



February 2016

## **Bureau of Labor and Industries Technical Assistance for Employers**

Jennifer Germundson, Manager

# Technical Assistance Program: Services for Oregon Employers

- Telephone and email service to provide guidance and answers on employment law questions
- Conducts statewide public seminars and onsite customized training
- Writes and publishes 8 employer handbooks
- Updates composite employment law posters each year
- Maintains website with fact sheets and FAQs
- Holds an annual conference each year



# Technical Assistance for Employers

**4,300**

Employers trained

**19,158**

Responses to business inquiries

**104**

Public seminars

**96%**

Average seminar evaluation score

**99.8%**

Number of calls from business returned within 24 hrs.

**425**

Attendance at annual conference

**12,793**

Posters and handbooks sold

**101**

Customized, on-site seminars



# Technical Assistance Program: Staffing and funding

## Current Staffing

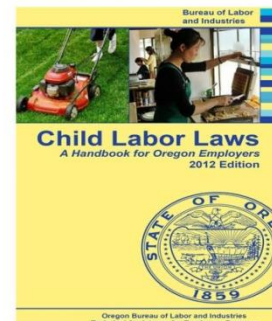
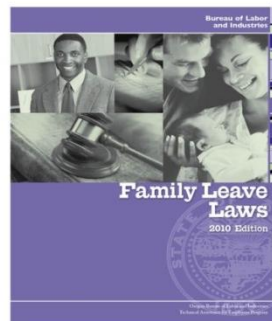
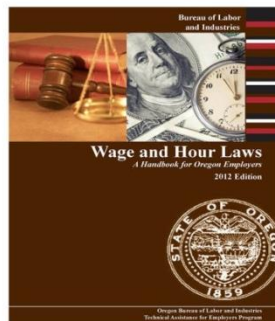
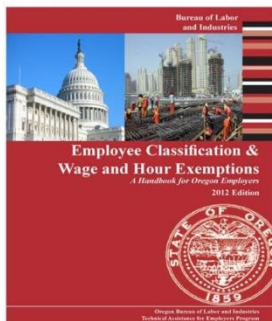
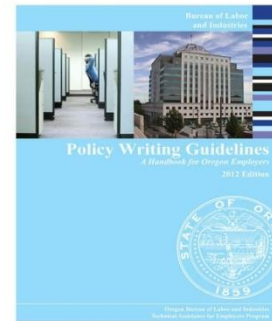
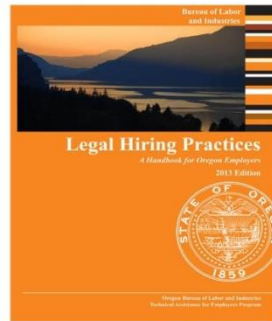
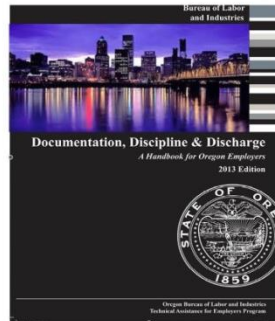
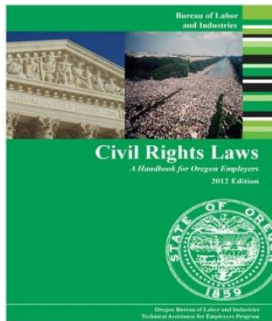
- 8 FTE (7 Regular and 1 Limited Duration)

## Funding

- 1 Trainer & 1 Administrative Specialist are paid with General Funds
- 1 Limited Duration Trainer for 2015-17 for implementation of Oregon Sick Time is paid with General Funds
- 5 positions are Other Funds and are paid for with revenue from seminars and handbook/poster sales
- Note: 1 Trainer position is not currently filled due to need to ensure it can be supported with fee and sale revenue



# Technical Assistance Program Employer handbooks



# Technical Assistance Program Composite posters

**BOLI** Bureau of Labor and Industries  
Commonly REQUIRED POSTINGS in **AGRICULTURE** for 2015

This composite poster features several smaller posters including:
 

- Family Leave Act**: Information on taking leave for family care.
- Employee Rights**: General information about workplace rights.
- It's The Law!**: A graphic with the text "You have a right to a safe and healthful workplace."
- Employee Rights Under USERRA**: Information about the Uniformed Services Uniformed and Reemployment Rights Act.
- The Law**: A graphic with the text "The Law" and "2015 EMERGENCY CONTACT LIST" for Ambulance, Police, Fire, and Employer Contact.
- Oregon Minimum Wage**: Information about the state minimum wage.

**BOLI** Bureau of Labor and Industries  
Commonly Required Postings in **Oregon** for 2015  
for employers with 24 or fewer employees in Oregon

This composite poster features several smaller posters including:
 

- Oregon Minimum Wage**: Information about the state minimum wage, set at \$9.25.
- It's The Law!**: A graphic with the text "You have a right to a safe and healthful workplace."
- Your Rights Under USERRA**: Information about the Uniformed Services Uniformed and Reemployment Rights Act.
- Employee Rights Under the Fair Labor Standards Act**: Information about federal wage and hour laws.
- Employee Rights Employee Polygraph Protection Act**: Information about the prohibition of lie detector tests.
- The Law**: A graphic with the text "The Law" and "2015 EMERGENCY CONTACT LIST" for Ambulance, Police, Fire, and Employer Contact.
- Notice**: Information about required workplace notices.

