



Bureau of Labor and Industries

# 2019 – 2021 Budget

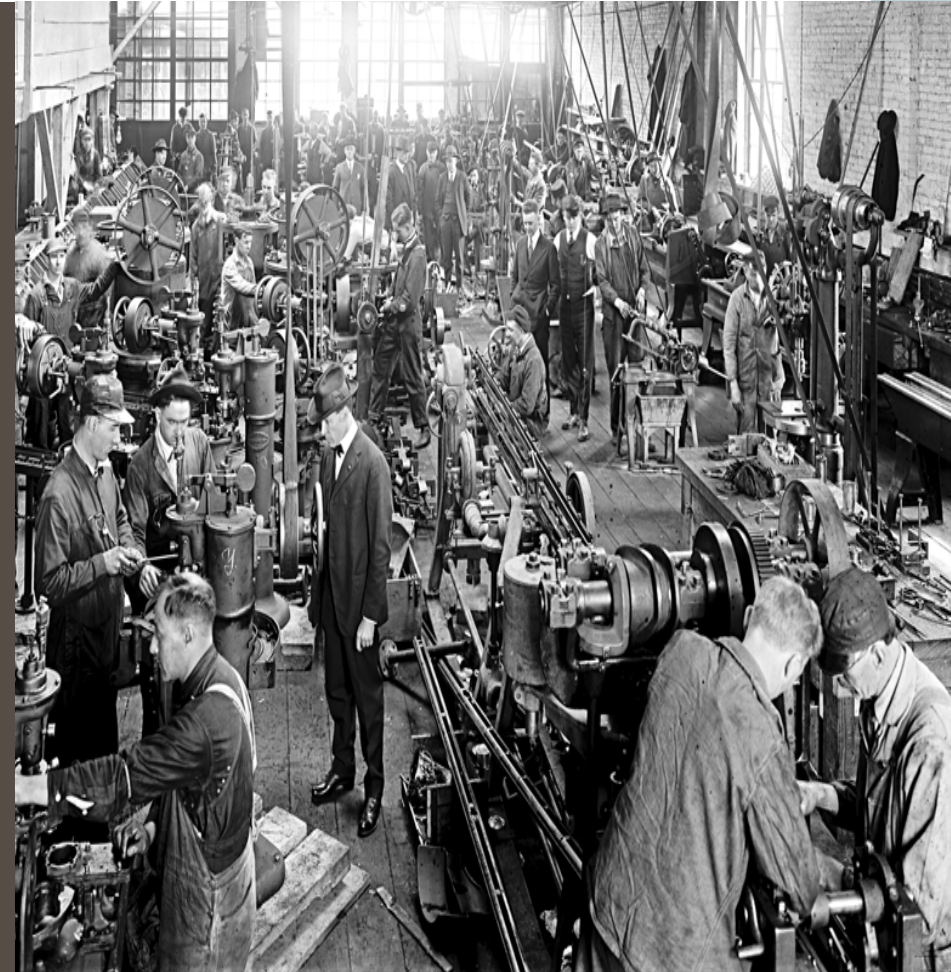
Commissioner Val Hoyle



# BOLI HISTORY AND MISSION

Statewide office established in 1903  
charged with enforcing all laws enacted for  
the protection of the working classes.

The Bureau of Labor and Industries protects  
Oregon's people on the job and in the  
community, serves as a resource for Oregon  
employers, and strengthens our state's economy  
through apprenticeship.



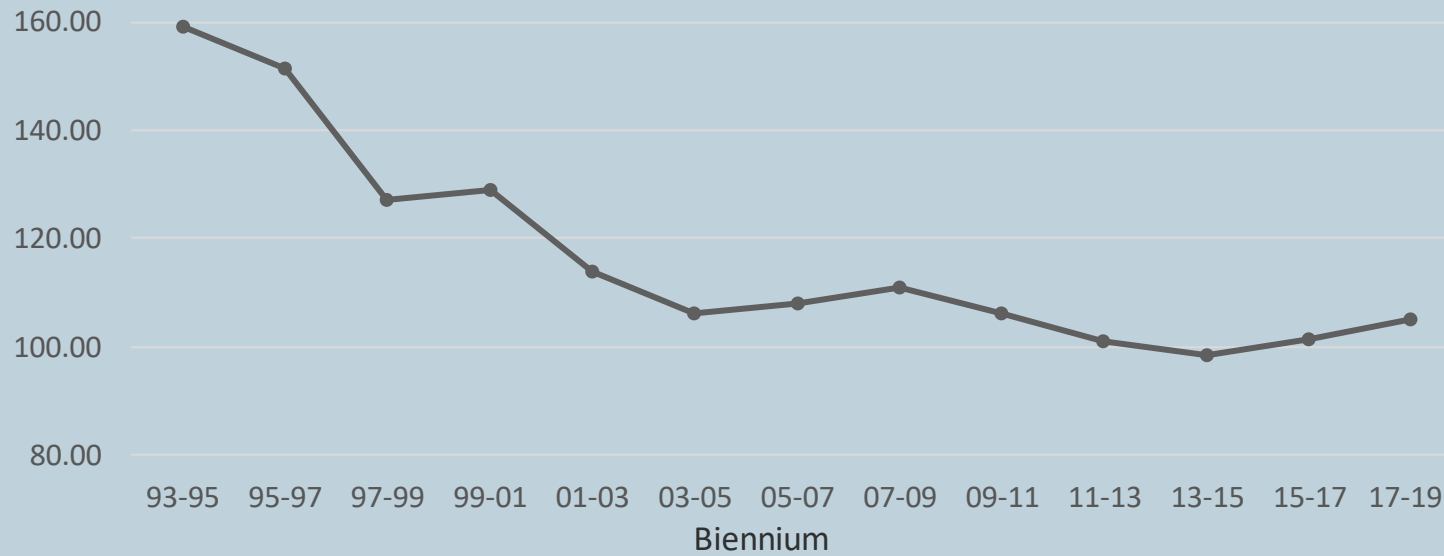
# BOLI BY THE NUMBERS

Biennial '17-'19 budget of \$28.7 million

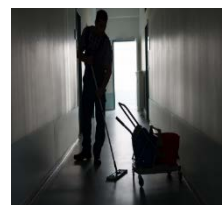
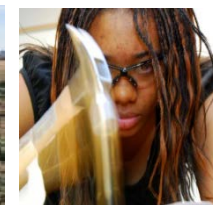
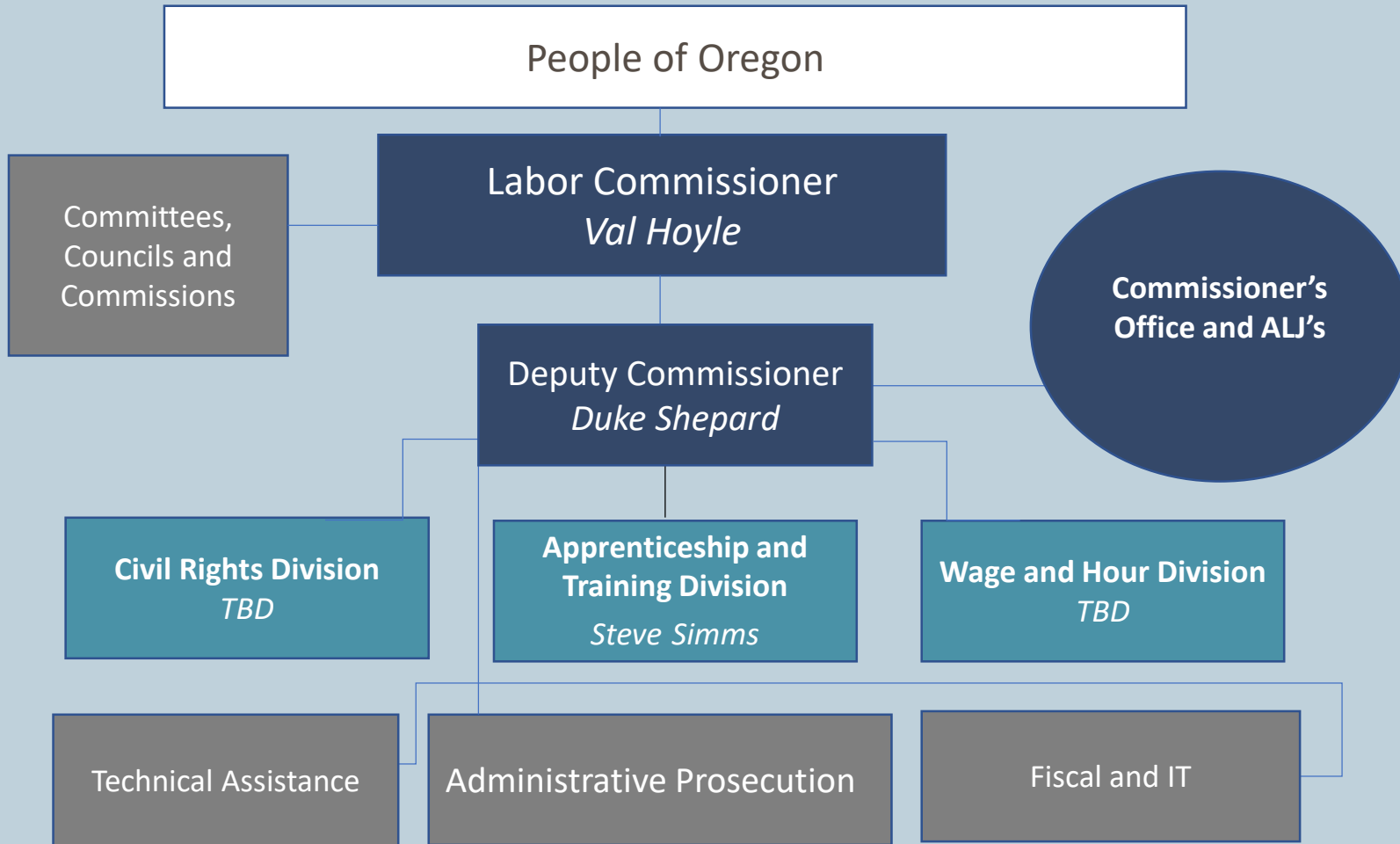
105.38 FTE

