

Rogue Workforce Partnership ~ Workforce Board Quarterly Meeting Agenda




Friday June 19, 2020 • 9:00 to 11:00 AM • Via Zoom video/phone conference: <https://us02web.zoom.us/j/7286917462>

- ▶ RWP Members - please click the option to turn on your video camera so we can see and appropriately engage with you in this remote access meeting
- ▶ Select audio preference: a) Computer audio (*use headset*); b) Telephone: 1+ (669) 900-6833; Meeting ID: 728 691 7462; or c) One tap mobile +16699006833,,7286917462#

Time	Agenda Item	Action / Discussion / Etc.	Facilitator Presenter
9:00	Welcome & Introductions (3m) <ul style="list-style-type: none"> • Roll call of RWP Members only Audience members please ensure your name appears on Zoom 		Jessica Gomez
	Consent Agenda (2m) <ul style="list-style-type: none"> • December 13 , 2019 RWP Workforce Board Minutes • March 31 , 2019 RWP Workforce Board Minutes • RWP Budget / Actual Report - 3/31/20 • WorkSource Oregon Operational Standards Annual Report - <i>for Competitive Strategies Grant</i> 	▶ Action: <i>Approve Consent Agenda</i>	Jessica
9:05	RWP Membership Reconfiguration (5-10m) <ul style="list-style-type: none"> • State labor leaders request we add another labor representative to the Workforce Board, which would also necessitate adding 2 more business positions. After deliberation, the RWP Corporate Directors (<i>Executive Committee</i>) recommends approval of this membership expansion 	▶ Action: <i>For the RWP to expand from 25 to 27 members, adding 1 new labor and 2 business positions</i>	Jessica, Jim Fong
9:15	Q & A on Workforce Systems Quarterly Brief (5-10m) <ul style="list-style-type: none"> • An opportunity for RWP Members to ask questions and get a better understanding on any of the topics presented on the 1st edition Workforce System Quarterly Brief (<i>see attached</i>) 	▶ Q & A / Discussion <i>As needed</i>	Jim
9:25	COVID-19: Impacts, Ramifications, Reopening & Next Steps		
	<ul style="list-style-type: none"> • Theory U https://www.presencing.org/aboutus/theory-u (1-2m) 	▶ Framing our Conversation	Jim
	<ul style="list-style-type: none"> • Economic & Workforce Update <ul style="list-style-type: none"> + Presentation by OED Regional Economist Guy Tauer (10m) + Q & A, Reality Checks & Brief Discussion (20m) 	▶ Presentation, Q & A / Discussion	Jessica, Guy Tauer
	<ul style="list-style-type: none"> • COVID-19, RWP's Strategic Roadmap & the Our Path Forward (75-90m) <ul style="list-style-type: none"> + If we now view RWP's Strategic Roadmap thru a COVID-19 recession lens, are we still on track in our priorities, objectives & key results, or do we need to make adjustments? + Do our various strategies for training investments in the months ahead make sense to all the RWP members? + Are there any measures/agreements we could put in place to help manage through the uncertainties regarding job demand, K-20 education and workforce funding, and the impacts this might have in aligning skills training investments/capacities to a demand-driven system? 	▶ Dialogue, Reality Checks, Decisions - on the Strategic Alignment & Direction of RWP Partners	Jessica & All

	<ul style="list-style-type: none"> • Communications Infrastructure Update & Next Steps (5-10m) 	▸ Update & Next Steps	Alex Poythress, Marta Tarantsey
11:00	Adjourn		Jessica

 = Handout attached, linked or will be handed-out / displayed at meeting

The RWP is a private/public partnership which addresses the workforce development needs of Jackson and Josephine Counties
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Auxiliary aids and services are available upon request to individuals with disabilities. Contact Tami Allison at 541-842-2518



MINUTES

ROGUE WORKFORCE PARTNERSHIP WORKFORCE DEVELOPMENT BOARD

December 13, 2019

RCC Table Rock Campus • Room 184
7800 Pacific Ave., White City

MEMBERS PRESENT:

Alex Campell*, Alex Poythress*, Brent Kell*, Cathy Kemper-Pelle, Drew Waits, Joe Myers, Kari Kingsolver, KimberLee Whitney, Lance Corley, Linda Schott, Michael Donnelly, Michael Card, Nikki Jones, Robert Begg, Scott Beveridge*, Shawn Hogan, Sherri Stratton, Tom Keyser, Trever Yarrish

*= *via phone/videoconference*

QUORUM PRESENT: Yes

OTHERS ATTENDING:

TP Trucking – Joe Anderson

Quantum Innovations – Stacie Grier, Michele Laird

BBSI - Suz Montemayor*

Business Oregon – Marta Tarantsey

Oregon Nurses Association - Susan Bruce

Oregon AFL-CIO - Misha Hernandez, Jon Irvine*

HECC-OWI - Karen Humelbaugh*, John Asher*

Department of Human Services – Melissa Wolff

Oregon Employment Department - Jim Pfarrer*

College Dreams – Jen Perry, Kurt Hildebrand

Southern Oregon Success – Peter Buckley

Rogue Community College – Kim Freeze, Diane Hoover

ResCare – Matt Sneed

WorkSource Rogue Valley ResCare - Tabitha Northrop, Tina Berry, Donna D’Inzillo, Dori Williamson

WorkSource Rogue Valley Employment Department – Cindy Manning, Andrea Cole

Rogue Workforce Partnership: Sherri Emitte*, Ida Saito, Jill teVelde, Tami Allison, John Underwood, Jim Fong

CALL TO ORDER

The Board meeting was called to order by Vice-Chair, Mike Donnelly at 10:07 a.m.

Welcome & Introductions

A round of introductions were made and new workforce board members Bret Champion and Kim Whitney were announced.

CONSENT AGENDA

Mike Donnelly moved to approve the consent agenda consisting of the minutes of the September 11, 2019 Rogue Workforce Partnership Workforce Board Meeting. The motion was seconded by Robert Begg, and was approved unanimously.

CAREERS IN GEAR UPDATE AND PROMOTION

Stacie Grier presented information on the upcoming Careers in Gear event indicating that flyers that include registration information are being sent out and information will be available on both the RWP and WSRV websites.

There will be a manufacturing area again this year; however, it will be located in close proximity to the rest of the event and there will be new and clearer signage directing students to this area.

Both Jen Perry and Stacie Grier are visiting businesses to talk about how to participate in the event.

LEGISLATIVE ADVOCACY

Jessica and Jim attended meetings in D.C. recently and were very pleased with the quality of the meetings. Stay tuned for more information.

Jim shared the letter being prepared for the upcoming legislative session and announced the opportunity of businesses being able to add their logo in support.

Cathy Kemper-Pelle announced the Oregon Community College CTE day on Wednesday February 5, 2020 at the capital and invited partners to attend if available. Cathy will send more information in an email.

PROCUREMENT OF WORKFORCE SERVICES THAT START IN JULY 2020

Procurement Proposal Presentation

Sherri Stratton, Area Manager for Oregon Employment Department, recused herself and moved into the audience during this discussion. Later on in the discussion, Kim Whitney, DHS Regional Manager, also recused herself, because of the contractual relationship DHS also has with ResCare.

Jim walked through the slide presentation highlighting the public workforce system and the strategic roadmap as our priorities. It was clarified for the Board that today's discussion is only for WIOA Title 1B Adult and Dislocated Worker programs, as well as the State Work Experience grant; and that the WIOA Title 1B In-School and Out-of-School Youth services will go out in an RFP process in early 2020.

Jim originally engaged OED executive leaders in 2014 with the idea of leveraging their employment and training funds and related staff capacity by contracting with them to be the Title 1B service provider. The catalyst for this conversation was the need to maximize the use of all available workforce funding streams

because Oregon was just creating two new Local Workforce Boards to better serve the state. But this was being done as federal funding for the workforce system continued on its annual decades-long decline. No further action was taken due to the passage of the Workforce Innovation and Opportunity Act (WIOA) and the subsequent decision made by County Commissioners to shut down The Job Council, which made the possibility further exploring this possibility impossible at the time.

With a new cycle of required procurement due for the upcoming program year starting July 2020, state-level OED executive leaders were reengaged during the summer of 2019 to see if they were still interested in exploring this possibility, which they were. A renewed conversation proceeded over the later part of the year, and our State oversight agency (Higher Education Coordinating Committee) and national expert legal counsel were engaged to provide technical assistance on the procurement options.

The RWP Corporate Directors authorized and guided this effort, which then culminated in recent weeks with them agreeing to forward a recommendation to the full Workforce Board that the RWP contract with OED to provide Adult / DW services, funded with Title 1B and state funds, and to do this through a non-competitive procurement process.

There will be a significant amount of leveraging of resources in pursuing this arrangement. Oregon is unique nationally in that it created a Supplemental Employment Department Administration Fund (SEDAF) from the Unemployment Insurance Trust fund. And SEDAF funds allow OED to hire a significant number of staff to provide enhanced employment and training services beyond the base level of staff funded from the federal Title III /Wagner-Peyser funds. By leveraging this SEDAF-funded staff capacity, the public workforce system can redeploy more Title 1B funds to spend on direct training investments to customers.

Using the current year Title 1B Adult / Dislocated Worker and State Grant funding amounts, we anticipate an annual savings of \$50,000 to \$150,000 that may be made available for additional training services. Additionally, SEDAF funds will be used to offset building lease costs, and RWP will be moving its IT infrastructure to OED. Already, by closing the Bartlett Street facility and the Grants Pass Annex, we have saved over \$306,000. The Grants Pass lease will be taken over by OED in early 2020 with a cost savings of \$240,000 per year, and transitioning IT and phones will save an additional \$70,000.

And while OED personnel costs / employee are significantly higher than that of the current service provider (ResCare), we anticipate that we can streamline the staffing structure/numbers and create greater efficiencies, while simultaneously creating a better, more simplified customer experience. And that this streamlining will allow OED to do this work with fewer staff than are currently employed. OED would be seeing the same customers they already see, and Title 1B services would be an add-on with some additional career coaching and training investment service provision.

This proposed streamlining would be the natural next step for us to take in improving the fragmented public workforce system. It will allow us to generate a more efficient, effective, and superior, human-centered customer experience. State and regional leaders are looking at this as a potential pilot that could be replicated for other regions of the state.

And to address the concern of what happens, if in the future, we find that our projections of savings don't materialize as planned, or if we don't like the level or quality of service OED is providing - RWP can always go out for procurement of these services again, and see what service providers are interested and available.

