



Recession Preparation

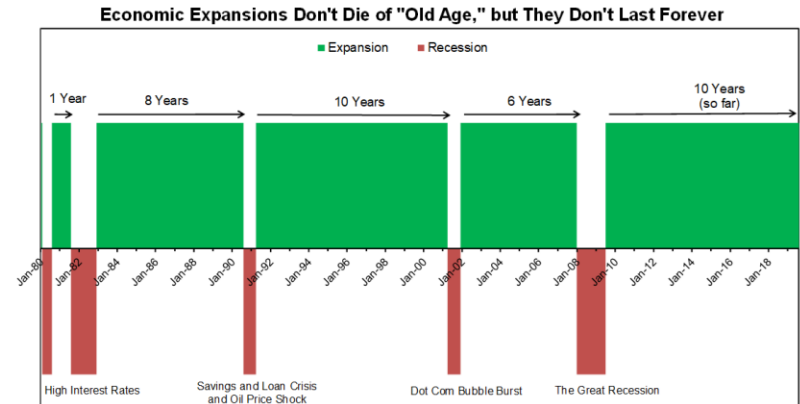
A Plan for Oregon's Economic Cycle

2019 Workforce Summit and UI Directors' Conference
September 11, 2019



Why Did We Take This Project On?

- We don't know when the next recession will begin, but we know one is on the way
- There have been 11 cycles of recession and expansion since 1945
 - Average recession lasted 1 year
 - Average expansion lasted 5 years
 - Average from trough to trough was 6 years
 - Average from peak to peak was 6 years
- Current expansion is 10 years long
 - Since June 2009 and still counting
 - Longest expansion since WWII



The Goals of the Project

- The project had four goals:
 - ☑ Develop a Great Recession lessons learned report
 - ☑ Identify additional trackable indicators of changes to Oregon's economic cycle
 - ☑ Create a plan for the next recession
 - ☑ Create an Oregon Employment Department Economic Task Force

The Project Sponsors

Name	Title	Area of Representation	Role
David Gerstenfeld	Division Director	Unemployment Insurance	Business Sponsor
Karen Humelbaugh	Director	Office of Workforce Investments	Business Sponsor
Jim Pfarrer	Division Director	Workforce Operations	Business Sponsor
Graham Slater	Division Director	Workforce and Economic Research	Executive Sponsor



The Project Team

- Team Members had a variety of subject matter expertise
- Mix of staff and management
- Wanted the plan to be within our span of control
- Other experts brought in as needed

Name	Title	Area of Representation	Role
Nick Beleiciks	State Employment Economist	Workforce and Economic Research	Team Chair
Mary Bernert	IT Policy and Operation Analyst	Information Technology Systems	Team Member
Julie Davidson	Senior Manager	Workforce Operations	Team Member
Teri Herndon	Senior Human Resource Analyst	The Office of Human Resources	Team Member
Dave Jones / Laura Van Enkevort	UI Tax Field Operations Manager / UI Tax Determinations Manager	Unemployment Insurance - Tax	Team Member
Jeff Kidney	Accountant	OED Accounting	Team Member
Lindsay Leahy	Tax Regional Field Manager	Project Manager	Team Facilitator
John Lohuis	Administrative Law Judge	Office of Administrative Hearings	Team Member
Shay Scala / Neal Kern	Fiscal Analyst	OED Budget	Team Member
Theo Skourtis	Claims Manager	Unemployment Insurance - Call Center	Team Member
Rachel Soto	Workforce Program Analyst	Workforce Investment	Team Member
Tim Valery	UI Technician	Unemployment Insurance - Benefits	Team Member



