



# Lane Workforce Partnership Workforce System Year-End Performance Report

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July 1, 2017 – June 30, 2018

**System performance partners include:**

- Department of Human Services
- Lane Community College
- Lane Workforce Partnership
- Oregon Employment Department
- Vocational Rehabilitation Services



Lane Workforce Partnership is the designated local Workforce Investment Board for Lane County Oregon. The local board is charged with making targeted investments in the community, utilizing federal workforce funds, in line with its mission: *To meet the workforce needs of employers and individuals through partnership and innovation.*

This report is a compilation of outcomes achieved through two primary investments in Lane County: 1) **WorkSource Lane**; and 2) **At-Risk Youth program** investments.

WorkSource Lane is the primary system that Lane Workforce Partnership invests federal funds to deliver employment services to adults and dislocated workers. Lane Workforce Partnership Board has distributed \$1,505,915.18 to Lane County Health and Human Services for the period of July 1, 2017 through June 30, 2018 for program services at WorkSource Lane.

In addition to the funds invested by Lane Workforce Partnership, the following partners invest funds and resources each year through a committed partnership to create a strong workforce system for Lane County:

- Department of Human Services
- Lane Community College
- Oregon Employment Department
- Vocational Rehabilitation Services

Lane Workforce Partnership contracts with local youth service providers to serve at-risk youth in Lane County. The primary focus of these investments is to create or expand programs that will increase the graduation rates, connect youth to higher education opportunities, and expand work experience opportunities. Lane Workforce Partnership invests federal funds targeted to serving at-risk youth through contracts with the following providers:

- Looking Glass
- Bethel School District
- Lane County Department of Youth Services
- South Lane School District
- Pleasant Hill School District
- Marcola School District

During the development of the 2016-2020 local strategic plan, specific goals and strategic objectives were developed to align the work of the Lane Workforce Partnership (LWP) with the work of Oregon Workforce Investment Board (OWIB) within the context of Lane County's local economic and workforce environment.

## **Lane Workforce Partnership Goals & Strategic Objectives**

### **Goal 1: Prepare workers for jobs in a new and changing economy.**

#### Strategies:

1. Research job changes by industry
2. Continue to implement Sector Strategies
3. Identify and share job skills with current and emerging workforce
4. Evaluate current job training programs to determine if the needs of the employers are being met
5. Gather and disseminate projected data about job evolution/changes/growth

#### Progress Measures:

- Employers report that they have a qualified applicant pool
- LWP meets or exceeds goals for entered employment and retention

### **Goal 2: Prepare our youth for future employment.**

#### Strategies:

1. Use technology to introduce youth to various jobs
2. Connect industry workforce needs to education
3. Continue to utilize the National Career Readiness Certificate (NCRC)
4. Increase paid work experience opportunities

#### Progress Measures:

- Reports from employers indicate success in hiring youth
- State employment data indicates an increase in youth employment

### **Goal 3: Connect individuals to education, skill-building, and employment opportunities in industries and occupations most impacted by retirements.**

#### Strategies:

1. Research the impact of the aging/retiring workforce
2. Match appropriate succession strategies with various jobs
3. Invest in career pathway models
4. Utilize On-the-Job Training (OJT) and customized training in companies with high retirement projections

#### Progress Measures:

- Employers report successful attrition and job transfers
- Increased OJT placements and customized training
- State employment data indicates a decrease in replacement openings due to retirements

**Goal 4: Expand the use of services and increase job placements for under-represented populations, including: women, minority groups, those over 50, veterans, people with disabilities, offenders, and rural communities.**

Strategies (revised 2/28/17):

1. Targeted outreach activities to under-represented populations for services offered at WorkSource Lane
2. Utilize technology to better serve rural communities
3. Survey or hold round table discussions with targeted populations

Progress Measures:

- Increase service utilization among targeted populations
- Record and report entered employment, retention, and wage outcomes for each targeted population

**Goal 5: Improve alignment among community leaders to meet key outcomes as identified by industry.**

Strategies:

1. Continue sector strategy work
2. Engage relevant agencies and programs
3. Improve alignment among community leaders to meet key outcomes as identified by industry
4. Use data to drive effort and outcomes
5. Collaborate in an effort to optimize the utilization and impact of local workforce resources

Progress Measures:

- Demonstrate effectiveness in achieving outcomes as identified by business and industry

The partners of the local workforce system have agreed to work together to meet the goals and strategic objectives as developed by the Lane Workforce Partnership Board of Directors. Through strong partnerships and collaboration we believe we will achieve our goals and create a system that creates – better skills, better jobs, and a better economy.

# Year-End Performance Report

July 1, 2017 – June 30, 2018

This report serves as documentation of the effectiveness of training, job placement services and the implementation of the Local Strategic Plan. Elements from this report, which demonstrate the effectiveness of the workforce program and investment impacts will be updated semi-annually and posted on the Lane Workforce Partnership web pages.

## Goal 1: Prepare workers for jobs in a new and changing economy.

Strategies:

1. Research job changes by industry
2. Continue to implement Sector Strategies
3. Identify and share job skills with current and emerging workforce
4. Evaluate current job training programs to determine if the needs of the employers are being met
5. Gather and disseminate projected data about job evolution/changes/growth

Progress Measures:

- Employers report that they have a qualified applicant pool
- LWP meets or exceeds goals for entered employment and retention

### *Research Job Changes by Industry & Gather Data About Job Evolution/Changes/Growth*

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- Staff continuously works with Oregon Employment Department's economist and workforce analyst to gather data on Lane County's industry and labor trends. Recently, data was compiled for the Focus on Florence group to inform the team on trends specific to the community of Florence.

### *Continue to Implement Sector Strategies*

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Staff continues to convene the Lane County Sector Strategy Team (LCSST).

- To date, the LCSST has launched the Technology Sector, the Food and Beverage Sector, the Construction/Aggregate Sector, and the Advanced Wood Products Sector.
- On behalf of the Lane County Sector Strategy Team, Lane Workforce Partnership posted an RFP for a Food and Beverage Sector Coordinator to lead the work of the Food and Beverage Sector. This position was jointly funded by Lane Workforce Partnership, the City of Eugene, EWEB, the Eugene Area Chamber of Commerce, Lane Community College and Lane County. Micah Elconin was selected through the RFP process and began his work as the Food and Beverage Sector Coordinator on July 1, 2017.
- On November 28, 2017, the City of Springfield and Lane County convened the Advanced Wood Products industry. The industry identified four main areas that need immediate attention: advocacy and relations, workforce development, industry appreciation and promotion, and technical assistance.