Karen Humelbaugh, Director of Workforce Investments, Higher Education Coordinating Commission, and Jim Pfarrer, Interim Director Unemployment Division, Oregon Employment Department, joined the conversation to answer any questions. Karen stated that she has a strong opinion on how we want our customers served, and any way that we can streamline our system to allow for fewer points of contact is good. "We have 60% less federal dollars than in the past, and we just don't have the resources we used to," she stated.

Jim Pfarrer indicated that this will be an additional workload for OED; however, it is a great time to step back and look at doing service delivery different on a statewide level. "This proposal aligns the services better and removes duplication of efforts", he stated.

Questions from RWP members were then posed and answered, including:

- *Are there baseline numbers on customer satisfaction that we'll be able to compare to in the future?*

Yes, there are regular customer satisfaction surveys and reports generated, so we'll be able to see baseline numbers, as well as any future changes.

- *Would a contract with OED be the same or similar to the contract we currently have with ResCare?*

Yes, a contract similar to the one we currently have with ResCare would be created with OED.

- *Are we certain that the legislature/state will approve the hiring of new OED staff?*

Yes, this will not be a problem.

- *Is it possible to have the SEDAF funds allocated directly to the RWP, instead of contracting with OED, so that we can contract for the most cost effective service provider possible?*

No, not at this time. It would require legislative action to create a different structure and mechanism to allow SEDAF funds to be used in directly in this way by a Local Workforce Board.

Robert Begg moved that the RWP Workforce Development Board approve the Corporate Director's recommendation of a sole source selection of the Oregon Employment Department as the service provider for employment and training services for adults and dislocated workers beginning July 1, 2020 – as funded by WIOA Title IB, State grants, and any other appropriate funds directly administered by RWP. The motion was seconded by Mike Donnelly.

Public Comment Period

- Matt Sneed, Regional Director for ResCare, spoke shared his disappointment, as well as saying that he has seen this done in several other areas around the country and it has been both successful as well as unsuccessful. "He asked the Board to "Rethink who you are hiring, and do they have the staff and the ability to serve the numbers of people and make an impact on the community?" Matt has success stories that he can share, as well as internal surveys that run about 94% success in customer satisfaction. He expressed that his main concern is the approximately 10 employees who will be impacted. Turnover at ResCare was discussed, with Matt indicating that they don't have any more turnover than anyone else; however, it is more than at OED and ResCare doesn't face the other challenges that OED faces.

- Tabitha Northrop, Project Director for WSRV-ResCare, spoke next and vocalized the professionalism of their staff, and the great relationship with both RWP and WSRV - Oregon Employment Department, and acknowledged all the great people behind this work.
- Sherri Emitte, Chief Finance and Administrative Officer for RWP, spoke next agreeing that although this does not feel good, she has the utmost respect and admiration for the ResCare Team. The issue we have is an unsustainable business model and we are always looking for ways to make it sustainable. “Due to the salary level, benefits and turnover, ResCare has unfortunately been a training center for OED and DHS as staff move over to those organizations as openings occur, and continuity and expertise is lost,” she stated.
- Nikki Jones spoke about the long discussion that took place at the Corporate Directors level, and about how the RWP honors and respects ResCare; however, we need to streamline these processes with the ultimate goal of serving more people who are coming through the door.

The public comment period was closed.

In summary, Jim stated that the reason a non-competitive procurement is being recommending is that there is not a competitive way to leverage SEDAF dollars, as well as the greater integration we are looking for. “The biggest need in the system is for more training dollars, and with SEDAF funds being used for staff, the WIOA Title 1B dollars can be used for training”, he stated.

In the absence of any further discussion by RWP members, The Chair called the question.

A roll call vote was taken.

- **All Workforce Board members present, with the exception of Drew Waits voted in in favor.**
- **Drew Waits voted no**
- **Sherri Stratton and Kim Whitney had recused themselves**

ADJOURN

With no further discussion, the meeting was adjourned at 11:32 a.m.

Respectfully Submitted,

Tami Allison
Senior Project Manager

/tka

APPROVED:

Chair

Date



MINUTES

ROGUE WORKFORCE PARTNERSHIP WORKFORCE DEVELOPMENT BOARD

March 31, 2020

Zoom Conference Call

MEMBERS PRESENT:

Robert Begg, Alex Campbell, Lance Corley, Mike Card, Michael Donnelly, Brent Kell, Cathy Kemper-Pelle, Kari Kingsolver, Linda Schott, Sherri Stratton, Drew Waits, Kim Whitney, Trever Yarrish

All attendees (members and non-members) attended remotely

QUORUM PRESENT: Yes

OTHERS ATTENDING:

Non-members were not identified or recorded for the minutes.

Rogue Workforce Partnership: Sherri Emitte, Ida Saito, Jill teVelde, Tami Allison, Greg Thweatt, Jim Fong

CALL TO ORDER

The Board meeting was called to order by Chair, Jessica Gomez at 3:02 p.m.

Welcome & Introductions

A round of only workforce board member introductions were made.

COVID-19 RESPONSE COORDINATION

Responding to Laid-Off Workers & Businesses

Sherri Stratton gave an update on WorkSource Rogue Valley and Unemployment Claimant support indicating that life in the centers is very different, and the current challenges are mainly due to the unemployment system being overwhelmed and backlogged. The priority is shifting resources each week to assist the UI claimants get basic information on the status of their claims. Local impacts include a total of 987 phone calls yesterday between Medford and Grants Pass. Some Oregon Employment Department (OED) staff in the local centers are being trained to help actually process UI claims, to augment the normal staff located at the central UI processing centers.

On March 24, 2020, managers started limiting the number of customers allowed into the One-Stop centers. Triaging is taking place outside of the building, and most questions are being addressed by phone and by individual appointment.

The Business Services Team is contacting employers to obtain information on layoffs and entering the information into the state tracking (ORRATS) system. Over the last week, Josephine County saw 282 businesses reporting layoffs, and Jackson County saw 520 businesses reporting layoffs.

Jim indicated that he is on state calls three times a week, and they are hearing about relief packages as they are rolled out. Data will be updated each Thursday that will include a press release from OED, as well as updates to the Qualityinfo.org website (click on COVID-19 banner).

Virtual Rapid Response

Information is being updated on the rogueworkforce.org website around capacities to create online, virtual Rapid Response sessions. Email Jim or Jill for information.

Tools for Self-Care

Partners are currently working on creating online capacities for the customers and staff at WorkSource Rogue Valley to access resources on “Self-Care, Coping, Stress Management, Well-Being, etc.” during these extremely stressful times.

Layoff Aversion Funds

RWP staff are working to get the word out to employers on the limited pot of Layoff Aversion funds we have available to disperse for allowable costs. We’re with the other business service organizations in the region (Regional Solutions, Business Oregon, SBDC, SOREDI, Chambers of Commerce) to spread the word. There is an application on the RWP website for businesses to request funds. Currently there’s no a limit per employer on the funds; however, we are referring payroll requests to other resources. Workforce Board members agreed that we should not set parameters on the funds, and will allow them to be more flexible so RWP can use their discretion. Staff will keep the board updated on the use of these funds.

Coordination on Other Funds

SORED I, Small Business Administration, Business Oregon/Regional Solutions are also coordinating with each other and RWP/WSRV to provide information on all other fund available or becoming available to help businesses during the COVID-19 crisis.

Federal Funds in the Pipeline

The state submitted a Dislocated Worker Grant application to the US Department of Labor to be used to retrain laid-off workers into critical need areas, such as healthcare and transportation. RWP staff will keep the Workforce Board members updated on the status of this application.

Healthcare Workforce Response Efforts

Meetings have been pulled together to discuss meeting the emergency needs of the healthcare community. Some suggestions are as follows:

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- Redeploying laid-off healthcare workers to meet any urgent essential needs (e.g., from non-essential services such as specialty care to crisis response)
- Create a pool of such workers to create a ready workforce, using a checklist that categorizes workers by skillsets
- Tighten up the connection between graduating students and employers

Cathy Kemper-Pelle indicated that the SOHOPE program has been extended for one year while a discussion takes place on whether or not to fund another five-year extension.

Jim talked about the work the ad hoc group of COVID-19 Skunkworks manufacturing partners are doing to source and manufacture PPE, such as face shields, gowns, hand sanitizer, etc. to the healthcare providers.

Coordinating our Regional Communications & Actions

The Rogue Valley Regional Economic Revitalization Team (RERT), facilitated by Alex Campbell and Marta Tarantsey, is a mixture of general government and economic development partners, and provides a space for information-sharing to identify COVID-19 crisis response areas where partners might collaborate or provide a networking opportunity, as well as an avenue where a region can provide input to state groups.

The Business Recovery Network (BRN), facilitated by Alex, is an electronic communication with people in Southwestern Oregon.

Jim indicated that we have been in information overload, with information changing daily in response to the pandemic, and the key is to have a one-stop website for all of this information. Jim asked that if anyone had any ideas on how to improve our communication, to let us know. Also, let us know if there are critical people who need to be included in this communication.

YOUTH TRAINING & EMPLOYMENT SERVICES PROCUREMENT

RWP action will be required no later than May 6 to select a service provider for the WIOA Title 1B In-School and Out-of-School Youth services. The Board discussed different options on how to manage this selection process in the midst of the pandemic.

Brent Kell made a motion to empower the RWP Corporate Directors to review and approve the recommendation from RWP staff regarding the selection of a Youth Services provider. The motion was seconded by Mike and was approved unanimously.

REVIEW NEXT STEPS COORDINATION, AGREEMENTS & ASSIGNMENTS

RWP staff will look to do a quarterly touch-base with the Board during the pandemic, and will provide email updates in-between meetings as needed. Board members were asked to let us know if they feel that we need to convene sooner for any timely action need in response to the crisis.

ADJOURN

With no further discussion, the meeting was adjourned at 4:05 p.m.

Respectfully Submitted,

Tami Allison
Senior Project Manager
/tka

APPROVED:

Chair

Date

DATE: June 12, 2020
TO: Rogue Workforce Partnership Workforce Board
FROM: Sherri Emitte, Chief Finance and Administrative Officer
SUBJECT: Budget/Actual Reports for the Nine Months ending 3/31/2020

We wanted to share with you our Budget to Actual Income and Expense activity for the nine months ending 3/31/2020. The following analyses touch on line items that have the more notable variance.

