

CLACKAMAS COUNTY WORKFORCE SYSTEM PY06 YEAR END REPORT

July 1, 2006 -
June 30, 2007

Our Workforce System has touched 1,816 businesses and 13,997 job seekers, and enrolled 725 WIA participants this year.

Workforce partners participated in 4 job and career fairs, serving a total of 63 businesses and 713 jobseekers.



Workforce Improvement with International Nurses (WIN) program graduates.

DEMAND-DRIVEN MODEL

WICCO has continued to build on its demand-driven business model resulting in the following workforce system successes. By leveraging local resources among partners, we have served both the business and the job seeker side of workforce development.

BUSINESS SERVICES OUTCOMES

During PY06, staff from the Business EDGE, the Career and Employer Resource Center (CERC), and the Workforce Development (WIA) team participated in the following successes:

- Completed 1,816 business contacts.
- These business contacts resulted in 2,370 job postings from businesses.
- 255 participants were placed in family-wage jobs, meeting both business and jobseeker needs.

Rapid Response Layoff Help

The team had contact with over 1,200 workers and 225 businesses/organizations about free lay-off services. The team assisted 25 companies in layoff situations which affected 974 dislocated workers by:

- Supporting business managers through the lay-off process.

Job Fairs

- Darleen Hooley hosted 300 **veterans** and 25 service providers at CCC. Partnering were: Veterans Admin. Hospital, DePaul Industries, CERC, Community Solutions of Clackamas County, and WIA staff.
- CERC hosted a Career Fair for **high school students**, resulting in 47 **employers** and 400 jobseekers connecting. Clackamas County Economic Development, Colton School District, and CCC Customized Training assisted.
- Sabin Skills Center hosted a mini-job fair of 4

- WIA staff made 1,997 personal contacts with WIA jobseekers to coach them through intensive services, training, preparation for placement, and actual placement.
- Employers received 26 WIA-funded On the Job Training and Work Experience business internships.
- Employers trained 267 interns arranged by Cooperative Work Experience staff.
- Providing job search readiness workshops for workers at no cost:
 - I-Match Skills enrollment
 - Connect to Unemployment Insurance staff
 - Resume writing
 - Interview practice
 - Basic computer skill training
 - Hot job leads

employers and 25 PACE Program **high school jobseekers**. Oregon Employment Department, CERC, Workforce Development, and CCC's Allied Health Department participated.

- Oregon Employment Department, North Clackamas Chamber, and Oregon Employer Council hosted the Clackamas Connection for 12 **employers** and 150 **jobseekers**. CERC and Community Solutions of Clackamas County assisted the partners.

BUSINESS SERVICES HIGHLIGHTS

High Demand Sector Accomplishments

Our EDGE business services representatives have developed effective working partnerships with businesses in five industry sectors to train transitional workers and upgrade skills of current workers. For each business sector, we continued development of tools and resources by:

- Assembling a local Career Pathway Team and joining the "Oregon Pathway Alliance" which offers us learning opportunities to improve our services.

- Creating career pathways as designated by WICCO for each of our 11 high schools.
- Providing comprehensive basic skills assessment, education and career pathway planning, and job search assistance at the One Stop.
- Adding career pathway planners for low skilled adults.
- Hosting four high school summits to increase

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High Demand Sector Accomplishments — Continued from page 1

the number of high school students enrolled in high demand pathways.

- Working closely with Oregon Employment Department to provide customized recruitments with customized training for new workers.

RETAIL

- The sector plan and career pathway were updated in October 2006.
- The college received approval for an AAS in Retail Management and STAR (Skills Training for Advancement in Retail) remains a 12-credit Employment Skills Training Certificate.
- An articulation agreement between Marylhurst University and CCC was completed so Retail Management students can transfer 120 credits toward a Bachelor's degree at Marylhurst.
- The Retail Career Pathway has been updated.
- Milwaukie, Canby, Estacada and Gladstone High Schools have created and implemented Retail Career Pathways and Student Planners.
- CCC is chair and sponsoring college for State-Wide Retail Management Advisory Group that met at the college in October 2006 and March 2007 to discuss progress in Retail partnerships and programs, addressing the Western Association of Food Chains (WAFC) certification and State-Wide Retail Management AAS.

HEALTHCARE

- Three mini-summits were held with healthcare employers to identify programs that need leveraged dollars and direct fund support.
- Career Pathways have been developed for all programs (nursing, nursing assistant, emergency medical technician, clinical lab, medical assistant, dental assistant). The Canby, Milwaukie, and Gladstone high school planners are complete.
- Short-term trainings or customized trainings were developed and delivered in response to industry needs served 534 students.
- Expanded from CCC Health Sciences Department to a Division of Nursing and Allied Health to meet workforce needs.
- Doubled the nursing assistant program capacity to two cohort groups (40 students) per term from one cohort group (20 students) per term.
- Harmony campus expansion has begun in order to increase capacity in existing programs and develop new ones.
- Blue Ribbon Committee meetings resulted in contracted educational programs at Oregon Health Career Center (OHCC): Kaiser Nursing Program and Medical Assistant Pathway Program (MAPP).

