individual to retain employment.

COVID-19 Response

Participation in the STEP program dropped significantly during the COVID-19 pandemic as WorkSource centers, community colleges, and public libraries closed their doors to the public. In response, OED's STEP program established a partnership with Free Geek to ensure STEP participant's digital connectivity needs were met. **Through this partnership, the SNAP program provided over 400 free laptops to STEP participants to help them complete training and employment activities.**

COVID-19 changed the employment outlook for many STEP participants. As many industries reduced employment, STEP participants engaged in training activities that better aligned with the new post-COVID economy. The SNAP program increased job training funding for occupations within Oregon's Sector Partnership and Priority Occupations as defined by Oregon's Workforce Development Boards. In FFY 21, 138 participants received short-term training costing roughly \$230,000, while 211 received technical/vocational training costing roughly \$416,000. The program expects to see continued enrollment in job training with positive occupation outcomes in PY 2021. In addition to funding training activities, the STEP program launched a pilot in January 2020, to offer additional assistance with childcare, housing, utilities, automobile repair, and automobile Insurance. By the start of PY 2021, these support services were available statewide.

And finally, in response to WSO center closures, the STEP program began offering assistance with internet and phone services in July 2020, to help customers connect virtually with programs and services. These services proved popular and by end of PY 2021, almost \$49,000 was disbursed to eligible participants.

With WSO centers closed for much of PY 2021, and many ES staff assisting with UI claims processing, the total amount spent on all support services in PY 2020 was roughly \$420,000 compared to just over \$1M in PY 2019.

STEP Outcomes (July 2020 – June 2021)

- Number of STEP orientations completed: 6,403
- Number of participants who received an Opportunity Plan unique count: 2,043

To meet a few STEP participants and hear their success stories, visit the [Appendix](#).

Business Services

At its core, WorkSource Oregon business services provides a local labor exchange where businesses can find the workers they need, and job seekers can gain employment.

WorkSource Oregon business services provides business and industry with customized workforce solutions that prepare and deliver qualified and viable candidates, and advances their current workers. Business services staff play a significant role in connecting job seekers with employment opportunities, and this role is dependent on WSO's efforts to build and maintain successful relationships with businesses. A strong job development approach creates opportunities for applicants and businesses. Job development services will support targeted population customers as they attain sustainable and meaningful jobs.

To build a successful relationship, WSO staff conduct on-site employer visits prior to the start of a recruitment, then send employers qualified candidates in a timely manner. Conducting an on-site visit provides insight into the specific business' needs, improving the quality of referrals and employment outcomes.

The most important value-added business service all WSO centers provide is connecting employers to qualified candidates. Business services delivers comprehensive workforce solutions with emphasis on supporting local sector strategies and investment priorities by providing skills validation, training, and career placement needed to fill employment gaps and advance incumbent workers.

Aligning business services efforts ensures that workforce investment activities meet the needs of businesses and support economic growth in each area. Leveraging and aligning collective resources brings enhanced communication, coordination, and collaboration among businesses, economic development, service providers, business team members, and the local workforce development boards.

Incentive programs encourage companies to give opportunities to candidates who may face skill gaps or employment barriers, but otherwise have the potential to meet the employer's needs, thereby reducing structural unemployment in the community. Programs include:

- the Preferred Worker Program, which provides a wage subsidy through the Department of Consumer and Business Services for workers unable to return to regular employment because of on-the-job injuries;
- the federal Work Opportunity Tax Credit, which gives a tax credit to employers who hire individuals from target groups who have significant barriers to employment;
- [Work Share](#), which provides partial UI benefits to workers experiencing reduced hours, as requested by an employer seeking to avoid a layoff; and
- the Senior Community Service Employment Program (SCSEP), which is managed in some counties by Experience Works or Easter Seals, and provides community services and economic self-sufficiency through training and placement in unsubsidized jobs for individuals age 55 and older, who have low income and poor employment prospects.

The public workforce system and business services teams work in tandem to connect the diverse communities we serve, such as veterans, migrant and seasonal farmworkers, unemployment insurance claimants, and dislocated workers with employment

opportunities.

This program year saw business services team members thrive in their commitment to employers through innovative and committed outreach methods and service delivery. For example, staff hosted several virtual and drive-thru hiring events to help employers fill critical positions. These and other innovative approaches discussed below were instrumental in helping job seekers connect with businesses while WSO centers were closed to in-person traffic.

Labor market challenges continued, with many workers retiring and choosing not to return to work due to the ongoing pandemic. To address these challenges, business staff saw successful quality placements for their employers through use of the labor exchange system, outreach, special events, and social media.

In addition, business staff utilized WSO's LinkedIn recruiter platform to help fill positions. The partnership with LinkedIn began July 2020 and to date has generated almost 7,500 followers, gained national recognition, and resulted in 95 quality hires with up to six figure salaries. Based on this success, WSO recently extended its LinkedIn partnership for three more years.

To ensure that service delivery is consistent in every area, and underserved rural areas are supported and promoted equally, business services staff from across the state meet monthly to share best practices and address workforce challenges. Throughout the pandemic, the business services team has continued its partnerships with other special programs, such as STEP, RESEA, MSFW, Veterans and Trade Act, to ensure a pipeline exists for the referral of those customers for enhanced job matching and placement assistance.

PY 2020 Business Services Data

- Total Business served = 9,931
- Total Staff assisted job listings = 1,513
- Self-Referral job listings = 275,227
- Downloaded job listings from the National Labor Exchange = 171,929
- Total staff-assisted hires = 1,292
- Total self-referral hires = 3,132
- Total staff-assisted placement and self-referral hires = 54,032

Migrant and Seasonal Farmworker Program (MSFW)

The State Monitor Advocate (SMA) and MSFW outreach staff worked tirelessly in PY 2020 to help MSFWs access COVID-related health and safety information, including vaccinations and understanding their legal protections as essential workers. This was a significant challenge, given the estimated 57,449 seasonal MSFW's, and 28,949 Migrant farmworkers in Oregon, as estimated by a recent University of Oregon MSFW enumeration study.

In response to state-mandated COVID safety protocols, MSFW outreach staff adapted by shifting outreach activities to virtual meetings, observational (on-site) meetings, emails, phone calls, and distributing outreach packets to agricultural employers. Despite these challenges, outreach staff were able to connect with 34,253 MSFW's in PY 2020. MSFW outreach peaked at 11,037 between April and June of 2020.

