

Hanscam Center Business Plan

June 15, 2007

Table of Contents

Business Profile	2
Defining the Business.....	2
Leadership	3
Relationships & Roles	4
Customer and Market Focus	6
Information Gathering and Decision Making	8
Human Talent.....	100
Process Management	111
Business Results.....	12

Business Profile

1. Center Name: **Hanscam Center**
2. One- Stop Operator / Consortium of Operators, Contact Info.:
South Coast Works Region 7, Coos and Curry Counties
PO Box 1145, Port Orford, OR. Contact: Tere Tronson (541) 332-1042

Hanscam Center is located at 16399 Lower Harbor, Harbor, OR 97415 (541) 469-5306 contact: Larry Gibson, Coordinator.

Hanscam Center is operated by a consortium of operators with South Coast Business Employment Corporation (SCBEC) as the lead. SCBEC manages the fiscal responsibility for the center. SCBEC staff working with partners and staff to the RWIB for Region 7 provide evaluation of performance to meet standards. The SCBEC Coordinator along with center partners market one stop services, recruit additional partners, coordinate training and technical assistance, and facilitate the sharing of data.

3. Hours and Days Open to Customers: **8am-5pm, Monday-Friday**
4. List of Partners On-Site: **South Coast Business Employment Corporation, Self-Sufficiency Program (DHS), Vocational Rehabilitation Department, Oregon Employment Department, South Coast Community Resource Center, Curry County Commission on Children and Families, Oregon Coast Community Action and South Coast Independent Living Services.**

Defining the Business

1. What community(s) are served through the Hanscam Center under this plan? **Coos and Curry counties and in particular Brookings-Harbor at the California border north to Gold Beach and areas in-between as well as north of Gold Beach to Port Orford and areas in-between.**
2. Other than regulatory requirements, what was the reason for the establishment of the Hanscam Center as it currently exists? **To provide an integrated, seamless delivery of workforce-related services to job seekers, employers, families, minorities, seniors and special needs customers.**
3. How will the Hanscam Center benefit the customer rather than the organizations? **The common entry point directs customers to a variety of services to meet their needs. The goal is to have “no wrong door” so that**

customers can receive the help they need at what ever point they enter the system.

4. What is the Hanscam Center vision and mission?
As Community partners, we provide exceptional customer service through collaboration in the development of training, employment and services in a customer driven system that allows for customer choice.
5. What is the Hanscam Center primary business objective? **Connecting the customer to services needed.**
6. What is the concise definition of the Hanscam Centers core business as it relates to the local labor market? **The Hanscam Center provides access to training and employment opportunities. Employer connections inform center staff of local labor market conditions. Customers have easy access to the support they need such as OLMIS and ONET in the resource room. OED provides labor exchange services and works with local service clubs, employers and the business community.**
7. What is the Hanscam Center center/site's relationship to other community service providers? **Hanscam works closely with other service providers off site throughout the county and region. Hanscam Center provides integrated service delivery by regular partner communication.**

Leadership

The one-stop operator or consortium of operators is vital to any Center's success. The leadership of management operationalizes the direction set by the RWIB, sets expectations and is responsible for assuring value for customers.

1. List the management personnel within operator or consortium of operators. Explain the role of each including who will exercise primary leadership responsibilities. **Hanscam Center is managed by a consortium of operators called Hanscam Center partners. The executive management team consists of Oregon Employment manager, ORCCA staff on site, and the Center Coordinator employed by South Coast Business Employment Corporation. Decisions are made as a team. The Coordinator handles scheduling of rooms, monitors activities in the center, makes sure that the center complies with Federal and State regulations pertaining to Equal Opportunity and other requirements. The Coordinator takes the lead in managing the point of entry to insure appropriate and quick service, monitors center expenses, and handles maintenance issues.**
2. Please explain who will be in charge when management is offsite. **When the Coordinator is off site, either of the other two executive management team**

members will fill in. Also the Point of Entry staff is well informed and prepared to answer questions, respond to customer needs, and has phone access to the executive management team.

3. How is the vision and direction set by the RWIB communicated to the staff, and what specifically does the management do to ensure that its values are being implemented throughout the Center? **RWIB vision, directions and plans are communicated to Hanscam Center staff via SCBEC staff and in turn this is shared with all partners at regular Hanscam Center partner meetings. These meetings are held at least quarterly with additional meetings scheduled as needed.**
4. How is the effectiveness of the management measured? **This is measured by customer satisfaction and continuous improvement efforts facilitated by partner meetings.**
5. Describe how the management better define and strengthen itself regarding customers, the environment, financial risks organizational capacity and partners' capacity? **Hanscam Center partner meetings are the forum to discuss budget, risks, organizational capacity, partner capacity and continuous improvement.**
6. Summarize how the management will operationalize the LWIBs strategic plan? **Three RWIB private sector members regularly participate in LWIB meetings and activities. In addition, SCBEC staff attend LWIB meetings and communicate these goals and plans to center staff. These regular communication systems will ensure knowledge and understanding of the plan. All certified One Stop Centers in Region 7 will implement and follow the LWIB's strategic plan.**
7. Describe how leadership uses customer data? **To insure quality the partners review customer satisfaction and partner stories regularly to insure quality service.**