Offices in Portland, Salem and Eugene; individuals in Bend, Medford

**Bureau of Labor & Industries  
Total FTE**



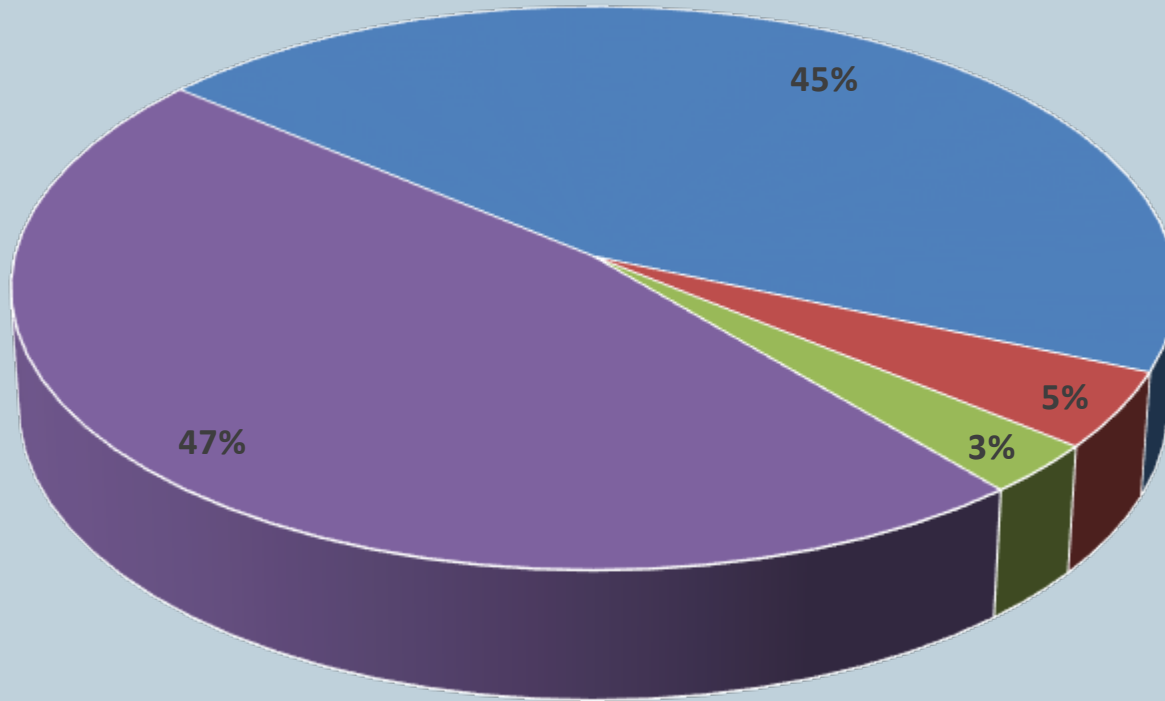
# ORGANIZATIONAL CHART



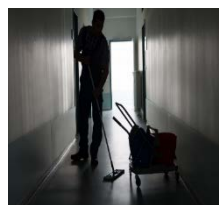


# BOLI'S BUDGET SOURCES

2019 - 2021 Governor's Recommended Budget  
All Funds by Fund Type: \$30,371,812

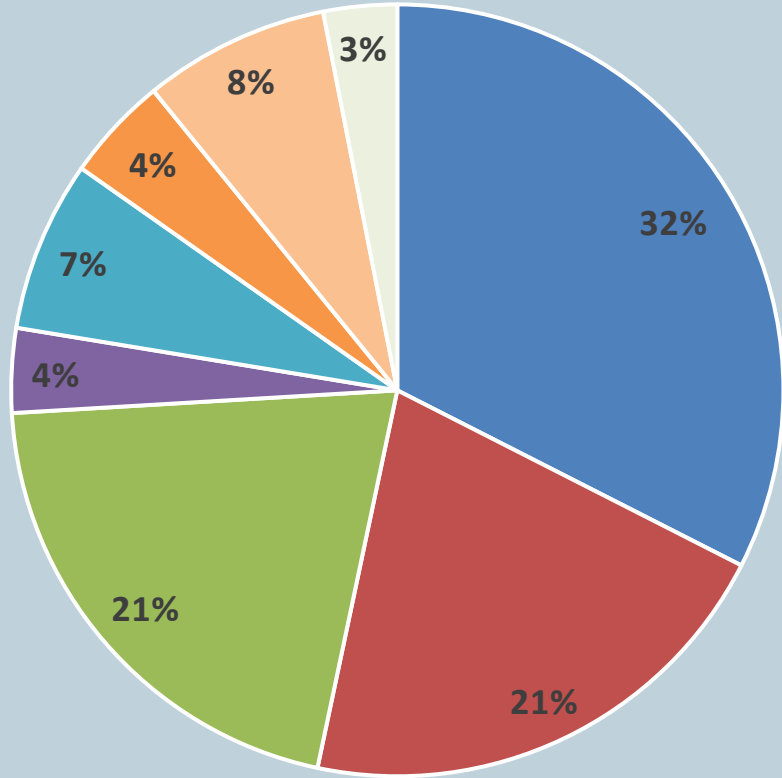


- Other Funds: \$13,793,398
- Federal Funds: \$1,341,375
- Other Funds NL: \$900,000
- General Fund: \$14,337,039

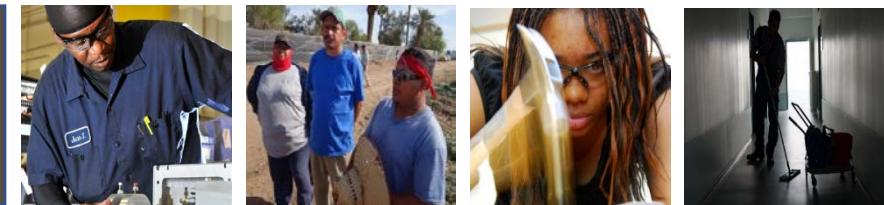


# BOLI'S BUDGET SOURCES

2019 - 2021 Governor's Recommended Budget  
All Funds by Program: \$30,371,812



- Wage and Hour: \$9,869,460
- Civil Rights: \$6,323,556
- Apprenticeship & Training: \$6,300,413
- Administrative Prosecution Unit: \$1,073,633
- Technical Assistance for Employers: \$2,174,411
- Business Services: \$1,328,983
- CO / Policy: \$2,365,528
- Information Technology: \$935,828



# SUMMARY OF 2019 LEGISLATIVE AGENDA

## BOLI BUDGET BOLI BUDGET BOLI BUDGET

Be a resource to legislators on wage and hour, civil rights or apprenticeship policy

Focus on providing an inclusive legislative rulemaking process done in a timely fashion





# 2019 LEGISLATION

BUDGET is our focus, but there are bills that impact BOLI

*Snapshot of measures being considered that would impact BOLI (as of 3.21.2019):*

- Workload;*
- Administrative processes;*
- Rulemaking;*
- New or expanded enforcement requirements;*
- Technical Assistance;*
- New charge or responsibility; and*
- Have a cumulative agency impact.*

Unlawful Employment  
Practices & Civil Rights

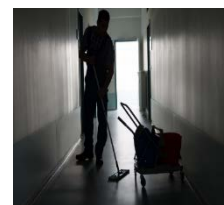
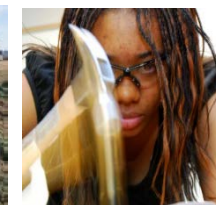
19

Wage and Hour/Prevailing  
Wage

10

Agency-wide

11





# WAGE AND HOUR DIVISION

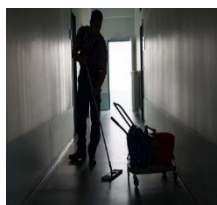


# WAGE AND HOUR DIVISION

The Wage and Hour Division protects the employment rights of Oregonians by investigating claims and complaints from workers relating to:

- Payment of wages and working conditions, including minimum wage and **overtime**
- Access to and use of mandatory **sick time**
- **Predictive scheduling**
- Protecting children in the workplace
- Payment of prevailing wage rates on public works contracts
- Licensing and regulating farm, forest, **janitorial**, construction contractors

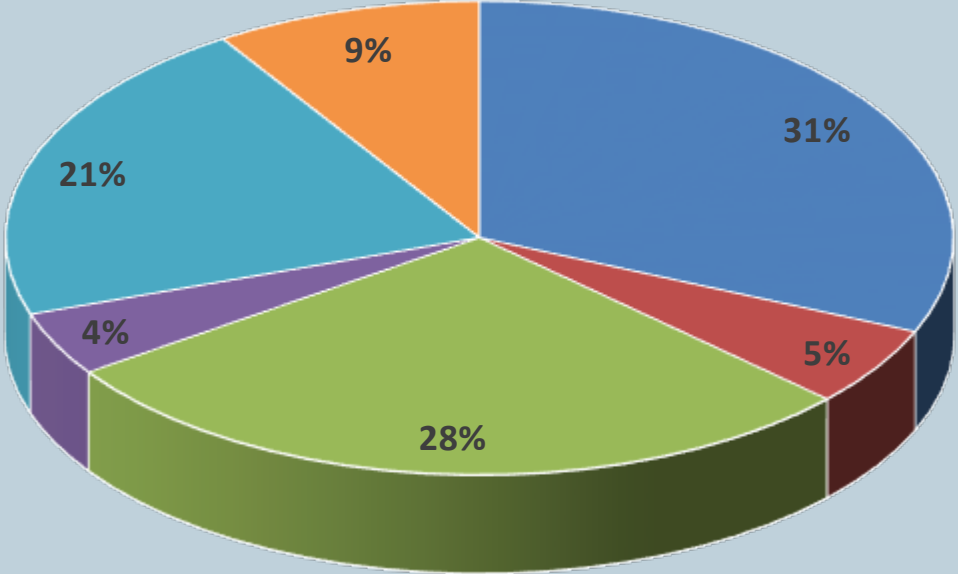
*Wage and Hour FTE: 34.00*





# WAGE AND HOUR DIVISION

2019 - 2021 Governor's Recommended Budget  
All Funds by Source: \$9,869,460



- General Fund: \$3,108,133
- Other Fund (Licensing): \$535,433
- Other Fund (Prevailing Wage): \$2,810,952
- Other Fund (Prevailing Wage TA): \$430,012
- Other Fund (WSF Admin.): \$2,084,930
- Other Fund NL (WSF Payouts): \$900,000



# WAGE AND HOUR DIVISION

**1,104**

Investigations of unpaid wages last FY

**\$2.14M**

Back wages collected last FY

**183**

Number of Wage Security Fund claims paid last FY

**\$1.53M**

Prevailing Wages back wages collected last FY

**35,000**

Number of inquiries per year

**3,978**

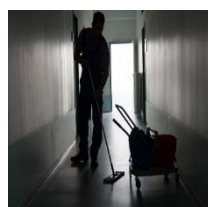
Employment certificates issued to employers for employment of minors

**801**

Labor contractor licenses issued (farm, forest, construction, janitorial)