To assist the Oregon Health Authority (OHA) in responding to virus outbreak calls received from the State Monitor Advocate (SMA), an MOU was signed between the Oregon Employment Department and OHA, allowing for the sharing of customer information. This agreement helped OHA respond to reported outbreaks and protect the health and safety of MSFWs.

The SMA received numerous calls from MSFWs that had tested positive for COVID, and were informed by their employer that they needed to quarantine for two weeks without pay. Through the local USDOL Wage and Hour division, the SMA learned that MSFWs were entitled to the Families First Coronavirus Response Act (FFCRA), which provided up to two weeks paid leave if the employer met the required rules. This information was shared by the SMA with numerous agriculture employers, and resulted in many MSFW's being reimbursed for lost wages.

MSFW outreach staff also partnered with OHA in organizing COVID-19 testing and vaccination events throughout the state. This resulted in 1,635 H2A workers, and 4,945 domestic MSFW's, being tested and vaccinated for COVID between July 2020 and March 2021. MSFW outreach staff also distributed tens of thousands of personal protective equipment (PPE), hand sanitizers, water canteens, neck towels, and information on emergency support services. In addition, Oregon Human Development Corporation, which manages the National Farmworkers Jobs Program, was also instrumental in providing PPE and masks to MSFW's throughout Oregon.

In PY 2020, 4,111 MSFW's were registered in the state's labor-exchange system.

Reemployment Services and Eligibility Assessment Program

In PY 2020, the Oregon Employment Department continued to operate a statewide Reemployment Services and Eligibility Assessment (RESEA) program. Prior to the COVID-19 pandemic, unemployment insurance claimants, identified as most likely to exhaust benefits and all transitioning ex-service members (UCX), were selected to attend an initial RESEA interview, and could also be selected for one subsequent RESEA meeting, if they remained unemployed for more than five weeks. RESEA interviews include orientation to WIOA services, referral to reemployment services/training, provision of labor market information, development of an individual Reemployment Plan, and assessment of Unemployment Insurance (UI) eligibility, including a review of reported work search activities. Potential issues detected are referred to UI staff. A key component of RESEA is the provision of customized reemployment services to further assist claimants in their job search.

In response to the COVID-19 pandemic, Oregon adjusted the RESEA program beginning in PY 2019, and continued throughout PY 2020. RESEA conversations shifted to virtual environments, both over the telephone and through video conferencing. Selection criteria for RESEA was modified, and claimants who indicated they voluntarily quit, or were discharged from their jobs on their initial claim application, were included in the new pool for RESEA selection. ES staff shifted to help support UI, so a weekly maximum was set at 200, and the subsequent RESEA conversation was temporarily stopped. As the need of the UI program began to gradually decrease, the weekly maximum was increased from 200 to 600 in June 2021. This plan was approved by USDOL, and allowed Oregon to continue to offer RESEA services to a selection of claimants throughout the duration of the pandemic.

In PY 2020, Oregon completed 2,384 initial RESEAs. This includes both UCX and non-UCX claimants. Oregon will ramp up program activity in PY 2021, as state and local COVID-19 guidelines allow.

Connections with Business Services Team

Specialized business services staff continued their focus of connecting with claimants after completion of their initial RESEA interviews regarding job openings with business customers. Charged with creating deeper, more productive ties between the business community and job seekers, the goal of this team is to produce a more effective, demand-driven model by providing a point of contact for employers, and support for qualified workers who meet the workforce needs of the business customer. Utilizing custom job matching, and leveraging ongoing business relationships, staff helped claimants interview for, and ultimately accept, job offers – some of which offer annual salaries of more than \$100,000.

Universal Access

With the start of the pandemic, WSO had to adapt to a rapidly changing work environment, both for staff and for customers, and how it provided services to these groups. With unemployment claims surging to historic highs, there was a clear need for additional language assistance that the department struggled to meet. It took time, but with information from the Governor's office, and other sources, Unemployment Insurance (UI) information was made available in 15 languages other than English. Historically, there were only three languages available. Pandemic Unemployment Assistance documents were also translated into the 15 languages.

In addition, the Online Claim System was expanded to allow for new claims to be started in Spanish, Russian, and Vietnamese in addition to English. A new contract was also created for vendors to provide telephonic interpretation services, which expanded the number of languages available. The video interpretation services were used for a number of webinars that explained the various UI programs and benefits in multiple languages at the same time.

With the demand for UI benefits, the agency has had to provide more services to customers with disabilities, and while the requests for accommodations has still been fairly small, it did increase slightly, providing additional information to learn and provide those accommodations as reasonably as possible.

Additional Promising Practices and Innovative Approaches

Apprenticeship Program

Registered Apprenticeship is integral to Oregon's workforce and education system. The registered apprenticeship system consists of multiple stakeholders, including the Bureau of Labor and Industries (BOLI), Higher Education Coordinating Commission (HECC), Oregon Employment Department (OED), Oregon Department of Education (ODE), Oregon community colleges, union and non-union training centers, and industry. HECC, BOLI, OED, and ODE work together on an inter-agency apprenticeship team to support and collaborate on various work efforts related to improving the registered apprenticeship system.

Over the last year, the inter-agency apprenticeship team worked together to create a draft strategic plan that prioritizes equity and access to the apprenticeship system. The team is now going through an action planning process to identify the milestones they would like to

achieve within the next year, to realize the vision of the strategic plan. One of the milestones agreed upon is to create structure and guidelines around how Oregon invites other organizations to be part of the apprenticeship grant application processes. The hope is that guidelines will make grants more accessible to organizations that may have previously been unable to present a sufficient grant application within a condensed timeline.

Oregon has also increased the training resources it has available for community partners, businesses, and employers that are interested in pursuing registered apprenticeship. The Oregon Apprenticeship website now has multiple guides available on how to create and maintain a registered apprenticeship program. The website also contains several explainer videos for job seekers and businesses around registered apprenticeship. The intent of the guides and training videos are to create shared understanding for customers around how to navigate the registered apprenticeship system.

Trade Adjustment Assistance Program

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program providing benefits and services to eligible U.S. workers whose jobs have been adversely impacted by foreign trade.

Connection to the Oregon Workforce System

The Oregon TAA Program is an active and engaged collaborator with WIOA partners and WorkSource staff. Collaboration occurs in all stages of trade-affected worker service delivery, from petition filing through program exit.

During 2020-2021, the Oregon Trade Act program was approved to bring the TRA unit into the Central Trade Act unit. To improve upon customer service, the TRA unit joined the TAA call center to utilize one phone number, which gives participants one entry point for Trade Act services.