- On December 19, 2017, the Lane County Sector Strategy Team met to hear updates from the Technology Sector, Food and Beverage Sector, and Construction/Aggregate Sector. Additionally, there was an overview of the Advanced Wood Products Sector convening where community partners had an opportunity to join committees to help address some of the issues identified by industry.
- On April 23, 2018, the Lane County Sector Strategy Team met to hear updates from the Advanced Wood Products Sector, Technology Sector, Food and Beverage Sector, and Construction/Aggregate Sector.
- The work of the Lane County Sector Strategy Team has been receiving national attention. Recently, the Federal Reserve Bank of Dallas highlighted the success of the Tech Sector Collaborative in a case study on Next Generation Sector Partnerships.
- In June, representatives from the Lane County Sector Strategy Team attended the Next Generation Sector Partnerships conference in Chicago.
- Lane Workforce Partnership recruited for and hired a Sector Strategy Director. Ashley Espinoza will play an essential role in keeping the multiple sector partnerships moving forward to accomplish the identified goals and outcomes.
- Lane Workforce Partnership is partnering with Northwest Oregon Works and Southwestern Oregon Workforce Investment Board to launch the Hospitality Sector.

*Identify and Share Job Skills with Current and Emerging Workforce*

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Lane Workforce Partnership Investments

**Entrepreneurship Training**

Lane Workforce Partnership along with Lane County Economic Development and the Cities of Eugene and Springfield created the **Regional Entrepreneurial Training Fund**. In October 2016, Lane Workforce Partnership began accepting proposals for this fund.

- **The Neighborhood Economic Development Corporation (NEDCO) was awarded \$45,000** to support the 2<sup>nd</sup> year of the Youth Food Innovators Program and Micro Enterprise Education Program. The program, **Youth Food Innovators**, expands options for youth, creates better education outcomes, encourages future generations of business startup, improves workforce preparedness, and aligns with the economic development strategy for Lane County. The year-long curriculum helps students design, test, produce, package, market, and sell food products. The program is based at NEDCO’s Sprout Regional Food Hub and aligns with existing CTE programs and local economic development strategies. The end result will be a replicable entrepreneurship curriculum and certification program that can then be shared with any interested school.

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Youth Food Innovators 2/1/17 – 1/31/19  
*Overall impact of this program to date*

|                        |    |
|------------------------|----|
| # of trainees enrolled | 36 |
|------------------------|----|

- **RAIN Eugene was awarded \$150,000** to support the second year of their award to offer activation, training, and certificates for individuals in Lane County for activation events, pipeline programs, workshops, and marketing and outreach. The investment in entrepreneurial training through RAIN Eugene helps to increase the viability and economic stability of early start ups.

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RAIN 2/1/17 – 1/31/19  
*Overall impact of this program to date*

|                        | Goal | Cumulative Total |
|------------------------|------|------------------|
| # of trainees enrolled | 50   | 84               |
| # of companies started | 10   | 13               |
| # of jobs created      | 25   | 22               |

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### Innovation Training Funds

Lane Workforce Partnership and Lane County’s Community and Economic Development Department continue to partner to invest in the Regional Innovation Training Fund. In May 2017 three businesses were awarded grants through this fund.

- **SentinalOne, a next-gen Cyber Security company was awarded \$50,000** to upgrade their employee group to the company’s needed skill level in Cyber Security. The company hired 12 employees who had been displaced from Symantec.
- **Dune Sciences was awarded \$6,150** to train employees on how to launch and sell a product on Amazon.
- **Oregon Manufacturing Extension Partnership (OMEP) was awarded \$55,150** to assist Lane County small businesses of 25 or fewer employees in obtaining the skills necessary to develop a Food Safety Plan to meet Food Safety Modernization Act (FSMA) compliance. The participants will receive certification in Preventive Controls Qualified Individual (PCQI) which is recognized by the Food and Drug Administration (FDA), along with Good Manufacturing Practices (GMP) and Hazard Analysis and Critical Control Points (HACCP) training.

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OMEP 5/1/17 – 4/30/18

| Measure   | Plan | Cumulative Total                 |
|---|------|----------------------------------|
| Total number of participants enrolled in cohort or individual support   | 20   | 20                               |
| Total number of participants completing the training  | 10   | 16                               |
| Total number of participants receiving a certificate.   | 10   | 16                               |
| Total number of businesses participating in the training  | 10   | 7                                |
| Total number of business that are able to be in compliance with the Food Safety Modernization Act.  | 10   | 8                                |
| Total number of participants attending quarterly round table focused support sessions<br>(Added post-award based on need/request from businesses) | N/A  | 33 participants<br>29 businesses |

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- **Food for Lane County was awarded \$30,000** to train 12 people over the next year in the areas of: safe food handling, warehouse equipment, temperature control, safety skills, inventory, handling of food orders, inventory record keeping, and work readiness

skills. Completers of the course will obtain a Food Handler's Permit, Forklift Certification, and a Lane Community College noncredit certificate in Food Warehousing Training.

| Food for Lane County 6/1/17 – 6/30/18  |      |                  |
|--|------|------------------|
| Measure  | Plan | Cumulative Total |
| Total number of participants enrolled in training  | 12   | 18               |
| Total number of participants completing the training   | 12   | 11               |
| Total number of participants receiving a certificate.  | 12   | 11               |
| Inform local businesses concerning the training content along with assisting with negotiation of higher wages for completers | 10   | 6                |

### Layoff Aversion Program – SHINE

RAIN Eugene was awarded \$100,000 to fund the second year of the SHINE (Sustainability Hub of Interchange Negotiation Experts) program. Lane Workforce Partnership secured these funds through WIOA Layoff Aversion funds. The purpose of SHINE is to help businesses transition their companies in an effort to remain relevant in the rapidly changing markets throughout the world.

| SHINE 3/1/17 – 10/31/18                       |      |                  |
|---|------|------------------|
| <i>Overall impact of this program to date</i> |      |                  |
|   | Goal | Cumulative Total |
| # of businesses participating in Phase 1      | 6    | 7                |
| # of businesses participating in Phase 2      | 6    | 3                |
| # of businesses that completed SHINE program  | 6    | 1                |
| # of jobs retained                            | 11   | 25               |
| # of jobs created                             | N/A  | 4                |

| SHINE 3/1/17 – 10/31/18                       |                |                        |                      |
|---|----------------|------------------------|----------------------|
| <i>Overall impact of this program to date</i> |                |                        |                      |
| Business Name                                 | # of employees | # of years in business | # of layoffs averted |
| Business 1                                    | 40             | 20                     | 25                   |
| Business 2                                    | 34             | 19                     | 34                   |
| Business 3                                    | 6              | 3                      | 0                    |

### Develop Registered Apprenticeship in Tech – Greater Eugene Area Apprenti Program

Through \$783,796 in grant funding from Oregon Employment Department, Lane Workforce Partnership and the Technology Association of Oregon have joined forces to bring a registered tech apprenticeship program to Lane County. The program, called Apprenti, started last year in the state of Washington. In Lane County, the program is called the Greater Eugene Area Apprenti Program. The online candidate portal went live in November 2017. The first cohort of apprentices began pre-training in May 2018.