TRANSPORTATION AND LOGISTICS

- Received State of Oregon approval for the Transportation/Logistics Specialist certificate at Clackamas Community College.
- Marketed the Transportation/Logistics Specialist certificate as "Professional Truck Driver Certification."
- Developed the Transportation, Trucking, and Logistics career pathway roadmap.
- 18 individuals were trained using Employer Workforce Training Funds and Governor Strategic Training Funds for the trucking industry.
- Truck Driver Solutions (TDS) Consortium Strategic Planning meeting was held in April for 39 industry and agency representatives.
- The Department of Labor's Project SHIFT began to develop train-the-trainer curriculum, leveraging \$430,010 from industry.
- Plans have begun to expand the *Why Manufacturing Matters Roadtrip* campaign to the transportation sector.

MANUFACTURING

- **Team Clackamas** was created last October to market the industry to jobseekers and fill businesses' current and future workforce needs. As a result, the group piloted *Why Manufacturing Matters Roadtrip* —which is being replicated in other regions.
- Deliverables from Team Clackamas this year include a DVD and PowerPoint slides about the industry and their workplace needs; a white paper, the National Association of Manufacturers (NAM) outreach website, and a presentation to OACTE in spring 2007 and associated brochures and posters.
- High school students are dual-enrolled at CCC.
- Project Lead the Way began to attract more K-12 students to the industry.
- Collaboration with 9 community colleges resulted in statewide articulation in manufacturing engineering technology (MET) with OIT. Students may now go to any of the nine colleges and take 8 credits of Project Lead the Way and transfer as a junior with 90 credits to complete the MET BS.
- The One Stop recruited 12 new hires who were trained with 3 incumbent workers in welding for JV Northwest and for Buffalo Welding.

UTILITIES

- The Utility Workforce Readiness Certificate Advisory Board was established October 18, 2006. Members included: Northwest Natural

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Business EDGE partners:

- ◆ *Oregon Employment Dept./ Clackamas County One Stop Resource Center*
- ◆ *Clackamas County Economic Development*
- ◆ *Dept. of Human Services*
- ◆ *Office of Vocational Rehabilitation Services*
- ◆ *DePaul Industries*
- ◆ *Express Personnel*
- ◆ *Clackamas Community College*

EDGE = Economic Development through Growth & Employment



Clackamas County business partners toured Benchmade Knives as part of the *Why Manufacturing Matters Roadtrip*.

To view CCC career pathway diagrams go to

www.oregonpathways.org.

1. Click on Career Pathways in the left navigation bar.
2. Click on [Career Pathways Roadmaps](#)
3. View Roadmaps by occupation alphabetically or by Oregon skill set.

High Demand Sector Accomplishments — Continued from page 2

- Gas, Henkel’s & McCoy, PacifiCorp, Portland General Electric (PGE), Canby Telcom, Northwest Public Power Association (NWPPA) and CCC.
- A Department of Labor (DOL) grant for \$150,000 was used to document knowledge of the retiring utility workforce & pathway.
- The Utility Workforce Readiness Certificate was piloted to prepare students for entry-level positions in: electric, gas, cable, construction, and phone companies; 42 students have enrolled for this certificate.
- Utility Workforce Readiness Certificate instructors were hired from the utilities who are sharing this aging workforce’s knowledge, skills, and abilities.

- PGE requested a program from CCC that would train people with the skills needed for PGE Groundman positions from the Utility Training Alliance Department. PacifiCorp joined as advisors.
- Presentations about this project were made at: Women’s International Network of Utility Professionals (WINUP) in October 2006 and Western Energy Institute Board of Directors meeting in February 2007.

APPRENTICESHIP

WIA staff have been working with WICCO, apprenticeship coordinators, and Labor’s Community Service Agency to better connect job-seekers with apprenticeship programs.



Workforce partners shared information about finding drug-free, skilled workers at a Clackamas County Business Alliance meeting.

WORKFORCE SYSTEM SUCCESSES

We exceeded our enrollment goals, serving 351 Adult and 374 Dislocated Workers, for a total of 725 WIA enrolled participants.

We served businesses by upgrading incumbent workers and training new hires for their openings as shown in the chart below.

We also provided 139 participants intensive services in ESL, Basic Skills (GED), work experience, computer literacy, and pre-vocational training. Another 81 were served in job search and placement, and 212 were given followup after job placement.

Partners collaborated creatively to provide \$3.7M in leveraged funds in PY06

Summary - Adult and Dislocated Workers Served in Occupational Training			
Total Trained Participants by Sector		% of Total	% of Total Budget Spent in this Sector to Train
Manufacturing	25	8.53%	7.4%
Transportation	48	16.38%	27.5%
Retail	29	9.90%	9.7%
Office	42	14.33%	7.1%
Medical	101	34.47%	25.1%
Other	48	16.38%	23.3%
Total	293	100.00%	100%

JOBSEEKER SUPPORT

Core Services

- More than 12,000 jobseekers were served through the One-Stop this year!
- Local Veterans Representatives at the One Stop worked closely with WIA staff to refer veterans to WIA information sessions and to enroll them in training for high demand occupations such as truck driving.
- The CCC Work Skills Center hosted WIA information sessions for 485 potential participants preparing to enter the WIA program.

Intensive Services

The Work Skills Center provided 2,986 services for participants last year including:

- Basic Skills (entry level reading, writing, math)
- Work Readiness Skills
- Business skills
- Workplace behaviors
- Keyboarding
- Computer skills

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