In support of Oregon's co-enrollment efforts, the TAA team hosted a Fireside Chat with DOL, local workforce boards, and WIOA title I Rapid Response staff. During this chat, DOL provided technical assistance to Oregon on the requirements to administer Rapid Response and program co-enrollment. Oregon TAA currently refers all dislocated workers, who are trade eligible, to dislocated worker programs across the state.

Program Year 2020 Highlights

Strengthening Partnerships

Collaboration between states is an opportunity to reflect on Oregon's service administration methods, and brainstorm how to adapt existing models to meet the needs of other unique TAA programs. Oregon TAA led a three-state pilot to increase petition filing in states with the lowest petition rates to increase awareness of identifying workers impacted by trade. TAA also facilitates a national work group on growing work-based learning opportunities.

Enhancing Worker Engagement

Oregon TAA had a group certification that included over 2,000 workers with a majority of them being from underserved communities. With approval from the governor, and safety measures in place, Oregon TAA met with workers in-person, or in a group setting, to improve access to benefits and services. The Trade Act Navigators improved the worker engagement process to include three outreach attempts in multiple platforms.

Continuing to Serve During COVID-19

The Oregon TAA program continues to be flexible to the needs of workers during COVID-19; TAA staff continue to provide videos of both Rapid Response and Trade Act Information Sessions. As part of the flexibility of the program, in-person services are also provided to underserved communities who may not be able to access virtual services. Additionally, all Trade Act staff are able to telecommute, which helps mitigate exposure to the COVID-19 virus.

Appendices

The following appendices contain additional information referenced throughout this report including:

- Information on Workforce System Partners
- Oregon's Joint Data Validation Framework
- Customer and Program Success Stories

IV. APPENDICES

Appendix A — Oregon's Workforce Partners

Higher Education Coordinating Commission (HECC) Agency – WIOA Titles I and II, NDWGs

The State of Oregon's Higher Education Coordinating Commission (HECC) envisions a future in which all Oregonians—and especially those whom our systems have underserved and marginalized—benefit from the transformational power of high-quality postsecondary education and training. The HECC's eight (8) offices include the Office of Workforce Investments (OWI) and the Office of Community Colleges and Workforce Development (CCWD).

OWI and CCWD have direct administrative responsibility for many of the activities identified in the Adult, Dislocated Worker, and Youth programs identified in title I of WIOA and the Adult Education and Literacy activities identified in title II of WIOA. In these roles, the HECC distributes workforce funding, provides fiscal oversight and accountability for workforce programs, and provides policy direction and technical assistance to state and local workforce partners, staff, and other stakeholders statewide.

- The Office of Workforce Investments (OWI) is responsible for convening partnerships in the workforce system, supporting and providing technical assistance to Oregon's Workforce and Talent Development Board (WTDB) and local workforce development boards, and implementing the Governor's vision and the WTDB strategic plan. The OWI administers the Workforce Innovation and Opportunity Act (WIOA) Youth, Adult, and Dislocated Worker programs, Federal Discretionary grants, and National Dislocated Worker Grants.
- The Office of Community Colleges and Workforce Development (CCWD) provides coordination, leadership and resources to Oregon's 17 locally-governed community colleges, 17 adult basic skills providers, community-based organizations and other partnerships. CCWD administers Title II of WIOA, also known as the Adult Education and Family Literacy Act. This provides federal funds to local providers and supports leadership and training in order to assure quality basic skills services for adults across Oregon, including English language instruction for adults.

Oregon Employment Department (OED) – WIOA Title III (Wagner-Peyser/ES, TAA, MSFW)

The Employment Department strives to promote employment of Oregonians through developing a diversified, multi-skilled workforce, and providing support during periods of unemployment. Through 47 offices across the state, the department serves job seekers and employers by helping workers find suitable employment; providing qualified applicants for employers; supplying statewide and local labor market information; and providing unemployment insurance benefits to workers temporarily unemployed through no fault of their own.

OED's Workforce Operations division supports numerous workforce programs and initiatives, including Employment Services, Trade Act, and MSFW programs. The division is also charged with helping ensure Oregonians develop the skills they need to sustain rewarding careers and businesses have the talent they need to be competitive.

Oregon Department of Human Services/Vocational Rehabilitation (ODHS/VR) – WIOA Title IV

The Oregon Department of Human Services (ODHS) is Oregon's principal agency for helping Oregonians achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity, especially for those who are least able to help themselves.

Vocational Rehabilitation (VR) assists individuals with disabilities to get and keep a job that matches their skills, interests and abilities. VR staff work in partnership with the community and businesses to develop employment opportunities for people with disabilities. VR is a state and federally sponsored program which assists people with all types of disabilities, with the exception of Blindness or Deaf-Blindness, in all areas of the state.

Oregon Commission for the Blind (OCB) – WIOA Title IV

The Oregon Commission for the Blind was established in 1937 as a state agency to provide services to Oregon's citizens who experience vision loss and need specialized training and support to live full and productive lives. The agency receives policy direction and oversight from a seven-member commission representing consumer organizations, education, ophthalmology/optometry, business and individual citizens.

The OCB Vocational Rehabilitation (VR) program provides Oregonians with job readiness assistance. Experienced VR counselors help clients hone many of the skills necessary to obtain or retain employment. Counselors also work to pair businesses in search of skilled and dedicated employees with a pool of talented candidates. All OCB job readiness services are free to qualified Oregonians and to the employers who hire them.

Role of the State Workforce and Talent Development Board (WTDB)

The Workforce Talent and Development Board (WTDB) is Oregon's state-level workforce development board, and is the overall advisory board to the Governor on workforce matters, including developing a strategic plan for Oregon's Workforce Development System. Appointed by the Governor under the Workforce Innovation and Opportunity Act, the WTDB is made up of leaders representing private business, labor, community-based organizations, Oregon legislature, local government, and state agencies. The majority of the 41-member board represents business.

Workforce and Talent Development Board (WTDB) Vision and Imperatives

The Oregon Workforce and Talent Development Board's (WTDB's) vision is *equitable prosperity for all Oregonians*. Further, the WTDB: *Advances Oregon through meaningful work, training, and education by empowering people and employers*.