**BOLI** Bureau of Labor and Industries  
Commonly Required Postings in **Oregon** for 2015

This composite poster features several smaller posters including:
 

- Required Postings Who Must Post**: A list of employers required to post notices.
- Family Leave Act**: Information on taking leave for family care.
- Oregon Minimum Wage**: Information about the state minimum wage, set at \$9.25.
- Your Rights Under USERRA**: Information about the Uniformed Services Uniformed and Reemployment Rights Act.
- It's The Law!**: A graphic with the text "You have a right to a safe and healthful workplace."
- Employee Rights Under the Fair Labor Standards Act**: Information about federal wage and hour laws.
- Employee Rights Employee Polygraph Protection Act**: Information about the prohibition of lie detector tests.
- The Law**: A graphic with the text "The Law" and "2015 EMERGENCY CONTACT LIST" for Ambulance, Police, Fire, and Employer Contact.
- Notice**: Information about required workplace notices.



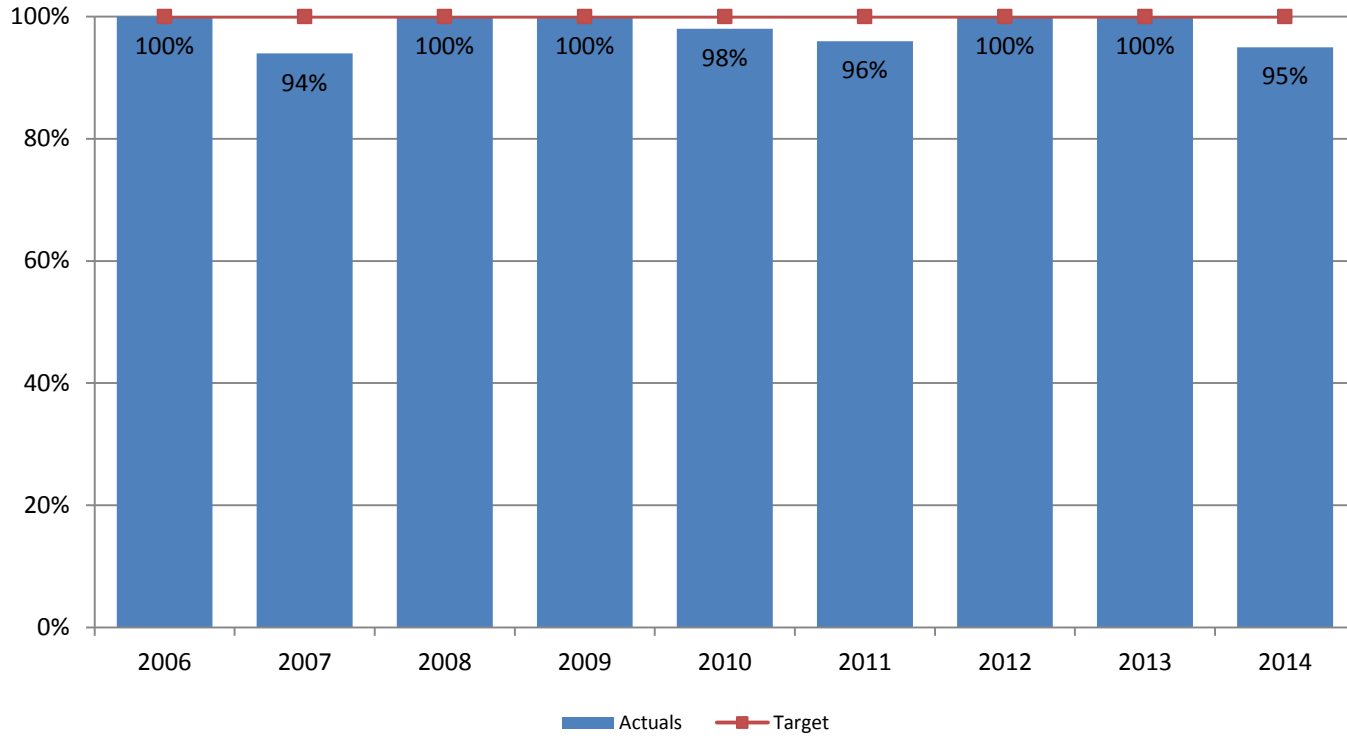
# Statewide trainings in 2015



- 205 Seminars conducted
- 27 percent outside Portland/Salem/Eugene
- 17 in the Coast Region
- 19 in Eastern/Central Oregon
- 20 in Southern Oregon



# Excellent customer rating





# Challenges

- Primarily self-supporting
- Must balance resources between responding to employer inquiries immediately vs. revenue generating activities to support program
- New laws at both state and federal level increase amount of employer inquiries
- Need to maintain and increase training presence in rural Oregon
- Difficult to generate sufficient revenue to conduct training for smaller audiences in rural Oregon



# Improvements

- Configuration of phone system has increased responsiveness and efficiency when responding to employer inquiries
- Researching remote training options
- Partnering with organizations and chambers to bring low-cost training to rural areas
- Providing half-day vs. full-day training sessions to accommodate smaller employers
- E-commerce project for online registrations implemented December 2015
- Working on e-commerce project for online publication store to increase customer service and free up staff time
- Adding resources available on website