INCOME

- The overall WIOA income received is at 54.8%, which is reasonable, especially given that ResCare's contracted expenditures have been underspent. The percentages between the Adult and Dislocated Worker (DW) funds are skewed, however, because of a change in methodology within the iTrac data system on when a service is considered countable. In previous years, the allocation between Adult and DW expenditures was consistently 28% and 72% respectively. Because of this change in methodology, our allocation is running around 39% and 61% respectively. And if we look at the expenditure rate of Adult and DW together, the rate is about 49%, which again, is reasonable.
- For various reasons, we have had a slow start on the Work Experience and US Forest Service grants. Activity has picked up in the Work Experience grant, but we have yet to contract any work with the Forest Service.
- When we put together the year's budget last summer, we thought the CPT, Mechatronics, and Caregivers grants would have been completely spent by 6/30/19. However, we received an extension on those grants last year, so have been able to expend against them in this year.
- The Careers in Gear donations are right on target, but we're not showing any Endowment Fund contribution at this time. We haven't yet received a final billing from Junior Achievement for their services, so the Endowment Fund contribution is still unknown.
- Miscellaneous Income is actually a negative number, mainly due to recent negative returns in our Endowment Fund investment portfolio. When I was composing my brief for the 12/31/19 income statement (which was never shared), I was happy to report that we had earnings of over \$40,000 in that fund. However, as of the end of March, our net earnings reflect a loss of almost \$19,000. Our portfolio has started a slow upturn in the last couple of months.

EXPENDITURES

- The expenditure percentage of Facilities, Contracted Services, Dues, and Insurance is high since many of the expenditures in those accounts were paid early in the year.
- The percentage of Client Costs are low since we had anticipated higher expenditures in the personal effectiveness trainings. We anticipate being able to roll that budget into the new year and expect that we will have a greater expenditure rate.
- Overall, in Operating Expense, Personnel, and Contracted Workforce Services, we are around 65% with 75% of the year reported. We are happy to report that we've just been able to stay under budget in those areas.

If you have any questions about either of these Budget/Actual reports, I will be glad to answer your questions at the board meeting.

**ROGUE WORKFORCE PARTNERSHIP
BUDGET/ACTUAL FOR THE 9 MONTHS ENDING 3/31/20**

	BUDGET	ACTUAL	PERCENTAGE
REVENUES			
WORKFORCE INNOVATION & OPPORTUNITY ACT			
Title 1B Adult	783,797	506,327	64.6%
Title 1B Dislocated Worker	1,754,884	728,791	41.5%
Title 1B Youth	1,048,232	732,405	69.9%
High Concentration of Eligible Youth	39,853	21,559	54.1%
WIOA SUBTOTAL	3,626,766	1,989,082	54.8%
OTHER INCOME			
Work Experience	195,478	7,163	3.7%
Competitive Strategies	78,380	52,408	66.9%
Industry Engagement	79,992	48,272	60.3%
CPT Training	0	18,756	--
Mechatronics Training	0	34,894	--
Caregiver School of Learning	0	492	--
US Forest Service	10,364	0	0.0%
Careers in Gear (Donations)	12,500	12,100	96.8%
Careers in Gear (Endowment Fund)	8,000	0	0.0%
Miscellaneous Income	27,880	(429)	-1.5%
Rental Income / Cost Reimbursements	215,476	152,564	70.8%
OTHER INCOME SUBTOTAL	628,069	326,220	51.9%
TOTAL REVENUES	4,254,835	2,315,302	54.4%
EXPENDITURES			
Operating Expense			
Facilities	290,029	242,228	83.5%
Contracted Services	80,647	75,246	93.3%
Dues	14,332	13,990	97.6%
Training, Travel, Events	35,705	24,858	69.6%
Insurance	12,035	10,791	89.7%
IT / Telephone / Copiers	94,756	59,916	63.2%
Client Costs	200,000	65,068	32.5%
Data Processing (iTrac)	40,000	23,379	58.4%
One Stop Operator	30,000	19,890	66.3%
Other Costs	16,700	4,844	29.0%
Total Operating Expense	814,204	540,209	66.3%
Personnel	745,253	496,256	66.6%
Contracted Workforce Services	1,980,500	1,278,837	64.6%
Holdback / Carry Out into the following year	714,878		0.0%
TOTAL EXPENDITURES	4,254,835	2,315,302	54.4%

WorkSource Oregon Operational Standards Annual Report

July 1, 2019 – May 30, 2020

Local Workforce Board Compliance with WSO Operational Standards

WorkSource Rogue Valley staff and partners recently reviewed and discussed the WorkSource Oregon Operational Standards 2.0 in our Local Leadership Team (LLT) meeting. WorkSource Rogue Valley managers continue to use the Standards daily to ensure that a customer-centric and consistent set of services are delivered throughout the Rogue Valley area.

Changes Since the Previous WSO Operational Standards Report

A. Co-Location

The most significant change we've experienced since the previous WSO Operational Standards Report is in the co-location at the Medford WorkSource Rogue Valley center. In January of 2020, the Title 1B service provider co-located with Oregon Employment Department at OED's facility at 119 Oakdale Avenue in Medford. In addition, since there was not room for all of the Title 1B management team at the Oakdale office, several of them are located at Southern Oregon Goodwill, along with the service provider's JOBS staff.

B. Continuous Improvement Team

The Continuous Improvement Team was made up of front line staff from OED, Title 1B service provider ResCare, Rogue Community College, Vocational Rehabilitation, and DHS's Self-Sufficiency Program, and was facilitated by the One-Stop Operator/OMEP consultant Tracy Camp. Tracy led the team in a process mapping exercise to identify two major areas needing improvement. Through this process, we learned valuable lessons on what worked and did not work in these areas of the operations. Listed below are descriptions of the improvements designed and implemented, as well as lessons learned on their effectiveness.

1) Lack of an enhanced referral process

- Because not all partners are physically located at the One Stop Centers, the team developed a referral process that would help provide communication from one organization to another for the purpose of a referral.
- A referral card was developed with the expectation that the referring agency would make a phone call introduction to the referral agency before giving the referral card to the participant.
- The referral card was not widely adopted, as the team worked independently without enough interaction with the various partner agency managers.
- The referral card did not meet the intent of a "technology enhanced" referral and went contrary to some organizations priorities to make an in-person or phone connection with the referral agency.
- Other difficulties included identifying who the owner of the card would be and how to assure updates were made and distributed in a timely and consistent manner.

2) Long waiting period from participant's first interaction to engagement in meaningful activity

a

- A PowerPoint presentation entitled "Introduction to Workforce Services" was developed with the intention that customers could view the presentation on demand.
- Results have been mixed. The process was initially adopted and supported in Josephine County, but had a slower implementation and less staff acceptance in Jackson County.
- Agreements to review ongoing use of the presentation and evaluate the effectiveness for participants and staff have not yet been met.
- There have been concerns about coding accuracy and staff ability to discern when it is appropriate to waive the requirement for participants to view the presentation.
- Other difficulties included how/where to publish the presentation and who would hold the responsibility for updates.

Due to the limited success of these efforts, the Continuous Improvement Team's work was suspended while procurement for a new One Stop Operator was undertaken.

C. New One Stop Operator

Because the previous One Stop Operator (*OMEP, referenced above*) had no prior experience with the complex ecosystem of the many workforce partners and their interlaced operations, significant communication challenges and subpar effectiveness in their performance was experienced by all the partners. Consequently, Rogue Workforce Partnership, in consultation with the Local Leadership Team, launched a competitive procurement process for the One Stop Operator for the time period starting July 1, 2019.

A new One-Stop Operator was subsequently selected from among the respondents. The Operator selected was a Consortium of WIOA required partners that included: Oregon Employment Department (*Title III, TAA, MSFW, Veterans*), ResCare (*Title 1B, TANF-JOBS*), Rogue Community College (*Title II – Adult Basic Skills*), and Southern Oregon Goodwill Industries.

The One-Stop Operator Consortium is structured so that its governance, priority-setting and decision-making is 100% aligned with that of the Local Leadership Team. Even though some Local Leadership Team partner organizations (*DHS Self-Sufficiency and VRD*) are not official members of the One-Stop Operator Consortium, the Consortium partners recognize the highly efficient and streamlined structure of having all the substantive (*non-administrative*) One-Stop Operator meetings and decision-making be contiguous with that of the Local Leadership Team. Memorandums of Understanding have been created to reflect these governance arrangements.

With a renewed vigor and focus, the One-Stop Operator / Local Leadership Team then embarked on a path towards greater clarity of purpose and a clearer set of mutually agreed upon priorities within an Action Plan, which included:

- Compliance with WIOA Regulations and Requirements
- Implementation and Refinement of **WSO Operational Standards**
- Improving the Common Customer Experience and Results
- Joint Staff Training and Professional Development, with a particular focus on coaching and workshops focused on areas building Personal Effectiveness Skills, Mindfulness, Work/Life Success, etc.

During the course of the year, business leaders from the Rogue Workforce Partnership also catalyzed the Local Leadership Team to adopt the use of a new framework and toolset to improve the operational focus using **Objectives and Key Results (OKRs)**. This OKR framework comes originally from Andy Grove, the storied CEO of Intel who is renowned for catalyzing the company’s growth and success. Captured in the bestselling management book, “[Measure What Matters](#)” by John Doerr, the OKR framework has been used by Google, Gate Foundation, Bono, and a host of others to help these organizations achieve greater focus and success. While our Local Leadership Team is still in the early phases of using the OKR tools, we are already experiencing the benefits as we continue to refine our collective work together to create better service experiences and results for our common customers.

❑ **Remaining Challenges in Implementing WSO Operational Standards and Efforts to Remedy Them**

Listed below are the breadth and depth of challenges we see in implementing WSO Operational Standards, and our efforts to remedy them.

▶ **WSO Operational Standards 2.0 Needs Upgrading**

There is broad recognition among state and regional workforce system partners that the current WSO Operational Standards 2.0 are in great need of a major upgrade. In addition, the realities and actual capacities of agencies at the state and regional levels to effectively partner and implement these standards are extremely inconsistent and variable across the state.

Up until now, the WIOA core and other required partners have been unable to come together to engage in a collective upgrading of the Operational Standards. Just prior to the COVID-19 crisis, this upgrade was on the near horizon of priorities to reemerge. Now, as we enter into an extended COVID-19 “new normal” reopening phase, there is a collective sense to “pick ourselves up, dust ourselves off, and start all over again.”