The WTDB will accomplish its vision by:

- Leading and communicating a long-term vision for Oregon that anticipates and acts on future workforce needs;
- Advising the Governor and the legislature on workforce policy and plans;
- Aligning public workforce policy, resources, and services with employers, education, training and economic development;
- Identifying barriers, providing solutions, and avoiding duplication of services;
- Promoting accountability among public workforce partners; and
- Sharing best practices and innovative solutions that are scalable statewide and across multiple regions

Essential to realizing the WTDB's vision, five Imperatives are identified by the WTDB and communicated to state and local partners and stakeholders. These are:

- Create a culture of equitable prosperity;
- Increase understanding and utilization of the workforce system;
- Identify and align strategic investments;
- Position Oregon as a national leader; and
- Create a Board culture that is resilient and adaptable and flexible to a changing economy

Local Workforce Development Boards

Local Workforce Development Boards are a group of community leaders appointed by local elected officials and charged with planning and oversight responsibilities for workforce programs and services in their area. These boards are made up of individuals representing business, education, economic development, organized labor, community-based organizations, state agencies, and local government. Oregon has nine Local Workforce Areas to support locally-driven decisions and programs. These Boards play multiple roles in their communities:

- **Convener:** Bringing together business, labor, education, and economic development to focus on workforce issues and promote strategic alignment.
- **Workforce Analyst:** Developing, disseminating, and assisting with the analysis of current labor market and economic information and trends in industry sectors in partnership with the Oregon Employment Department Research Division.
- **Broker:** Bringing together community stakeholders to solve common problems; aligning systems and strategies; forging new relationships between business and education.
- **Community Voice:** Articulating the issues for the needs of a skilled workforce. Demonstrating and speaking to the effectiveness of training programs.
- **Capacity Builder / Investor:** Enhancing the region's ability to meet the workforce needs of local employers through the utilization of federal and state funds.

For more Information on local areas, visit:

- [Northwest Oregon Works](#)
- [Worksystems](#)
- [Clackamas Workforce Partnership](#)
- [Willamette Workforce Partnership](#)
- [Lane Workforce Partnership](#)
- [Southwestern Oregon Workforce Investment Board](#)
- [Rogue Workforce Investment Partnership](#)
- [East Cascades Works](#)
- [Eastern Oregon Workforce Board](#)

Other Important Partnerships

The Oregon Workforce Partnership (OWP) is composed of leaders from Oregon's nine Local Workforce Development Boards. Each local workforce area is designated by the Governor. Chief Local Elected Officials from each local area identify organizations to serve as the Local Workforce Development Boards.

OWP provides leadership that promotes and advances Oregon's workforce system. They envision that Oregon's workforce system ensures all Oregonians possess the talent needed for communities to thrive and prosper.

Appendix B — Draft Statewide Data Validation Policy and Joint Data Validation Framework

Overview

The Workforce Innovation and Opportunity Act (WIOA) Section 116(d)(5) directs states to establish procedures to ensure the data contained in the State's Annual Performance Report(s) is valid and reliable. These procedures are broadly referred to as "data validation."

This requirement is reiterated in 20 CFR 677.240(a): "States must establish procedures, consistent with guidelines issued by the Secretary of Labor or the Secretary of Education, to ensure that they submit complete annual performance reports that contain information that is valid and reliable, as required by WIOA sec. 116(d)(5)."

As part of these guidelines, the US Department of Labor (DOL) issued Training and Employment Guidance Letter (TEGL) 07-18, *Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)*, which provides information to States and grantees of DOL and the US Department of Education (ED) on the performance accountability system requirements set forth in section 116 of WIOA. Specifically, this guidance provides information about the guidelines States must use in developing procedures for ensuring the data submitted are valid and reliable.

TEGL 7-18 describes a Joint Data Validation Framework that applies to programs administered by DOL and ED and includes, "While States must utilize a data validation strategy, the specific design, implementation, and periodic evaluation of that strategy is left to the discretion of the State so long as those strategies or procedures are consistent with these guidelines."

Later, DOL released TEGL 23-19 *Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs*, which provides information to grant recipients of DOL workforce programs, including states, and provides guidelines for grant recipients to use in developing procedures for ensuring the data submitted for performance reporting are valid and reliable.

TEGL 23-19 contains specific requirements for states' Data Validation Framework and further describes the framework, "The WIOA Core programs and the TAA program must use a data validation strategy. However, these programs and the other non-core program grant recipients have the discretion to decide the specific design, implementation, and periodic evaluation of that strategy, so long as those strategies or procedures adhere to this guidance."

Policy Statement

The Higher Education Coordinating Commission's (HECC) Office of Workforce Investments (OWI) and the Oregon Employment (OED) have developed a Data Validation Framework for the WIOA Core programs they administer and the Trade Adjustment Assistance program. This data validation framework consists of

- Attachment A – Data Validation Framework
- Attachment B – DV Source Document Collection

This policy and its attachments apply to all WIOA Core programs administered by OWI and OED, the Trade Adjustment Assistance program, the Jobs for Veterans State Grants (JSVG), and National Dislocated Worker Grants (DWGs). These programs must also adhere to their respective programs' presiding federal guidance for the program year data being validated.

As per TEGL 23-19, these programs and the other WIOA Core and non-core program grant recipients have the discretion to develop additional policies, guidance, or other documents that pertain to the specific design, implementation, and periodic evaluation of that strategy, so long as those strategies or procedures adhere to all relevant federal and State guidance.

Effective Date

[Upon posting]

Required Action

All entities that administer WIOA Core programs, non-core programs, and TAA grant recipients must review the attached documents and may develop additional, program-specific guidance, as necessary.

Contact

Questions are to be referred to hecc.owi-workforce-policy@hecc.oregon.gov.

Attachments

- Attachment A – Data Validation Framework
- Attachment B – DV Source Document Collection

References

[The Workforce Innovation and Opportunity Act](#) (WIOA)

[TEGL 07-18](#) - Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)

[TEGL 23-19](#) - Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs

Appendix C — Joint Data Validation Framework

Oregon's PIRL Data Validation Framework For WIOA Title I Dislocated Worker, Adult, and Youth, WIOA Title III Wagner-Peyser, Jobs for Veterans State Grants (JVSG), and the Trade Adjustment Assistance (TAA) Programs

Effective 7-30-2021

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Oregon's PIRL Data Validation Policy

This policy covers the following federal programs: WIOA Title I Dislocated Worker, Adult, and Youth, WIOA Title III Wagner-Peyser, Jobs for Veterans State Grants (JVSG), National Dislocated Worker Grants (NDWGs), and the Trade Adjustment Assistance (TAA) Programs.

The State performs data validation (DV) to ensure reporting accuracy and reliability, system integrity, and outcome improvement. The State will conduct DV for the applicable programs annually, follow-up on DV results, and provide technical assistance and/or corrective actions, as applicable. The State's DV efforts will be certified in the Annual Statewide Performance Narrative Report.