Relationships & Roles

1. On-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
South Coast Business Employment Corporation (SCBEC)	Lessee of building, partner, employer of record for Center Coordinator who serves as mgmt team facilitator
Oregon Employment Dept. (OED)	Partner, executive management team

Self Sufficiency Program SSP(DHS)	Partner
Oregon Coast Community Action (ORCCA)	Partner, executive management team
Vocational Rehab (VRD)	Partner
South Coast Community Resource Center (SCCRC)	Partner

2. Off-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
Southwestern Oregon Community College (SOCC) Business Development Center (BDC)	Partner
South Coast Independent Living Services (SCILS)	Partner
Consumer Credit Counseling	Partner
The Port City of Brookings, Gold Beach and Port Orford	Partner Partner
Curry County BOC Curry County Juvenile Justice Department	Partner Partner

3. Describe how “seamless” service delivery is accomplished among on and off site partners. **Department managers and staff are in regular communication and**

on site partners participate in regular partner meetings. On site partners have established good long term working relationships with off site partners and maintain regular contact via email, phone and meetings as needed. Center staff make value based referrals to off site partners on a regular basis.

4. What process is in place for partners to determine and reach consensus on joint goals? **Regular partner meetings provide the forum for partner consensus.**

Customer and Market Focus

This section examines how your Center determines the expectations, requirements and needs of customers and markets.

1. Customer demographics and special populations

The total population of Curry County is 21,137 as of the 2000 census. The median age is 48.8 years. The race is predominately white (19,634 white). The population age 21 to 64 years with a disability is 2,992. English only language spoken at home of the population 5 years and over is 20,177.

Please see full demographics on attachment DP-1

2. Please describe the region's overarching initiatives/objectives for providing services to job seekers? **Hanscam Center provides integrated seamless delivery of workforce related services to all job seekers.**

- a. The response should demonstrate those efforts to the needs of the general job seeker customer base, but to specifically targeted job seeker constituencies as well (UI claimants, Veterans, LEP participants, the Disabled, Offenders, Low income etc.).

The Hanscam Center serves UI claimants, Veterans, LEP participants, the disabled, offenders, low income and all of the segments of the population in the community. The following is a listing of some of the ways this is accomplished at the Hanscam Center:

- **The Hanscam Center has bilingual (Spanish speaking staff) on site. The center also has access to the translation phone line support provided by OED.**
- **Claimant reemployment services are provided.**
- **Disability Representative is available**
- **SKILS works with people with disabilities helping them to become self sufficient**
- **LEP outreach includes a migrant seasonal farmworker outworker (who speaks Spanish). She promotes the program in a variety of ways including passing our posters and flyers on work sites.**

- **VETs staff have regular days each month and are involved in VETs service organizations in Curry County**

b. The response should clearly explain the basis of the area's job seeker strategies/service design, the anticipated service and performance goals and the expected benefit to the regional economy. **Each agency has individual performance goals which contribute to the overall goal of serving job seekers and employers. The regional economy is benefited by the coordinated efforts of partners to provide training and opportunities to job seekers.**

c. What is the current satisfaction rate and historical satisfaction rate, if available? **NA for center. Individual agencies have data.**

3. Please describe the region's overarching initiatives/objectives for providing services to employers? **The Workforce Response Team grants are awarded to targeted industries. SCBEC staff have expanded the efforts to inform businesses of the opportunities available to them through this and other programs. Staff has also spent considerable time working one on one with employers to be sure that they understand how to follow through with the requirements of a grant process including reporting and tracking. These efforts at outreach have been fruitful and we have greatly increased the applicant pool for these grants.**

Partners regularly brainstorm solutions to issues as they arise. Partners have access to regular labor market information which enables them to better assist local businesses.

a. The response should describe how the planned focus will apply not only to business customers in general, but to any sectors/clusters of the business community based on their projected significance in promoting economic stability and development in the regional area. **In a small community it is a little easier to see the connections between the success of each business sector. Hanscam Center partners work closely with businesses to provide them the support they need to thrive. As we are targeting higher wages jobs for our customers, we look at skill sets that employers are looking for and train for those skills sets specifically. This enables us to be more efficient in our efforts and benefits the regional economy by meeting the needs of local employers.**

b. The response should clearly explain the basis of the area's employer strategies/service design, the anticipated service and performance goals and the expected benefit to the regional economy.