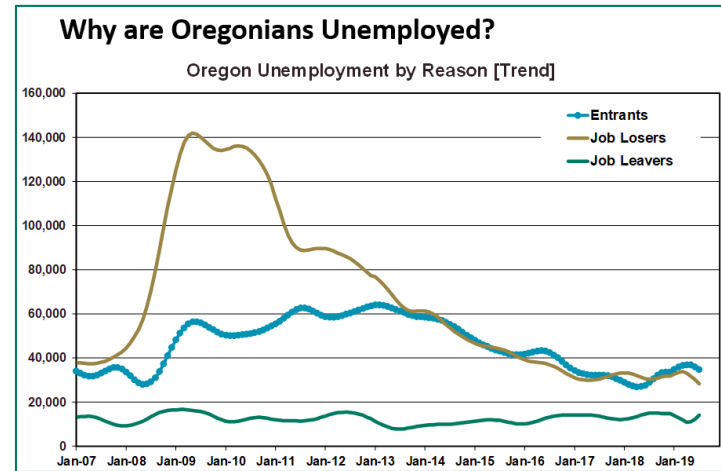
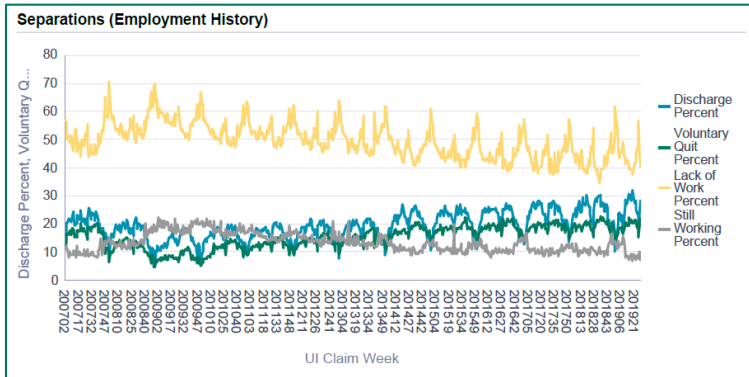
Great Recession Lessons Learned Report

- Staff interviews
- All interviewees were asked three questions:
 - What went right?
 - What were the challenges?
 - What lessons can we apply to the next economic downturn?
- Four main themes were identified
 - Communication, Staffing, Training, and Commitment to Service
- Many sections started making immediate improvements based on the feedback!



Economic Cycle Indicators

- Analyzed data from each section
- A combination of new indicators and indicators that have been historically tracked

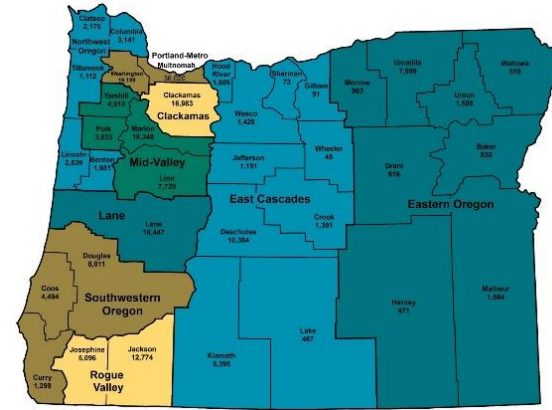


Economic Cycle Indicators

- Indicators on the Business Intelligence Dashboard
 - Gross Wages Reported, Wages Reported by Temporary Agencies, UI Benefit Initial Claims Filed (Valid / Non-Valid), UI Benefit Additional Claims Filed, Type of Separation Percentages (Discharge, Voluntary Quit, Layoff, Still Working), Total UI Benefit Weeks Claimed, and UI Tax Blocked Claims.
- Indicators tracked by Workforce and Economic Research
 - Unemployment Rate, Reason Behind Unemployment, Number of Unemployed, Private Sector Job Growth, Average Weekly Hours Worked, Online Advertisements for Job Openings, Local Business Closures / New Businesses, and University of Oregon Economic Indicators.
- Indicators to be added to the Business Intelligence Dashboard
 - Trade Act Activity, UI Benefit First and Final Pay, Incoming Call Volume to the UI Contact Center, Number of Job Seekers in the Workforce System, Rapid Response Services that have been Provided Across the State, and WorkSource Oregon Office Traffic.

