

HOUSE COMMITTEE ON
LABOR

Hearing Room
Tapes - 2

MEMBERS PRESENT:

Rep. John Watt, Chair
Rep. Lee Beyer, Vice-Chair
Rep. Kate Brown
Rep. Chuck Carpenter
Rep. Mike Fahey
Rep. Lynn Lundquist
Rep. Lynn Snodgrass

MEMBER EXCUSED:

STAFF PRESENT:

Aaron Felton, Committee Counsel
Paula Gilmer Purcell, Committee Assistant

MEASURES HEARD: Adoption of committee rules

Employment Division Presentation

These minutes contain materials which paraphrase and/or summarize statements made during this session. Only text enclosed in quotation marks report a speaker's exact words. For complete contents of the proceedings, please refer to the tapes.

TAPE , A

01 CHAIR WATT : Brings meeting to order at 1:28 pm.

08 CHAIR WATT: Welcomes everyone and introduces the committee staff.

35 CHAIR WATT: Asks the committee to look over the rules (EXHIBIT A), points out rule 7.

50 CHAIR WATT: Discusses what will take place in committee in the near future. Agency budgets and how they reflect the Oregon Benchmarks.

61 CHAIR WATT: Wants to know exactly what the new benchmarks are for each agency. He wants assurance that the benchmarks are being worked on and used.

88 CHAIR WATT: Begins discussing the different types of bills that are

being introduced to the committee.

100 REP. BEYER: Moves to adopt committee rules (EXHIBIT A).

103 CHAIR WATT: Hearing no objections, so ordered.

109 ROGER AUERBACH, ACTING DIRECTOR OF THE OREGON EMPLOYMENT DEPARTMENT:
Submits and reads written testimony (EXHIBIT B) .

500 TOM MCCLELLEN, MANAGER OF THE FISCAL AND ECONOMIC ANALYSIS SECTION OF
THE EMPLOYMENT DEPARTMENT: Submits and reads He discusses customer
satisfaction, track how people are finding their own jobs by using our
services.

Tape 2,A

03 Ties between performance measures and the budget. Tracking by FTEs and
job training.

47 Track average wage of the people taking the jobs.

57 Dislocated workers at 90 percent of income.

119 Work retention, are we matching the right people to the right job.

130 Discussing goals for the child care program. How are the performance
measures are effecting the program.

185 REP LUNDQUIST: What about the average wage at end of employment. Do
you track wage prior to unemployment. How much up or down is there, not
just the average wage.

190 MCCLELLEN: They have data that is tracked, before they come to us and
after they come to us. Tom Lynch has the information in more detail and
could provide it to the committee.

193 REP LUNDQUIST: I think it is relevant to the fact it also considers
what kind of job you are dealing with, not only base wage but what you have
done. I would like the data if it is available.

202 MCCLELLEN: One of the measures they are considering on Friday is, is
there a continuum of what they could be earning? Are we making any
progress that way?

208 MCCLELLEN: Continues testimony from page ten (EXHIBIT B).

220 CHAIR WATT: I would like the graph explained more thoroughly.

224 MCCLELLEN: It is showing three different time frames.

231 CHAIR WATT: You just started tracking this in 1989?

232 MCCLELLEN: Yes.

235 MCCLELLEN: Costs of employment services has been going up.

248 They do not think costs will improve in the future.

257 More benchmarks but their is no data on them as yet.

267 CHAIR WATT: I want to go back to customer satisfaction on page 8. What
type of questions were asked? Why were the two types of questionnaires
added together?

281 MCCLELLEN: I do not think that adding tells us a whole lot.

283 CHAIR WATT: Could you to explain it to me?

284 MCCLELLEN: I don't think there was any real reason for adding them
together. Except that if you do a simple customer satisfaction with all
types of customers it would be the 8 and the 8.27 and 8.32.

285 CHAIR WATT: The average was based on 10.

287 MCCLELLEN: Yes, if we were just to say how are we doing over all.

292 CHAIR WATT: I want to know how the questions were presented to the
customers.

297 MCCLELLEN: They are trying to standardize the questions. To take out
any value judgments that may be in the questions

309 CHAIR WATT: Is this not scientific?

312 AUERBACH: It's not done on a standardized basis.

328 CHAIR WATT: How many were completed in 94?

334 AUERBACH: I will get Chair Watt that information.

335 CHAIR WATT: Just give me a general idea.

336 AUERBACH: They all of now delivered to central office their plan.

338 CHAIR WATT: OK.

339 AUERBACH: Some of them are much further along.

344 CHAIR WATT: The reason I ask the question is because of knowing the
changes that are being planned, I'm going to guess that with these customer
surveys your going to get a lot better felling in Springfield where they
have been using and new system than you are in Medford that has just
changed over.