The following strategies are used to achieve our goals:

- **IMATCH matches employees to employers.**
- **We also have developed the Business Response Team with the goal of "fast action for your workforce needs". This group is made up of:**

- Office of Economic & Community Development Department (Coos, Curry & Douglas County)
- South Coast Business Employment Corporation
- South Coast Development Council, Inc.
- Oregon Employment Department
- Curry Economic & Community Development
- Southwestern Oregon Community College
- Oregon International Port of Coos Bay
- Bay Area Chamber of Commerce

They meet regularly to talk about new businesses needs around expansion or downsizing and needs for employees skill sets. They serve new and expanding businesses as well as responding quickly to the needs of downsizing and closures.

- c. What is the current satisfaction rate and historical satisfaction rate, if available? **N.A.**

4. How do you create value and ensure continued relevance of your service offerings for your customers (both job seeker and employer)? **We ask employers what they need and then strategize how to meet those needs such as skills needed. We are working now on replacement jobs for retiring workforce. We are also working on getting a trained workforce in response to employer's requests especially around soft skills such as reliability and work ethic.**

5. Describe any targeted program outreach efforts for businesses and jobseekers. How were these specific targets determined? **We provide outreach in all small communities throughout Coos and Curry counties . Key partners are available throughout Region 7 and this network provides us with information on what the needs are within the community. The Business Resource Team provides businesses with enterprise zone assistance, coordination with local economic development projects, job recruitment and placement, new employee training, personnel services, pre-employment screening, targeted training programs, labor market information, worker support services, business incubator opportunities. The BRT provides workers with expertise in post secondary education and skill training opportunities, job placement for displaced workers, job search skills, career transition for laid-off workers, relocation assistance, retraining programs, skills enhancement, unemployment insurance benefits, professional-technical training.**

Information Gathering and Decision Making

This section examines the Center's information gathering, analysis and uses of data.

Surveys of both business and job seeker customers are collected by Employment Department staff as a part of their Employment Service

Quality Assurance Program. At least ten job seeker surveys and 5 business surveys are collected monthly.

The Hanscam Center has used customer satisfaction surveys to determine satisfaction with existing services, needs for additional services and to provide information for continuous improvement.

1. What benchmarks and measures did you select and why did you select them?
Note: Customer satisfaction (employer and jobseekers) is a required measurement.

Our new areas are:

New –strategy 1: (Category: Strengthen Public/Private Sector Partnerships) Provide feedback to Oregon Department of Education on existing high school graduation requirements and core curriculum, and suggest appropriate changes.

New strategy 2: (Category: Strengthen partnerships, coordination, collaboration and One-Stop System Development) Establish a TOC/OWA level memorandum of understanding with state level partners to encourage and assure the consistent development and application of policy and resources, provide for corrective action and continual improvement and assure more consistent and effective communication among state and local partnerships.

New strategy 4: (Category: Strengthen Workforce system performance, focus resources, build collaboration and support continual Improvement) Establish placement, retention, wage and credential rate goals for workforce system programs to measure the results of program investment.

New strategy 3: (Category: Strengthen Workforce system performance, focus resources, build collaboration and support continual Improvement) Establish goals for workforce system supported training for occupations that are high demand, high growth or high wages.

2. How will you gather the information against the benchmarks and measures? Describe the type of information collected, when, who often and the measurement tools used? **We will review and evaluate OED information of demographics of Region 7. Partners will discuss and strategize. We utilize agency data already required for mandatory programs.**
3. Explain how the information against the benchmark and measures will be used to improve services to customers? **Partners meet regularly to evaluate gaps and brainstorm ways to meet needs of customers.**

4. Describe how all levels of staff will be involved in continuous quality improvement process and how improvement data will be used from the desk level to the policy level? **All will be made aware of the goals at partner meetings and from there will be shared with staff at the center.**

Human Talent

This section examines how your one-stop center motivates and enables staff to develop and utilize their full potential. Additionally this section reviews the center's efforts to build and maintain a work environment conducive to performance excellence.

1. How does your Center organize and manage work to promote interagency cooperation, problem-solving and innovation? **Regular partner meetings, personnel issues addressed, inter agency complaint form is used.**
2. How is it decided what training is needed to assist staff in achieving Center goals? Are there new or ongoing training needs identified and an interagency plan for implementation in place? **Each agency provides training for their own staff. Often department managers open training of their agency to all center partners. Example: Beverly Ford training which is a strength based case management model adopted by SSP and shared with others. Another example is OLMIS training which will help all staff maximize use of this resource.**
3. How does the staff evaluation system support improved performance? **All center partners are given the opportunity to provide input on staff evaluations done on an annual basis for each agency. Results of the evaluations could result in a performance improvement plan or rewards. Work experience staff are also evaluated and this is shared with partners for discussion and input.**
4. How do you recognize and reward staff? **We currently do pot luck socials every other month to recognize successes. We are looking at other incentives such as employee of the month or special parking privileges.**
5. What additional ways can the one-stop operator or consortium of operators maximize staff resources available to the Center? **Agency managers have in the past provided staffing coverage for the Point of Entry. Now partners cover the entire cost of the shared POE staff. We have very limited resources in our small rural isolated area and we have for many years sought every possible way to maximize resources. For example: Partner collaboration enabled us to keep the center open during lunch time which was a customer need but difficult to staff.**
6. Describe how ethics is promoted through out the Center. How does staff know these ethical expectations? **Hanscam Center has developed a procedure**

manual. All center employees read and sign an agreement regarding the expectations of staff around ethical behavior, confidentiality, complaint procedures and safety. We post information on center emergency plans, safety, Equal opportunity, and basic conduct including one that reads, "No abuse of any kind will be tolerated here."

