

# OREGON EMPLOYMENT DEPARTMENT

## SEPTEMBER 2025 LEGISLATIVE DAYS

**Interim Senate Labor and Business Committee**  
**Tuesday, September 30, 2025**

Andrew R. Stolfi, Director  
Karen Madden Humelbaugh, Deputy Director  
Gail Krumenauer, State Employment Economist

## Governor's Overall Expectations

1. Continue to meet all existing agency expectations
2. Continue to clearly communicate with Oregonians about OED's services
3. Enhance our core mission of supporting business
4. 150-day strategic review and plan

**Goal:** Report to Gov. Kotek with clear, actionable, and prioritized recommendations to:

- Improve customer service
- Strengthen Oregon's workforce development mission

**Phase 1:** Organizational Review

**Phase 2:** Recommendations, Planning, and Report Development

# Customer Service & Workforce Strategies Project

## Customer engagement

- Tailoring existing customer surveys
- Social media and business engagement events

## Employee engagement

- Agency-wide survey
- Focus groups

## Partner & interested party engagement

- Interviews and invitations for feedback
- State agencies, local governments, legislative bodies, tribes, community-based organizations, workforce boards, innovation and Opportunity Act partners



QR code for Business  
Services customer  
satisfaction survey

## What's going well

- ▷ Economic research and data
- ▷ Talented, engaged staff
- ▷ WorkSource Oregon Centers and other programs that support businesses and job seekers

## What can we improve

- ▷ Helping the customer understand the status of their claim
- ▷ More robust self-help options for customers
- ▷ Enhanced and promote our business services

**Analyze the feedback and identify key themes, solutions, and recommendations**

**Deliver specific action plans on:**

1. The future of Frances
2. Improving customer service for Unemployment Insurance and Paid Leave Oregon
3. Improving WorkSource Oregon programs and services
4. Improving the efficiency of how Oregon delivers on its workforce development and support missions

# KAREN MADDEN HUMELBAUGH

Deputy Director

# Paid Leave Benefit Payments to Date

## Total Benefit Payments

2024	2025
\$684,483,777.13	\$494,384,503.36
Since Paid Leave launched: \$ 1,350,055,678.05	