**45**

Prevailing Wage determinations last FY

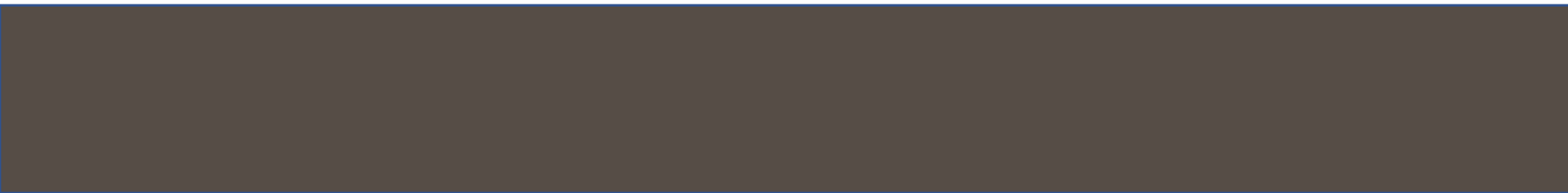
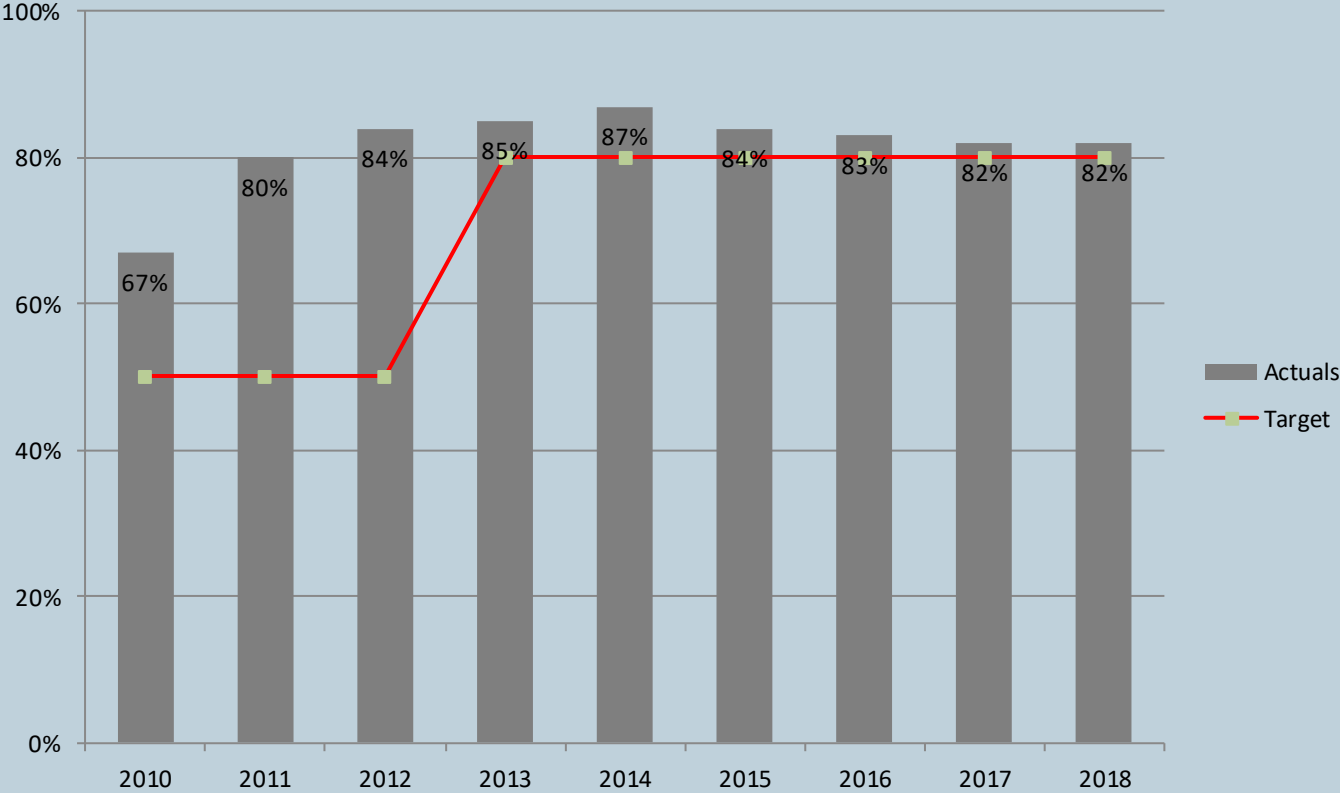




# TIMELY PROCESSING OF COMPLAINTS

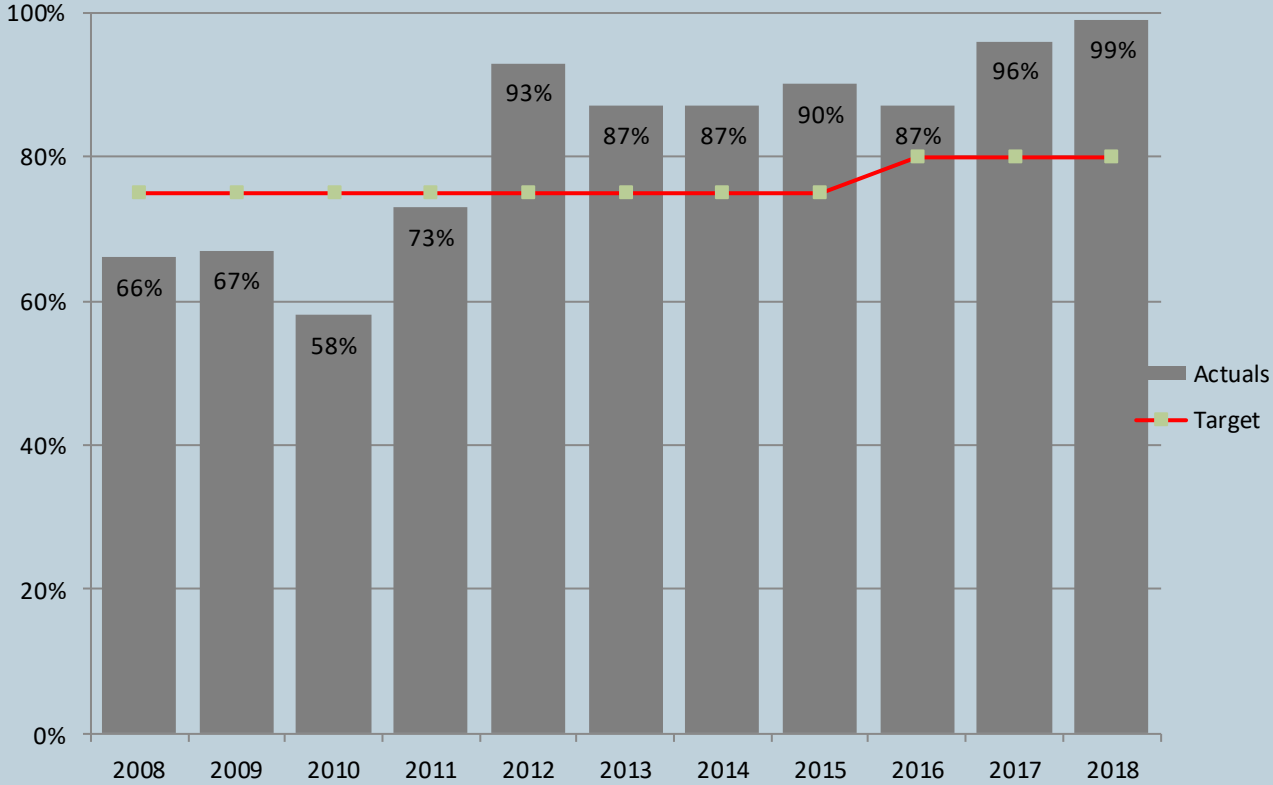
Intake and screening, demand letter; investigation

KPM: 80%



# TIMELY WAGE SECURITY CLAIM PROCESSING

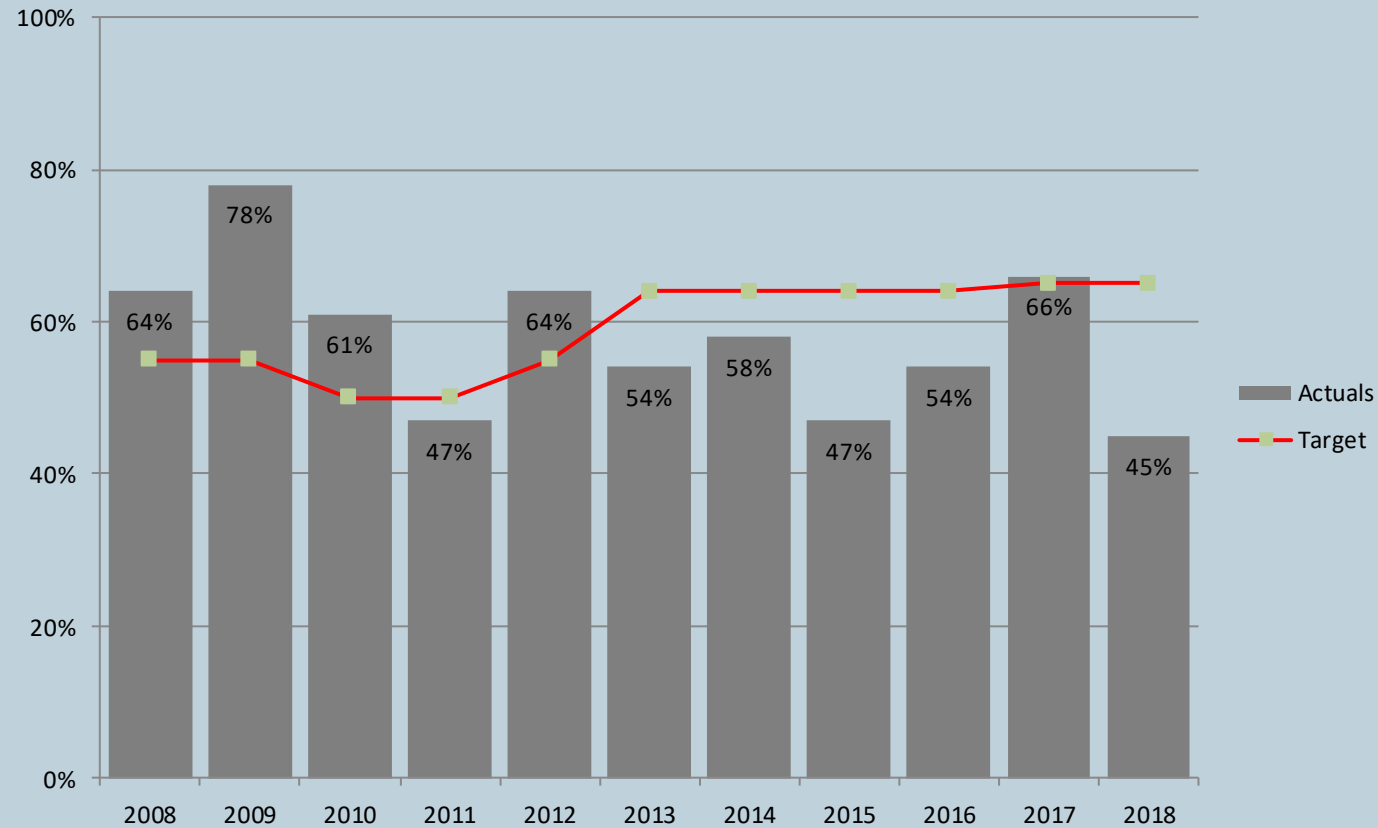
KPM: 80% claims processed within 30 days