353 AUERBACH: In Medford ,we are doing some major remodeling that will make
is easier to have access to the services provided.

359 CHAIR WATT: I guess what I was getting at, out of ten you are at a
possible 8.22 through 1993. How much to you expect that to jump?

374 REP. BEYER: I want to know about the costs on page 11 of exhibit B.
How do you get at that cost? by office and people placed?

380 MCCLELLEN: It is direct staff costs that are doing employment and a
share of indirect costs to operate offices.

392 REP. BEYER: Can you can sign the direct costs per job order or per person?

395 MCCLELLEN: We can break it down to the type of activity they are doing.

400 AUERBACH: It's a simple division.

404 REP. BEYER: Would you expect the unemployment rate go down? Or assume that that cost would go up.

409 MCCLELLEN: It is conjecture, it is hard for me to tell.

424 REP. BEYER: I see what you are saying.

425 MCCLELLEN: We haven't seen it yet, because we are changing the infrastructure.

430 REP. WATT: OK, go ahead.

433 MCLELLEN: Proceeds on with his presentation of the benchmarks.

444 REP. BEYER: Asks if they can get the committee some information on the child care before the end of the session.

454 AUERBACH: They do work closely with Adult and Family Services.

Tape 1, B side

08 REP. BEYER: Can we get them off assistance sooner or do we need to be talking about earned income credits or larger child care tax credits or something like that? See if there is a balance to lower the public costs?

And you will be coming back talking about that to us?

16 AUERBACH: You bet.

17 CHAIR WATT: Rep. Fahey?

18 REP. FAHEY: Have they done a study to show what it takes to get somebody off assistance?

19 AUERBACH: We have not, but I'm sure people from Adult and Family Services might have that information.

27 REP. FAHEY: My question was I just wanted to know what it takes, if they are getting assistance and we are subsidizing employers through health care plans, what does it take to break even?

30 AUERBACH: Those are things we wrestle with.

41 MCCLELLEN: Continuing with the presentation, 87% of the people get the check in 14 days. We hover around 92%, want that to be 95%.

50 Accuracy of the processing and timeliness of processing the claim.

57 Overview of the budget. Broken down by benchmarks.

64 Federal funds are about 28 million.

74 Re-employing claimants, and positions for different programs.

78 AUERBACH: They have just highlight those packages.

81 CHAIR WATT: Rep. Carpenter.

84 REP. CARPENTER: I would like to see numbers of positions, areas that are growing or shrinking.

90 AUERBACH: That's a good question.

91 MCCLELLEN: Continues speaking about the breakdown of the budget.

124 CHAIR WATT: Are there any questions from the committee?

127 REP. BEYER: What about percentages that is paid out to unemployed workers verses administrative costs.

130 MCCLELLEN: All benefits are shown in the 913 million dollars.

133 REP. BEYER: So that's, that. 1993 we talked about renewing a program at is listed in extending benefits to dislocated workers that were involved in retraining, is that part of 206 decision package?

139 AUERBACH: That bill concerning dislocated workers was introduced on the senate side.

147 CHAIR WATT: Do you know what bill number on that bill is?

148 AUERBACH: No.

150 CHAIR WATT: The presentation is very good. He speaks about the benchmarks and ask if there are some that do not apply to the Employment Department. We need to know where government is going. What is employment doing that are not in the benchmarks, why not.

180 CHAIR WATT: How much of a burden identifying the benchmarks as been and how much it costs?

189 AUERBACH: It has been a great tool for him to deal with goals to judge how well they are doing. Expressly time and FTEs.

203 MCCLELLEN: One to two people work on performance measures.

206 CHAIR WATT: What type of people have been working on them.

208 MCCLELLEN: Responds to the type of staff they have needed to work on the benchmarks.

227 AUERBACH: It will eventually take less people to work with the
performance measures.

242 CHAIR WATT: What about budget cuts that can be made in the program and
will you still be able to meet the benchmarks?

255 AUERBACH: They have to make some changes in the budget with the new
governor.

278 AUERBACH: What could they do, and they chose to put it to licensing of
child care.

281 CHAIR WATT: Not surprised Mr. Auerbach could not give a specific
amount.

282 REP. BROWN: Mr. Auerbach, would you agree with me that health care and
child care is a critical part of getting women off welfare.

287 AUERBACH: Yes it is very critical.

297 CHAIR WATT: Probably not issues we will address here.

298 REP. BEYER: Asks about opening the records and confidentiality, a
discussion continued from the last session.

307 AUERBACH: Gives a statement about where they are it with that issue.

309 REP. WATT: Thank you for coming.

Submitted by, Reviewed by,

Paula Gilmer Purcell	Aaron Felton
Committee Assistant	Committee Counsel

EXHIBIT SUMMARY:

A- Committee Rules - Staff - 2 pages
B- Employment Department Agency Agenda - 28 pages