## Total Claims Resolved

2024	2025
112,108	88,902
Since Paid Leave launched: 197,978	



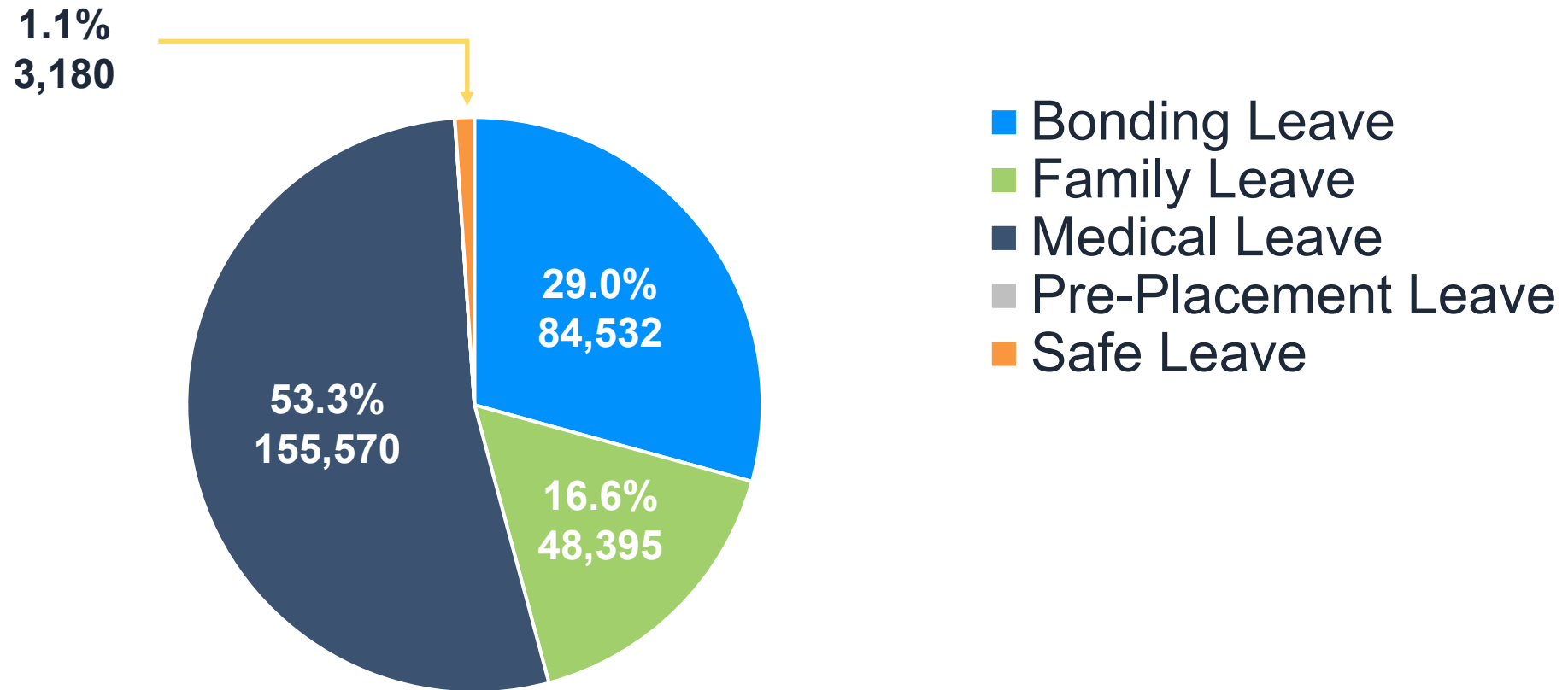
## Total Claimants Paid

2024	2025
96,870	78,833
Since Paid Leave launched: 161,769	



# Paid Leave Oregon Benefit Applications

Application dates: 8/13/2023 – 8/31/2025



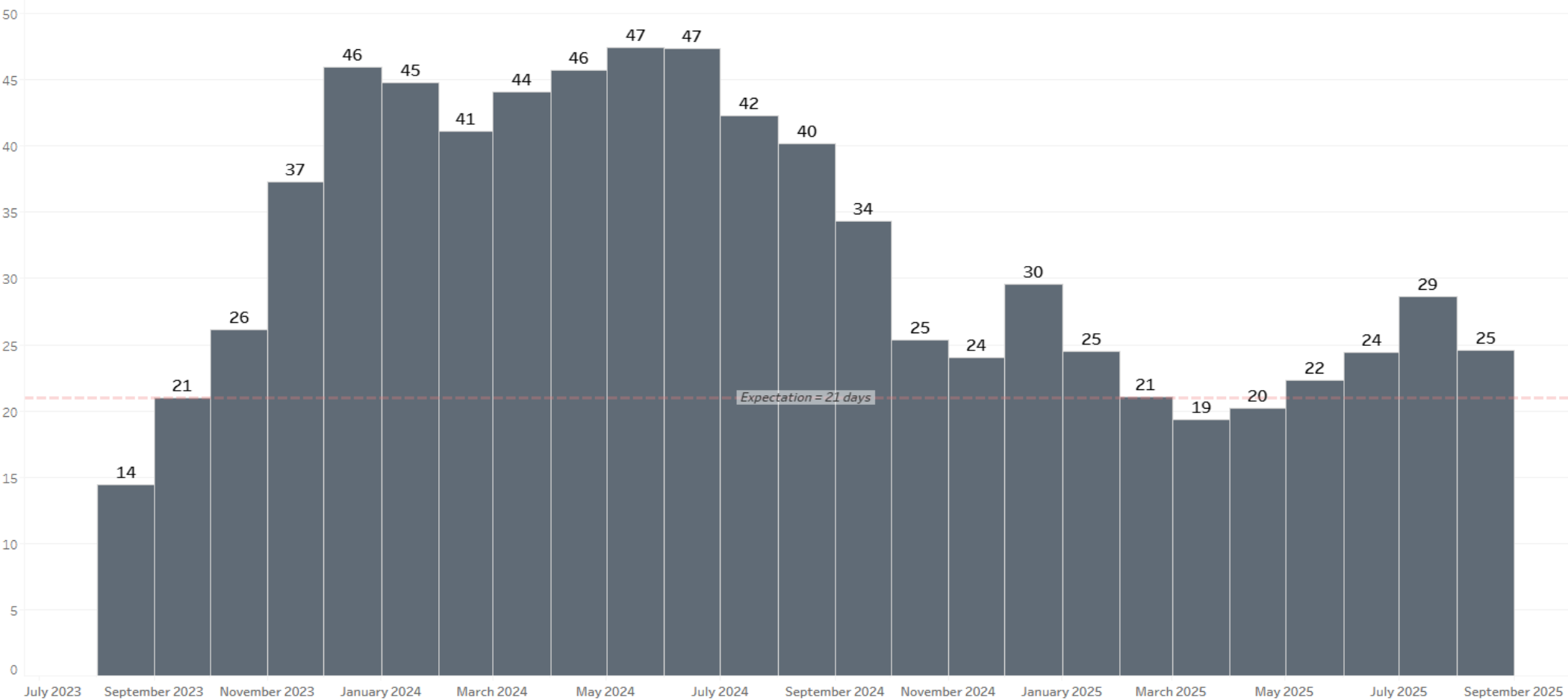
Pre-Placement: 0.0%, 59

Total Count of Applications: 291,736

# Claim Processing Time Frame

As of 8/31/2025