Greater Eugene Area Apprenti Program 7/1/17 – 9/30/20  
Overall impact of this program to date

|   | Goal | Cumulative Total |
|---|------|------------------|
| # of employers engaged                                  | 400  | 140              |
| # of employers who have signed up to take an apprentice | N/A  | 2                |
| # of registered apprenticeship occupations created      | 7    | 4                |
| # of people taking online assessment                    | 240  | 588              |
| # of apprentices beginning pre-training                 | 40   | 2                |
| # of apprentices who have completed the program         | 21   | 0                |

### Rethinking Job Search Workshops

Rethinking Job Search is a series of educational workshops based on learning objectives and integrated with cognitive behavioral techniques. Funding for this program came from a Department of Labor grant that was awarded to Willamette Workforce Partnership. The program is implemented throughout the state in partnership with local workforce boards. Lane Workforce Partnership received \$295,426 to implement the program in Lane County. The workshops were offered at WorkSource Lane to eligible job seekers. Workshops addressed social and emotional consequences of unemployment that often reduce a job seeker’s ability to effectively look for work.

Rethinking Job Search is a series of two hour workshops three days a week over four consecutive weeks. Participants learn how to identify and tackle risky thinking, understand and manage emotions, and plan and take action in their job search.

Rethinking Job Search 7/1/15 – 9/30/18  
Overall impact of this program to date

|                   | Goal | Cumulative Total |
|-------------------|------|------------------|
| # of participants | 145  | 151              |

### WorkSource Lane Workforce Innovation and Opportunity Act Scholarship Award

| Outcome/Measures of Success  | Goal     | Number/Percent Achieved   |
|--|----------|---|
| # of training scholarships awarded                                   | 54       | 58 / 109% of goal   |
| # of training scholarships awarded by industry                       | N/A      | Health care: 30<br>Information: 1<br>Manufacturing: 4<br>Construction/Aggregate: 19 |
| # of individuals completing training                                 | 40 / 75% | 51 / 88%  |
| # and % of training completers placed in training related employment | 33 / 62% | 35 / 69%  |

## Workforce Partner Investments

### **Department of Human Services – JOBS Program**

| Outcome/Measures of Success                      | Total |
|--|-------|
| # of JOBS Plus placements                        | 44    |
| # of businesses participating in JOBS Plus       | 16    |
| # of work experience placements                  | 82    |
| # of businesses participating in work experience | 56    |

### **Lane Community College – Title II**

| Outcome/Measures of Success                                      | Total |
|--|-------|
| # of individuals achieving an increase in skill gains in reading | 316   |
| # of individuals achieving an increase in skill gains in math    | 180   |
| # of individuals earning a GED                                   | 113   |

## Increase Skills Through Technology

Between July 1, 2017, and June 30, 2018, Lane Workforce Partnership has worked on several initiatives to identify industry specific job skills in Lane County and identify training opportunities to communicate those skills and to help job seekers develop the skills. The following two initiatives give job seekers access to industry specific job skills and training through technology:

- Lane Workforce Partnership collaborated with WorkSystems, Inc and seven other WIB's to request and secure funds for online training through an Oregon Talent Council grant. This grant will fund Train Oregon, a learning platform where WorkSource Oregon customers can get access to hundreds of online courses for free in healthcare, manufacturing and technology. The platform launched in March 2017 for Lane County and is offered to all interested customers in the WorkSource Center.

| Train Oregon 7/1/17 – 6/30/18                  |     |
|--|-----|
| # of WorkSource+ authorizations                | 135 |
| # of customers beginning or completing courses | 63  |

- Local tech company, CBT Nuggets, has offered customers at WorkSource Lane six months of free online training. This is valued at over \$500 and is a great benefit to customers interested in skilling up for a career in the tech industry. WorkSource Lane began offering this service to customers in March 2017.

| CBT Nuggets 7/1/17 – 6/30/18                |    |
|---|----|
| # of customers given authorization codes    | 94 |
| # of customers utilizing CBT Nuggets        | 30 |
| # of courses customers started or completed | 80 |

## Employers Have a Qualified Applicant Pool

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### Business Customer Satisfaction Survey – July 1, 2017 to May 30, 2018\*

As a result of the services you received at WorkSource Lane, did you hire one or more new employee(s)?

|                  |     |
|------------------|-----|
| Yes              | 29% |
| No               | 67% |
| Don't Know       | 3%  |
| Total Responses: | 58  |

How satisfied were you with the person(s) you hired?

|                       |     |
|-----------------------|-----|
| Very Satisfied        | 59% |
| Somewhat Satisfied    | 35% |
| Somewhat Dissatisfied | 6%  |
| Very Dissatisfied     | 0%  |
| Total Responses:      | 17  |

Source: Oregon Employment Department, qualityinfo.org

\*Most recent data available

## Entered Employment Rate

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### WorkSource Lane Adult

| Outcome/Measures of Success       | Goal | Number Achieved |
|-----------------------------------|------|-----------------|
| Employment Rate (7/1/16-6/30/17)* | 66%  | 68.7%           |

\*this information is delayed by employment records being sent to the state

### WorkSource Lane Dislocated Worker

| Outcome/Measures of Success       | Goal | Number Achieved |
|-----------------------------------|------|-----------------|
| Employment Rate (7/1/16-6/30/17)* | 66%  | 69.4%           |

