

Introduction

To position the workforce system for relevance and growth, there must be clarity about what WorkSource Oregon is at both the state and local levels, what it offers, and how existing partnerships bear a shared responsibility to create value to additional partners in the future. Leaders from partner agencies were pulled together for a three-day work-session to develop that framework. The outcome is the WorkSource Oregon Operational Standards. They provide the minimum-level content/services(s) required to be available at all WSO centers. They also build in an accountability mechanism to ensure that this effort will come to fruition across the entire state. Finally, they offer an opportunity to work together to continually improve the system engage new partners and better serve Oregon job seekers, workers and businesses.

Exploratory Services

The focus and intent of this service is two-fold: First, this standard creates the expectation that WSO staff greet all customers warmly and immediately as they enter the center, listen for the customer's need and direct them to the appropriate staff resource for a one-on-one interview. Second, for customers needing Exploratory Services the focus continues to be on listening to the needs of the customer and applying appropriate WSO and community solutions. Customers working in Exploratory Services in many cases will be required to register with WSO through a program affiliation (Unemployment Insurance as one example) or are new to WSO and are curious about all the products and services available at WSO.

Exploratory	Standard	Customer Experience	Potential Center Considerations
E2	All WSO centers will have adequate staff capacity at reception to listen and guide all customers toward a value-added service; and to ensure that all customers required to register or interested in pursuing Career and/or Training Services are engaged in a customized one-on-one meeting with staff within 15 minutes of their greeting.	<ul style="list-style-type: none"> Customers enter WSO Center and are greeted immediately and warmly by WSO staff. 	<ul style="list-style-type: none"> How to determine adequate staffing? What is the customer routing process at the Greeter that meets this standard? Customer Service and Active Listening training for Greeter staff.
E3	All customers entering a center will be greeted within one minute. Greeters will query/probe customers about their reason for coming into the center (What brought you in today? How can I help you? What are your needs?).	<ul style="list-style-type: none"> Customers interact with WSO staff as quickly as possible and explain their reason for visiting the center. 	<ul style="list-style-type: none"> What is our process to acknowledge everyone as they come in the center? What are the right triage questions to understand the customer's needs?
E4	After listening, staff will inform customers of available services and propose options/guide customers toward next steps. This may be access to the resource room, a	<ul style="list-style-type: none"> Customer receives next steps according to their stated need(s). 	<ul style="list-style-type: none"> This is similar to previous expectations for the Welcome Team.

	referral to a partner agency, or queued for a customized one-on-one conversation with the next available staff.		<ul style="list-style-type: none"> • What has changed in the new process that we need to adapt to?
E5	Customers needing to register with the labor exchange system, or interested in pursuing Career or Training Services will be provided a customized one-on-one engagement no more than 15 minutes after the initial greeting.	<ul style="list-style-type: none"> • Customer is directed to the appropriate WSO staff within 15-minutes of triage. 	<ul style="list-style-type: none"> • Staffing and customer flow in place to meet this standard. • What is the plan during times of high customer volume to meet the standard?
E6	At the one-on-one, staff will review, assist with, or conduct basic registration; provide additional information about available services; listen to customer needs; and provide guidance on next steps based on needs and interests.	<ul style="list-style-type: none"> • Customer explains reason for visit and is assessed by WSO staff for appropriate services. 	<ul style="list-style-type: none"> • What are the elements of the basic registration? • How will staff discern between a basic registration and complete enrollment?
E7	Registration information for customers engaging in services will be provided just-in-time based on what is required at any given time rather than all customers going through the same registration process as a first step coming in the door.	<ul style="list-style-type: none"> • Customer is registered/enrolled by WSO staff depending on customer's stated need(s). 	<ul style="list-style-type: none"> • How will staff discern between a basic registration and complete enrollment?
E8	At the one-on-one, next steps will be articulated and documented.	<ul style="list-style-type: none"> • Customer receives options for their next steps. 	<ul style="list-style-type: none"> • What is available in your product box to support customer's goals? • Which customer information gets documented into which data system?
E9	As customers engage in services, appropriate expectations are set, additional registration elements are collected and next steps are planned and scheduled. Staff provides LMI and referral to appropriate resources and partner services.	<ul style="list-style-type: none"> • Customer engages with WSO staff and selects the next steps most appropriate for their situation. 	<ul style="list-style-type: none"> • What is available in your product box to support customer's goals? • Which customer information gets documented into which data system?
E10	Technology Survey		