To help kick-start this upgrade, the Oregon Workforce Partnership (*OWP is the state association of Workforce Boards*) has launched an initiative, contracting with the [Oregon Manufacturing Extension Partnership \(OMEP\)](#) to synthesize the collective lessons learned in implementing WSO Operational Standards across the state. The majority of Oregon’s Local Workforce Boards continue to contract with OMEP as their One-Stop Operator, since their core expertise is that of [Lean](#) practitioner and consultant. They are helping install processes and systems that reduce waste, add value to the customer, and allow for continuous improvement within organizations. OWP has just brought this conversation to the state-level Workforce Executive Systems Team (*WSET*), and preliminary discussions are underway to relaunch an effort to upgrade the WSO Operational Standards, using the OMEP report as a starting point.

Our Rogue Valley partners are eager to engage in our part of this work to define this new set of Operational Standards. In particular, our regional partners believe there is much we can learn from other regions in terms of their innovations, promising/best practices, and efforts to garner excellence. As part of this upgrade process, we strongly advocate that on-going regional teams of staff practitioners conduct peer-to-peer learning site visits, and also provide feedback/reflection to other regions on observed strengths, challenges, and opportunities for innovation and continuous improvement in implementing the next iteration of WSO Operational Standards.

▶ **Oregon Employment Department’s New Role as Title 1B Adult & Dislocated Worker Service Provider**

The Oregon Employment Department was recently selected as our region's Title 1B Adult and Dislocated service provider, and will begin serving in this role effective July 2020. Regional and state partners plan to implement significant streamlining, efficiencies, and improvements to the customer experience with this next level of service integration. Click here to view a [WorkSource Rogue Valley \(WSRV\) "Umbrella" diagram](#) that local partners have created as a tool to depict the streamlining we hope to achieve. This diagram is a complimentary side-view version of the graphic our region created entitled "**Rogue Valley Public Workforce System Partners**" (see Attachment A), that we hope will allow staff to more easily see the menu of employment, training and support service program funds available to WSRV customers in this more seamless, integrated service environment.

We envision OED staff taking on a lead role in providing the core welcome, career services, and career coaching work, and being able to seamlessly select from the menu array of training and support services (STEP/SNAP, Title 1B, TWI, etc.) to craft Individual Service Plans for the majority of WSRV customers.

As our regional partners take this integrated service delivery work to a next level, we will bring whatever promising practices and lessons learned to the state-level work of crafting WSO Operational Standards 3.0.

▶ **Incorporating Human-Center Design¹**

Another next step we're planning to do in the coming year is to incorporate Human-Centered Design into our work in refining service delivery at WSRV. [Virginia Hamilton](#), ex-Regional Manager for the US Department of Labor, first introduced this powerful tool to Oregon in 2014 by contracting with the renowned design firm [IDEO](#) to visit WorkSource Oregon sites, and then engaging with workforce system leaders in design sessions to learn the process. RWP will work with the Local Leadership Team to identify appropriate online and in-person consultative services so that we can add these tools of empathy and creativity in with the Lean insights we garner from OMEP, and the systems thinking tools of learning organizations. In addition to Virginia, another potential resource might be the consulting firm [CoCreative](#), which has done work in nearby Humboldt County, and is currently consulting with Southern Oregon Success, our region's cradle-to-career initiative.

▶ **Ecosystem Complexity, Governance "Imperfection," and "Unnatural Acts"**

The public workforce system at the national, state, and regional levels is an incredibly complex ecosystem of politics, partner organizations, programs, and funding streams. Navigating this complexity is an extreme challenge, even for the most experienced ecologist or wilderness guide. Our previous inexperienced OMEP One-Stop Operator consultant, while well experienced in implementing Lean practices in an individual organizational environment, was overwhelmed with the complexity of trying to navigate the distributed multi-level governance and decision-making authority within multiple state agencies and local organizations of our workforce system. It takes years for local or state managers to develop the expertise and skills to partner most effectively in such a complex multi-organizational ecosystem.

As with all historical public-sector customer service integration efforts, especially in the workforce/human service arena, we are an "imperfect union" of required partners who strive only sporadically to take steps forward together. The overwhelming momentum and priority of state agency managers is to remain in relative safety, certainty, and comfort of their individual silos of mission, mandate, and internal command and control. It's natural human nature. Partnerships, collaboration,

¹ See: Video on "[What is Human-Centered Design](#)"

sharing power and authority, and spending the arduous time-consuming effort to come to consensus on collective work, when no one agency has ultimate decision-making authority, is frustrating at best, and often seems like a complete waste of time. As experts ranging from renowned workforce trainer Larry Robbin, to University of Oregon Economist Tim Duy, to ex-US Surgeon General Joycelyn Elders, have been known to say, collaboration “*is an unnatural act, between non-consenting adults.*”

Our regional partners have been using and experimenting with the following set of remedies to this all too common affliction to collaboration work:

- **Commit to the Grit² of Collaboration**

It takes commitment, grit, and perseverance from all partners for collaboration to succeed. Shared vision and success can be grown over time, if a partnership team can start with even just two or three of its members making a strong commitment to collaborate. It requires a sense of shared fundamental belief and value that we are stronger together; and not all organizational leaders have such a belief. If a few of them do, then long-term success can be achieved by adding in the key ingredient of grit, attitude, and the willingness to do “whatever it takes, however long it takes.”

- **Practice Humility and Nurture Positive Professional Relationships**

It may seem like a platitude, but there are actually many highly-effective frameworks and tools available to help even the most dystopic teams to practice humility and become functional. The blessing we have in the Rogue Valley is a leadership culture that truly values partnership; but it hasn’t occurred through happenstance. It’s a part of a multi-organizational cultural milieu that’s been nurtured intentionally by multiple generations of community leaders over years and decades. Our current group of leaders on the Local Leadership Team instinctively “*walk this talk.*” They practice servant-leadership, humility, and team learning principles³ routinely, and intrinsically value building strong and positive relationships that generate greater collective synergy as we work better together.

- **Target Easy Wins Early**

We struggled with this through multiple generations and versions of Local Leadership Team (*and their predecessors*). At first, it was hard to find traction and achieve actionable results that folks could find beneficial for their staff or customers. But over time, we’ve learned to find early wins to go alongside longer-term objectives, so that partners can taste and celebrate success to fuel ongoing efforts. And we regularly need to revisit and reground our focus to ensure we are meeting the most immediate needs of our partnership’s customers, staff and managers.

² See: Ted Talk: [Grit: the power of passion and perseverance](#) - Angela Lee Duckworth

³ See: [The Ideal Team Player & The Five Dysfunctions of a Team](#) - Patrick Lencioni
[Good to Great & Level 5 Leadership: The Triumph of Humility and Fierce Resolve](#) - Jim Collins
[Servant Leadership](#) - Robert Greenleaf
[7 Habits of Highly Effective People](#) - Steven Covey
[Catalytic Leadership](#) - Jeffery Luke
[Stewardship](#) - Peter Block
[The Paradoxical Power of Humility](#) - Psychology Today
[Emotional Intelligence](#) - Daniel Goleman: [Primal Leadership: Learning to Lead with Emotional Intelligence](#) - Daniel Goleman, Richard Boyatzis & Annie McKee
[Leadership & the New Science](#) – Margaret Wheatley
[Four Stages of Competence & Johari’s Window](#)
[Teaching Smart People How to Learn](#) - Harvard Business Review, Chris Argyris

- **The Art and Practice as a Community of Learning Organizations**

As the famous author and management guru Peter Senge says, “*Learning, by definition, means that we don’t know, and we don’t know how to do; we’re incapable and incompetent.*” He equates organizational learning to being like a child when we first learn to walk, and defines walking as “*the act of learning how to catch ourselves as we’re falling down.*” Our Local Leadership Team continually applies these lessons, learns from our failures, and applies the tools from Senge and his other colleagues such as Otto Scharmer (Theory U⁵), into our collaborative work together. We use the term “pace and grace” to remind ourselves to temper the natural stress and frustrations of collaboration with mindfulness, understanding, and the good will of group intention to focus on solving problems and achieving key results the improve outcomes for our customers.

- ▶ **Personal Effectiveness Skills Training**

A final element we see as critical to the long-term success of implementing WSO Operational Standards is new innovative investments in Personal Effectiveness Skills Training for staff and customers. RWP, WorkSource Rogue Valley, and Local Leadership Team have deployed significant investments to provide training in Personal Effectiveness Skills for both staff and customers. This has included:

- ▶ [Transformational Life Coaching](#) - 1-on-1 sessions
- ▶ [Mindfulness](#) workshops
- ▶ [Coping and Self-Care](#) webinar series
- ▶ [Wings Seminars](#) - in Work/Life Success and Well-Being (*aka: Personal Effectiveness Skills*)
- ▶ [Inner Guide Expeditions](#) offerings

Our regional partners view this work as an effort to layer-in a deeper level of foundational skillsets needed by all our current and future workers – both our staff and the customers they serve. We’ve added this graphically to [US Department of Labor’s Competency Model](#), as can be seen in the example “Healthcare Skills Pyramid” diagram (*see Attachment B*).