Process Management

This section examines the key aspects of how your Center effectively manages processes including customer focus, product/service delivery and internal support.

1. Describe the communication mechanisms, including technology, used to communicate between agencies and workers about customers, services and practice. **We use email for staff and customers, partner meetings, minutes distributed to all partner agencies and the old fashioned oral tradition that is still very important especially in our area.**
2. Identify and describe the universal services available and the processes used to ensure access by customers. What new services have been added since initial certification and why. Also describe those services that may no longer be provided or are provided differently since the initial certification. **Hanscam Center has a resource rooms available for independent job search with computers, fax machine, telephone, copy machine, and local newspapers. A job board is available for job seekers. The Oregon Employment Department (including I-Match Skills), Oregon Labor Market Information System (OLMIS), The Occupations Information Network (O*Net), the community college and the Free Application for Financial Student Aide (FAFSA) are bookmarked on the resource room computers. Three career self assessments (free) are also bookmarked. These include the *ACT profile* (temperament), *Career Key* (interests) and the *OLMIS Explorer* (matches skill to occupations).**

A variety of taped workshops are offered, including but not limited to: applications, interviews, resumes, and internet job search. Customers are introduced to job search in a weekly, one hour facilitated workshop. These workshops offer job search tips, employment opportunities, labor market information, help with job search questions and information on how to access further services. When the customer makes the decision to access further services, he/she are scheduled to attend an orientation workshop and given an information packet to be completed prior to attending.

Core Services are available to eligible Adults and Dislocated Workers to assist in their search for work, placement and retention of employment. These services include: staff assisted job search activities including job club, placement assistance, career counseling and assessment, ongoing

support including support services (provided on a case by case basis), assistance with labor market information and referral to other community resources. These services are available to customers individually or in group settings.

3. Identify and describe the services beyond universal that are available and the processes used to ensure access by customers.
Rapid Response Services immediately begin with our first contact with the employer and employees affected by the impending layoff or plant closure. Representatives from the local community college, Oregon Employment Department, Union Representatives, the State of Oregon and SCBEC jointly provide information to employers and employees regarding unemployment compensation benefits, education, employment and training opportunities, and NAFTA-TAA information, if appropriate. Brochures and information packets are available to all employees affected by layoff or closure, with information on how to access services. The Rapid Response coordinator will meet on site with the employer, employees and the union to determine the needs and provide seamless service. Layoff Aversion information is provided. Employees are surveyed to determine individual needs and reemployment interests. A transition team may be developed that is comprised of the employer representative, employee representatives (peers); local and state liaisons and union representatives. The SCBEC rapid response coordinator will be the primary contact for WIA 1B services and will meet with employers and employees as needed, to start the eligibility and assessment process.
4. Describe the processes and tools used to ensure customers are provided access to partners' programs and other community programs. **POE has the knowledge and the resource and referral materials for all programs to help guide customers through to meet their needs. Partners staff are familiar with the programs and resources available in our area and nearby and routinely provide information and referrals.**
5. Describe the process by which customers are provided accurate, timely consumer reports information to assist them in making choices among service and training providers. **Because we have very few resources, we don't have the problem of duplication of services. More often we face the challenge of not having a resource for needs identified which is why we also at times have to provide resources outside our area. However our staff is skilled at working carefully with customers to determine and to match them with the best options available.**

Business Results

The business results section examines your Center's performance and improvement in key business areas.

1. Describe what outcomes are measured and how. Provide a chart or table of those outcomes, including any historical data available since the initial certification.

Some specific successes:

- The Hanscam Center has been successfully serving job seekers and employers as a collaborative effort since December 1995.
 - The Hanscam Center One-Stop has been keeping track of walk in customers and general phone calls of customers asking for assistance. Data compiled over the past 2 years shows the center's customer needs have increased. In 2005 the average monthly usage was 2,219 customers compared to the 2007 the monthly usage of 3,854 customers.
 - Within the last 5 years, the Employment Department has relocated their main Curry County office to the Hanscam Center
2. Please describe any economic, legislative, funding, policy or organizational influences since the initial certification and how the system responded to it. Describe any anticipated influences and plans for dealing with them. **Continued reduction of funding has provided many challenges to partners. We are still operating in spite of these cuts. As a result, partners have taken on more duties, and have had to be more creative about problem solving.**
 3. What does customer (job seeker and business) feedback say about their expectations and changing needs?
Surveys of both business and job seeker customers are collected by Employment Department staff as a part of their Employment Service Quality Assurance Program. At least ten job seeker surveys and 5 business surveys are collected monthly. Below are some of the common themes in feedback received from employers over the last three months.