\*this information is delayed by employment records being sent to the state

## Goal 2: Prepare our youth for future employment.

### Strategies:

1. Use technology to introduce youth to various jobs
2. Connect industry workforce needs to education
3. Continue to utilize the National Career Readiness Certificate (NCRC)
4. Increase paid work experience opportunities

### Progress Measures:

- Reports from employers indicate success in hiring youth
- State employment data indicates an increase in youth employment

### *Use Technology to Introduce Youth to Various Jobs*

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- **Win at Work** is a web-based, interactive workforce development curriculum used by adults and youth who need to learn how to find and keep employment.

| Measure   | Outcome |
|---|---------|
| # of WIOA Youth who complete <i>Win at Work</i> (online soft skills assessment) | 31      |

- **Elevate Lane County** is a program designed to coordinate school to work based learning opportunities. It utilizes a technology platform to better communicate between schools, students, and industry partners, and assess a student's 21<sup>st</sup> century skills. Elevate Lane County also gathers data on student's skills sets, career interests, and has the capability to identify successful completion of courses or skills through a digital badging component.
- Lane County Counselors and Career Center Coordinators began using **Slack**, a cloud-based set of proprietary team collaboration tools and services, in February 2017.

### *Connect Industry Workforce Needs to Education*

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| Measure  | Outcome |
|--|---------|
| # of students participating in industry tours  | 543     |
| # of middle school students participating in the <i>Lane County Career Exploration Expo</i> – 46 local businesses participated | 2,586   |
| # of high school students registered for job fair  | 627     |
| # of students participating in job shadows   | 65      |
| # of students participating in internships   | 13      |

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| Measure  | Outcome |
|--|---------|
| # of WIOA Youth who demonstrate skill gains in financial literacy                            | 100     |
| % of WIOA Youth who are in education or employment in the 2 <sup>nd</sup> quarter after exit | 58%     |
| % of WIOA Youth who attain a credential within one year after exit                           | 67%     |
| # of WIOA Youth served   | 290     |

### *Continue to Utilize the National Career Readiness Certificate (NCRC)*

|                                     | 2016/2017 | 2017/2018* |
|-------------------------------------|-----------|------------|
| # of youth earning NCRC certificate | 752       | 342        |

\* During this program year, schools were unable to use the NCRC for the Essential Skills Assessment for high school graduation.

### *Increase Paid Work Experience Opportunities*

|  | 2016/2017 | 2017/2018 |
|--|-----------|-----------|
| # of youth participating in a work experience  | 107       | 103       |
| # of youth who complete an internship with occupational skill gains and achieve positive evaluations | 30        | 33        |

### *Youth and Employer Testimonials*

#### **Employer Testimonials**

- Ryan is a very fast learner and took not only to the programming languages, but also the workplace culture. While interning, Ryan performed all the same tasks an IDX Broker developer does including meetings, issue tracking, enhancement requests, documentation, and of course code commits. He also had a few nerf dart shoot outs with fellow developers. It was clear this kind of workplace and workflow suited him and I have every confidence he will be coding websites, bots, and anything else he sets his sights on. **IDX Broker, Employer**

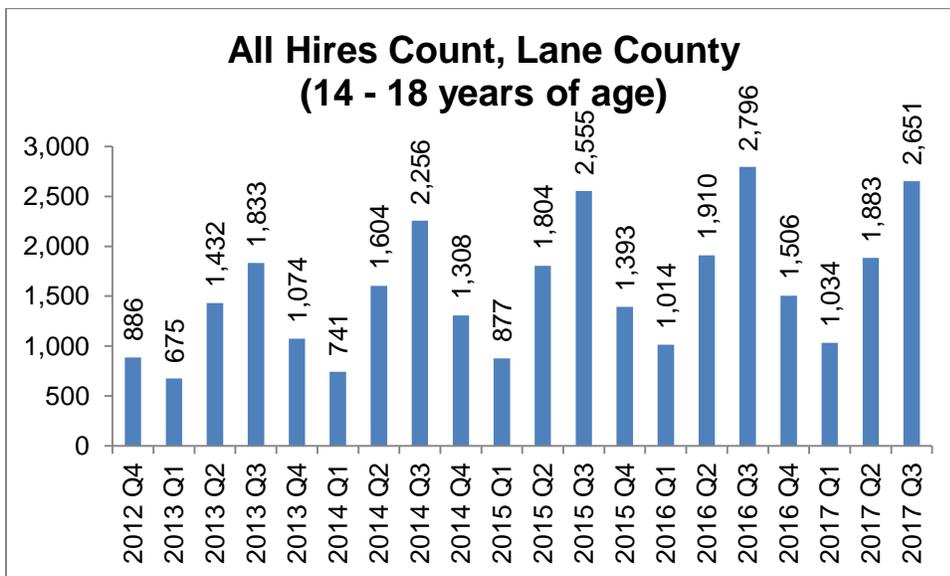
#### **Youth Testimonials**

- I appreciated the job shadow very much. The CEO took us out for coffee and explained everything he could about the company and we were given information on how they make websites (both how they look, and how they work) and how they make logos and branding for products. Everything was just very cool.
- It was very cool to see the huge facility working as a whole. The people working there were very kind and it was fun to see how they all worked together to make the gigantic

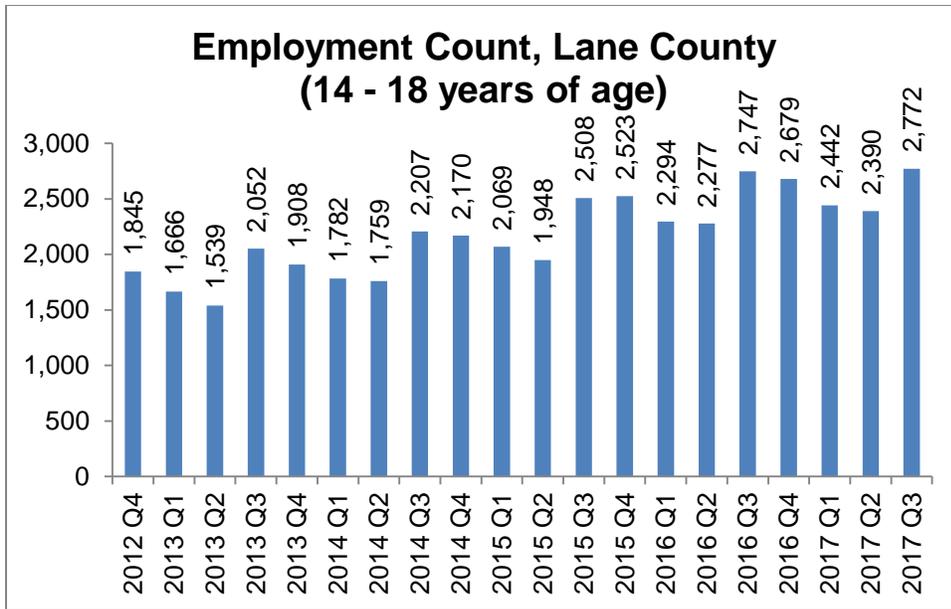
machines. I liked how I got the chance to see the different kinds of jobs and how they all depended on each other to make things work.