## Average Days from Application Received to Decision



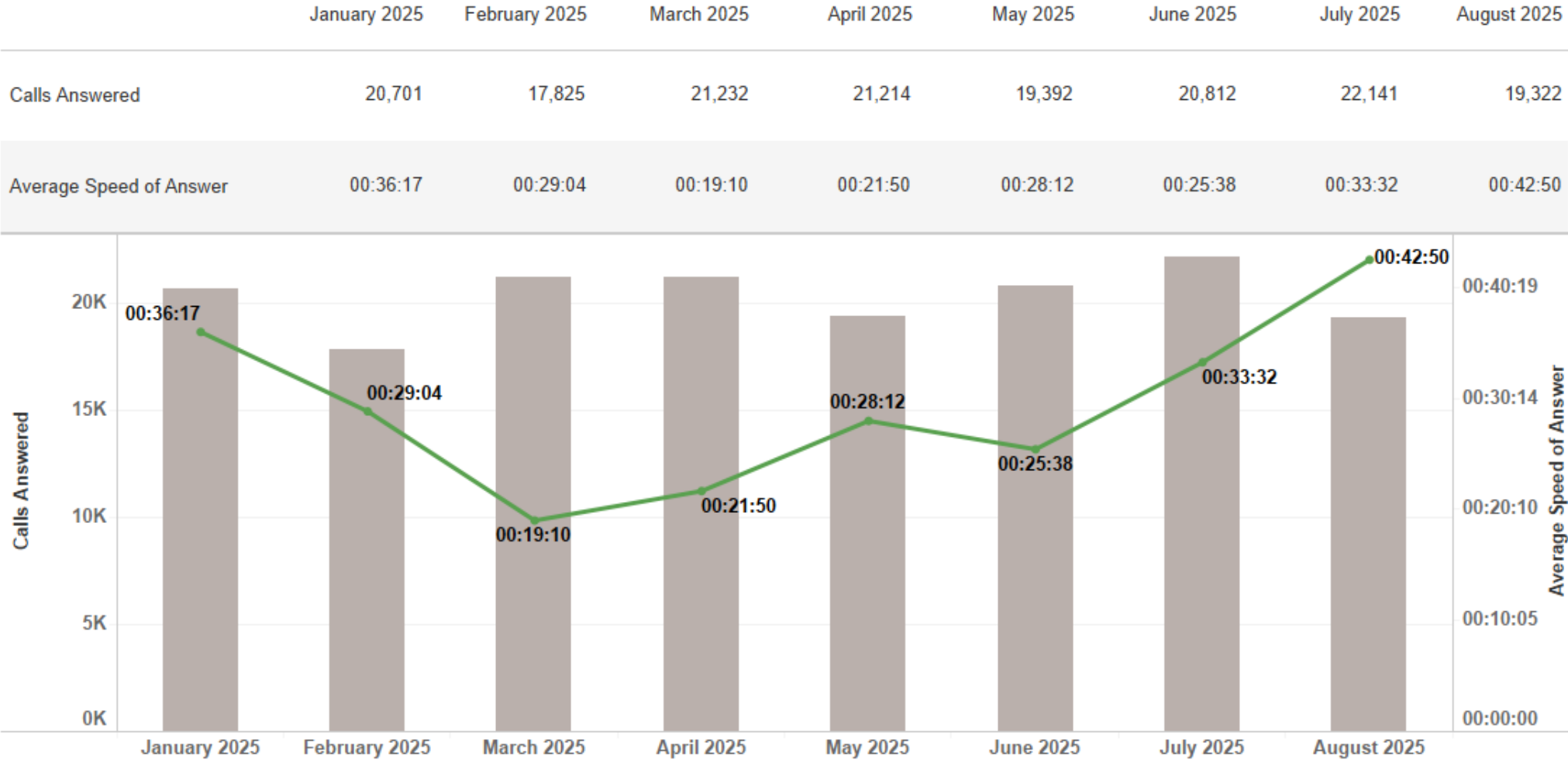
# Trust Fund Health

As of 8/31/2025

Year	Contributions Collected (\$)	Benefit Payments (\$)	Admin Expenses (\$)	Trust Fund Balance (\$)	Months Reserve (for projected expenditures)
2023	640,168,000	176,264,000	41,951,000	407,912,000	6.3
2024	833,441,000	685,705,000	72,486,000	518,402,000	7.7
2025	887,867,000	777,451,000	72,000,000	599,438,000	7.8
2026 (Projected)	882,868,000	842,876,000	72,000,000	599,916,000	7.6
2027 (Projected)	934,400,000	873,242,000	72,000,000	622,237,000	7.6

Data used to figure the benefit forecast: 46,726 applications (2023), 131,000 applications (2024), 153,000 applications\* (2025), bonding leave – 11 weeks (average weekly benefit (AWB) amount for consecutive leave - \$962), family leave - 5 weeks (AWB \$997), medical leave - 6 weeks (AWB \$900), and safe leave - 8 weeks (AWB \$721)