Job seekers: all surveyed rated the timeliness, helpfulness and knowledge of Worksource Oregon staff either excellent or good. All of those surveyed used the job search information available and 75% of those surveyed used the resource room computers and library. Comments received from job seekers: "I think your doing a wonderful job", "it would be good if you provided coffee", "the people are very helpful", " I was helped right away". (not all surveys received have additional comments.)

Business: All of those surveyed rated the helpfulness, knowledge of staff and availability of information excellent. All of those surveyed indicated that most of those applicants referred to them met the minimum

qualifications of the position they were recruiting for. Business comments: "the employees you have in Brookings are excellent in every way", "we were disappointed in the labor pool", "as partners you have done an excellent job", "excellent service and referrals". (Again, not all businesses surveyed added additional comments.)

Table DP-1. Profile of General Demographic Characteristics: 2000

Geographic Area: Curry County, Oregon

[For information on confidentiality protection, nonsampling error, and definitions, see text]

Subject	Number	Percent
Total population	21,137	100.0
SEX AND AGE		
Male	10,385	49.1
Female	10,752	50.9
Under 5 years	867	4.1
5 to 9 years	1,078	5.1
10 to 14 years	1,329	6.3
15 to 19 years	1,144	5.4
20 to 24 years	656	3.1
25 to 34 years	1,537	7.3
35 to 44 years	2,685	12.7
45 to 54 years	3,207	15.2
55 to 59 years	1,508	7.1
60 to 64 years	1,498	7.1
65 to 74 years	3,005	14.2
75 to 84 years	2,067	9.8
85 years and over	556	2.6
Median age (years)	48.8	(X)
18 years and over	17,072	80.8
Male	8,310	39.3
Female	8,762	41.5
21 years and over	16,586	78.5
62 years and over	6,567	31.1
65 years and over	5,628	26.6
Male	2,741	13.0
Female	2,887	13.7
RACE		
One race	20,523	97.1
White	19,634	92.9
Black or African American	32	0.2
American Indian and Alaska Native	452	2.1
Asian	147	0.7
Asian Indian	20	0.1
Chinese	29	0.1
Filipino	32	0.2
Japanese	18	0.1
Korean	26	0.1
Vietnamese	4	-
Other Asian 1	18	0.1
Native Hawaiian and Other Pacific Islander	24	0.1
Native Hawaiian	4	-
Guamanian or Chamorro	9	-
Samoan	-	-
Other Pacific Islander 2	11	0.1
Some other race	234	1.1
Two or more races	614	2.9
Race alone or in combination with one or more other races: 3		
White	20,231	95.7
Black or African American	59	0.3
American Indian and Alaska Native	861	4.1
Asian	196	0.9
Native Hawaiian and Other Pacific Islander	42	0.2
Some other race	387	1.8
Subject Number Percent		
HISPANIC OR LATINO AND RACE		
Total population	21,137	100.0
Hispanic or Latino (of any race)	761	3.6
Mexican	573	2.7
Puerto Rican	19	0.1

Cuban	5 -
Other Hispanic or Latino	164 0.8
Not Hispanic or Latino	20,376 96.4
White alone	19,206 90.9

RELATIONSHIP

Total population.	21,137 100.0
In households.	20,860 98.7
Householder	9,543 45.1
Spouse	5,205 24.6
Child.	4,415 20.9
Own child under 18 years	3,687 17.4
Other relatives	667 3.2
Under 18 years	245 1.2
Nonrelatives	1,030 4.9
Unmarried partner	500 2.4
In group quarters	277 1.3
Institutionalized population.	122 0.6
Noninstitutionalized population	155 0.7

HOUSEHOLD BY TYPE

Total households.	9,543 100.0
Family households (families).	6,180 64.8
With own children under 18 years	1,991 20.9
Married-couple family	5,205 54.5
With own children under 18 years	1,385 14.5
Female householder, no husband present	683 7.2
With own children under 18 years	433 4.5
Nonfamily households	3,363 35.2
Householder living alone	2,834 29.7
Householder 65 years and over	1,404 14.7
Households with individuals under 18 years	2,199 23.0
Households with individuals 65 years and over	3,889 40.8
Average household size.	2.19 (X)
Average family size.	2.66 (X)

HOUSING OCCUPANCY

Total housing units.	11,406 100.0
Occupied housing units	9,543 83.7
Vacant housing units.	1,863 16.3
For seasonal, recreational, or occasional use.	825 7.2
Homeowner vacancy rate (percent).	3.5 (X)
Rental vacancy rate (percent).	13.5 (X)

HOUSING TENURE

Occupied housing units	9,543 100.0
Owner-occupied housing units	6,962 73.0
Renter-occupied housing units	2,581 27.0
Average household size of owner-occupied units.	2.15 (X)
Average household size of renter-occupied units	2.27 (X)
- Represents zero or rounds to zero. (X) Not applicable.	