- I shadowed a Graphic Designer. I learned about the process graphic designers' use and the types of tools they have. They also provided me with some links to handy graphic design resources. I had a great time. Everyone was super friendly and it seemed like a great work environment. I would love to work there. **Betsy, Junior**
- I went to Lane Bloodworks and learned that phlebotomy is a career that looks very interesting. I loved every minute of it. **Demi, Senior**
- We sincerely appreciate you and all you have done to create connections and open opportunities for students to see possibilities for their future. As one student was walking out the other day after the presentation, he said he was leaving knowing what he wants to do after high school for the first time. That is invaluable and we have you all to thank for this. **Willamette HS**
- I went to Johnson Crushers and learned what they build there. I really liked how everyone was nice to show what they were doing. **Jose, Senior**
- I shadowed an entrepreneur. I learned how to overcome business obstacles and how you improve businesses sitting in an entrepreneur mentoring section. **Rauda, Senior**

### Youth Employment Data



Source: QWI Explorer application, U.S. Census Bureau, <https://qwexplorer.ces.census.gov/static/explore.html#x=16&g=0>



Source: QWI Explorer application, U.S. Census Bureau, <https://qwexplorer.ces.census.gov/static/explore.html#x=16&g=0>

**Goal 3: Connect individuals to education, skill-building, and employment opportunities in industries and occupations most impacted by retirements.**

Strategies:

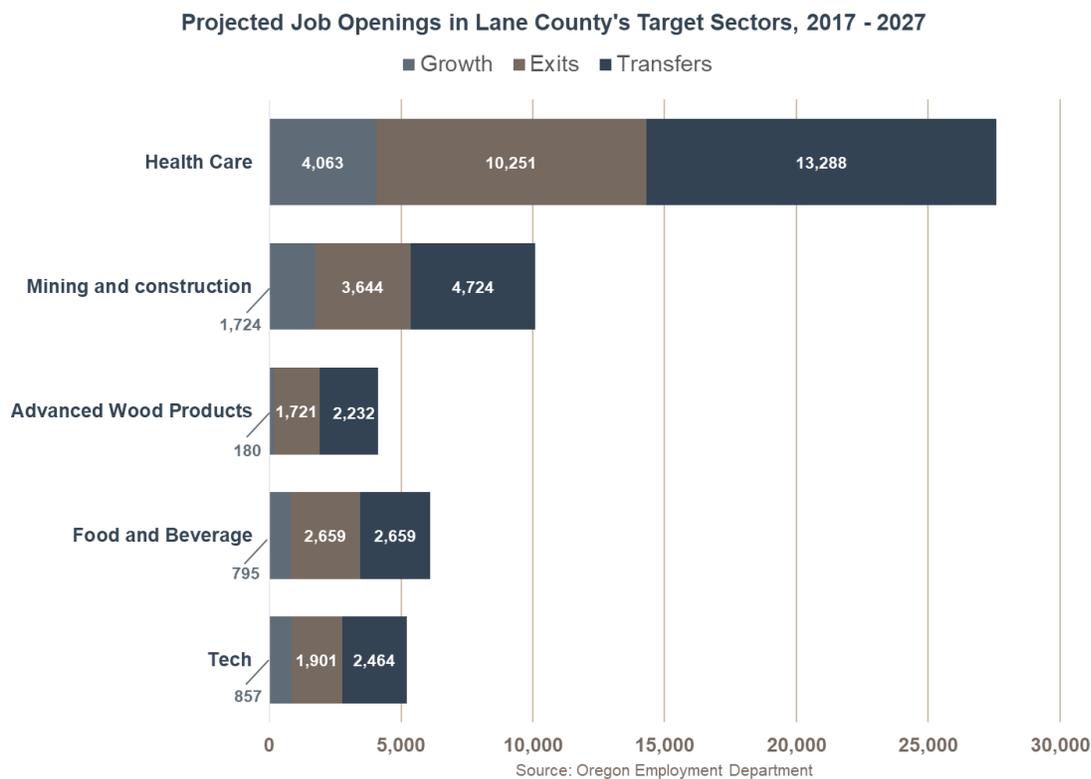
1. Research the impact of the aging/retiring workforce
2. Match appropriate succession strategies with various jobs
3. Invest in career pathway models
4. Utilize On-the-Job Training (OJT) and customized training in companies with high retirement projections

Progress Measures:

- Employers report successful attrition and job transfers
- Increased OJT placements and customized training
- State employment data indicates a decrease in replacement openings due to retirements

*Research Impact of Aging/Retiring Workforce*

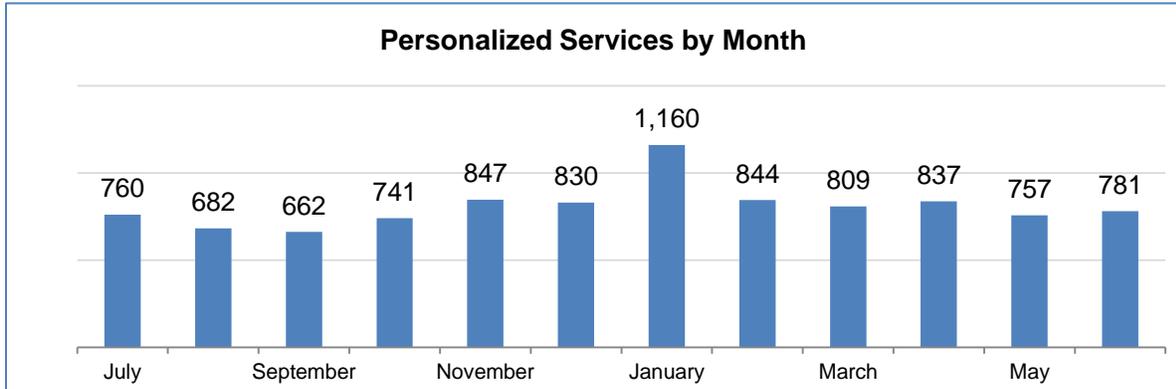
In partnership with Oregon Employment Department’s economist, Lane Workforce Partnership staff are currently publishing the 2018 State of the Workforce Report for Lane County. This report outlines the impact of the aging workforce in Lane County as well as the industries that are expected to have a large number of replacement job openings. Replacement openings are often a result of retirements.