# Paid Leave Call Wait Times

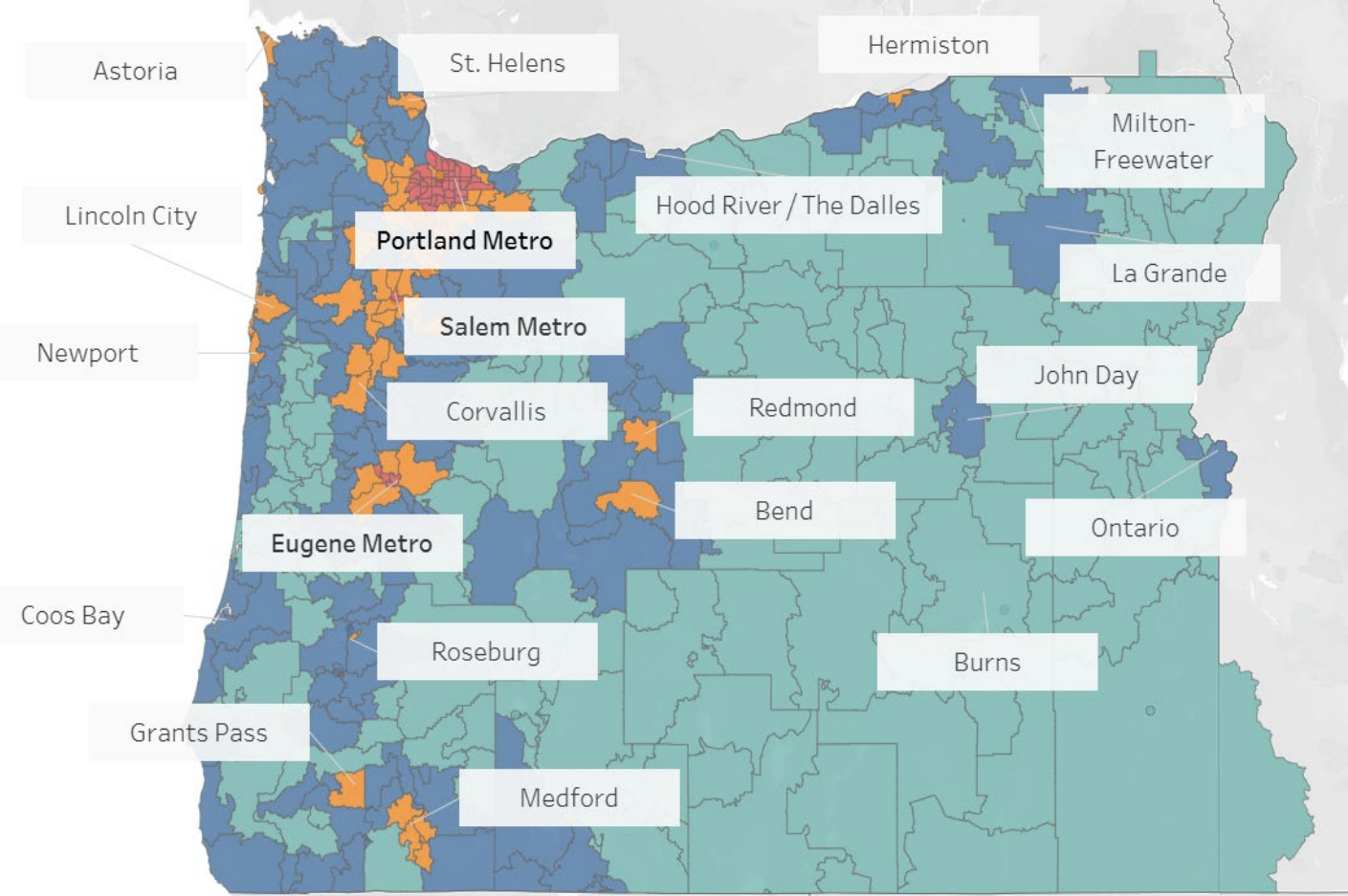


Statistics	
Employees covered	340,579 (15.2%)
Large employers	1,899 (11.5%)
Small employers	1,374 (1.08%)

Year	Anticipated Lost Contributions	Anticipated Benefits Saved	Trust Fund Impact
2023	\$ 227 Million	\$ 65 Million	(\$162 Million)
2024	\$ 239 Million	\$ 156 Million	(\$83 Million)
2025	\$ 256 Million	\$ 149 Million	(\$107 Million)

# Applications by Zip Code

Between 8/13/2023 and 6/30/2025



**Source:** Oregon Employment Department and U.S. Census Bureau American Community Survey 2023 5-Year Estimates, Table S2301