The State will review source documents against the management information systems (MIS) and/or other systems of record, and the Participant Individual Record Layout (PIRL) in accordance with existing guidance provided by the US Department of Labor (currently TEGLs 7-18 and 23-19). The State will also conduct technical reviews of the PIRL to ensure data reporting procedures are valid and reliable.

The sample selected for review will include records of participants at various stages of their involvement with applicable programs.

Data Validation Frequency

The State will conduct DV annually, typically in the 3rd calendar quarter and will conduct follow-up and provide technical assistance, as needed or requested. Individual programs governed by this framework may have differing, program-specific start and end dates for data validation activities. The State's data validation methodology will be addressed and certified in the WIOA Annual Statewide Performance Report Narrative.

It is expected the State will conduct Data Validation in late August to September of each year.

Sample Methodology

To select the sample size, performance staff collaborate with their IT division to randomly select from active and exited records in the PIRL the appropriate sample size for each program.

- Each year the State will review the sample size, taking into account previous years' DV results, potential data concerns and other relevant factors. Sample sizes are detailed in the **DV Procedural Documentation by Program Area section**, below.
- The universe of records sampled will be all participants for the previous ten quarters and will include both active and exited participants.
- All required data elements (per program) will be reviewed for each record sampled.
- Additional details are in each agency's processes towards the end of this document.

Error Identification and Tracking

- Each program will create and maintain a data validation checklist/tool for use by the individuals conducting DV.
- State DV staff will use the checklist/tool described above to verify:
 - That allowable source documentation exists*; and, where applicable, that the data in the participant record and the source documentation match.
- If/as errors are discovered, State DV staff will record relevant information on the checklist/tool.

*Note: A lack of allowable source documentation will result in an automatic error for the corresponding data element, and may result in additional follow-up, technical assistance, or other corrective action.

The State will use documentation to track errors. Errors shall be recorded by data element, per program, per local area and/or AJC as appropriate.

The computational method for calculating error rates will be determined by:

- Dividing the number of errors (per element) by the number of files reviewed which contain that element, expressed as a percentage.
 - Example:
 - 200 participant files reviewed for “Date of Birth”; with 5 errors found;
 - $5/200 = 0.025$, or 2.5%
 - This process will be repeated for each data element.
- Each year after calendar year 2021, each program will use the previous year’s DV results to determine error threshold rate(s) for the upcoming year.
 - Error threshold rate(s) may fluctuate depending upon the *cause* of the error (e.g. a local AJC will not be held responsible if a State system/process is the cause of the error).
 - In all cases, the actual error rate, and any actual or presumed reasons/causes for errors will be documented when errors exceed the error threshold rate.

Feedback and Error Correction

State DV staff will require local staff correct errors within 90 days of being notified of the error.

Training and Technical Assistance Identification and Provision

DV training will be provided for appropriate program staff annually.

Additionally, the feedback process will include engagement of program and local staff to ensure that they are advised of data elements and types of source documentation that had higher trends in errors, or other general data quality concerns identified, including:

- Technical assistance will be provided annually, as needed or requested, or both, typically within 90 days of the completion of State-level DV activities.
- Targeted or system-wide staff training will be considered after DV error rates or results are analyzed.

Data Validation Follow-up Activities

DV results are used to ensure the accuracy of local and state reports. Error rates and trends analysis will inform policy revisions and future sampling approaches.

If error correction is required and/or data or source documents are missing, State data validation staff will notify program coordinators (or providers, as appropriate) upon the completion of a program's data validation and source documentation review.

Individual programs governed by this framework will request follow-up documentation from their program coordinators detailing how DV process have been corrected and will set timelines for provider responses – typically within 90 days of notifying the coordinator as described in the previous paragraph.

Should a DV error rate or trend be identified, the State will provide assistance to program providers and AJC staff to implement system and/or policy changes to improve data quality.

All records and related documentation pertaining to DV will be compiled and maintained according to federal record retention requirements and be accessible to federal reviewers ([2 CFR 200.334](#)).

Records may include:

- Copies of worksheets on data elements and files/records reviewed
- Frozen quarterly wage records for wage record matching used for reporting outcomes
- Frozen/retained screen shots and documents displaying pre-correction data
- Trends in common data accuracy issues
- Error rate calculations
- Corrective action efforts made after data validation reviews
- Manner in which results are memorialized and records retained
- Document process for the correction of missing and erroneous data identified

In the event corrective action is required, those actions and expected outcomes will be tracked and monitored, in addition to any “typical” follow-up during DV activities (identifying promising practices, etc.).

Regular assessments of the effectiveness of the DV process will be conducted annually, typically in the 3rd calendar quarter, and will employ revisions to the policy and process, as needed, including:

- Method(s) for staff to assess the effectiveness of the DV process
- Frequency for how often this assessment occurs
- An assessment of the use of self-attestation as a form of source documentation
- An assessment of data collection accuracy through supplemental information gathering processes

DV Procedural Documentation by Program Area

Procedures for performing DV for each program is documented in 3 separate sections, Title I, Wagner-Peyser & JVSG, and TAA due to MIS and procedural differences.

Note: Since all ETA programs that are part of this data validation framework use the same source document list/requirements, if a participant is co-enrolled in more than one of the applicable programs, any program may accept the data validation results of another program's DV procedure, as long as all "Program Specific Parameters" (see Attachment B) also apply.

Overview of Office of Workforce Investments (OWI) Processes

1. The Office of Workforce Investments (OWI) is responsible for Data Validation related to WIOA title I programs, including National Dislocated Worker Grants, and has program specific policies and guidance posted at www.wioainoregon.org
2. OWI will conduct Data Validation (DV) for WIOA title I programs annually, typically in the 3rd calendar quarter.
3. Correcting errors and obtaining missing data or source documents will align with **Data Validation Follow-up Activities** (above).
4. In the event corrective action for local area staff is required, those actions will be documented and may be shared with appropriate leadership (Program coordinator, local WDB staff, chief local elected official, etc.).
5. Sample methodology and size: OWI will use random participant records gleaned from previous WIPS/PIRL submissions, and cross-reference them with participant names to create individual participant-specific worksheets.
 - a. OWI acknowledges that they will rely on a small sample size for the initial implementation period of this framework. For PY20, OWI will select 5 participant files per program, per local area, for the WIOA T-I Adult, Dislocated Worker, and Youth programs for three different local areas across the state. Additionally, OWI will select 5 participant files from our National DWGs administered during PY20.
 - b. For future PYs, OWI will release changes to sample sizes in our pre-DV guidance.