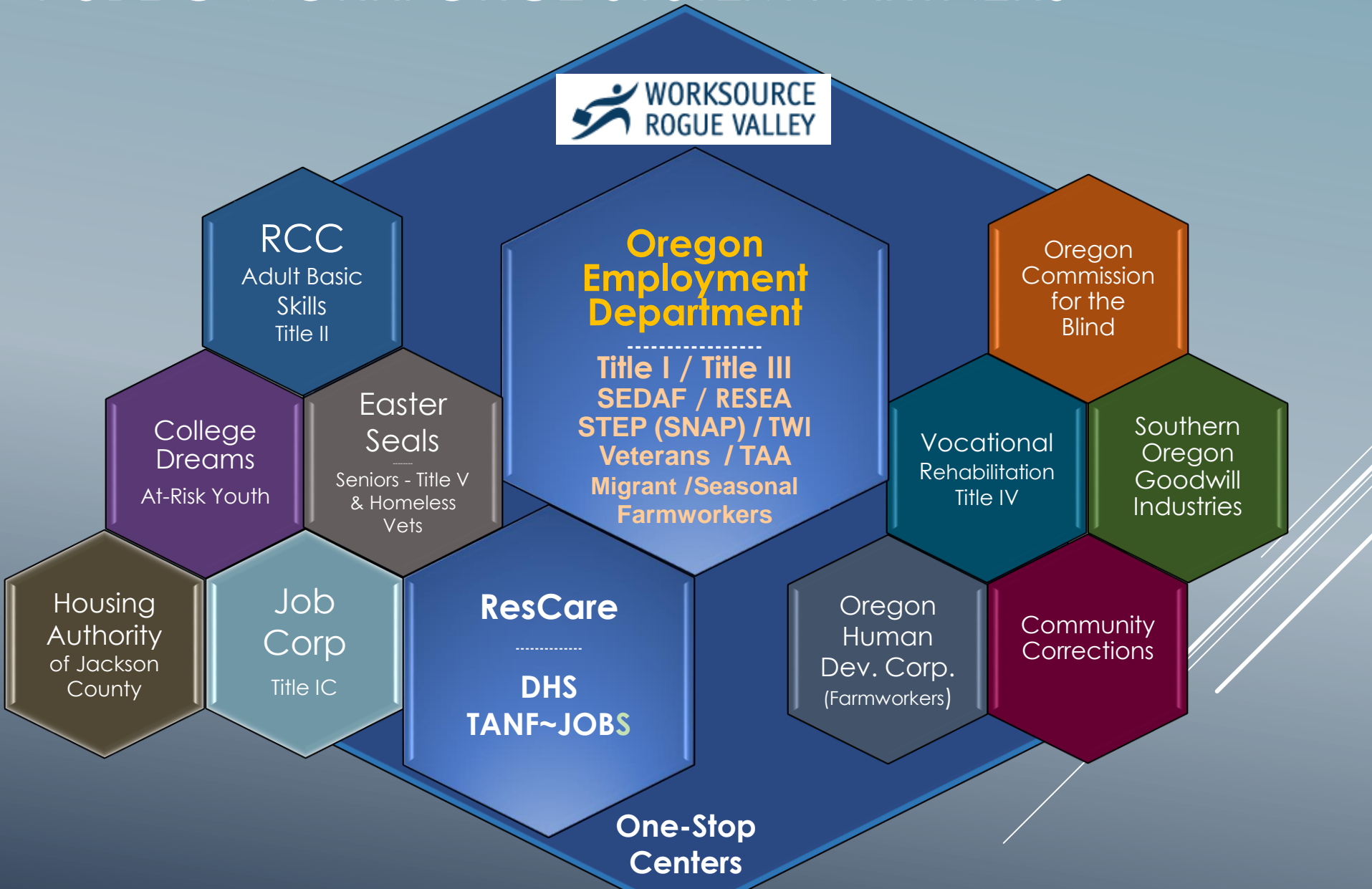
In addition, during the past number of years, our region has engaged in a comprehensive initiative focused on nurturing these foundational personal effectiveness skills at the K-12, post-secondary, and WorkSource Rogue Valley centers. Our region’s Business-Education Partnership created an “**Essential Employability Skills Rubric**” (*see Attachment C*) that has now been adopted by all the region’s school districts, as well as Rogue Community College, Southern Oregon University, WorkSource Oregon, and our industry sector strategy groups. The Personal Effectiveness Skills Training investments being made at WSRV are a complement to these broader regional efforts to finally “crack the nut” in addressing the decades-long gap in these “soft skills.” We are employing a resiliency-based model of setting high expectations, providing strong supports/training, and having high accountability to change the paradigm and cultural norms that we view as foundational to job and career success.

- ▶ **COVID-19**

The final challenge we anticipate in the coming months is picking-up again on all of the above work, while living into the “new normal” of COVID-19 social distancing and more virtual services. Probably the biggest current challenge in implementing the WSO Operational Standards is adapting to the new “virtual” environment. The WorkSource Centers are still closed to the public because of the COVID-19 pandemic. We are currently working with all One Stop partners, and specifically with OED, whose buildings they are in, to determine next steps toward a quick re-opening in order to provide services to a community greatly in need of our services.

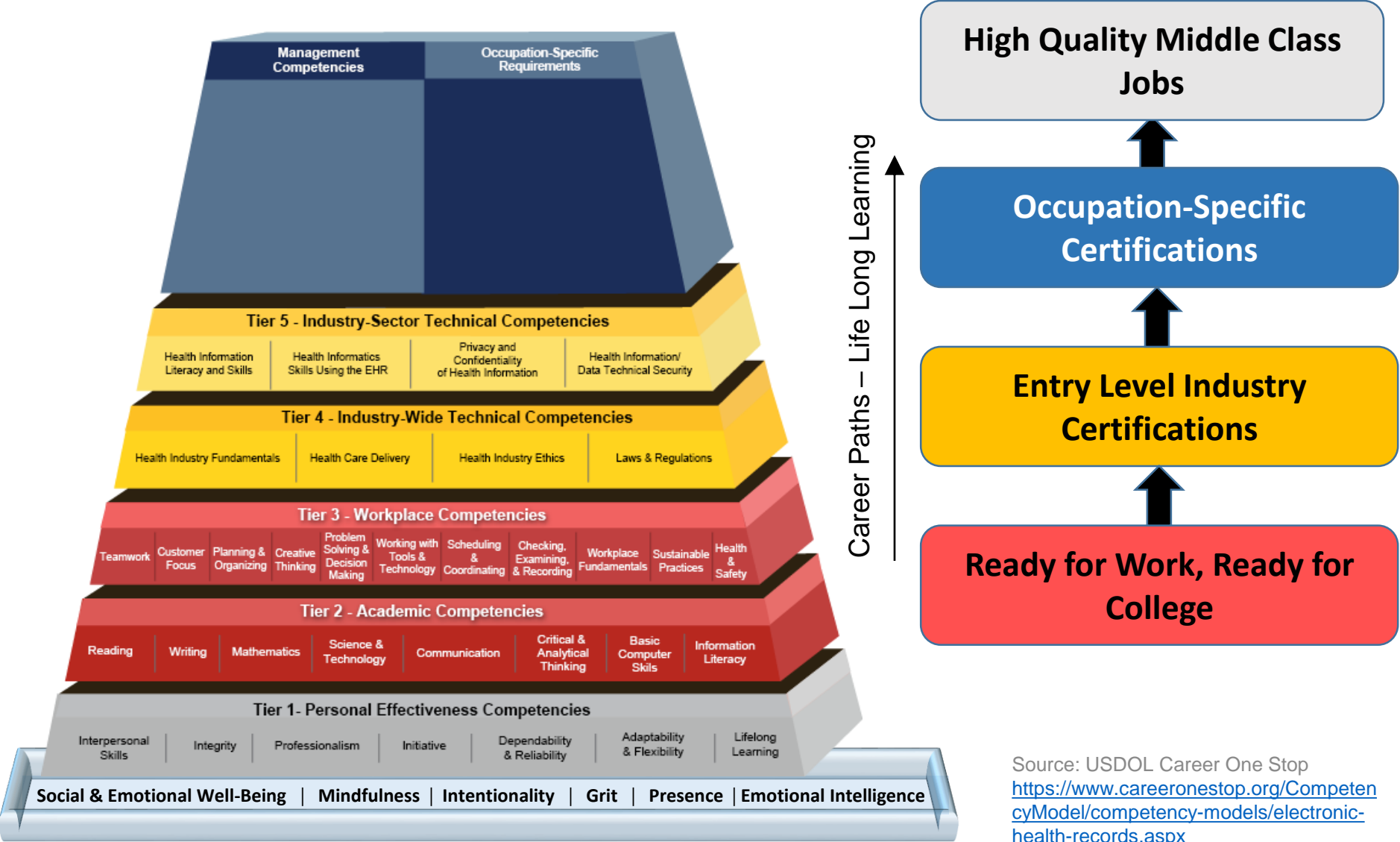
⁵ See: [The 5th Discipline](#) - Peter Senge
[Presencing Institute](#) & [Theory U](#) - Otto Scharmer

ROGUE VALLEY PUBLIC WORKFORCE SYSTEM PARTNERS



Healthcare Skills Pyramid

Attachment B



Source: USDOL Career One Stop
<https://www.careeronestop.org/CompetencyModel/competency-models/electronic-health-records.aspx>



	Beginning (1)	Developing (2)	Progressing (3)	Advanced (4)
Reliability	Regularly misses class and/or deadlines. Individual cannot be relied upon to follow-through on commitments.	Individual is inconsistently reliable. Attendance can be sporadic. At times, individual shows potential and initiative.	Attendance and follow-through is consistent. Individual is self-motivated and can be relied upon regularly.	Contributes substantially to learning process both by "showing up" and by encouraging and challenging others to fully participate.
Collaboration	Rarely exhibits a cooperative interested attitude towards teamwork.	Is a cooperative team member but requires motivation to collaborate and function at a higher level.	Actively participates well in a team environment. Individual shows initiative and develops win-win solutions.	Functions at a very high level as a team player. Is very skilled as team leader in collaboration and handling team conflict/ disagreement.
Communication	Does not listen and or unable to summarize key elements of verbal and nonverbal communication. Does not clearly express thoughts verbally and nonverbally.	Offers "safe" answers to simple questions and occasionally volunteers a response. Individual is beginning to develop organized and appropriate verbal and nonverbal responses.	Communicates effectively (both verbally and nonverbally). Actively listens to others without interruption. Individual contributes to class discussion by offering thoughts, opinions and asking appropriate questions.	Skilled at creating an open environment that encourages the flow of information. Verbal and nonverbal communication conveys both substance and intent with high accuracy.
Respect	Does not respect other's rights, ideas, opinions and diversity of others.	Developing respect of other's rights, ideas, opinions and diversity of others.	Demonstrates respect of other's rights, ideas, opinions and diversity of others.	Respects the rights, ideas, opinions and diversity of others. Encourages others to express viewpoint without judgement.



	Beginning (1)	Developing (2)	Progressing (3)	Advanced (4)
Professionalism	Individual does not take personal responsibility for appearance, behavior, actions, or verbal communication.	Shows inconsistent evidence ability to manage their behavior or actions, appearance, or verbal communication.	Individual takes personal responsibility for their appearance, verbal communication, behavior or actions.	Accepts full responsibility for own appearance, behavior and actions. Individual is a leader and role model in opportunities in helping classmates monitor and progress in their behavior, communication, and behavior skills.
Attitude	Regularly displays a negative attitude. Is often perceived as pessimistic, self-centered and/or discouraging.	Attitude occasionally fluctuates between positive/encouraging to negative/pessimistic.	Makes a positive impression to those around them. Creates and sustains an attitude that encourages others to do their best.	Demonstrates a positive and encouraging attitude even in the face of adversity. Leads as a role model in shows empathy and compassion towards others.
Problem Solving	Does not attempt to identify, describe, or solve the problem	Individual primarily depends on others to solve problems and identify possible solutions.	Find multiple ways to solve a problem and share the strengths and weaknesses of a solution with a variety of audiences.	Individual is a leader that can plan and organize work, reason and make objective judgments, and keep their mind on several parts of their job.