¹ Other Asian alone, or two or more Asian categories.

² Other Pacific Islander alone, or two or more Native Hawaiian and Other Pacific Islander categories.

³ In combination with one or more of the other races listed. The six numbers may add to more than the total population and the six percentages

may add to more than 100 percent because individuals may report more than one race.

Source: U.S. Census Bureau, Census 2000.

U.S. Census Bureau

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Curry County, Oregon

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject Number Percent

SCHOOL ENROLLMENT

Population 3 years and over

enrolled in school.	3,801 100.0
Nursery school, preschool	141 3.7
Kindergarten.	156 4.1
Elementary school (grades 1-8)	1,971 51.9
High school (grades 9-12)	1,070 28.2
College or graduate school	463 12.2

EDUCATIONAL ATTAINMENT

Population 25 years and over	16,168	100.0
Less than 9th grade	507	3.1
9th to 12th grade, no diploma	2,456	15.2
High school graduate (includes equivalency)	5,191	32.1
Some college, no degree	4,309	26.7
Associate degree	1,046	6.5
Bachelor's degree	1,571	9.7
Graduate or professional degree	1,088	6.7
Percent high school graduate or higher	81.7	(X)
Percent bachelor's degree or higher	16.4	(X)
MARITAL STATUS		
Population 15 years and over	17,909	100.0
Never married	2,331	13.0
Now married, except separated	11,181	62.4
Separated	269	1.5
Widowed	1,808	10.1
Female	1,292	7.2
Divorced	2,320	13.0
Female	1,231	6.9
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	254	100.0
Grandparent responsible for grandchildren	128	50.4
VETERAN STATUS		
Civilian population 18 years and over ..	17,048	100.0
Civilian veterans	3,943	23.1
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	3,655	100.0
With a disability	393	10.8
Population 21 to 64 years	10,800	100.0
With a disability	2,992	27.7
Percent employed	58.0	(X)
No disability	7,808	72.3
Percent employed	69.6	(X)
Population 65 years and over	5,598	100.0
With a disability	2,232	39.9
RESIDENCE IN 1995		
Population 5 years and over	20,269	100.0
Same house in 1995	10,597	52.3
Different house in the U.S. in 1995	9,524	47.0
Same county	3,750	18.5
Different county	5,774	28.5
Same state	1,716	8.5
Different state	4,058	20.0
Elsewhere in 1995	148	0.7
Subject Number Percent		
NATIVITY AND PLACE OF BIRTH		
Total population	21,137	100.0
Native	20,359	96.3
Born in United States	20,196	95.5
State of residence	5,653	26.7
Different state	14,543	68.8
Born outside United States	163	0.8
Foreign born	778	3.7
Entered 1990 to March 2000	133	0.6
Naturalized citizen	478	2.3
Not a citizen	300	1.4
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	778	100.0
Europe	371	47.7
Asia	97	12.5
Africa	5	0.6
Oceania	45	5.8
Latin America	125	16.1
Northern America	135	17.4
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	20,269	100.0
English only	19,177	94.6

Language other than English	1,092	5.4
Speak English less than 3very well ³	227	1.1
Spanish	504	2.5
Speak English less than 3very well ³	109	0.5
Other Indo-European languages	432	2.1
Speak English less than 3very well ³	83	0.4
Asian and Pacific Island languages	83	0.4
Speak English less than 3very well ³	20	0.1
ANCESTRY (single or multiple)		
Total population	21,137	100.0
<i>Total ancestries reported</i>	<i>23,405</i>	<i>110.7</i>
Arab	3	-
Czech ¹	112	0.5
Danish	224	1.1
Dutch	769	3.6
English	3,375	16.0
French (except Basque) ¹	927	4.4
French Canadian ¹	184	0.9
German	4,446	21.0
Greek	43	0.2
Hungarian	70	0.3
Irish	2,909	13.8
Italian	683	3.2
Lithuanian	11	0.1
Norwegian	884	4.2
Polish	248	1.2
Portuguese	280	1.3
Russian	98	0.5
Scotch-Irish	543	2.6
Scottish	807	3.8
Slovak	-	-
Subsaharan African	11	0.1
Swedish	662	3.1
Swiss	194	0.9
Ukrainian	39	0.2
United States or American	1,725	8.2
Welsh	305	1.4
West Indian (excluding Hispanic groups)	55	0.3
Other ancestries	3,798	18.0

-Represents zero or rounds to zero. (X) Not applicable.