E11	Each time customers engage in services, appropriate registration elements are collected and next steps are planned and scheduled.	<ul style="list-style-type: none"> • Customer returns for services. 	<ul style="list-style-type: none"> • What are considered Exploratory services for staff to record in the data systems? • Is there a list of Exploratory services created in the data systems?
E12	At least one Exploratory Service will be provided to each customer at each visit resulting in all customers receiving a value-added service prior to their departure.	<ul style="list-style-type: none"> • No action from the customer is required. 	<ul style="list-style-type: none"> • What are considered Exploratory services for staff to record in the data systems? • Is there a list of Exploratory services created in the data systems?

Career Services

The focus and intent of this service are to focus on a person's readiness to work and provide employment statistics information to inform career goals and opportunities for advancement in occupations. Key values provided to jobseekers through provision of Career Services are to ensure they know their skills, know how their skills match the labor market, and know which tools are available for them to acquire the skills needed to be competitive.

Career	Standard	Customer Experience	Potential Center Considerations
C1	Assessments of skill levels (including literacy, numeracy, English language proficiency, soft skills, hard skills, and transferable skills), aptitudes (including interests and aptitudes for non-traditional jobs), abilities (including skills gaps), career interests, employment barriers, and supportive service needs will be conducted. Assessment should be a customer-centered, diagnostic evaluation of the person's situation and needs related to work and the local labor market, including employment barriers, prior work experience, education, attitudes toward work, motivation, behavior patterns affecting employment potential, employability, and financial literacy. Assessment will include the validation of existing skills, realizing that jobseekers know what their skills are. Information should be gathered from multiple sources including observations and personal interviews.	<ul style="list-style-type: none"> Customer participates in WSO recommended assessment(s). 	<ul style="list-style-type: none"> Does WSO staff have adequate assessment skills and products to meet the customer's need? What is a customer-centered diagnostic evaluation? What is our process to validate existing skills? What is the process to discover attitudes toward work, motivation, employability and behavior patterns affecting employment potential?
C2	Progressive assessment will be provided, as-needed, to inform provision of services on an ongoing basis; and is not limited to a specific point in time or program participation	<ul style="list-style-type: none"> Customer shares information with WSO staff about their ongoing need(s). 	<ul style="list-style-type: none"> Is WSO staff adequately trained to create clear, brief and accurate notes?
C3	Staff will assist jobseekers with accessing, interpreting and implementing appropriate career planning tools to help them make informed decisions about career pathways, and in an effort to make sure they are successful and their expectations are realistic.	<ul style="list-style-type: none"> Customer receives information related to their career planning needs. 	<ul style="list-style-type: none"> What career planning tools does the center use? Do all WSO staff understand career pathways to provide customer support?
C4	Every center must provide career planning services and be able to help jobseekers identify and reach career goals. Career planning will include career exploration, interest and skill assessments, and provision of	<ul style="list-style-type: none"> Customer discusses their career goals and will receive information on the services available at WSO or through 	<ul style="list-style-type: none"> Does career planning include career exploration, interest and skill assessments, and provides occupational and training