RWP Workforce Board ♦ Membership & Positions

★ = Appointment Required / Term Expiring

▲ = New Proposed Position

Business Representatives ♦ Mandatory Majority			Labor Representatives &/or JATC ♦ Mandatory		
1	★ Jessica Gomez* ♦ Founder & CEO <i>RWP Chair</i>	Rogue Valley Microdevices	Lance Corley ♦ Apprenticeship Director	Crater Lake Electrical JATC <i>Joint Apprenticeship Training Committee</i> IBEW Local 659 - International Brotherhood of Electrical Workers	1
2	★ Michael Donnelly* ♦ Materials Manager <i>RWP Vice-Chair</i>	Carestream, Inc.	★ Drew Waits ♦ Business Agent / Organizer	Southern Oregon/Northern California Plumber & Steamfitters, UA 290	2
3	Nikki Jones* ♦ Owner	Express Employment Professionals	▲ Susan Bruce – Labor Relations Representative	Oregon Nurses Association	3
			Community-Based Organizations – serving employment needs of Veterans , or Individuals with Disabilities ; or who serve employment, training, or education needs of Eligible Youth or Out-of-School Youth		
4	Shawn Hogan* ♦ VP of Engineering	Linx Technologies, Inc.	★ Kirk Kolb ♦ Superintendent	Grants Pass School District	4
5	★ Brent Kell ♦ Executive Director	Valley Immediate Care	Bret Champion ♦ Superintendent	Medford School District	5
6	Trever Yarrish ♦ Co-Founder & Chief Experience Officer	Zeal	Scott Beveridge ♦ Superintendent	Southern Oregon Education Service District	6
			Title II & Higher Education (Community College) ♦ Mandatory		
7	Norm Kester ♦ CEO	Quantum Innovation	Cathy Kemper-Pelle ♦ President	Rogue Community College	7
			Economic / Community Development ♦ Mandatory		
8	Robert Begg* ♦ Director HR Administration	Asante Health Systems	★ Alex Campbell ♦ Regional Coordinator	Regional Solutions / Governor's Office	8
			OED / Wagner-Peyser ♦ Mandatory		
9	Alex Poythress ♦ Managing Partner	REVEIL Agency	Sherri Stratton ♦ Senior Manager	Oregon Employment Department	9
			Vocational Rehabilitation ♦ Mandatory		
10	Michael S. Card ♦ President	Combined Transport	Kari Kingsolver ♦ Area Manager	Office of Vocational Rehabilitation Division	10
			Optional Members		
11	Joe Meyers ♦ Vice President	Pacific Electrical Contractors	Kim Whitney ♦ Self-Sufficiency Program/ District Manager	Oregon Department of Human Services	11
12	★ Vacant	<i>Healthcare/ Senior Care?</i>	Linda Schott ♦ President	Southern Oregon University	12
13	▲ Vacant	<i>Construction?</i>	Tom Keyser ♦ Dean for the College of Engineering, Technology & Management	Oregon Institute of Technology	13
14	▲ Vacant	<i>Forestry / Woodland Firefighting?</i>			
Total RWP Workforce Board Membership = 27 Positions					

Must be 20% of Board
Mandatory

* = RWP Corporate Directors (aka: Executive Committee)

Mandatory = WIOA Workforce Board Membership Requirement



WORKFORCE SYSTEMS QUARTERLY BRIEF

June 2020

WorkSource Rogue Valley Steps-Up to Help Unemployment Insurance Claimants

- ▶ Oregon Employment Department staff respond to UI claimant calls for help
- ▶ One-Stop Centers remain closed to the public; reopening planning is underway

Our region's training and employment centers were closed early during the pandemic, as the Governor's shut down order went into effect, in the midst of an unmanageable flood of customers streaming through the doors seeking help with their Unemployment Insurance claims. Numerous local OED staff were trained and redeployed to process UI claims, while others fielded the over 500 calls/day coming into local offices from stressed and/or frustrated UI claimants seeking information on the status of their applications, and unable to get through to the centralized UI Processing Centers.

The WorkSource Rogue Valley staff have been working overtime, responding to the overwhelming number of callers in distress due to the huge backlog of unprocessed claims. These local staff have gone above and beyond the call of duty as they worked intensively to help customers struggling to make ends meet, while dealing with the major structural deficiencies in the antiquated UI system.

During this time, other customers have received career development and training services, predominantly through virtual connections, with some meet-ups at the side door as needed.

Plans are now being developed to reopen the centers - initially for appointments only - to serve those customers seeking training and reemployment support, who are unable to be served virtually. The hope is to reopen in this limited manner by the end of June or early July.

Layoffs Averted

- 427 employee layoffs were averted in 38 companies
- \$187,698 in Layoff Aversion funds provided from the State's Dislocated Worker Reserve used
- Average amount per employee spent = \$440

These funds were dispersed by the State at the start of the pandemic. Grant requests were received from a wide range of businesses. Our 3 largest Chambers of Commerce were provided funding. A list of companies helped is attached to this brief.

Economic Forecasts & Workforce Links

Regional

[Rogue Valley Unemployment Data](#) *OED Regional Economist Guy Tauer, 4/13/20*

State

[COVID-10 Related Business Layoffs, Closures, and Unemployment Insurance Benefits](#) *Oregon Employment Department*

[Oregon Economic and Revenue Forecast, June 2020](#) *Oregon Office of Economic Analysis, 5/20/20*

[COVID-19 Regional Outlook](#) *Oregon Office of Economic Analysis, 5/28/20; Analyzes COVID-19 impacts on Oregon's regional economies*

[Economic Disparities, an Ongoing Discussion](#) *Oregon Office of Economic Analysis, 6/4/20*

National

[US Weekly Jobless Claims hit 1.5 Million, Bringing the 12-Week Total to 44 Million](#) - *Business Insider, June 11, 2020*

Rogue Valley WIOA Title IB Allocations

July 2020 to June 2021

Adult	960,426
Dislocated Worker	760,478
Youth	981,426
Total	\$2,702,330

This is a **10.5% increase** from **\$2,445,566** - the prior fiscal year total .

These are the usual and customary formula funds allocations received annually from the U.S. Department of Labor via the Oregon Higher Education Coordinating Commission.

Rogue Valley Receives Additional Dislocated Worker Grants of \$569,430

Oregon was one of numerous states who applied for and received additional grants from the U.S. Department of Labor to help retrain and employ laid off workers impacted by COVID-19.

The \$6,000,000 in new grants allocated to Oregon means that a total of **\$569,430 in additional funds are available to the Rogue Valley until May 2022**. These funds add to the normal formula allocations under WIOA Title 1B that provide training and employment supports to adults, dislocated workers and at-risk youth. The two grants are focused on:

[Employment Recovery](#) - for activities necessary for economic recovery, in alignment with our Local Workforce Plan, and that pertain to immediate and short term occupational skills training to either transition workers into similar fields, as well as training into occupations or industries that still have need for workers as we emerge from this crisis (healthcare, warehousing, manufacturing, trades, maritime/ports, transportation, agriculture, etc.). This includes utilizing virtual and alternative methods for training delivery and certification in order to be most responsive to shifting economic needs and continued or returning social distancing norms.

[Disaster Recovery](#) - for activities related to disaster-relief employment and employment and training activities with a focus on providing supportive services to individuals, layoff aversion or conversion of employees laid off that can be repurposed to current need (food handlers, CDL, healthcare certification/ first aid, etc.), or assisting in humanitarian assistance as identified in local communities. Local County Health Departments were offered funds for the hiring of Contact Tracers, but both counties declined this offer, although we have built in a contingency for Josephine County in the event a future COVID-19 resurgence requires additional staff.

Rogue Valley
Unemployment Rate
15.6%
Total Unemployed
21,817
 April 2020

Sector Strategies Updates

- ▶ COVID-19 led to the suspension of all industry sector meetings, except for **Healthcare**.
- ▶ **Alex Campbell**, Regional Solutions Coordinator of the Governor’s Office has asked to meet with all industry sector leaders to engage in a “**Reopening Conversation**”
- ▶ We’re inviting each industry sector to convene for this reopening dialogue, and to restart the sector work within the new normal of COVID-19
- ▶ In addition to the existing **Advanced Manufacturing, Transportation & Logistics, and Information Technology** sector efforts, we also kick-starting a **Construction** sector group, as well as engaging with industry leaders in a preexisting **Forestry / Woodland Firefighting** sector group.
- ▶ Healthcare partners are working to scale and sustain Caregivers training for high school and adult job/career-seekers. Pilot programs have been successful for previous cohorts of high school students (*35 training certifications; 4 employed*) and English Language Learners (*7 training certifications*).

AllCare Health Co-Invests \$150,000 in Workforce Training

[AllCare Health](#) is co-investing with the Rogue Workforce Partnership to launch a pioneering collaboration to help low-income individuals they serve get career coaching support, and improve their employment and career pathway trajectory. This is the first-of-its-kind collaboration between one of Oregon’s Coordinated Care Organizations and a Local Workforce Board.

Up to 40 individuals who also receive SNAP (*Supplemental Nutrition Assistance Program - aka Food Stamps*) will be served starting in October 2020. This investment will be matched with a \$150,000 allocation of training funds by RWP, and these combined funds will also be eligible for a 50% match from the federal [SNAP Employment and Training Program](#) (SNAP E&T).

The SNAP E&T program uniquely allows community-based and other organizations to invest non-federal dollars in serving their customers, and to compound their on-going investments to grow the pool of funds available to serve SNAP recipients.

The program is administered federally by the US Department of Agriculture, and in Oregon by the Department of Human Services. RWP is partnering with WorkSystems Inc. - the Local Workforce Board serving the Portland Metro region - to draw down these federal matching funds and provide technical assistance. The program requires rigorous oversight and coordination due to the potential for disallowed costs.

Other SNAP E&T programs operating in the Rogue Valley include (*but are not limited to*) ones being run by:

- College Dreams
- Oregon Employment Department
- Rogue Community College
- Southern Oregon Goodwill Industries

RWP Communications Infrastructure

- In response to COVID-19, a shared “[Rogue Business](#)” communications infrastructure is being built in partnership with **Business Oregon, SOREDI, SBDCs and Chambers of Commerce**.
- It consists of a website, LinkedIn page & CRM.
- Completion and launch is anticipated before the end of June
- The “**Rogue Careers**” website and parallel system with CRM and Facebook/LinkedIn pages for job /career seekers will be built as Phase II in the coming months.