Wagner-Peyser and JVSG DV Procedures

1. OED Data Validation staff will conduct DV of WP and JVSG records as outlined in the State DV Policy & Framework and will follow the processes outlined under the “Overview of Office of Workforce Investments (OWI) Processes” with the following exceptions:
 - a. Exclude item 5 and instead use sample sizes:
 - i. Wagner-Peyser will randomly select 25 records
 - ii. JVSG will randomly select 10 records

TAA DV Procedures

1. OED Data Validation staff will conduct DV of TAA records as outlined in the State DV Policy & Framework and will follow the processes outlined under the “Overview of Office of Workforce Investments (OWI) Processes” with the following exceptions:
 - b. Exclude item 5 and instead use sample sizes:
 - i. TAA will randomly select 25 records

Required Data Validation Elements and Source Docs

Required data validation elements and their corresponding source documents (by program) are included in Attachment B to this policy and framework, *DV Source Document Collection*.

Appendix D — Customer Satisfaction Survey Questions

Businesses

- As a result of the services you received, did you hire one or more new employee(s)?
- How satisfied were you with the person(s) you hired?
- If you have job openings in the future, how likely is it that you would list your job openings with us?
- How likely would you be to recommend our services to your fellow business owners?

Individuals

- How do you rate your first impression of the workforce system provider that served you?
- Do you feel the services provided helped (or will help) you find a job?
- If one of your best friends were looking for a job in the future, how likely would you be to recommend our services?

Appendix E — Success Stories

Dislocated Worker Success Stories and Quotes

How has WorkSource Rogue Valley Changed your life?

“It's changed so much. Beforehand I felt stuck in retail and I felt like I was gonna get stuck in a life-long rut of hating when I was there but forced to stay because I didn't know what to even do. Now it's the complete opposite. I truly enjoy what I do. I am helping people and directly impacting their lives in a positive manner and it's opened a whole list of opportunities for me. That is the most positive change for me right now since I'm still young and trying to figure my life out. It's changed my mental health so positively.” – Kyle B.

“In March of this year I had completed the class, passed all of the tests, and had obtained my GED! At the time that I had reached out to WorkSource I was on unemployment due to my place of business being shut down.” – Max T.

“I had been applying for so many jobs with just my experience as a heavy equipment operator with no results. But just two months after completing the training I am now employed as a CDL Driver. I will keep this job because the training I received gave me the confidence, skills, and certifications I needed to be ready to step right in and drive a semi-truck with a trailer.” - David W.

NDWG Success Stories

Story 1: Disaster Recovery DWG

Jose is a former West Linn Paper employee. During 2017-2020 the plant went through several extensive layoffs resulting in a Trade Act certification. Jose received WIOA funding assistance for his tuition and support services while waiting for Trade Act to be certified/approved. He received assistance with setting up his iMatchSkills profile, unemployment application, accessing Trade Act information sessions, and with the completion of Trade Act Training proposal. His Workforce Advisor helped with academic counseling, a term by term outline, applying for FAFSA, and cost of textbooks, supplies, tuition and fees. The Advisor helped Jose with his class registrations and setting up and navigating Moodle - an online educational platform that provides custom learning environments for students used by Clackamas Community College.

Jose was enrolled in the National Dislocated Worker Grant-Disaster Recovery in 2020 and received support services to assist him with tutoring fees and with one-on-one job search. He was taking his last course needed to obtain his degree (CDT-108A Introduction to Solidworks) and was having a hard time with this class. After contacting the class instructor, the Advisor was able to obtain the contact information of a former student who previously helped the instructor. This individual agreed to tutor Jose. This tutoring not only enabled Jose to pass his class with an “A”, but also to complete his degree.

Jose graduated in September of 2020 and obtained multiple certifications: Associates of Applied Science Degree in Manufacturing Technology, 1-year certificate in Manufacturing, and Computerized Numerical Control (CNC) Certificate. He also obtained his CPR/First Aid and OSHA certifications. Jose obtained full-time employment with EES Inc. as Systems Integration Technician, making \$18/HR. He was waiting to be eligible for full benefits, however, in March of 2021 he found a better job opportunity. He started working at Package Containers as a Machine Operator, earning \$24/HR with

full benefits. He confirmed that he is still working at Package Containers.

(Jose sent the following thank you note to his advisor:)

“Elena I can't thank you enough for all your help. You helped me with all the difficult, time consuming trade act paperwork, and with all my program schedule. I can't thank you enough for all the resources you helped me find not just for me but for my children. Now, I remember you Elena when many times you said all things happen for a reason and even bad things. Now I understand.

When I lost my job, I thought I lost everything but now I know that it was the time for me to learn, to go to school and to achieve something for my future. It really helped having a degree when was applying and interviewing for jobs because having a degree helped me qualify for positions and get a better job.

Once again Elena, thank you so, so much for all the help, exceptional services, great resources, for the time, for the counseling, and for the amazing support you provided to me and to other people like myself who were affected by the layoffs. You were available at any time, any day and I thank you for that because I remembered having questions about my unemployment benefits or class schedule, or gas gift cards, homework, or trade act refunds and I did not know what to do, but you were always there for me and you always had an answer or helped me solve the problem. You are amazing.”

Story 2: Disaster Recovery DWG

An employer hosting an intern, hired the individual, a DWG participant as a permanent employee once she completed her internship. This participant had previously obtained a degree in Health Informatics. However, because she had no experience in the healthcare industry, she was not able to find employment in her chosen field. Through assistance provided under the grant, the participant was hired as a COVID-19 patient screener at a prominent healthcare provider in the Rogue Valley. During her internship the employer found out the intern was bi-lingual in Spanish. This skill was a major discovery as the employer works with a large population of Latino/a/x. The employer offered the intern a permanent position as a Compensation, Benefits, and Job Analysis Specialist even before her internship concluded.

Story 3: Employment Recovery DWG

M.W. (50) a veteran and dislocated worker, enrolled in the Employment Recovery DWG and was subsequently enrolled in the Certified Medical Assistant (CMA) program at Klamath Community College. She graduated in November 2020, earning the CMA certificate, and passing the National Health Association (NHA) exam. Following a four-month job search, M.W. secured a position with the Oregon Department of Human Services (DHS) as a limited duration Klamath County Shelter Coordinator at \$19.35/hour. She is currently working for DHS and hopes to turn this position into a permanent role or find a different position prior to the conclusion of her limited duration assignment.