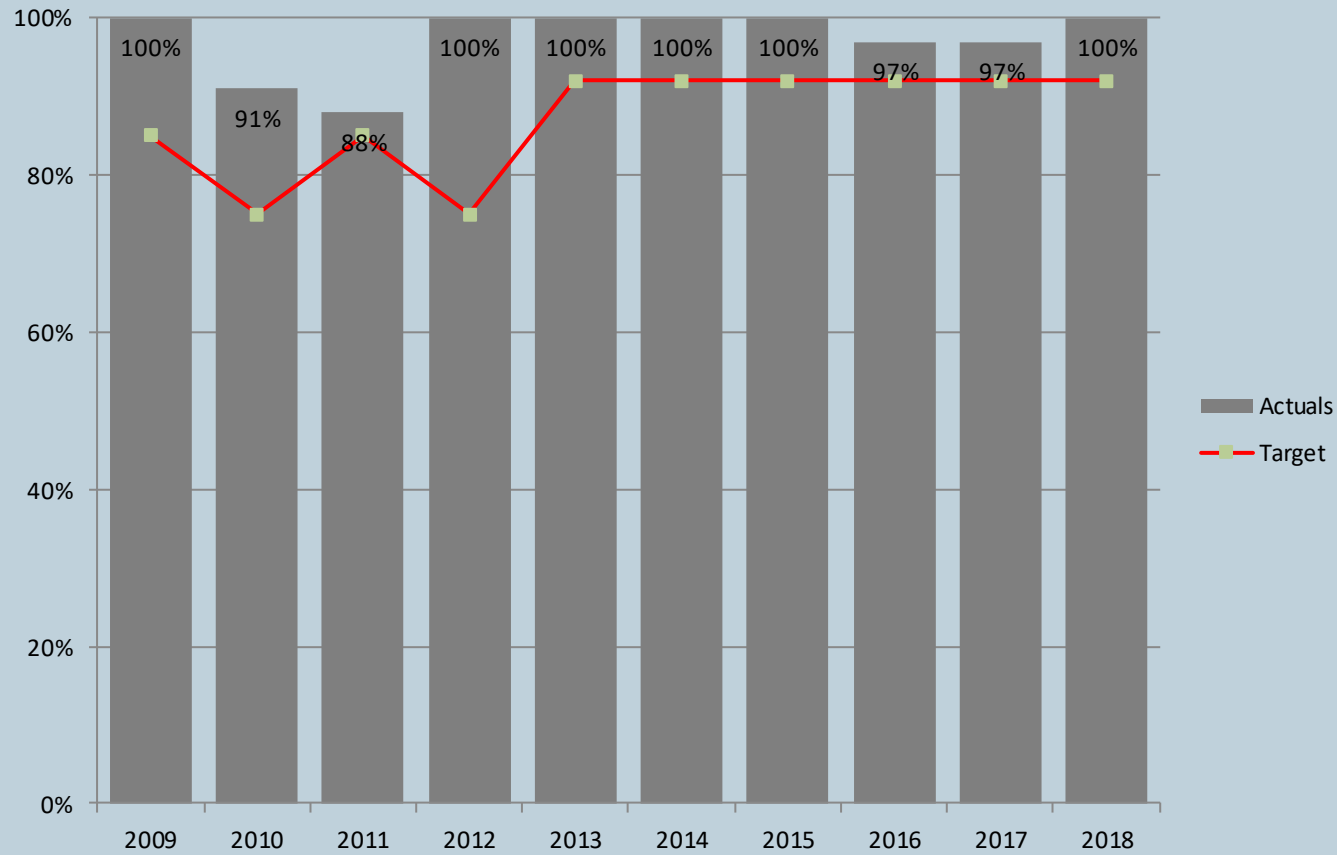
# PREVAILING WAGE INVESTIGATIONS

Timeliness KPM: 65% complete within 90 days



# PREVAILING WAGE PRE-DETERMINATIONS

Timeliness KPM: 92% complete within 15 days



# CIVIL RIGHTS DIVISION



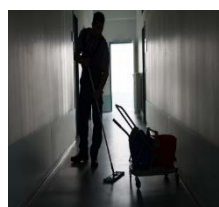


# CIVIL RIGHTS DIVISION

Civil Rights Division enforces laws intended to ensure that Oregonians are treated fairly in employment, housing and public accommodations. The division:

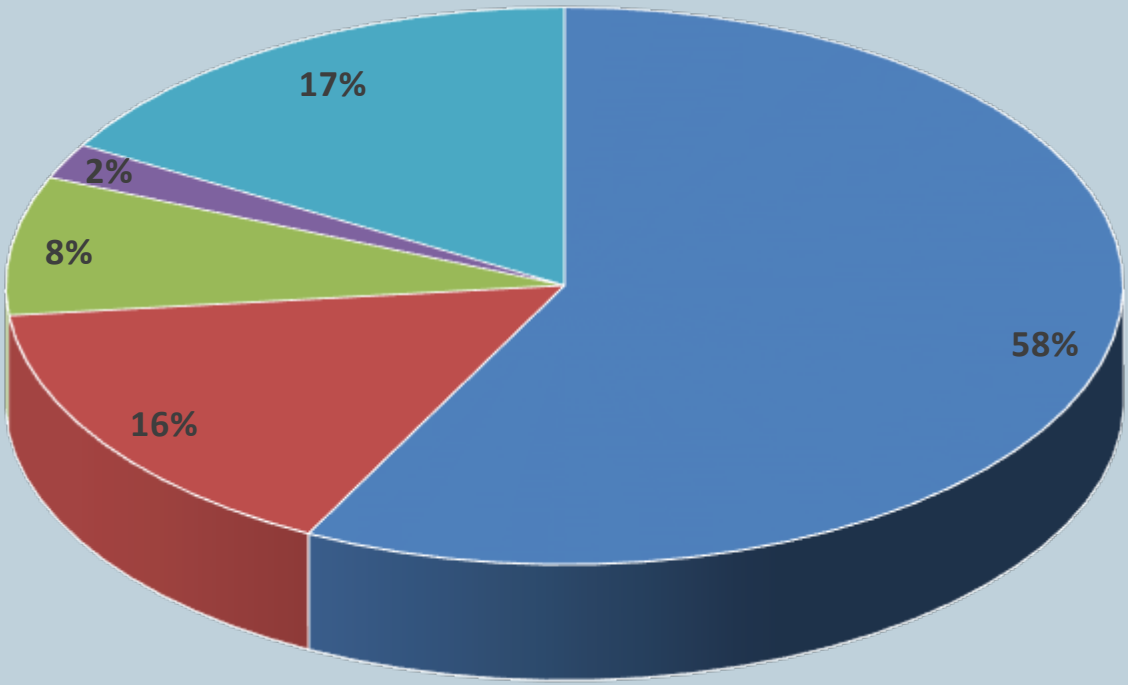
- Enforces Oregon laws that grant job seekers and employees equal access to jobs, promotions, and a work environment free from discrimination and harassment
- Provides retaliation protection when reporting worksite safety violations, using family leave, or workers' comp
- Protects individuals seeking housing or the use of public facilities (retail establishments, transportation, etc.)
- Ensures equal access to career schools

*Civil Rights FTE: 29.50*



# CIVIL RIGHTS DIVISION

2019 – 2021 Governor's Recommended Budget  
All Funds by Source: \$6,323,556



- General Fund: \$3,640,020
- Other Fund (Injured Worker): \$993,784
- Other Fund (OSHA): \$509,884
- Other Fund (Case Copy): \$130,828
- Federal Fund (EEOC): \$1,049,040