*Utilize On-the-Job Training (OJT) and customized training in companies with high retirement projections*

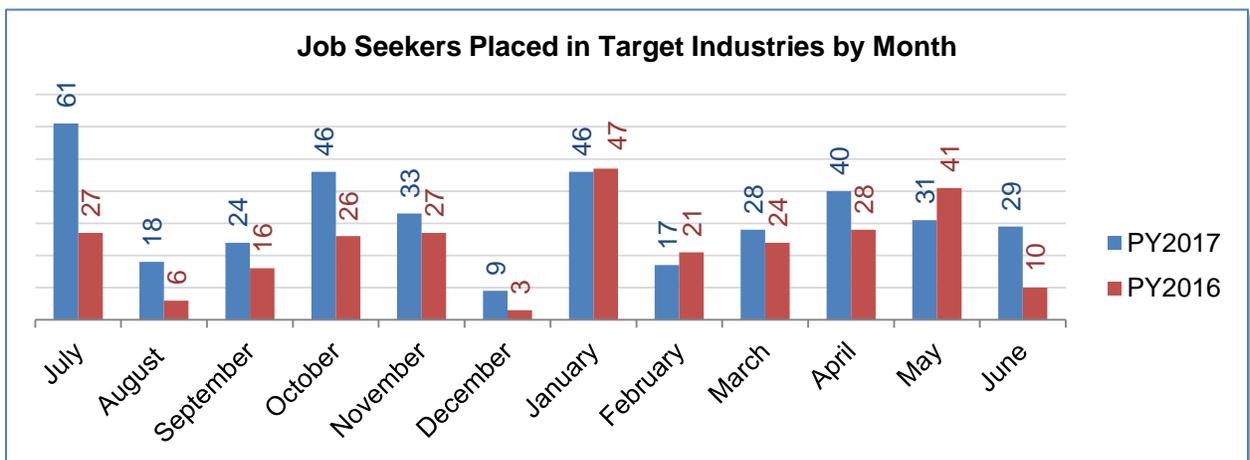
**WorkSource Lane/Oregon Employment Department Personalized Services for Job Seekers in Targeted Industries**

|   | <b>Number Served</b> |
|---|----------------------|
| Total number of WorkSource Lane customers who received personalized services to support their job search and access to talent development and skill training opportunities. | 9,495                |



**WorkSource Lane/Oregon Employment Department High Wage Recruitment Opportunities in Targeted Sectors**

|  | <b>Number Served</b>  |
|--|-----------------------|
| # of job listings in iMatchSkills® (wages \$12.00 and above) | <b>Total: 2,273</b>   |
| Health care:   | 289                   |
| Manufacturing (includes food and beverage):                  | 290                   |
| Construction/Mining:   | 126                   |
| Information Technology:                                      | 18                    |
| # of job seekers placed in targeted industries               | <b>382 placements</b> |





**Goal 4: Expand the use of services and increase job placements for under-represented populations, including: women, minority groups, those over 50, veterans, people with disabilities, offenders, and rural communities.**

Strategies (revised 2/28/17):

1. Targeted outreach activities to under-represented populations for services offered at WorkSource Lane
2. Utilize technology to better serve rural communities
3. Survey or hold round table discussions with targeted populations

Progress Measures:

- Increase service utilization among targeted populations
- Record and report entered employment, retention, and wage outcomes for each targeted population

**Targeted Outreach Activities**

- The Equity and Inclusion Task Team began meeting in December 2016, and has implemented several strategies towards achieving the goal to expand the use of services and increase job placements for under-represented populations. The Task Team set a priority around increasing outreach activities to targeted populations for services available at WorkSource Lane, specifically WIOA training scholarship opportunities. Staff created and implemented the outreach plan.

| <b>Scholarship Application Completed</b> |                        |            |                 |              |                     |                  |
|--|------------------------|------------|-----------------|--------------|---------------------|------------------|
|  | <b>Minority Groups</b> | <b>50+</b> | <b>Veterans</b> | <b>Women</b> | <b>Disabilities</b> | <b>Offenders</b> |
| <b>2015/2016</b>                         | 10 / 12%               | 19 / 23%   | 6 / 7%          | 44 / 54%     | 6 / 7%              | 4 / 5%           |
| <b>2016/2017</b>                         | 22 / 21%               | 19 / 18%   | 7 / 7%          | 69 / 65%     | 4 / 4%              | 6 / 6%           |
| <b>2017/2018</b>                         | 15 / 16%               | 13 / 14%   | 6 / 6%          | 52 / 56%     | 6 / 6%              | 6 / 6%           |

| <b>Scholarship Application Awarded</b> |                        |            |                 |              |                     |                  |
|--|------------------------|------------|-----------------|--------------|---------------------|------------------|
|  | <b>Minority Groups</b> | <b>50+</b> | <b>Veterans</b> | <b>Women</b> | <b>Disabilities</b> | <b>Offenders</b> |
| <b>2015/2016</b><br>62 total           | 5 / 8%                 | 29 / 47%   | 4 / 6 %         | 36 / 58%     | 2 / 3%              | 1 / 2%           |
| <b>2016/2017</b><br>53 total           | 10 / 19%               | 9 / 17%    | 5 / 9%          | 34 / 64%     | 2 / 4%              | 2 / 4%           |
| <b>2017/2018</b><br>58 total           | 6 / 10%                | 8 / 14%    | 2 / 3%          | 29 / 50%     | 4 / 7%              | 3 / 5%           |

Note: There was an increase in applicant diversity immediately following the implementation of the outreach plan in 2016.