	occupational and training information that inform current trends in the job market.	the community that meet their career planning needs.	information?
C5	Career planning efforts will align with LMI and local sector strategies.	<ul style="list-style-type: none"> • Customer will receive LMI information to support career planning efforts and be connected with local sector strategies if appropriate. 	<ul style="list-style-type: none"> • Are WSO staff skilled in providing LMI information to support career planning? • How might we connect customers to local sector strategies?
C6	Centers will provide career planning workshops and/or individual assistance.	<ul style="list-style-type: none"> • Customers will have a variety of career planning workshops available to participate in. • Customers may also receive individual career planning services. 	<ul style="list-style-type: none"> • What are our career planning workshops? • Are they relevant to the current market? • How do we provide individual career planning services?
C7	One outcome of career planning is an Individual Employment Plan (IEP). It will include training options research (ETPL, CIS content, QualityInfo.org, and LMI), next steps for training, and resources; and will be used as a tool in job search efforts.	<ul style="list-style-type: none"> • Customer participates in career planning with WSO staff. • Customer receives IEP. 	<ul style="list-style-type: none"> • Are WSO staff trained on IEP development?
C8	Staff will teach customers the job search process— providing them with tools and knowledge so they are equipped to search for jobs in today’s market using the most thorough methods and strategies available, including: social media, online job boards, and networking in hidden and non-traditional job markets.	<ul style="list-style-type: none"> • Customers learn how to use current methods and strategies to search for work. 	<ul style="list-style-type: none"> • Are staff knowledgeable about current work search strategies that include social media, online job boards, and networking in hidden and non-traditional job markets?
C9	Staff will assist with application processes and documentation— résumés, cover letters, employment applications, and effective interviewing techniques.	<ul style="list-style-type: none"> • Customers will receive support with completing applications, résumés, cover letters, and employment applications. • Customers will learn how to apply effective interviewing techniques. 	<ul style="list-style-type: none"> • Are WSO staff trained to develop resumes with customers? • Do staff know when to assist customers completing job applications? • Does the center have information regarding effective interview techniques?
C10	Staff will gain and maintain familiarity with local employment needs in order to provide relevant job search support and assistance to jobseekers.	<ul style="list-style-type: none"> • Customer benefits from a wide-range of job search supports at the center. 	<ul style="list-style-type: none"> • How can the center maintain familiarity with their labor market to support customers?

C11	Job search assistance will be customized, customer-centered and may be provided individually or in workshop/group settings. Staff assisting jobseekers must be strategic and take into account a customer’s skills (including skills gaps), experience, and fit. Job search processes should be transformational for customers, not transactional.	<ul style="list-style-type: none"> • Customer receives personalized job search assistance that transforms the way the customer searches for work. • Customer receives this assistance individually or in group settings. 	<ul style="list-style-type: none"> • What is transformational job search verses transactional job search? • How do we train all WSO staff to provide transformational job search for customers?
C12	Skills validation is an essential function of WSO to ensure that customers referred for employment meet business needs and the requirements of jobs to which they are referred. Prior to referral staff will verify: intent to work/motivation, work history, employer-required licenses, credentials and hard skills, and essential skills/soft skills.	<ul style="list-style-type: none"> • Prior to referral to employment, the customer will verify their intent to work, provide their work history and all other requirements for the job being referred to. 	<ul style="list-style-type: none"> • What tools will WSO staff have to screen for these elements? • What form will the tools take in our center? (Paper, online)
C13	In addition to any employer-defined requirements, centers will implement local processes to validate skills, in collaboration with business and as part of assessment and recruitment efforts, in order to develop “pools” of qualified, work-ready candidates for vacant positions.	<ul style="list-style-type: none"> • Customers will be assessed for the center’s work-ready talent pool by WSO staff and are provided any necessary remediation. 	<ul style="list-style-type: none"> • What is the center’s criteria to enter the talent pool? • Are there multiple talent pools? • How are customers identified in the talent pool?
C14	WSO staff will play a direct role in connecting engaged jobseekers with employers—it is a responsibility of staff to place those customers who have engaged with the system, had their skills validated and are considered work-ready.	<ul style="list-style-type: none"> • Customer with validated skills and considered work-ready will be connected with employer(s) 	<ul style="list-style-type: none"> • What is the process for validating and documenting skills? • What is the center’s criteria for being “work-ready”?
C15	Staff providing placement assistance will understand the local talent pool available for referrals, and will manage the “pool” of available work-ready jobseekers—prioritizing based on business needs and investment strategies outlined in the local plan.	<ul style="list-style-type: none"> • Once in the talent pool, customers will be actively managed to employment. 	<ul style="list-style-type: none"> • What is the process to actively manage each customer in talent pool? • How does the center prioritize the talent according to investment strategies in the local plan?