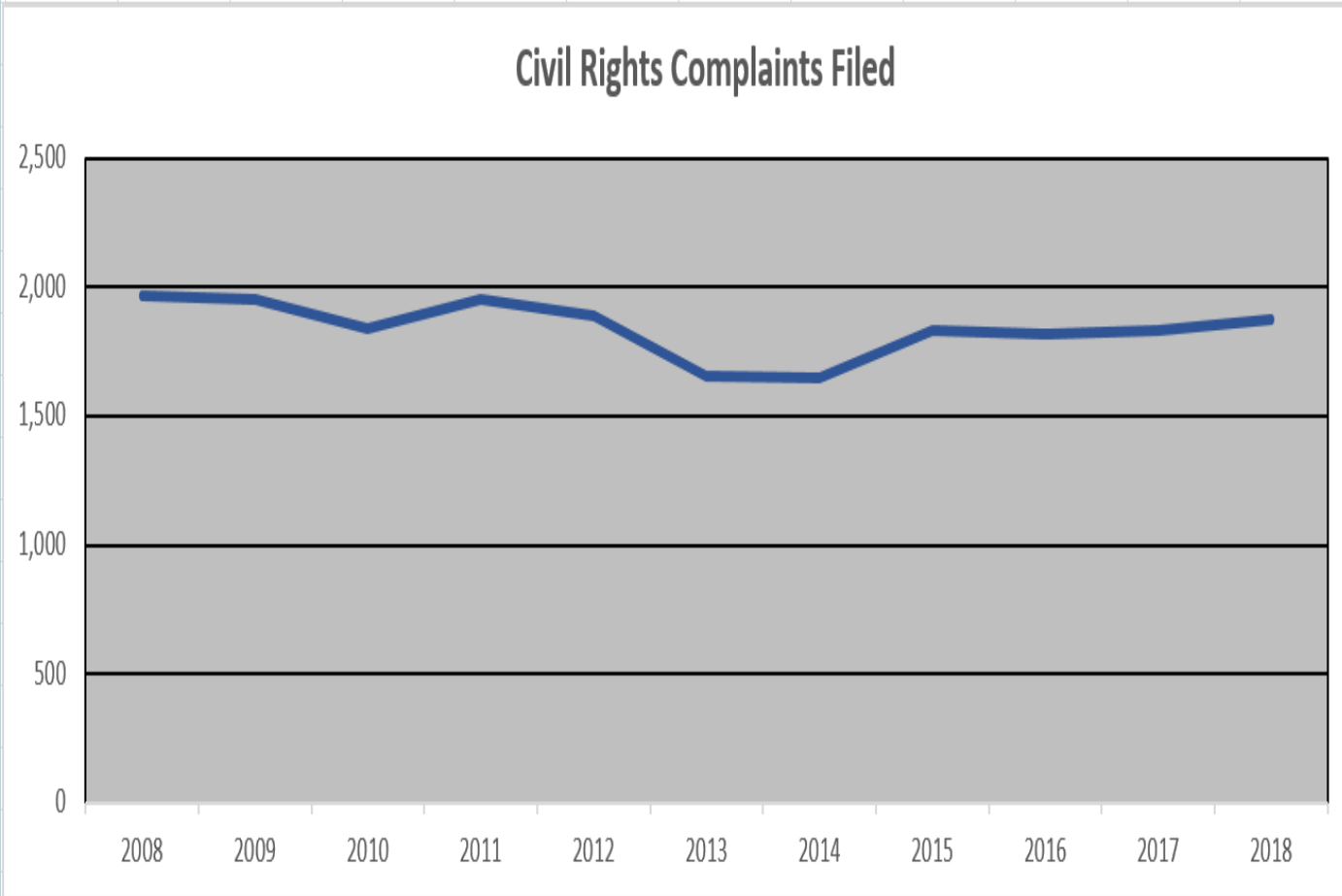
# CIVIL RIGHTS DIVISION





# CIVIL RIGHTS DIVISION

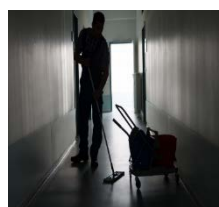
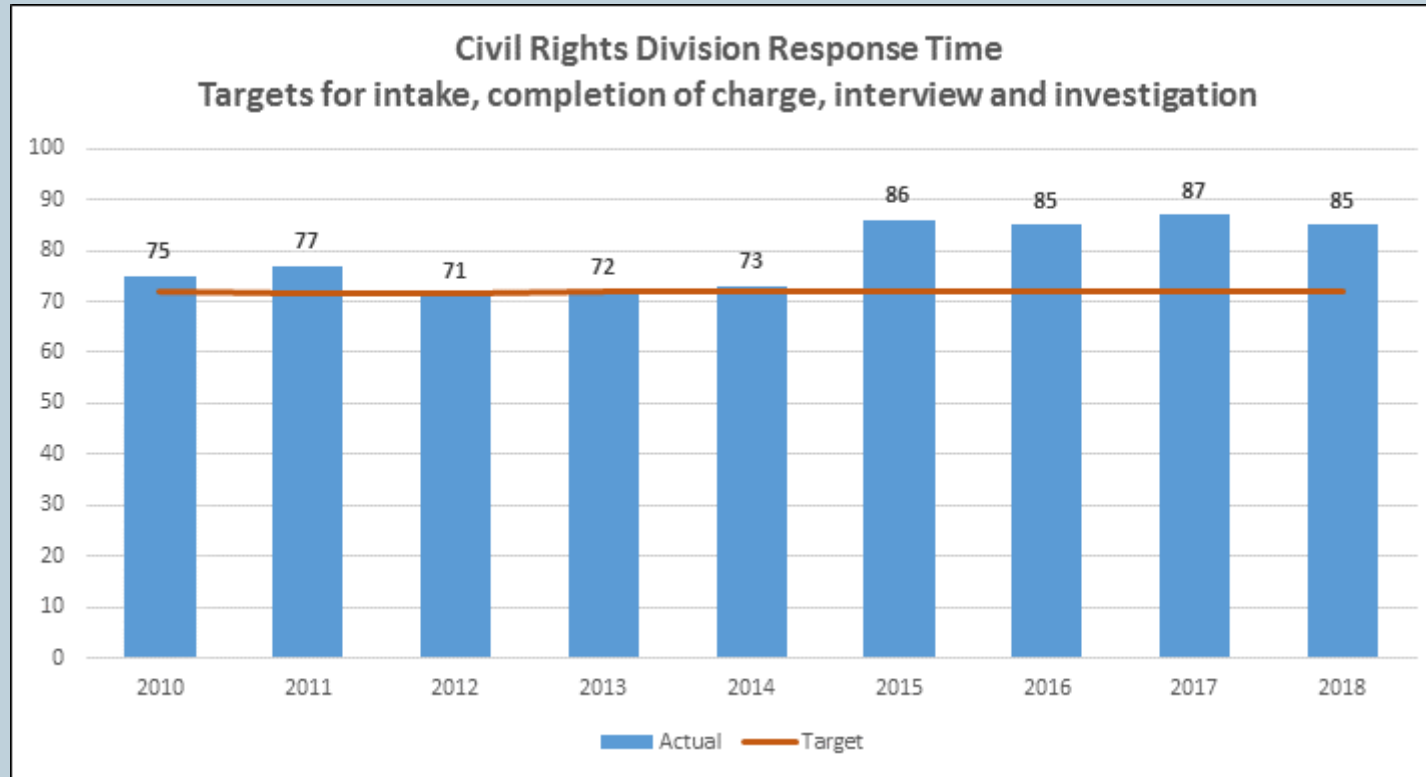
## Complaints



# CIVIL RIGHTS DIVISION

Timeliness KPM: 72%

Composite measure of intake, completion of charge, interview and investigation



# ADMINISTRATIVE PROSECUTION AND CONTESTED CASES





# ADMINISTRATIVE PROSECUTION AND CONTESTED CASES

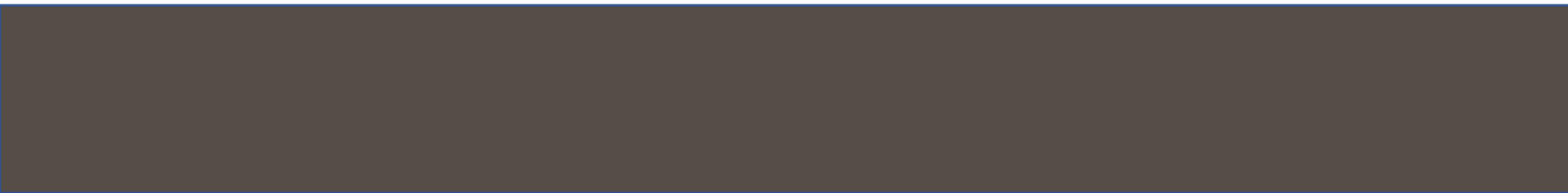
KPM: 75% scheduled for hearing within 30 days of assignment

KPM increases to 88% 2019



# ADMINISTRATIVE PROSECUTION AND CONTESTED CASES

Success rate on  
appeal  
94%



# APPRENTICESHIP AND TRAINING



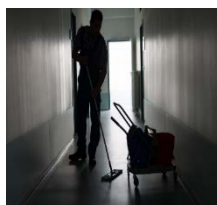


# APPRENTICESHIP AND TRAINING DIVISION

Apprenticeship and Training Division assists business and industry in identifying skills training gaps and developing registered training programs. The division:

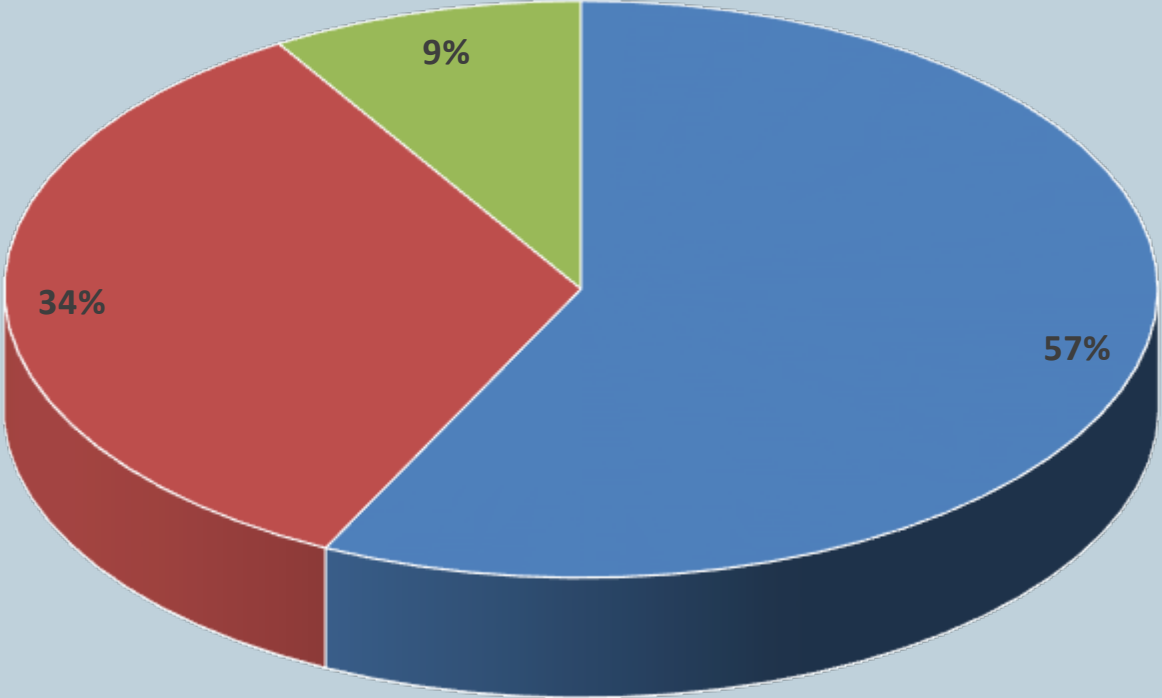
- Registers and monitors apprenticeship programs
- Tracks and certifies skills attainment by participants
- Ensures that programs meet all statutory obligations
- Provides direct assistance to employers, unions and industry groups operating apprenticeship programs
- Certifies approximately 1,200 new journey workers every year

*Apprenticeship and Training FTE: 20.00*



# APPRENTICESHIP AND TRAINING DIVISION

2019 – 2021 Governor's Recommended Budget  
All Funds by Source: \$6,300,413



- General Fund: \$3,609,659
- Other Funds (ODOT): \$2,137,212
- Other Funds (HECC): \$553,542



# APPRENTICESHIP AND TRAINING DIVISION

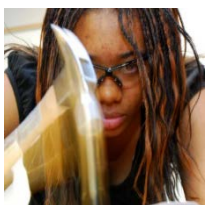




# TOTAL JOURNEY LEVEL CERTIFICATES

Fiscal Year	Total Completions	Number of Women	Percentage of Women	Number of Minorities	Percentage of Minorities
2008	1142	50	4.38%	129	11.29%
2009	1339	59	4.41%	179	13.37%
2010	1350	48	3.55%	149	11.04%
2011	1336	68	5.98%	156	11.68%
2012	1272	49	3.85%	140	11.00%
2013	1189	46	3.87%	139	11.70%
2014	860	53	6.16%	127	14.77%
2015	805	32	3.97%	136	16.89%
2016	973	41	4.21%	149	15.31%
2017	1259	65	5.16%	183	15.54%
2018	1429	90	6.3%	242	16.90%