The Economic Cycle Plan

- High level guide
- Data driven
- A living document
- Sections include:



Customer Service Through Agility, Budget and Funding Constraints and Recommendations, Incorporating Business Process Changes into Day-to-Day Workflow, Recommendations to Return to Baseline Staffing and Processes, an overview of the Economic Task Force, Economic Indicators List, Process / Project Stop and Tracking Forms, Economic Cycle Plan Score Card

The Economic Cycle Plan

- Five Things to Think About

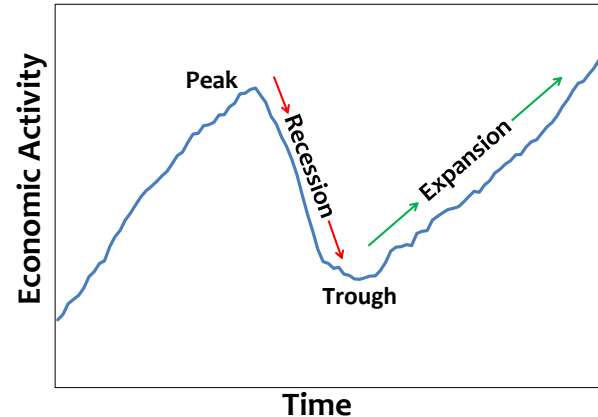
- Funding
- Communication
- Processes
- Technology
- Staffing

- Communications Plan

- Define Communication Roles
- Communication Goals and Specific Talking Points
- Matrix of Audiences

- Quick Staffing Guide


- Hiring Options
- Policy Guidelines
- Recruitment Information
- Access and Training Needs




The Plan is Meant to be Shared




Oregon Employment Department's Economic Task Force




Task Force Documents




Team Members



Meeting Minutes



Planning for Oregon's Economic Cycle Project Archive



State of Oregon
Employment Department

Recession Preparation – A Plan for Oregon's Economic Cycle

Recommendations and tips for economic downturns

State of Oregon
Employment Department

Process / Project Stop Tracking Form
Process/Project: (Descriptive Title)

Program	Project/Process	Description	Action Affected by Stop	Date Entered	Date to be Reviewed	Last Review Date	Date Reentered	Comments from Reviewer

The Economic Cycle Plan Page 29 of 69

The Economic Task Force

- Monitor the Economic Indicators
- Provide updates to stakeholders
- Activate the elements within the Economic Cycle Plan
- Keep the plan up-to-date
- Evaluate the effectiveness of the plan

The Economic Task Force

Name	Title	Area of Representation	Role
Nick Beleiciks	State Employment Economist	Workforce and Economic Research	Chair
Danielle Willey	Claimant Reemployment Program Coordinator	Recession Single Point of Contact	Member
Hyeyoung Kim	Economist	Administrative Business Services – Accounting, Budget and Procurement	Member
Tim Dunks	Property and Risk Management Manager	Administrative Business Services – Property and Risk Management	Member
Heath King	IT Support Services Manager	Information Technology Systems	Member
Andrea Fogue	Legislative Affairs and Communications Manager	Legislative Affairs and Communications	Member
Jeff Hughes	Business Analyst	Modernization Program	Member
John Lohuis	Presiding Administrative Law Judge	Office of Administrative Hearings	Member
Sharon Tietsort	Human Resources Director	Office of Human Resources	Member
Rachel Soto	Workforce Program Analyst	Office of Workforce Investments	Member
Evan Kibbey	Claims Manager	Unemployment Insurance - Benefits	Member
David Genz	Operations and Policy Analyst	Unemployment Insurance – Operations	Member
Steve Lund	Account Resolutions Unit Manager	Unemployment Insurance – Tax	Member
Julie Davidson	Area Manager	Workforce Operations – Field	Member
Sergey Kukharik	Regulatory Analyst	Workforce Operations – Federal Programs	Member



Project Timeline

<i>Baseline Timeline</i>		
Activity	Duration in Month	Schedule
Great Recession Lessons Learned Report	10 Months	8/7/2015 – 5/31/2016
Economic Cycle Indicators	12 Months	8/7/2015 – 7/31/2016
Economic Cycle Plan	15 Months	8/7/2015 – 10/31/2016
Economic Task Force Created and Project Close Out	2 Months	10/31/2016 – 12/31/2016
Project Duration	17 Months	8/7/2015 – 12/31/2016

<i>Actual Timeline</i>		
Activity	Duration in Month	Schedule
Great Recession Lessons Learned Report	16 Months	8/7/2015 – 12/22/2016
Economic Cycle Indicators	13 Months	8/7/2015 – 9/22/2016
Economic Cycle Plan	20 Months	2/16/2016 – 10/6/2017
Economic Task Force Created and Project Close Out	3 Months	10/6/2017 – 1/23/2018
Project Duration	29 Months	8/7/2015 – 1/23/2018





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