C16	Referral to job openings is a pre-placement activity and staff is expected to refer only quality/work-ready individuals. Effective job matching requires staff to ensure that skills have been validated through the approved process and that the customer is a good “fit” for the position and workplace environment prior to referral.	<ul style="list-style-type: none"> Customers determined to be work-ready will receive job notifications for positions they are both qualified and determined a good “fit” based on employer information. 	<ul style="list-style-type: none"> How do WSO determine good “fit” based on employer information?
C17	Placement activities must include a feedback mechanism between WSO and employers. Employer feedback will be solicited to validate/concur with the readiness/quality of referrals. That feedback will be shared with career development staff to improve the supply and quality of available candidates.	<ul style="list-style-type: none"> The hiring employer (customer) provides feedback to WSO which is used to continuously improve the readiness and quality of referred customers. 	<ul style="list-style-type: none"> What is the feedback process to meet this standard?
C18	LLTs will develop feedback mechanisms, monitor outcomes, and make adjustments to local career and training services based on feedback received.	<ul style="list-style-type: none"> Employers and job seekers may be asked to provide feedback on process. 	<ul style="list-style-type: none"> What is the feedback process to meet this standard?

Training Services

The focus and intent of this service: Individuals determined to be in need of training to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment may be eligible to receive Training Services. Local areas may also prioritize training connected to sectors and target populations as part of the local plan, and will create opportunities for remediation.

Training	Standard	Customer Experience	Potential Considerations
T1	The workforce system is expected to increase investment in certifications that help people get jobs, and support the development and documentation of functional skills. There has been growth in the variety of skill building tools including on-line training and credentials, certification of new and existing skills, and work-based learning. All WSO centers are expected to build these types of tools into the menus of available training services and activities.	<ul style="list-style-type: none"> Customer is appropriately enrolled in a functional skill development activity/ activities that lead to a certification which helps them become employed. 	<ul style="list-style-type: none"> What certifications are available through WSO? How can a center connect customers to certification opportunities? What does an “increase investment in certifications” mean to the center?
T2	An IEP is required for all customers accessing Training Services. The IEP will be used to inform training needs, as well as to verify whether or not customers have the skills to be successful in training prior to enrollment into the training program.	<ul style="list-style-type: none"> Customer accessing training services will receive an IEP. 	<ul style="list-style-type: none"> What is the criteria for writing an IEP? Are staff trained in writing and delivering IEPs?
T3	Mechanisms must be in place to monitor the quality and effectiveness of training services both from outcome data and business/customer feedback.	<ul style="list-style-type: none"> Customer receives high quality and effective training services. 	<ul style="list-style-type: none"> What process is in place to evaluate the quality and effectiveness of training offered through the center?
T4	Local Boards will serve as a primary source of business intelligence to inform center priorities and investment strategies around training services.	<ul style="list-style-type: none"> Customer can access training and occupations that are priority for the workforce system. 	<ul style="list-style-type: none"> What are center priorities around training services? What are the center priorities around investment strategies? What is the process to connect customers with priority training that meets local investment strategies?
T5	Adult Education and Literacy activities; including activities of English language acquisition, integrated education and training programs, and workforce	<ul style="list-style-type: none"> Customer can access Adult Education and Literacy activities through the center. 	<ul style="list-style-type: none"> How will your center connect customers to Adult Education and Literacy services?