Story 4: Employment Recovery DWG

J.D. who has always worked as a bartender, became unemployed due to COVID 19 pandemic. He was unable to find meaningful lasting employment after COVID shutdowns. J.D. realized he had to get retrained in a different field of work if he planned to look for employment in areas other than hospitality and leisure. J.D. was referred by Tillamook Bay Community College to WorkSource center inquiring about their commercial driver training program. Upon successful completion of skills assessment and analysis of job markets, J.D. decided to pursue a career in commercial driving.

Through the Employment Recovery DWG, he was able to realize his goal of learning new skills which eventually lead to a new career field. He now has a commercial truck driving job and is well on his way to making a great income for his family.

Story 5: Employment Recovery DWG

Katie originally contacted WorkSource/COIC in September 2020 after being employed as a Baggage Claim Attendant but laid off due to COVID. Katie inquired about training assistance as she wanted to attend ITR Truck Driving school to obtain her Class A CDL. Previously, Katie had been employed seasonally as a Flagger for over 8 years and, also briefly as a Dispatcher. While working in the industry, Katie networked with several trucking and construction companies who hire Truck Drivers and knew that that was a career in high demand which would provide a steady income year-round. Katie's WIOA scholarship application was approved, and she began attending ITR in November. Once she completed training and obtained her Class A CDL credential, Katie was hired on with a company as a Truck Driver in Portland. In March of 2021, Katie contacted Jenny at COIC as she needed to relocate back to Central Oregon to be with her family. Jenny worked with Joe with WSO Business Services who had been in contact with employers hiring Truck Drivers. Jenny helped Katie update her resume and then referred Katie to Joe for placement. The challenge for placing Katie was lack of hours behind the wheel. It is an industry standard that smaller outfits require 2 years' experience while larger trucking companies strongly prefer 6 months driving experience (insurance cost/risk mitigation). Due to the success Business Services has previously had placing graduates in the region, truck driving companies often soften the requirements and give our candidates an interview. Katie had 3 interviews in less than 24 hours, and was hired in less than 72 hours, at a pay rate above the 50th percentile in Oregon.

STEP Success Stories

Meet Guadalupe

Guadalupe is a veteran of the United States Army and was deployed to Afghanistan in support of Operation Enduring Freedom during the Global War on Terrorism. After completing his service, Guadalupe returned home to Ontario, where he experienced unexpected transitioning struggles from active duty military service to civilian sector. The transition included a period of homelessness while he was living in a camper shell parked on a friend's lawn. Like other veterans with similar backgrounds, Guadalupe had difficulty coping with civilian life during his transition, as he tried dealing with the medical and mental health issues incurred from his military service. He tried working several jobs, but he has struggled with securing and retaining employment for any substantial period of time, until most recently.

Guadalupe is currently a community college student at Treasure Valley Community College, working toward an Associate's degree in Cyber Security and Network Administration. He has secured part-time employment on campus as an IT Help Desk Technician. Guadalupe is now housed in a small, but affordable apartment where he can have some personal space.

While he is able to complete many of his assignments at the campus computer labs, there are still instances where he is unable to use the labs due to limited hours and restricted access due to COVID-19 protocols. With a laptop computer with internet and technical support through the Digital Inclusion Service Pilot Project, Guadalupe will be able to complete all of his online classes and homework assignments from home. This is a tremendous benefit that can greatly improve the probability of his success in school. When Guadalupe finishes his training, he will be considerably more marketable to employers in the information technology industry.

Meet Ariana

Ariana came to WorkSource Klamath as a youth, working with Cara from Klamath Community College, the local WIOA Title I partner. Ariana is currently enrolled in the Medical Assistant and Phlebotomist certificate program through Klamath Community College. Her long-term goal is to work full-time in health care.

Ariana is currently using her cell phone to complete her school work and attend online classes. By being a part of the Digital Inclusion Service program, she now has access to a laptop that will allow her to view her coursework better and participate in online classes more easily.

Ariana's school program ends in June of 2021. She is excited about the doors that will open up for her as a result of completing her Medical Assistant and Phlebotomist program. As Ariana attends school, she is looking for part-time employment or work experience that will help her make connections in the medical field. Now that Ariana has a laptop, she will be able to attend virtual job seeker workshops with WorkSource Oregon, which will help her learn valuable skills for obtaining a job in her desired field.

Meet Monica

Monica is currently living in a hotel with her four school-age children while she is waiting for housing assistance to have an available unit. Monica has worked as a housekeeper, cashier, and caregiver in the past. She enjoys helping people, which is why she completed a CNA program last year. Unfortunately, Monica did not receive a CNA certificate because she had no way to pay the fee.

There are no local CNA classes because of the pandemic, so Monica met with our partners at Southwestern Community College and decided to build on her caregiving experience and knowledge to pursue a career as a Medical Assistant. Monica applied, and has been approved, for financial aid. She has worked very hard to complete all necessary steps to enroll and begin attending classes on January 4, 2021.

Monica did not have a computer to take her on-line classes. She stated that 'having a laptop will not only let her complete her classes and achieve her goal of becoming a Medical Assistant, but it will remove child care worries.' Monica's goal to become a Medical Assistant will help in supporting her children and giving them all a brighter future. She added that, 'this opportunity will also let her be a good role model for her children, too.'

Appendix F — Oregon Commission for the Blind Activities (Title IV)

At the beginning of the reporting period, July 1st, 2020, the state of Oregon was facing multiple and significant economic, environmental, and humanitarian disruptions. Social unrest in cities statewide, climate driven wildfires and a global pandemic all had direct impacts on Oregon's businesses and labor force. As with many service providers - OCB's clients and business partners were specifically and substantially affected.

Social unrest in Oregon's largest cities disrupted public transportation and access to medical services and employers. Climate driven wildfires burned nearly 1 million acres of forest throughout the state, with significant impacts in rural Oregon. Transportation and business activity were significantly affected, and air quality conditions made most outdoor activity impossible throughout the summer. Some OCB clients and community providers lost their homes to fires, and some OCB business partners were forced to temporarily or permanently close operations. The global COVID-19 Pandemic reduced or temporarily eliminated access to public transportation, shuttered many businesses temporarily or permanently, reduced access to education and social services resources, and reduced access to general and blindness related medical services and tools. Public unemployment insurance programs were overloaded, and it was extremely challenging to contact unemployment insurance programs given the volume of calls compounded with marginally accessible state UI systems.

Vocational Rehabilitation agencies rely on Community Resource Providers (CRP) to provide job development, job coaching and other vital employment services. During the disruptions, CRPs found themselves unable to provide services for clients, and could not engage with existing clients on jobsites due to COVID protocols or other limitations. Communication with employers was put on hold in many cases. Many CRP's changed careers to adapt to the sudden loss in revenue. This was especially damaging to OCB's rural constituencies. OCB had invested time and resources into building CRPs in rural communities.