¹The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian.

French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

U.S. Census Bureau

Table DP-3. Profile of Selected Economic Characteristics: 2000

Geographic area: Curry County, Oregon

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject Number Percent

EMPLOYMENT STATUS

Population 16 years and over	17,625	100.0
In labor force	8,683	49.3
Civilian labor force	8,612	48.9
Employed	7,981	45.3
Unemployed	631	3.6
Percent of civilian labor force	7.3	(X)
Armed Forces	71	0.4
Not in labor force	8,942	50.7
Females 16 years and over	9,022	100.0
In labor force	4,158	46.1
Civilian labor force	4,141	45.9
Employed	3,880	43.0
Own children under 6 years	938	100.0
All parents in family in labor force	626	66.7
COMMUTING TO WORK		
Workers 16 years and over	7,831	100.0
Car, truck, or van -- drove alone	5,829	74.4
Car, truck, or van -- carpooled	1,013	12.9

Public transportation (including taxicab)	23	0.3
Walked	299	3.8
Other means	88	1.1
Worked at home	579	7.4
Mean travel time to work (minutes) ¹	14.4	(X)
Employed civilian population		
16 years and over	7,981	100.0
OCCUPATION		
Management, professional, and related occupations	2,150	26.9
Service occupations	1,607	20.1
Sales and office occupations	1,978	24.8
Farming, fishing, and forestry occupations	283	3.5
Construction, extraction, and maintenance occupations	849	10.6
Production, transportation, and material moving occupations	1,114	14.0
INDUSTRY		
Agriculture, forestry, fishing and hunting, and mining	543	6.8
Construction	630	7.9
Manufacturing	555	7.0
Wholesale trade	117	1.5
Retail trade	1,197	15.0
Transportation and warehousing, and utilities	335	4.2
Information	209	2.6
Finance, insurance, real estate, and rental and leasing	358	4.5
Professional, scientific, management, administrative, and waste management services	584	7.3
Educational, health and social services	1,398	17.5
Arts, entertainment, recreation, accommodation and food services	1,096	13.7
Other services (except public administration)	394	4.9
Public administration	565	7.1
CLASS OF WORKER		
Private wage and salary workers	5,123	64.2
Government workers	1,531	19.2
Self-employed workers in own not incorporated business	1,258	15.8
Unpaid family workers	69	0.9
Subject Number Percent		
INCOME IN 1999		
Households	9,554	100.0
Less than \$10,000	1,283	13.4
\$10,000 to \$14,999	915	9.6
\$15,000 to \$24,999	1,751	18.3
\$25,000 to \$34,999	1,545	16.2
\$35,000 to \$49,999	1,623	17.0
\$50,000 to \$74,999	1,519	15.9
\$75,000 to \$99,999	452	4.7
\$100,000 to \$149,999	279	2.9
\$150,000 to \$199,999	103	1.1
\$200,000 or more	84	0.9
Median household income (dollars)	30,117	(X)
With earnings	5,924	62.0
Mean earnings (dollars) ¹	36,370	(X)
With Social Security income	4,377	45.8
Mean Social Security income (dollars) ¹	11,773	(X)
With Supplemental Security Income	448	4.7
Mean Supplemental Security Income (dollars) ¹	6,463	(X)
With public assistance income	362	3.8
Mean public assistance income (dollars) ¹	3,111	(X)
With retirement income	2,700	28.3
Mean retirement income (dollars) ¹	17,569	(X)
Families	6,225	100.0
Less than \$10,000	457	7.3
\$10,000 to \$14,999	371	6.0
\$15,000 to \$24,999	1,017	16.3

\$25,000 to \$34,999.	1,204	19.3
\$35,000 to \$49,999.	1,214	19.5
\$50,000 to \$74,999.	1,254	20.1
\$75,000 to \$99,999.	355	5.7
\$100,000 to \$149,999.	207	3.3
\$150,000 to \$199,999.	87	1.4
\$200,000 or more	59	0.9
Median family income (dollars)	35,627	(X)
Per capita income (dollars):	18,138	(X)
Median earnings (dollars):		
Male full-time, year-round workers.	31,772	(X)
Female full-time, year-round workers	22,416	(X)

Subject
Number
below
poverty
level
Percent
below
poverty
level

POVERTY STATUS IN 1999

Families	601	9.7
With related children under 18 years.	300	13.6
With related children under 5 years.	84	14.0
Families with female householder, no husband present	197	32.2
With related children under 18 years.	187	40.9
With related children under 5 years.	60	54.1
Individuals	2,554	12.2
18 years and over	2,011	11.8
65 years and over	596	10.6
Related children under 18 years	527	13.6
Related children 5 to 17 years	421	13.9
Unrelated individuals 15 years and over.	1,012	23.8

-Represents zero or rounds to zero. (X) Not applicable.

†If the denominator of a mean value or per capita value is less than 30, then that value is calculated using a rounded aggregate in the numerator.