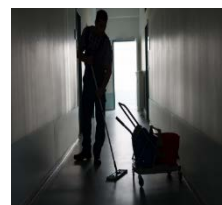
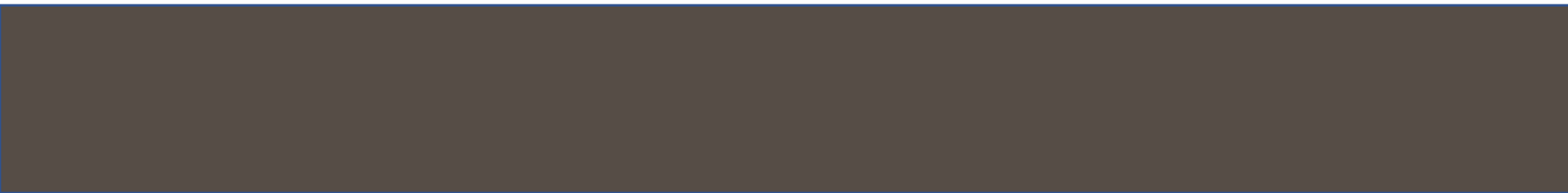
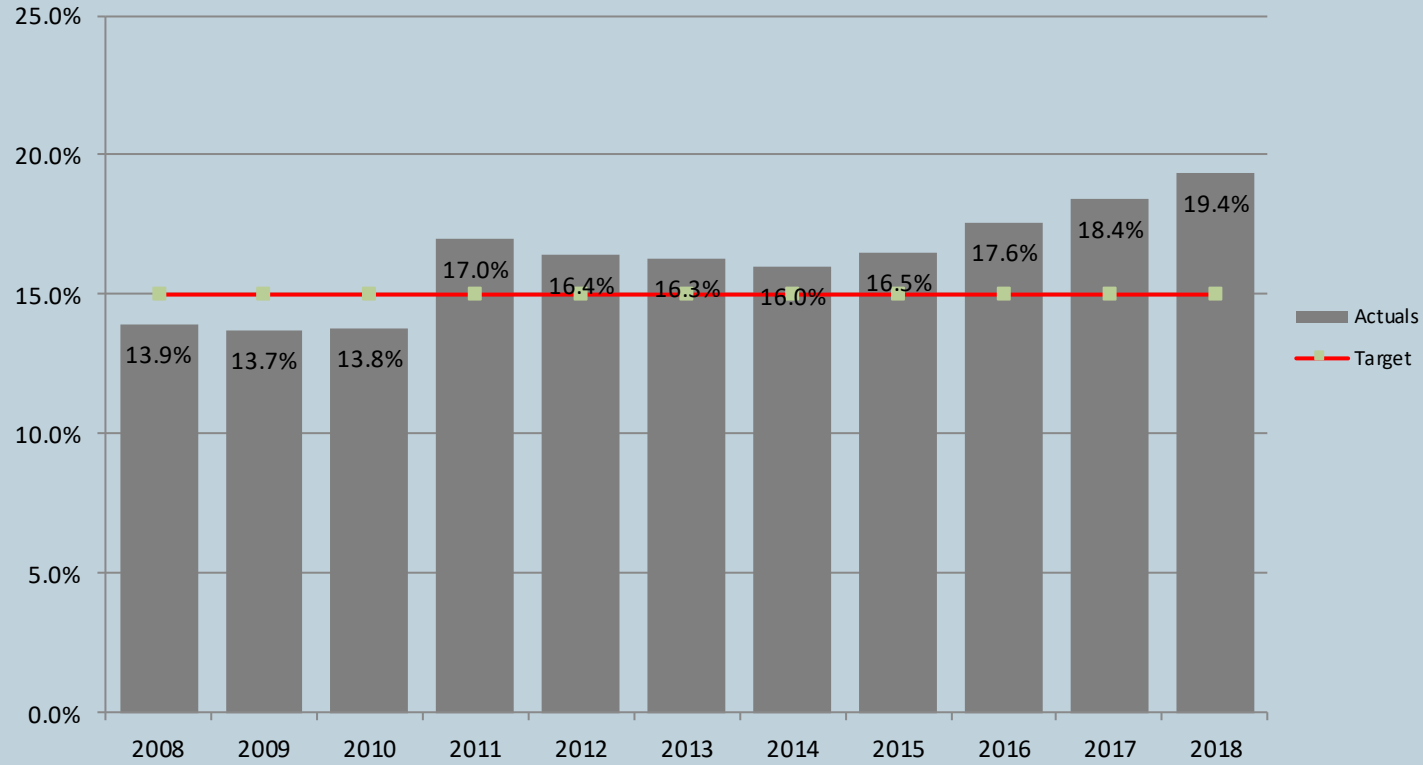
KPM: 1,375



# PERCENTAGE OF MINORITY APPRENTICES

KPM: 15%

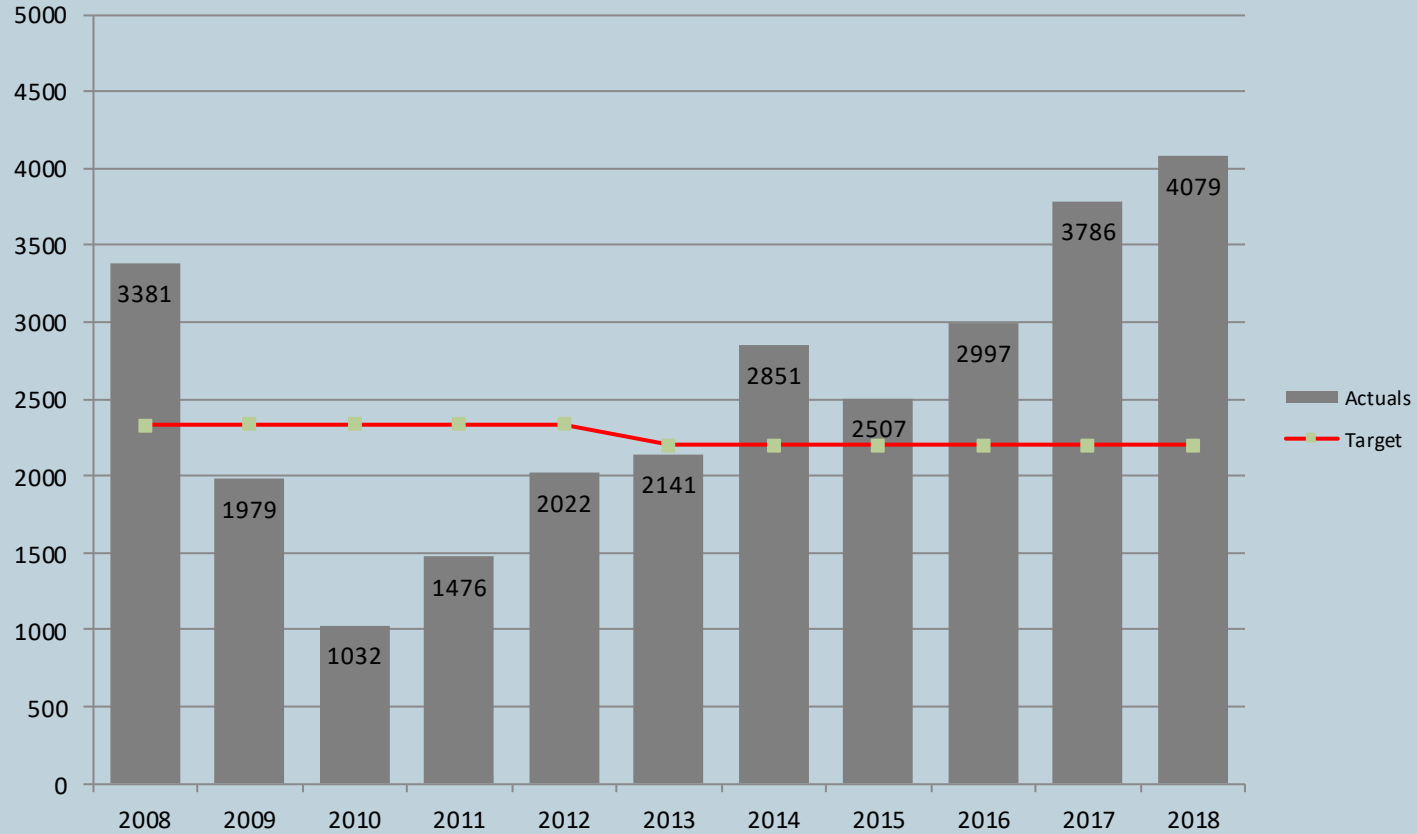
ATD: Percentage of Minority Apprentices



# NEWLY REGISTERED APPRENTICES

KPM: 2200

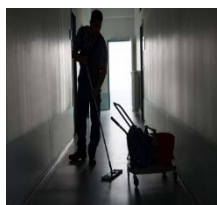
ATD: Number of Newly Registered Apprentices





# ONGOING IMPROVEMENT

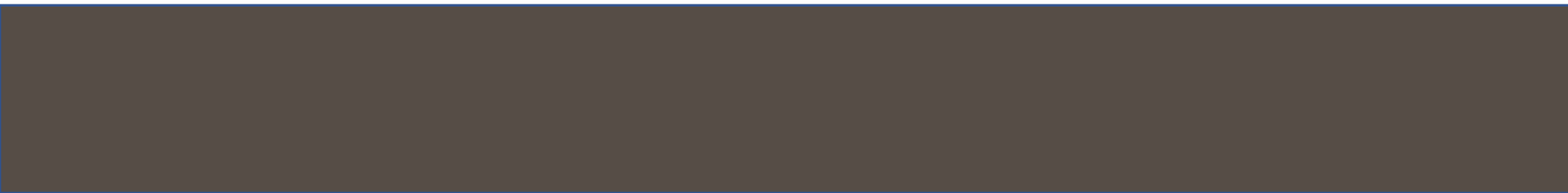
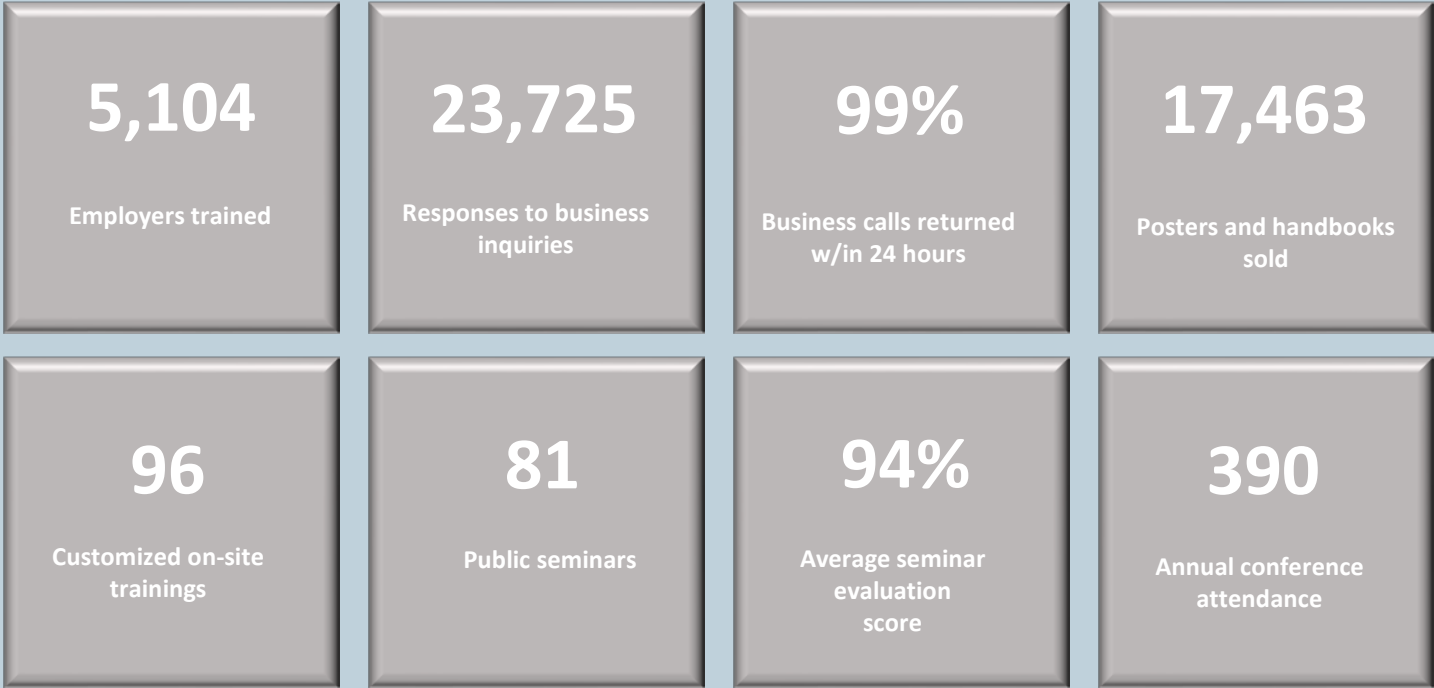
- Focus on improved links between K-12 education, community colleges and registered apprenticeship.
- Beyond compliance, provide direct assistance to help apprenticeship programs
- Increase female and minority participation and completions in registered apprenticeship