College Dreams Selected as Youth Services Provider

College Dreams has been chosen as the Rogue Valley’s service provider for training and employment services to at-risk youth. After extensive community planning conversations and a competitive procurement, this selection was made by the Rogue Workforce Partnership on May 6th.



College Dreams will work closely with the Rogue Workforce Partnership, training providers, and community partners to implement a new **Career Bridge** model that will link to the regions “**UpSkill & Backfill**” strategy in working with targeted industry sectors with high-demand, high-wage career paths.



Data Analytics & Customer Typologies

- Medford & Grants Pass School Districts worked to validate a predictive analytic algorithm for high school graduation starting in 3rd grade
- Next we add adult & youth data sets with state and national partners ([DHS-ORRAI](#), [ODE](#), [ECONorthwest OBC](#), & [Opportunity Insights](#)).

Personal Effectiveness Skills Training

- A webinar series on [Coping & Self-Care](#), plus 1-on-1 [Transformational Life Coaching](#) sessions are now available to customers & staff of WSRV, DHS and partners
- [Wings Seminars](#) & [Inner Guide Expeditions](#) offerings are also now available options

Workforce System Quarterly Brief - June 2020 Attachment A

LAYOFF AVERSION GRANTS THROUGH 5/27/2020

GRANTEE	USE OF FUNDS	AMOUNT	EMPL NOT LAID OFF	GRANTEE	USE OF FUNDS	AMOUNT	EMPL NOT LAID OFF
Alliance Benefits Solutions, LLC	Computers, headsets, & related equipment to work remotely	\$3,800	3	Ms Julie's Place, LLC	Cleaning payroll & supplies	\$1,350	2
Artisan Eyeworks	Telehealth software, barriers, PPE, & disinfection to work more safely	\$5,000	5	OnTrack Rogue Valley	Computers, telehealth software, web-cams & licenses to work remotely	\$5,720	105
Ashland Chamber of Commerce	Payroll expenses (501c6's were excluded from PPP)	\$8,550	6	Oregon Truck and Auto Authority	Laptops/software to work remote	\$2,500	2
Body in Context	Laptops, video equipment/software to work remotely	\$2,700	4	Pro Weld, Inc.	Sanitation supplies, workstation dividers, internet/supplies, fuel	\$4,000	8
Cash Connection Grants Pass	Computers, phones & sanitation supplies	\$3,650	8	Pump Pipe & Tank Services, LLC	Computers & printers to work more safely	\$6,250	6
Cash Connection Medford	Computers, phones & sanitation supplies	\$3,240	4	Quantum Innovations	Pivot production to hand sanitizer and UV sterilization	\$25,000	25
Combined Transport, Inc.	Laptops to work remotely	\$5,000	5	Radio Design Group	Computers & engineering/design software to work remotely	\$10,000	5
Cropper Medical Inc	Supplies to produce disposable gowns	\$9,300	14	Reveil LLC	Software to work remotely	\$1,848	3
Dogs for Better Lives	Computer to work remotely	\$2,000	2	Rogue Valley Children's Discovery Museum dba Kid Time	Laptops/software to work remotely	\$3,800	12
Fidelity Home Mortgage LLC	Laptops and phones to work remotely	\$4,000	4	Siskiyou Transportation, Inc.	Laptops/software to work remotely	\$1,200	2
Forte Clothing Company	Computers/software to work remotely	\$2,500	3	Talent Maker City	Pivot production to PPE/medical components	\$5,730	3
Grants Pass & Josephine County Chamber of Commerce	Payroll expenses (501c6's were excluded from PPP)	\$5,000	4	Taylorred Elements Construction	Cleaning of job sites	\$5,000	8
Habitat for Humanity/Rogue Valley	Computers & cleaning supplies to work more safely	\$5,000	9	The Chamber of Medford/Jackson County	Payroll expenses (501c6's were excluded from PPP)	\$10,000	7
Holistic Health Acupuncture	Computers, phones, & supplies to work remotely	\$3,000	3	The Rogue Creamery	Fogging units, additional cleanings	\$4,500	50
Jennings Plumbing & Mechanical, LLC	Computers, printer, & QuickBooks to work remotely	\$5,500	4	theDove Media Inc.	Computer upgrades to work remotely	\$2,500	3
JT Electric	PPE, additional fuel, & sanitation supplies to work more safely	\$1,200	5	Toms Bronco Parts	Computer equipment, cleaning supplies	\$5,000	4
KA Designs LLC	Cleaning supplies	\$560	15	Triple A RV Center, Inc.	Sanitation supplies	\$500	12
Kelly's Automotive Service	Disinfecting equipment & supplies to work more safely	\$4,000	22	Wash N' Go Depot Car Wash	Laptops & cleaning supplies	\$5,000	16
Lifeline Computer Solutions, Inc.	Server to work remotely, cleaning supplies, & extra daycare	\$8,800	16	Youth 71Five Ministries	Computers, software & supplies to work remotely	\$5,000	18
				Total Funded		<u>\$187,698</u>	<u>136</u>



ROGUE VALLEY HABITAT FOR HUMANITY

P.O. BOX 688 • MEDFORD, OREGON 97501 • (541) 779 1983 • WWW.ROGUEVALLEYHABITAT.ORG

**Rogue Workforce
ATTN: Sherri Emitte
Chief Finance and Administrative Officer
37 N. Central Ave.
Medford, Oregon 97501**

We wanted to share one of several letters we've received from Layoff Aversion grant recipients who have been so appreciative of receiving these funds, and the positive impact they have made to their organizations during these challenging times.

June 8, 2020

RE: Layoff Aversion Funds

Dear Sherri:

Attached please find the summary of all expenses and costs that were incurred for reimbursement for the Layoff Aversion Grant award.

This award was probably one of the most valuable awards received to our organization during the covid-19 crisis. This allowed us to have five admin staff working from home, and some receipts will show the home address of staff for delivery. This award also provided the funds we needed to sanitize and clean our admin office, but most importantly our ReStore. The ReStore normally provides the sustainable income for the entire organization, and for the time it was closed, the impact was deeply felt.

We were able to provide the supplies necessary to completely clean the store, but also the current inventory we had in place. In addition we developed new policies and procedures for incoming donations and processes for cleaning as well. We were also able to meet the requirements for reopening our store with sufficient masks, face shields and sanitizing supplies.

Thank you for this amazing generosity during such a challenging time,

A handwritten signature in black ink, appearing to read "Denise James".

**Denise James
Executive Director
Habitat for Humanity/Rogue Valley
djames@roguevalleyhabitat.org**



**ROGUE WORKFORCE
PARTNERSHIP**

COVID-19, RWP'S STRATEGIC ROADMAP & THE OUR PATH FORWARD

June 15, 2020

ECONOMIC IMPACT ON EMPLOYMENT

April 2020

- Rogue Valley
 - ▶ Unemployment Rate **15.6%**
 - ▶ Total Unemployed **21,817**
- Continued UI Claims
 - ▶ Jackson County **9,172**
 - ▶ Josephine County **2,938**
 - ▶ Rogue Valley Total **12,110**

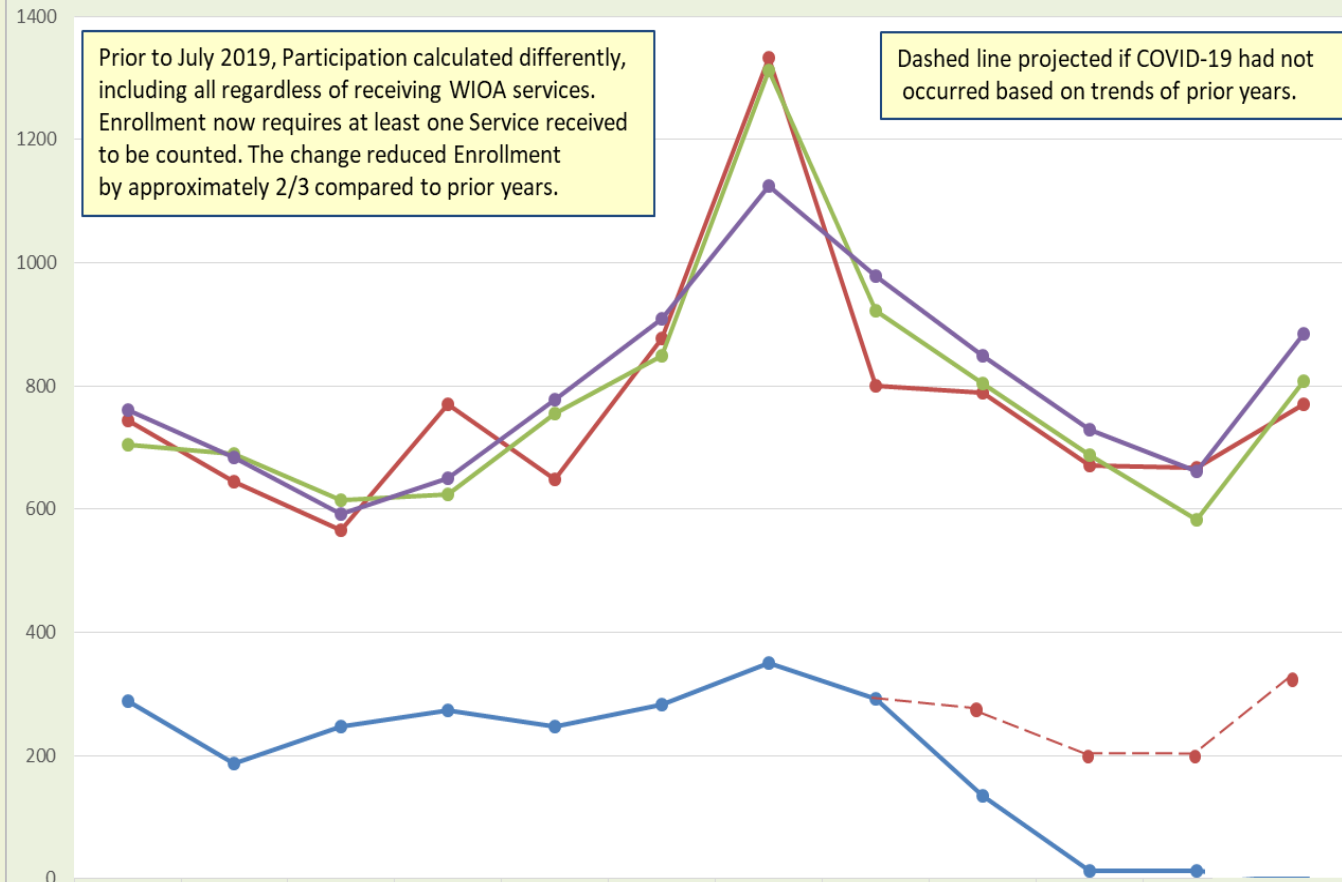
Most Impacted

- **Industries**
 - ▶ Accommodation & Food Services
 - ▶ Healthcare & Social Assistance
 - ▶ Retail Trade
 - ▶ Manufacturing
 - ▶ Construction
- **Occupations**
 - ▶ Food prep & serving
 - ▶ Sales
 - ▶ Office & administrative support
 - ▶ Management
 - ▶ Production
 - ▶ Transportation & material moving
 - ▶ Healthcare support
 - ▶ Construction & extraction
- **Workers**
 - ▶ High School or Less
 - ▶ Ages 25 – 44