See text.

Source: U.S. Bureau of the Census, Census 2000.

U.S. Census Bureau

Table DP-4. Profile of Selected Housing Characteristics: 2000

Geographic area: Curry County, Oregon

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text.]

Subject	Number	Percent
Total housing units.	11,406	100.0
UNITS IN STRUCTURE		
1-unit, detached.	6,356	55.7
1-unit, attached	324	2.8
2 units	372	3.3
3 or 4 units	259	2.3
5 to 9 units	187	1.6
10 to 19 units	213	1.9
20 or more units	261	2.3
Mobile home.	2,978	26.1
Boat, RV, van, etc	456	4.0
YEAR STRUCTURE BUILT		
1999 to March 2000	232	2.0
1995 to 1998	1,021	9.0
1990 to 1994	1,612	14.1
1980 to 1989	2,255	19.8
1970 to 1979	2,692	23.6
1960 to 1969	1,485	13.0
1940 to 1959	1,689	14.8
1939 or earlier	420	3.7
ROOMS		
1 room	300	2.6

2 rooms	790 6.9
3 rooms	1,182 10.4
4 rooms	2,230 19.6
5 rooms	2,824 24.8
6 rooms	2,092 18.3
7 rooms	1,089 9.5
8 rooms	514 4.5
9 or more rooms	385 3.4
Median (rooms)	4.9 (X)
Occupied housing units	9,543 100.0
YEAR HOUSEHOLDER MOVED INTO UNIT	
1999 to March 2000	2,085 21.8
1995 to 1998	2,732 28.6
1990 to 1994	1,792 18.8
1980 to 1989	1,909 20.0
1970 to 1979	749 7.8
1969 or earlier	276 2.9
VEHICLES AVAILABLE	
None	576 6.0
1	3,405 35.7
2	3,922 41.1
3 or more	1,640 17.2
HOUSE HEATING FUEL	
Utility gas	9 0.1
Bottled, tank, or LP gas	426 4.5
Electricity	7,649 80.2
Fuel oil, kerosene, etc	47 0.5
Coal or coke	--
Wood	1,334 14.0
Solar energy	3 -
Other fuel	69 0.7
No fuel used	6 0.1
SELECTED CHARACTERISTICS	
Lacking complete plumbing facilities	82 0.9
Lacking complete kitchen facilities	87 0.9
No telephone service	265 2.8
Subject Number Percent	
OCCUPANTS PER ROOM	
Occupied housing units	9,543 100.0
1.00 or less	9,222 96.6
1.01 to 1.50	179 1.9
1.51 or more	142 1.5
Specified owner-occupied units	3,867 100.0
VALUE	
Less than \$50,000	99 2.6
\$50,000 to \$99,999	769 19.9
\$100,000 to \$149,999	1,109 28.7
\$150,000 to \$199,999	815 21.1
\$200,000 to \$299,999	688 17.8
\$300,000 to \$499,999	305 7.9
\$500,000 to \$999,999	80 2.1
\$1,000,000 or more	2 0.1
Median (dollars)	148,000 (X)
MORTGAGE STATUS AND SELECTED MONTHLY OWNER COSTS	
With a mortgage	2,040 52.8
Less than \$300	10 0.3
\$300 to \$499	152 3.9
\$500 to \$699	401 10.4
\$700 to \$999	623 16.1
\$1,000 to \$1,499	573 14.8
\$1,500 to \$1,999	211 5.5
\$2,000 or more	70 1.8
Median (dollars)	908 (X)
Not mortgaged	1,827 47.2
Median (dollars)	260 (X)
SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN 1999	
Less than 15.0 percent	1,634 42.3

15.0 to 19.9 percent	450 11.6
20.0 to 24.9 percent	449 11.6
25.0 to 29.9 percent	308 8.0
30.0 to 34.9 percent	268 6.9
35.0 percent or more	729 18.9
Not computed	29 0.7
Specified renter-occupied units	2,503 100.0

GROSS RENT

Less than \$200	119 4.8
\$200 to \$299	181 7.2
\$300 to \$499	642 25.6
\$500 to \$749	910 36.4
\$750 to \$999	285 11.4
\$1,000 to \$1,499	91 3.6
\$1,500 or more	43 1.7
No cash rent	232 9.3
Median (dollars)	550 (X)

**GROSS RENT AS A PERCENTAGE OF
HOUSEHOLD INCOME IN 1999**

Less than 15.0 percent	317 12.7
15.0 to 19.9 percent	335 13.4
20.0 to 24.9 percent	400 16.0
25.0 to 29.9 percent	263 10.5
30.0 to 34.9 percent	222 8.9
35.0 percent or more	698 27.9
Not computed	268 10.7

-Represents zero or rounds to zero. (X) Not applicable.

Source: U.S. Bureau of the Census, Census 2000.

U.S. Census Bureau