# TECHNICAL ASSISTANCE FOR EMPLOYERS



# TECHNICAL ASSISTANCE FOR EMPLOYERS

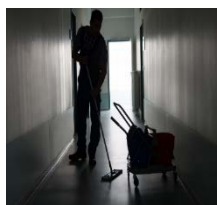




# TECHNICAL ASSISTANCE PROGRAM

## Services for Oregon Employers

- Employer hotline and email service to provide guidance and answers on employment law questions
- Conducts statewide public seminars and onsite customized training
- Publishes 7 employer handbooks
- Updates composite employment law posters each year
- Maintains, updates fact sheets and FAQs
- Hosts an employment law conference each year



# TECHNICAL ASSISTANCE PROGRAM

## Staffing and Funding

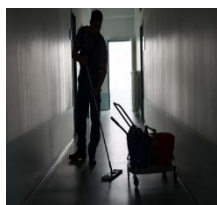
### Current Staffing

7 FTE

### Funding

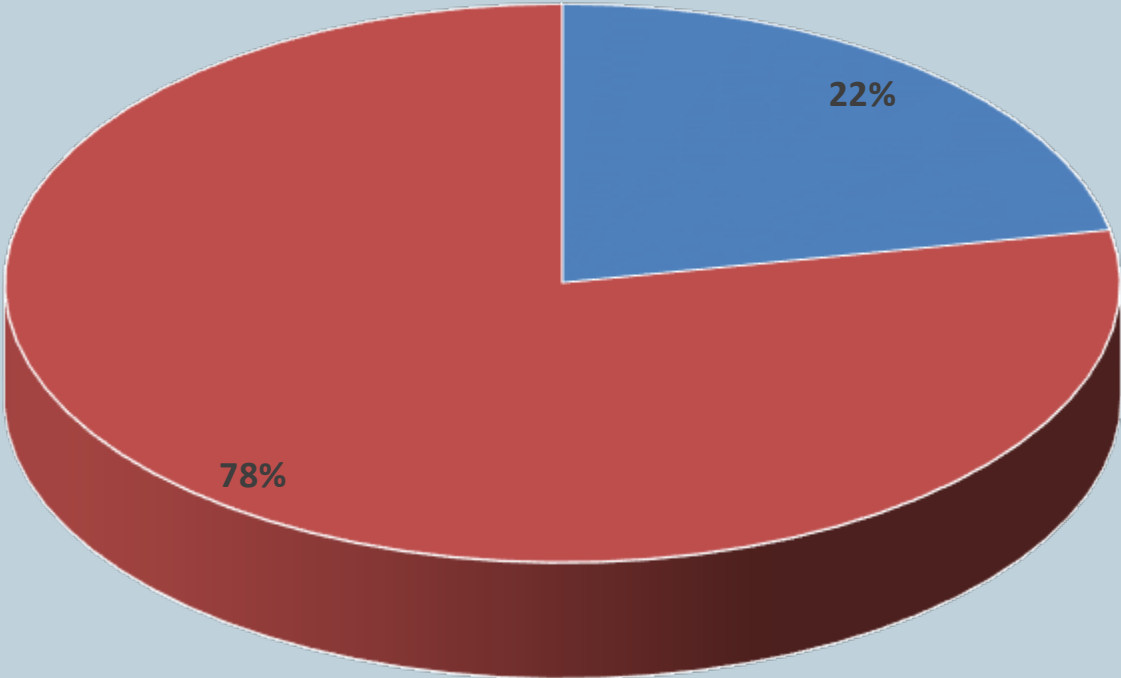
- 3 positions receive General Funds; one is limited duration through June 2019; one is administrative support (not a trainer)
- 4 positions are Other Funds and are paid with fees for seminars and handbook/poster sales

*This creates a behavioral incentive to not evolve our communication with employers*



# TECHNICAL ASSISTANCE FOR EMPLOYERS

2019 – 2021 Governor's Recommended Budget  
All Funds by Source \$1,997,729



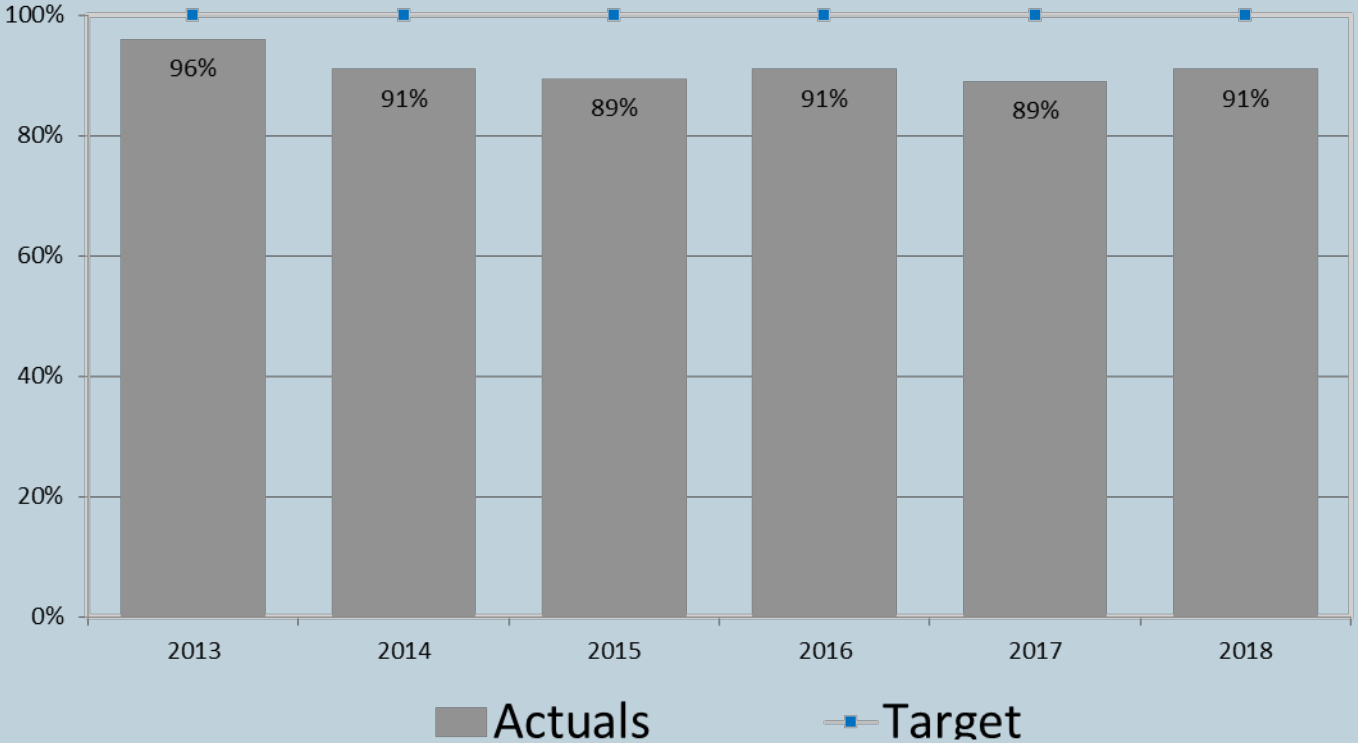
- General Fund: \$438,924
- Other Fund: \$1,558,805





# OUTSTANDING CUSTOMER SERVICE

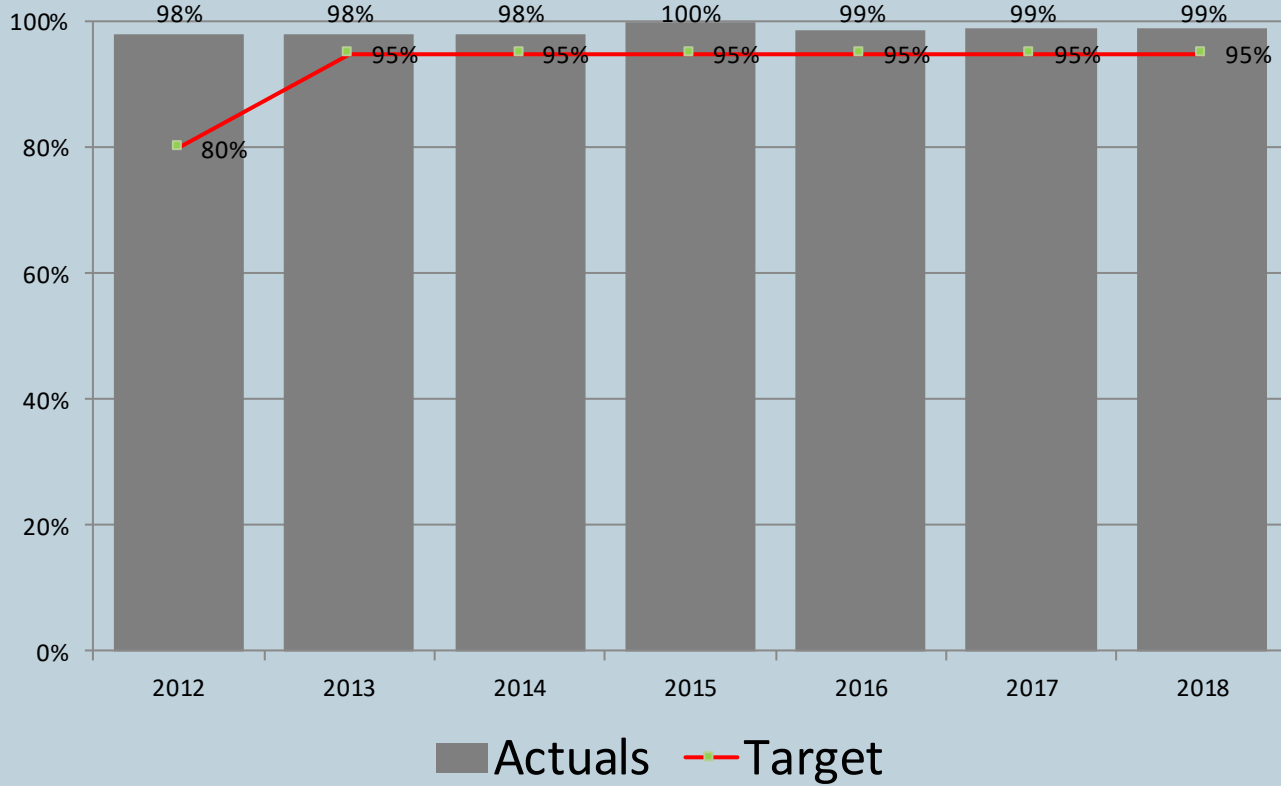
Survey responses rating OVERALL QUALITY OF SERVICE as “Excellent or “Good” KMP Target 100%