WORKERS SEEKING TRAINING

- As expected, there's a big decrease in workers seeking training (*blue line*)
- A small number keep coming in for CNA & CDL training
- As we reopen & UI benefits end, numbers will grow & sustain as during the entirety of the Great Recession
- During pre-COVID times, peak # of job seekers in a month was 1333
- We expect greater #'s, but can only do best guess scenarios on how many & for how long
- Actual job demand & the impacts of wildfires are big unknown variables

WIOA Title 1B Adult & Dislocated Worker Enrollments July 1, 2016 - May 31, 2020



Prior to July 2019, Participation calculated differently, including all regardless of receiving WIOA services. Enrollment now requires at least one Service received to be counted. The change reduced Enrollment by approximately 2/3 compared to prior years.

Dashed line projected if COVID-19 had not occurred based on trends of prior years.

	July	August	September	October	November	December	January	February	March	April	May	June
Adult 19-20	289	187	247	274	248	282	350	292	135	13	13	0
Adult 18-19	745	645	566	771	648	878	1333	800	790	671	667	770
Adult 17-18	704	690	615	625	755	850	1312	922	805	688	582	808
Adult 16-17	761	685	593	651	778	909	1124	979	850	730	662	885

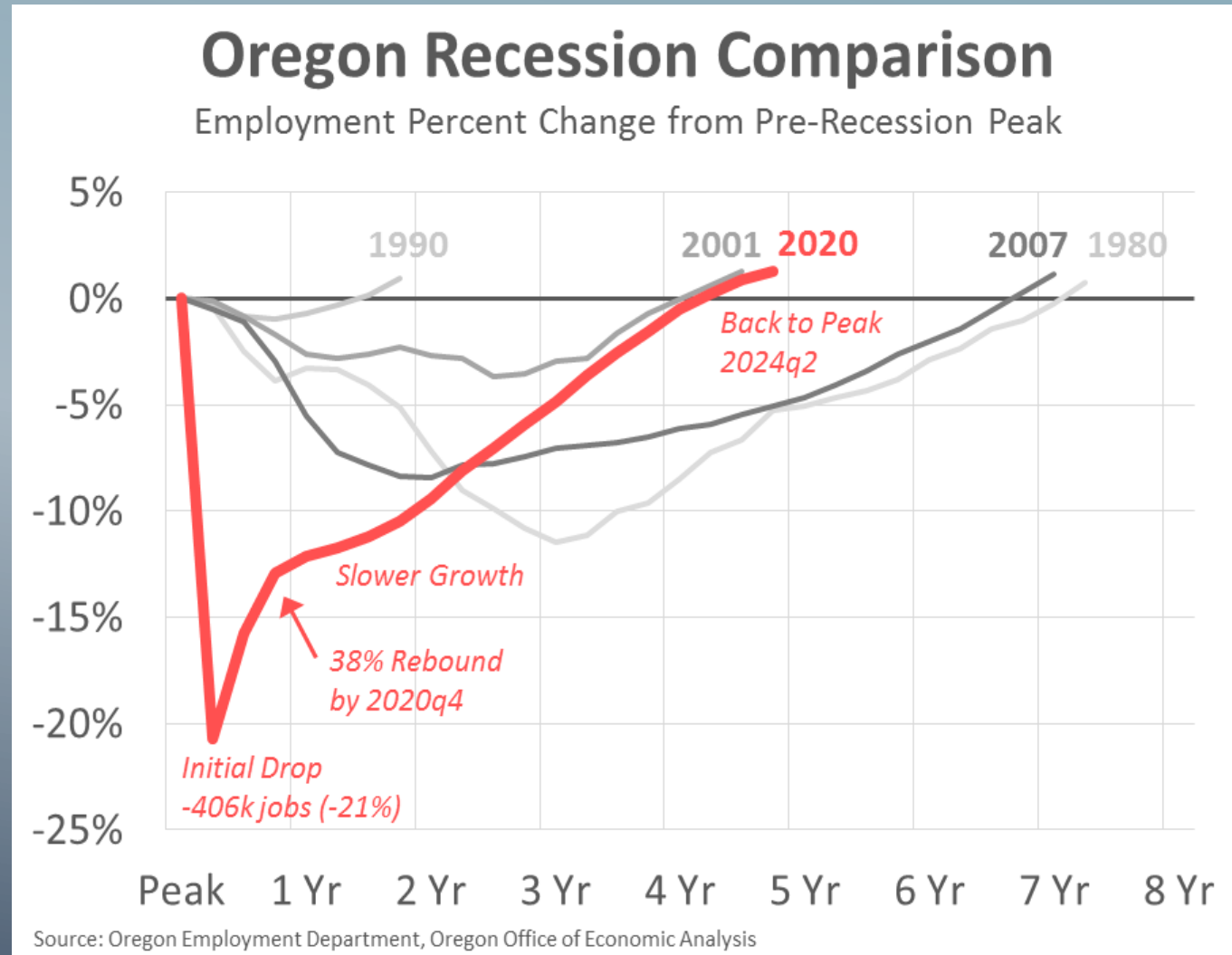
Adult 19-20 Adult 18-19 Adult 17-18 Adult 16-17

SETTING THE CONTEXT

ECONOMIC FORECAST ON JOB RECOVERY

State prediction is for a slow climb back up in job #'s over next 4 years

- 38% Rebound by 2020 4th Qtr.
- Back to Peak by 2024 2nd Qtr.



KEY QUESTION

1. If we now view RWP's Strategic Roadmap thru a COVID-19 recession lens, are we still on track in our priorities, objectives & key results, or do we need to make adjustments?



VISION

A strong regional economy and prosperous community fueled by skilled workers, quality jobs and thriving businesses.



ROGUE WORKFORCE PARTNERSHIP

MISSION

Create a demand-driven system that aligns the skills of workers to the needs of employers while improving career pathway accessibility.

STRATEGIC OBJECTIVES

All targeted sectors have robust demand-driven action plans

Workforce skills training and throughput meet the demands of each industry sector

Communication and data reporting structure are implemented and are responsive to sector and workforce needs

Emerging, transitioning & current workers have access to the education, training and supports leading to employment and career pathways that reduce economic disparity gaps

KEY STRATEGIC RESULTS

Advanced Manufacturing and Healthcare sector groups have updated Action Plan in place by November 1, 2019

K-12 system is aligned: baseline numbers of students completing targeted trainings are established and performance metrics are set by July 1, 2020

RWP staff develops a first phase communications plan toolkit to support RWP members and industry sector efforts by March 1, 2020

Engage and convene 3 or more key employers to determine interest in implementing "Workplace Stability" Initiative by November 1, 2019.

Transportation / Logistics, Information Technology/E-Commerce & Construction are convened & Action Plans developed by July 1, 2020

Public Workforce system is aligned: baseline numbers of customers completing targeted trainings are established and performance metrics are set by July 1, 2020

Implement "Workplace Stability" Initiative (if there's business interest) by July 1, 2020.

Each sector adopts a strategy & processes to continually identify its high-demand for skills training needs by February 1, 2020

Southern Oregon Higher Education Consortium is aligned: baseline numbers of students graduating to meet targeted industry demands are established and performance metrics are set by July 1, 2020

RWP staff convenes workforce and education system partners to build initial data analytic capacity and customer typologies by March 1, 2020

Create & offer Innovative Personal Effectiveness Skills training experiences & coaching for targeted at-risk populations and evaluate their initial effectiveness by July 1, 2020

Each sector develops & implements a communication plan by April 1, 2020

PowerUp Academy is relaunched with a focus on meeting targeted sector workforce demand by July 1, 2020

KEY QUESTION

1. If we now view RWP's Strategic Roadmap thru a COVID-19 recession lens, are we still on track in our priorities, objectives & key results, or do we need to make any adjustments?

Recommendation

- ▶ Stay the course. The Strategic Roadmap is as relevant in this COVID-19 recession as it was when the economy was at full employment
- ▶ Creating a demand-driven workforce & education system focused on targeted industry sectors is a sound strategy for the duration of the recession and beyond
- ▶ Market & make accessible the good career pathways in all our targeted industry sectors, e.g., CPT, CDL, Trades, Healthcare; double down on efforts already underway
- ▶ Continue the UpSkill & Backfill strategy & building the "Career Bridge" model to create capacities in Caregiver Training, Construction, Forestry/Woodland Firefighting

KEY QUESTIONS

2. Do our strategies for training investments in the months ahead make sense to all the RWP members?
3. Are there any measures/agreements we could put in place to help manage through the uncertainties regarding job demand, K-20 education and workforce funding, and the impacts this might have in aligning skills training investments/ capacities to a demand-driven system?

DEMAND-DRIVEN TRAINING INVESTMENT STRATEGY FOR THE COVID-19 RECESSION

- Maintain strong focus on targeted industry sectors; build talent pool for sectors even as job hiring may be slow
- Work to skill-up all job/career seekers, even as hiring may be slow; prepare them for the jobs that will be opening up
- Market the career pathway opportunities in target sectors
- Adjust training investment allocations quarterly to flex with the actual volume of job/career seekers & actual job openings
- Stack training funds to create larger investment packages as needed, e.g.:
 - OED or RCC-SNAP \$2500 + TWI-SNAP \$2500 = \$5000 Tuition Scholarship + Title 1B \$2500 for Paid Internship
- Change policies on levels of maximum training investments as needed
- Change policies to Increase support services levels to help pay rent, utilities, expenses during training, as needed
- Seek all available funding from federal, state & philanthropy to address training needs/demands
- Other Ideas?