### *Utilize Technology to Better Serve Rural Communities*

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- The Equity and Inclusion Task Team has also set a priority on finding ways to better serve rural communities in Lane County through technology. Currently, the local workforce leadership team is working on ways to identify opportunities to provide access to workforce services via video conferencing techniques.
- The goal of Train Oregon, a learning platform where WorkSource Oregon customers can get access to hundreds of online courses for free in healthcare, manufacturing, and technology, is to expand access of services to job seekers in rural communities. The platform was launched in March 2017, for Lane County and is offered to all interested customers in the WorkSource Center.
- Local tech company, CBT Nuggets, has offered customers at WorkSource Lane six months of free online training. This is valued at over \$500 and is a great benefit to customers interested in skilling up for a career in the tech industry, especially those in rural communities with transportation barriers. WorkSource Lane began offering this service to customers in March 2017.

### *Increase Service Utilization Among Targeted Populations*

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#### **Demographics of Populations Served through WorkSource Lane Eugene, & Florence**

|  | <b>Total Served: 23,369</b> |     |
|--|-----------------------------|-----|
| # and % of disabled individuals served   | 2,248                       | 10% |
| # and % of minority populations served (e.g. Hispanic, Native American, Asian, Pacific Islander, African American) | 3,215                       | 14% |
| # and % of individuals 45 - 54 served  | 4,122                       | 18% |
| # and % of individuals 55+ served  | 4,029                       | 17% |
| # and percent of Veterans served   | 1,594                       | 7%  |
| # of Veterans placed in employment   | 424                         |     |
| # of disabled Veterans placed in employment  | 113                         |     |

#### **Demographics of Populations Served through Lane Community College – Title II**

|  | <b>Total Served: 1,259</b> |     |
|--|----------------------------|-----|
| # and % of disabled individuals served | 123                        | 10% |
| # and % of minority populations served | 663                        | 52% |
| # and % of individuals ages 50+ served | 146                        | 12% |
| # and % of ex-offenders served         | 145                        | 12% |
| # of Veterans served                   | 13                         |     |

## Vocational Rehabilitation Services Workforce Metrics

Department of Human Services Vocational Rehabilitation (DHS-VR) helps Oregonians with disabilities gain and maintain employment through counseling, specialized training and new skill development. This includes helping youth with disabilities transition from the educational system to the workforce as they become adults, helping employers overcome barriers to employing people with disabilities, and partnering with other state and local organizations that coordinate employment and workforce programs to effectively meet the needs of people with disabilities. Employment helps people with disabilities become more self-sufficient, involved in their communities, and live more engaged, satisfying lives.

Vocational Rehabilitation Counselors conduct comprehensive assessments to evaluate vocational potential, including diagnostic and related services necessary to outline the nature and scope of services necessary for people with disabilities to gain and maintain employment. Vocational counseling and guidance builds on the assessments and clearly identifies appropriate career goals and career paths to obtain those goals. WSO partners often assist VR Counselors with shared clients to insure access to these career paths and goals. VR is a core partner in the implementation of WIOA and is committed to improving access to the Workforce System for Oregonians with disabilities.

| Measure                                     | Number Served |
|---|---------------|
| <b>Total number served 7/1/17 – 6/30/18</b> |               |
| # of adults served                          | 1,658         |
| # of youth served                           | 384           |
| # of YTP youth served                       | 239           |
| <b>Total number entering IPE</b>            |               |
| # of adults entering IPE                    | 579           |
| # of youth entering IPE                     | 41            |
| # of YTP youth entering IPE                 | 64            |
| <b>Total number with employment outcome</b> |               |
| # of adults with employment outcome         | 327           |
| # of youth with employment outcome          | 74            |
| # of YTP youth with employment outcome      | 51            |

“**Adult**” means person with disability over age 22.

“**Youth**” means person with disability age 22 and under.

“**IPE**” means an Individualized Plan for Employment. This is a written plan outlining an individual's employment goal, and the services to be provided to reach the goal. An IPE, which is very client specific can take anywhere from 1 day to 5 years to complete depending on the complexity and/or training objectives identified within the plan.

“**YTP**” is Youth Transition Program or youth with disabilities served in partnership with high school ytp staff embedded in local Lane County High schools. See “About YTP” tab at <https://ytp.uoregon.edu/> for more information.

“**Employment Outcome**” means that the person with a disability has obtained a job, all accommodations are in place, the job is going well, and the individual has maintained that employment for a minimum of 90 days and the job is not expected to end in the foreseeable future.

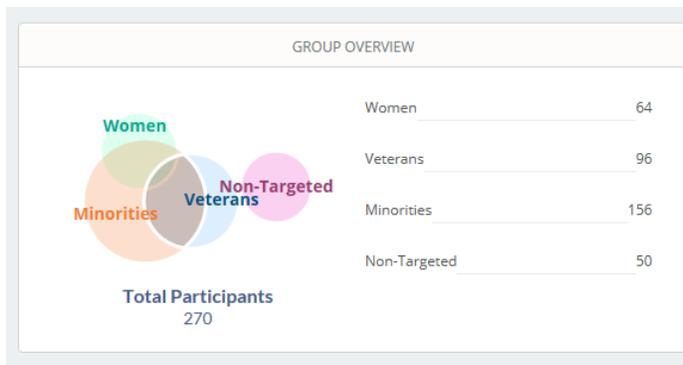
## Vocational Rehabilitation Services Workforce Metrics Continued

| Measure   | Outcome    |
|---|------------|
| Average wage  | \$13.11/hr |
| Average number of hours   | 26/week    |
| Percent employed during 2nd quarter (one year later) following exit from VR | 51%        |

### Increase Services for Women, Veterans, and Minorities

- Lane Workforce Partnership worked with the Technology Association of Oregon to create a Registered Apprenticeship program in technology in Lane County. Apprenti, developed by the Washington Technology Association is the only federally recognized Registered Apprenticeship program in the United States. The Apprenti model places a priority on placing women, veterans, and minorities in apprenticeships within the field of technology. Funded by a federal grant through the Oregon Employment Department, Lane Workforce Partnership and the Technology Association of Oregon will work to place 40 tech apprentices in Lane County over a three year period.

The first step for an apprentice candidate is to take an intensive online assessment. The assessment measures math, logic, and soft skills. In order to be placed on the ranked list a candidate must score 80 or higher. The portal for the Greater Eugene Apprenti Program went live on November 16, 2017. To date, 270 individuals have scored high enough to be placed on the ranked list. The demographic breakdown of the 270 individuals is listed below.