# OUTSTANDING CUSTOMER SERVICE

Call response within two business days

KPM Target: 95%



# TECHNICAL ASSISTANCE FOR EMPLOYERS

## Customer Costs for Services

Posters:

\$15 All Employers; \$20 Agriculture Only

Handbooks:

\$45 (5); \$35 (2)

Seminars:

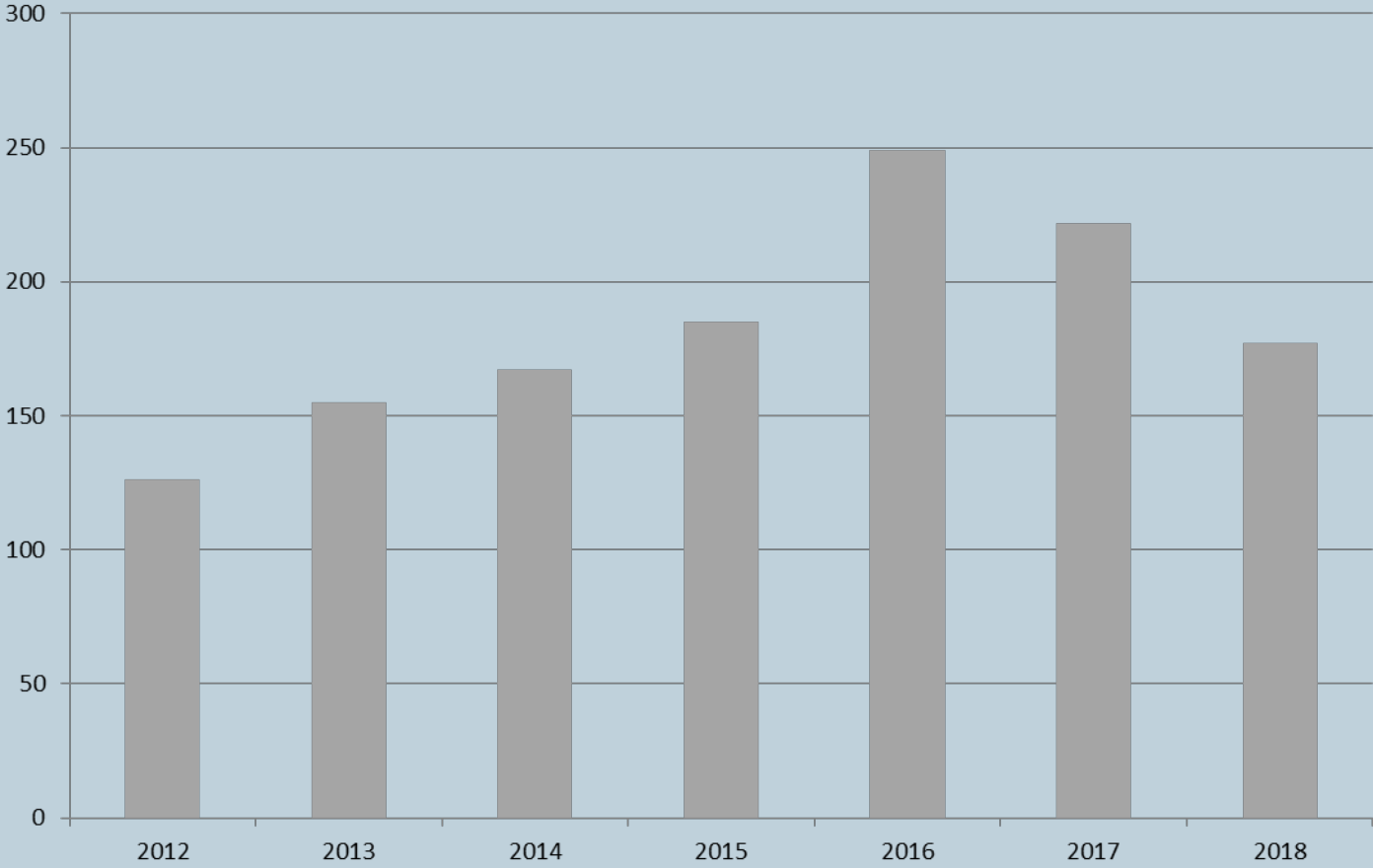
2 Hour Seminar	\$50 per person
1/2 Day Seminars (3 Hours)	\$99 per person
1 Day Seminars	\$199 per person
2 Day Seminars	\$299 per person
NSTS Series	\$399 per person





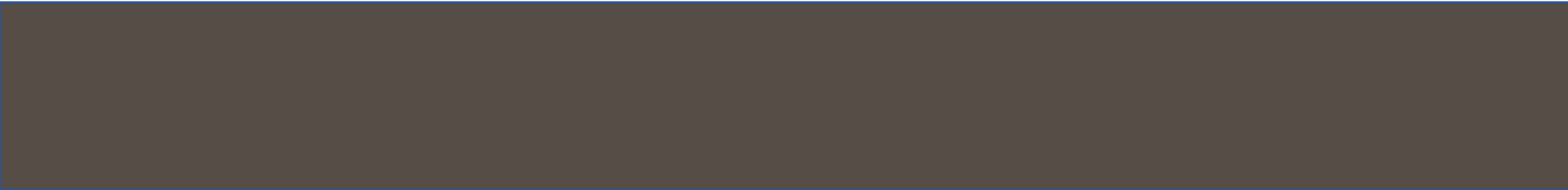
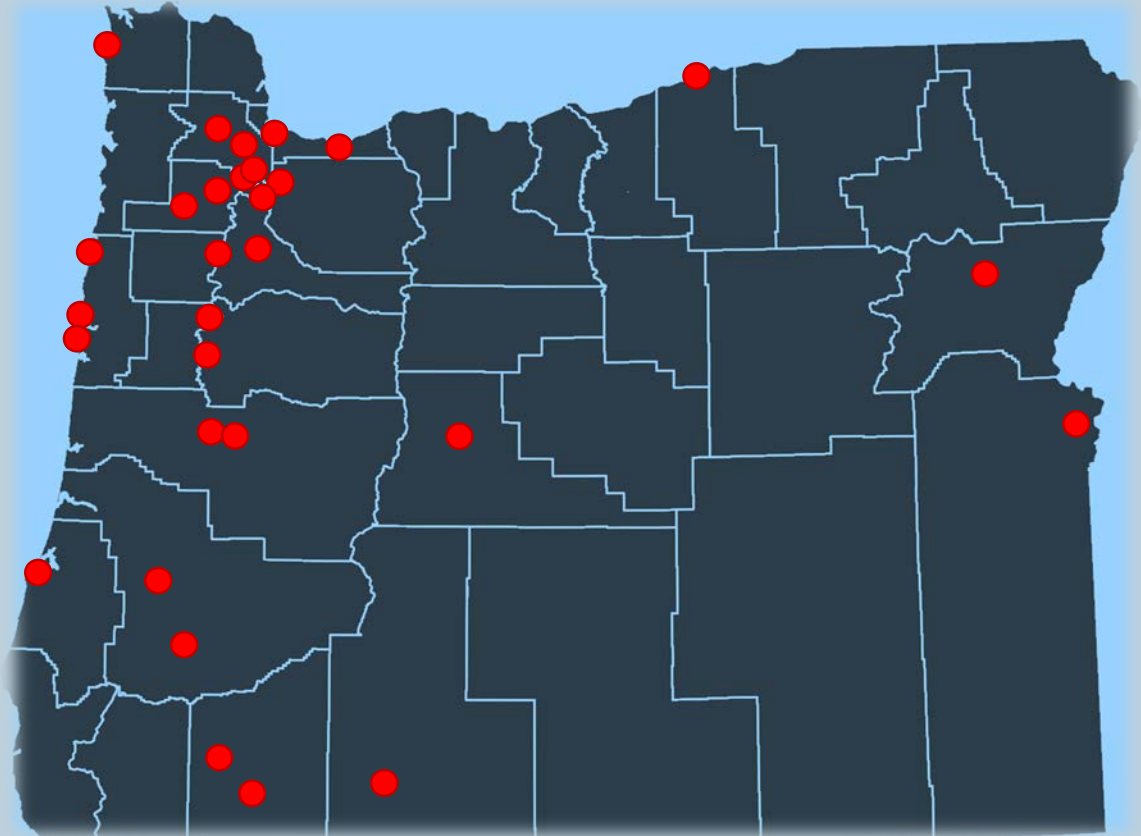
# TECHNICAL ASSISTANCE FOR EMPLOYERS

## Seminars Conducted 2012-2018



# TECHNICAL ASSISTANCE FOR EMPLOYERS

Seminars Conducted 2012-2018



# TECHNICAL ASSISTANCE FOR EMPLOYERS

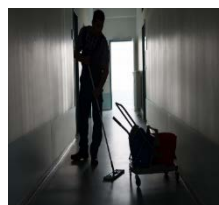
## Seminars Conducted 2018

**24%** Outside Portland/Salem/Eugene metro areas

**9** On the Coast

**18** In Eastern and/or Central Oregon

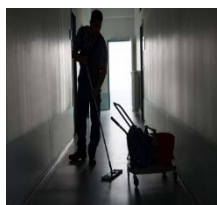
**15** In Southern Oregon





# TECHNICAL ASSISTANCE FOR EMPLOYERS

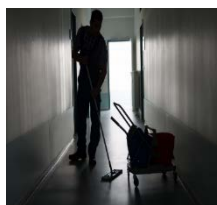
- Primarily self-supporting
- Business model sustainability is poor
- New laws increase employer obligations
- Training prevents cases, investigations, and lawsuits
- Need to maintain and increase training availability in rural Oregon
- Difficult to generate sufficient revenue to conduct training for smaller audiences



# BUDGET REDUCTION OPTION

Prioritization process:

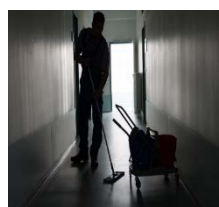
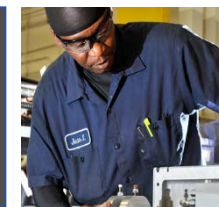
1. Meet statutory obligations
2. Minimize direct service impacts
3. Align with customer demand and work load reality



# COMMISSIONERS INVESTMENT PACKAGE

Prioritization process:

1. Meet statutory obligations
2. Improve direct service
3. Align with customer demand and work load reality
4. Find efficiencies and expand reach via technology
5. Be realistic





# COMMISSIONERS INVESTMENT PACKAGE

Reclassify one management position to an administrator, 50% general fund, 50% fee revenue for a new Technical Assistance Division

General fund support for two TA positions

New Public Records Coordinator

Major website upgrade

New Intake Coordinator and new Investigator for Civil Rights

Accountant 1

.50 Office Specialist for Salem office

TA/Apprenticeship Rep for Eastern Oregon





Bureau of Labor and Industries

**Val Hoyle, Commissioner**

800 NE Oregon Street, STE 1045  
Portland, OR 97232-2180  
(971) 673-0841