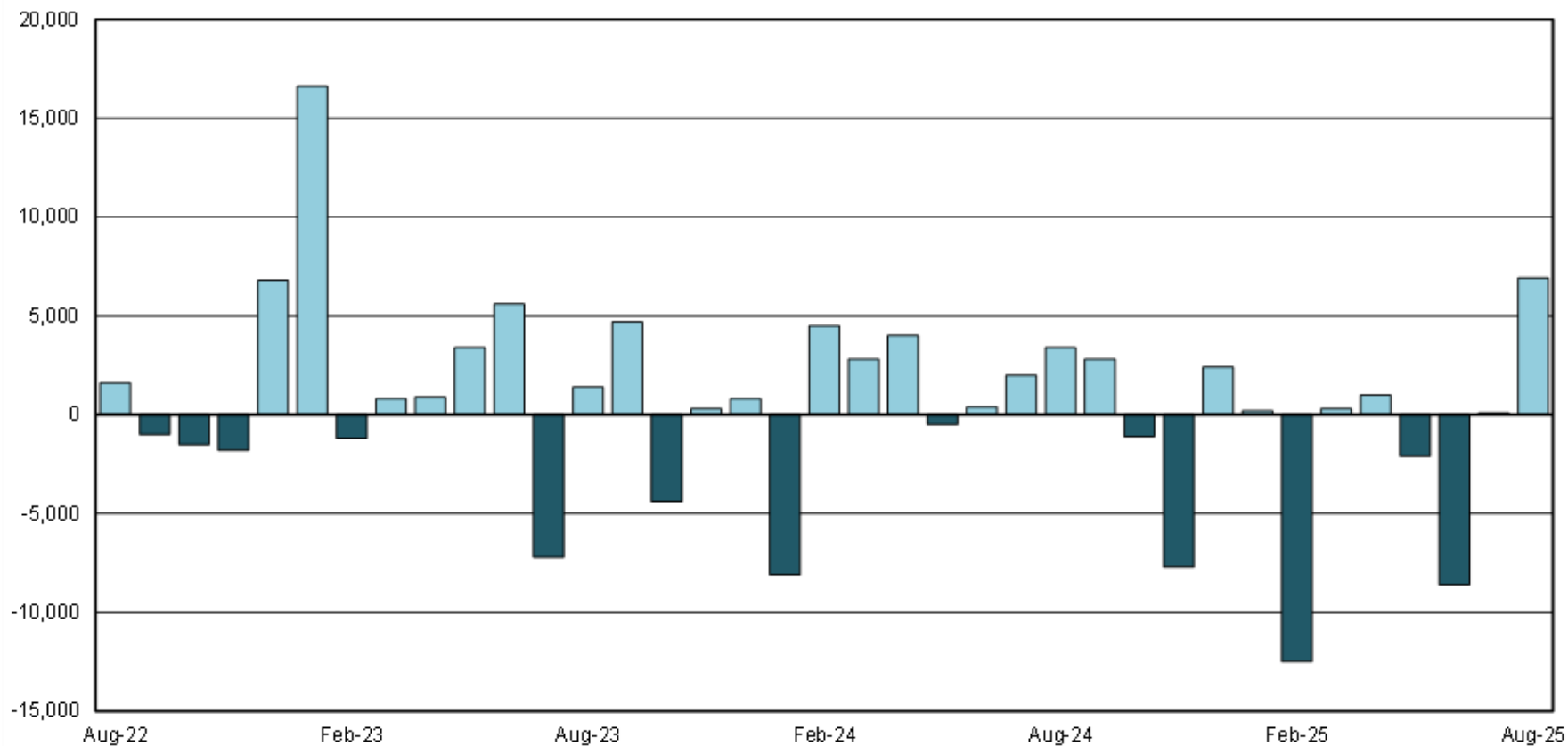
Size Designation	Percent of Applications	Percent of Oregon Workforce
Frontier	3%	4%
Rural	23%	37%
Suburban	32%	25%
Urban	35%	33%
Out of State	6% (-)	-

**GAIL KRUMENAUER**

State Employment Economist

# Job Growth in August, but Losses Over the Year

Oregon's Monthly Job Change  
August 2022 - August 2025, Seasonally Adjusted



Source: Oregon Employment Department, Current Employment Statistics

Average monthly nonfarm  
employment changes:

2019 +2,600 jobs

2020 -12,700 jobs

2021 +8,500 jobs

2022 +4,000 jobs

2023 +1,800 jobs

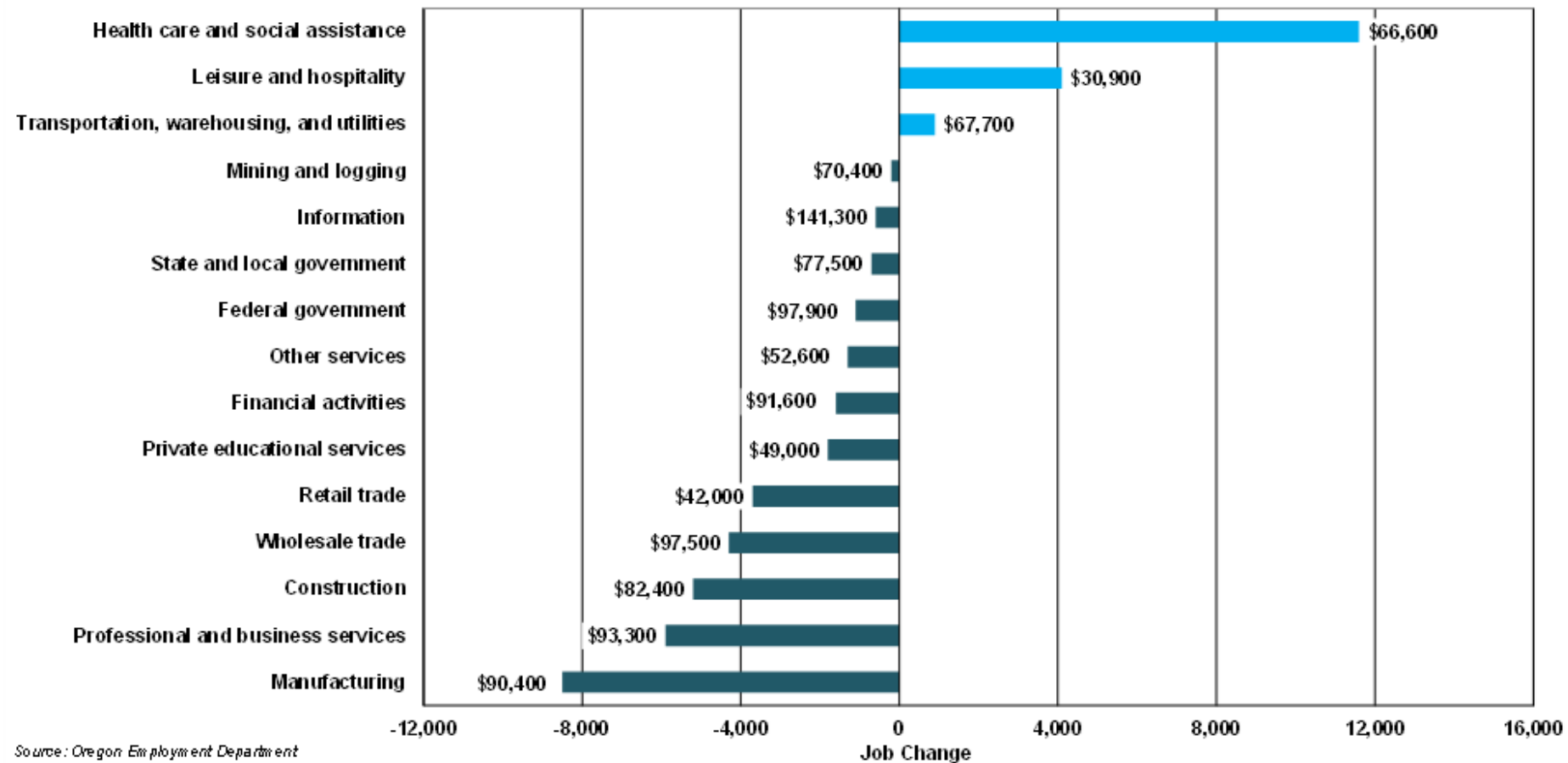
2024 +400 jobs

2025 (Jan-Aug) -1,800 jobs

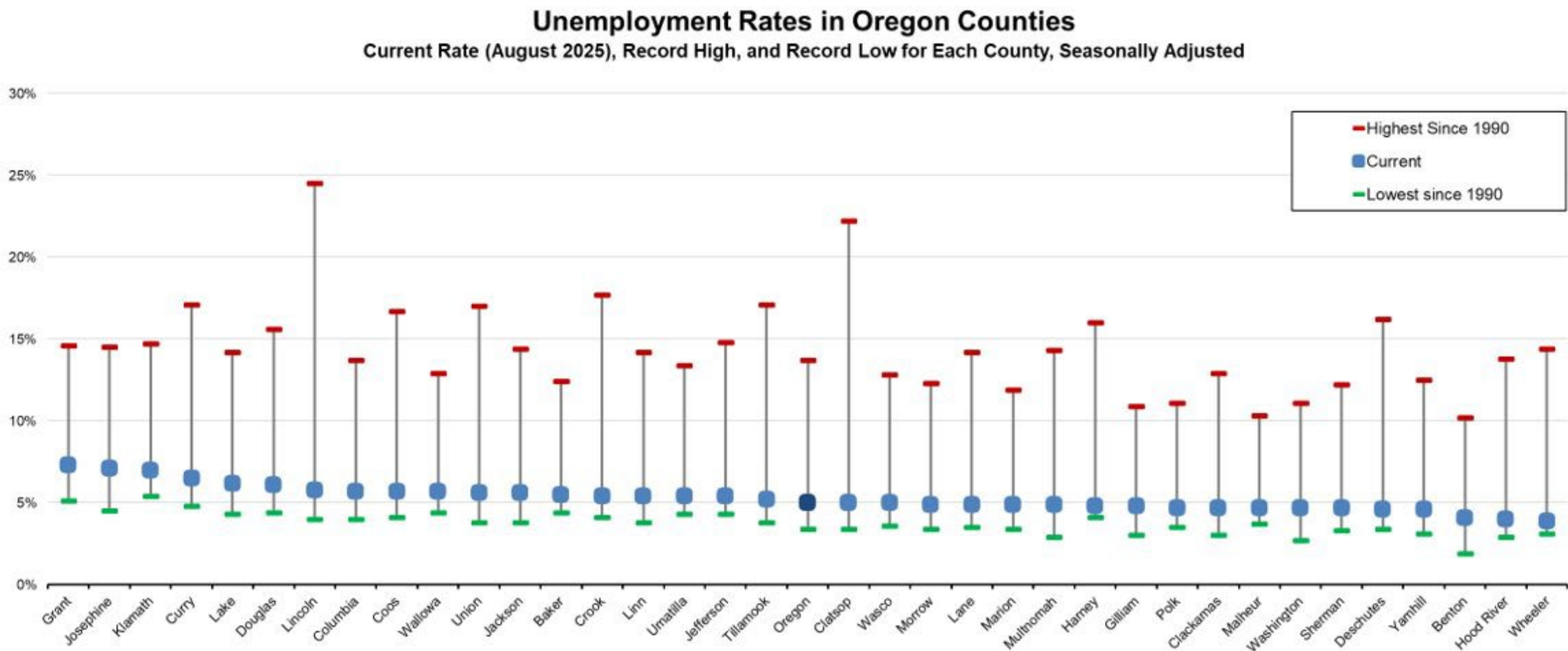


# Gains are Highly Concentrated in Health Care

Oregon Job Change and Average Pay by Industry  
August 2024 - August 2025 Job Change, 2024 Average Pay



# Unemployment Rising in Oregon



Source: Oregon Employment Department, Local Area Unemployment Statistics

# Stable Hiring Demand in the First Half of 2025



**Thank you!**