DEMOGRAPHICS

|   |    |                                   |     |
|---|----|-----------------------------------|-----|
| Hispanic/Latino                           | 33 | American Indian or Alaskan Native | 2   |
| Asian                                     | 52 | Black or African American         | 39  |
| Native Hawaiian or Other Pacific Islander | 4  | White                             | 114 |
| More Than One Race                        | 26 | Middle Eastern                    | 0   |

## Increase Services for Rural Communities

- **Focus on Florence** was launched in June 2017, and includes leaders from Lane Workforce Partnership, Lane County, Oregon Employment Department, and the City of Florence. The team plans to hold a strategic planning session that will focus on issues specific to the community of Florence as it relates to economic development and workforce.
- Lane Workforce Partnership convened a Lane County Coast Area School to Work Task Team comprised of Siuslaw and Mapleton School District staff, City of Florence leaders, representatives from Lane Education Service District and Connected Lane County. The primary purpose of the task team is to discuss potential local school to work projects, activities, and events for the 2018-19 school year and to review related school to work activities that haven't been scheduled in the Eugene-Springfield area to use as models for alignment and coordination in the local area. Connected Lane County will transition as the lead facilitator for this group.

## Increase Services for Offenders

- Lane Workforce Partnership was awarded \$500,000 through the Department of Labor's LEAP (Linking Employment Activities Pre-release)-2 Grant. Funds from this grant will be used to offer specialized work readiness, basic skills development, and job placement skills to individuals with criminal history as a barrier to employment while addressing basic needs necessary for reentering and remaining in the community.

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| LEAP-2 Grant Outcomes 10/6/16 – 9/30/18           |      |                  |
|---|------|------------------|
|   | Goal | Cumulative Total |
| # of enrollments                                  | 180  | 99               |
| # employed  | 108  | 50               |
| # with post-employment readiness assessment gains | 144  | 59               |

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- In June 2018, the Oregon Second Chance Tour held a workshop in Eugene. The workshop focused on Second Chance Employment strategies for businesses to create positive change in the business world.

## *Lane County Workforce System Equity Lens*

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The Equity and Inclusion Task Team developed an equity lens to be used by everyone in Lane County's workforce system. In September, the Lane Workforce Partnership Board of Directors approved the Equity Lens. The Lane Workforce Partnership Board of Directors and staff were trained in February. All WorkSource Lane staff have received training on how to implement and utilize the equity lens. WorkSource Lane staff had the option of choosing one of three, four hour trainings. During the training staff were encouraged to apply each question of the Equity Lens to their day-to-day work on both a micro and macro level. Each group included representatives from Oregon Employment Department, Lane County Health and Human Services, and

Department of Human Services – Vocational Rehabilitation. This provided an opportunity for staff to learn from other agencies.

## LANE COUNTY WORKFORCE SYSTEM EQUITY LENS

1



### WHO IS AFFECTED?

Who are the groups affected by this policy, metric, program, decision, or proposed action? How will each group be affected? Is any group negatively affected in a disproportionate way?

2



### ARE THEY AT THE TABLE?

How have you actively involved stakeholders who are also members of the communities affected by the policy, metric, program, decision, or proposed action?

3



### WHAT ARE THE BARRIERS?

What are the societal or organizational barriers that prevent a population from being successful?

4



### WHAT ARE POPULATION-SPECIFIC STRATEGIES?

To address any inequities, do we have solutions that are tailored to work for the disproportionately affected groups? Have we used the 'Platinum Rule'?

5



### ARE THERE UNINTENDED CONSEQUENCES?

Does this policy, program, decision, or proposed action ignore or worsen existing disparities or produce other unintended consequences?

6



### HOW DO WE MEASURE SUCCESS IN A POPULATION-SPECIFIC WAY?

Describe how data about the policy, metric, program, decision, or proposed action, and its impact (positive or negative) on equitable access and outcomes, will be monitored and evaluated?

[www.laneworkforce.org](http://www.laneworkforce.org)

**Goal 5: Improve alignment among community leaders to meet key outcomes as identified by industry.**

Strategies:

1. Continue sector strategy work
2. Engage relevant agencies and programs
3. Improve alignment among community leaders to meet key outcomes as identified by industry
4. Use data to drive effort and outcomes
5. Collaborate in an effort to optimize the utilization and impact of local workforce resources

Progress Measures:

- Demonstrate effectiveness in achieving outcomes as identified by business and industry

***Continue Sector Strategy Work***

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Staff continues to convene the Lane County Sector Strategy Team (LCSST). **Please see page 5 for more details on sector strategy work.**

***Engage Relevant Agencies and Programs***

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The following businesses and organizations make up the Lane County Sector Strategy Team:

|                                  |                                    |
|----------------------------------|------------------------------------|
| All Academic, Inc.               | Lane Workforce Partnership         |
| American Forest Resource Council | Madrona Group                      |
| Bagel Sphere                     | Mozilla Foundation                 |
| Bitcork, Inc.                    | NEDCO                              |
| Business Oregon                  | Northwest Community Credit Union   |
| Cascade Health Solutions         | Oregon Employment Department       |
| City of Eugene                   | Oregon Forest Resources Institute  |
| City of Florence                 | RAIN Eugene                        |
| City of Springfield              | Regional Solutions                 |
| Connected Lane County            | Seneca Sawmill                     |
| Delta Sand & Gravel              | Springfield Chamber of Commerce    |
| Eugene 4J School District        | Springfield School District        |
| Eugene Chamber of Commerce       | Springfield Utility Board          |
| EWEB                             | Technology Association of Oregon   |
| Hillside Heights                 | Travel Lane County                 |
| Homes for Good                   | US Local 290                       |
| IDX, Inc.                        | United Way of Lane County          |
| Lane Community College           | University of Oregon               |
| Lane Council of Governments      | Wildtime Foods                     |
| Lane County                      | Willamette Farm and Food Coalition |
| Lane County Medical Society      | Willamette Valley Company          |
| Lane ESD                         |                                    |

## *Collaborate in an Effort to Optimize the Utilization and Impact of Local Workforce Resources*

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- Lane Workforce Partnership has been convening the local workforce leadership team, comprised of DHS, Vocational Rehabilitation, Oregon Employment Department, Lane County Health and Human Services, and Lane Community College in order to develop an MOU and Cost Sharing Agreement. Through the MOU, workforce services were expanded to three new locations in Lane County. There is now one comprehensive center and four affiliate centers.
  - WorkSource Eugene – Comprehensive
  - WorkSource Florence – Affiliate
  - WorkSource Springfield – Affiliate
  - WorkSource McKenzie – Affiliate
  - WorkSource Cottage Grove – Affiliate