Legal blindness is a significant disability and requires intensive, hands-on blindness skills training as well as specialized assistive and adaptive technology tools and resources. Orientation and Mobility, as well as several other blindness skills, are effectively and nearly exclusively provided hands-on, in proximity between student and instructor. During PY 20, vaccines were not yet available, and state mandated safety protocols were in place. Orientation and Mobility instructors were not permitted to provide full services. Other services at OCB were reconfigured for remote delivery as appropriate. Local board and state agency partners were receptive and responsive to ideas or requests from Title IV serving agencies in Oregon to serve Oregonian's experiencing vision loss during these multiple disruptions. Communication was open and consistent between OCB and state workforce system leadership. Oregon's general Vocational Rehabilitation agency, and its blind serving agency, the Oregon Commission for the Blind, collaborated consistently during the period of the Pandemic to deploy strategies for the ongoing provision of services during quarantine and staged reopening.

OCB developed and coordinated the following responses to these multiple disruptions:

Services to OCB Jobseekers

While under the Governor's no-contact Pandemic orders, OCB staff modified service delivery for remote, contactless instruction whenever possible. Services provided remotely included: intake, VR

counseling, Assistive Technology instruction, braille, blindness skills instruction, job search services and client networking groups. Services were delivered using ZOOM and Microsoft teams.

All five OCB Field Offices statewide remained open during the length of the Pandemic and disruptions with minimal staffing, and contactless procedures. Clients needed immediate access to tools and supplies such as cane tips, replacement canes and tactile bump-dots.

OCB Assistive Technology Instructional Teams created or modified curriculum to train OCB staff and clients on using remote work platforms such as Zoom and Microsoft Teams. Instructional staff worked with VRC's to reach out to clients and identify those that needed additional training to use remote work technology.

OCB contacted The State of Oregon's Unemployment Insurance System's Universal Access Coordinator to identify resources and contacts to assist OCB clients with navigating the complexities of Unemployment Insurance and other COVID related economic supports. Points of contact between organizations were established for quick response time. Throughout the PY 20, OCB stayed in regular communications with UI and Universal Access staff to resolve issues as they arose.

OCB partnered with WSO staff to make distance delivered job search workshops accessible for screen reader users. When WSO office were closed to the public due to Pandemic mandates and began service delivery of some job-seeking workshops via remote work tools. WSO reached out to OCB for assistance creating an accessible remotely delivered alternate that worked for Oregonian's experiencing vision loss. WSO staff met with OCB staff, and reconfigured delivery to provide ZOOM as an alternate platform to MS Teams. Alternate platforms were provided, and sessions were recorded. Remote delivered workshops included: Resume, Interviewing and Networking.

OCB BRC staff facilitated remotely delivered recruitment, Progressive Employment training, and support for Community Rehabilitation Provider's (CRP's). Increased frequency of contact to better enhance retention during Pandemic and other disruptions. OCB Established regularly scheduled check-ins to assess status and provide support.

Services to Business

OCB Business Relations Coordinators conducted distance delivered Disability Etiquette and Awareness trainings and assistive technology demonstrations separately and in partnership with Oregon VR business relations staff for public and private sector hiring partners. These trainings included requests for Windmills, an implicit bias curriculum, disability etiquette and awareness.

Through WSO, OCB Business Relations staff regularly communicated with Oregon Employment Department Regional Business Services Teams to share labor market intelligence as well as business contacts and hiring opportunities. Strategies such as drive-thru Job Fairs and other COVID safe recruitment activities were shared with OCB's jobseekers through this communication.

The Interstate Disability Employment Alliance (IDEA) was formed to serve the shared metropolitan employers in Southwest Washington and the Portland Oregon metropolitan area. When the pandemic lockdown occurred, the group shifted to statewide services within Oregon, with discussion and activities conducted online. Staff from OCB, VR and other WSO partners participated. New events such as remotely delivered/virtual 'Lunch and Learn' sessions and other activities are now happening with a larger geographic reach.

OCB Assistive Technology Instructors and Business Relations Coordinators provided remote on-site support for OCB business partners and retention for working clients. As Pandemic restrictions were lifted, OCB staff business partners and supported working clients on-site as needed and as allowed by COVID mandates.

OCB continued national employment activities and partnerships during the Pandemic. National Disability Employment Awareness Month (NDEAM) activities were transitioned to virtual delivery. National Employment Team (NET) employer recruitments and other activities continued virtually without disruption.

OCB conducted 149 business engagement activities during PY 20. 51 were new business contacts, 98 were repeat business engagement activities. That gives OCB a 66% repeat business engagement rate for the year. For PY 20, WSO counts 162,601 businesses in Oregon, OCB achieves a business penetration rate of less than 1%.

Services Pre-ETS and Transitioning

OCB modified monthly transition group meetings to be delivered remotely. These groups allowed OCB staff to deliver instruction on pre-ETS related topics. Virtual groups allowed for meaningful attendance for students in rural areas.

SWEP (Summer Work Experience Program): OCB BRC staff worked alongside the OCB Transition Team to identify and develop work experiences that were in alignment with student job goals and learning objectives. Typically, SWEP is a residential educational summer program. Due to the Pandemic, SWEP was modified for remote instruction.

Peer Mentor Group: Peer Mentor Group is a monthly group that provided a facilitated student discussion on topics related to living with a disability. This activity promoted workplace readiness skills and supports self-advocacy through social skill development and discussion of disability and accessibility related issues. This group was modified for remote delivery during the Pandemic.

Summary

PY 20 was a challenging year not only for OCB, but for the world. Social unrest, catastrophic wildfires, and a global pandemic without a vaccine in place disrupted all aspects of society and business commerce. OCB adhered to state mandates, prioritized health and safety, and creatively re-tooled services to reflect the needs of our clients and community and business partners. Using technology, OCB found new and safe methods for serving jobseekers, new methods of supporting working clients, and new ways to stay engaged and provide value to our community and business partners. OCB stayed intentionally connected to clients and partners, to maintain relationships and continue to add value. OCB learned how to deliver services remotely and has added that to its resources to support clients and businesses moving forward.

Recognition and gratitude go to the OED, HECC, WTDB, LWDBs, and all WSO partners (agencies, organizations, and individuals) that provided information for this report. Oregon continues to develop innovative and responsive methods for meeting the demands of our ever-changing economic climate.

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