	preparation activities (as defined under Title II) will be available through WSO centers.		<ul style="list-style-type: none"> • What local resources are available to meet this standard?
T6	All centers will offer staff-assisted talent development workshops to teach essential skills for work readiness including (at a minimum): resume development, basic computer skills, interviewing skills, networking/social media use, and soft skills.	<ul style="list-style-type: none"> • Customer accesses the same work readiness information no matter which WSO center they visit. 	<ul style="list-style-type: none"> • Does the center have resume, basic computer, interviewing, networking/social media and soft skills workshops?
T7	All WSO centers will offer NCRC preparation assistance and NCRC testing on-site for customers.	<ul style="list-style-type: none"> • Customer can access NCRC preparation courses and take the NCRC test on-site. 	<ul style="list-style-type: none"> • Does the center offer NCRC preparation and on-site testing?
T8	Talent development workshops and activities will be required of participants assessed as lacking work readiness skills prior to receiving a staff referral for employment.	<ul style="list-style-type: none"> • Customers lacking work readiness skills have the opportunity to improve and become work-ready. 	<ul style="list-style-type: none"> • Which talent development workshops and activities are required for customers to be considered work-ready?
T9	Though types and amounts may vary, all local areas will provide skill development based on structured, written curriculum designed to address gaps, develop new skills and advance toward attainment of industry-recognized and post-secondary credentials.	<ul style="list-style-type: none"> • Customer has accessed skill development activities that lead them to employment. 	<ul style="list-style-type: none"> • What is the center's structured, written curriculum to meet this standard? • Does the curriculum need to be developed?
T10	All centers will have online skills development tools available for customers (links to resources) in addition to in-person training, both of which will be delivered by approved providers. Staff will assist jobseekers with assessing and accessing these services and may be engaged in monitoring and testing to measure customer progress.	<ul style="list-style-type: none"> • Customers, either on their own or with WSO staff assistance, access online skill development tools through WSO. 	<ul style="list-style-type: none"> • What are the center's online skill development tools? • What is the process for WSO staff to assist customers to access the tools?
T11	All centers will make work-based opportunities available to customers in accordance with local area plans and investment strategies.	<ul style="list-style-type: none"> • Customers will know what work-based opportunities are available through the center. 	<ul style="list-style-type: none"> • What work-based opportunities are available through the center? • How will WSO staff ensure these opportunities are available to customers?

T12	Staff will pursue OJT opportunities with employers and make appropriate OJT-related referrals for work-ready jobseekers.	<ul style="list-style-type: none"> • Customers will know about and have access to OJT opportunities. 	<ul style="list-style-type: none"> • Does the center have a process to secure OJTs? • How does the customer know the center has OJT opportunities available?
T13	LLTs and/or WSO staff will research opportunities and develop relationships with local apprenticeship programs and training centers to make this training model available to customers.	<ul style="list-style-type: none"> • Customers will have information regarding local apprenticeship programs. 	<ul style="list-style-type: none"> • How will the center ensure customer know about apprenticeship programs?
T14	Work experiences that are linked to careers will be provided at all WSO centers.	<ul style="list-style-type: none"> • Customers will know about and have access to work experience opportunities. 	<ul style="list-style-type: none"> • What work experience opportunities are available?
T15	Work-based learning opportunities should be marketed by both training and business service staff. Staff will pursue opportunities with employers and make appropriate referrals for work-ready jobseekers.	<ul style="list-style-type: none"> • Work-ready customers know about and have access to work-based learning opportunities. 	<ul style="list-style-type: none"> • How will customers learn about available work-based learning opportunities? • What is the center’s plan to market work-based opportunities? • What is the center’s strategy to develop openings and place customers in work-based opportunities?
T16	Local Boards will coordinate work-based learning opportunities across partner agencies to ensure maximization of employer contact and avoid business-contact fatigue.	<ul style="list-style-type: none"> • No action from the customer is required. 	<ul style="list-style-type: none"> • How will local boards coordinate work-based learning opportunities across partner agencies while avoiding business fatigue?
T17	Local Boards will research opportunities and develop relationships with local businesses and partners (including apprenticeship programs and training centers) to make these training models available to customers.	<ul style="list-style-type: none"> • No action from the customer is required. 	<ul style="list-style-type: none"> • How will the center connect customers to the opportunities created by the local board?
T18	Feedback mechanisms between Training Services and placement functions must be in place to ensure that the training being provided is meeting the needs of business.	<ul style="list-style-type: none"> • Customer may be surveyed for feedback to include in determination regarding the quality of training received. 	<ul style="list-style-type: none"> • Is there an effective feedback mechanism in place? • If not, what needs to happen to ensure this is in place?

Business Services

The focus and intent of this service is connecting employers to qualified candidates. Comprehensive Business Services will be offered through WSO centers to ensure that WSO is providing a value-added service to businesses and is supporting local sector strategies and investment priorities.

Business	Standard	Customer Experience	Potential Considerations
B1	The most important Business Services WSO provides is connecting employers to qualified candidates. Comprehensive Business Services will be offered through WSO centers to ensure that WSO is providing a value-added service to businesses and is supporting local sector strategies and investment priorities.	<ul style="list-style-type: none"> Customer benefits from the variety of services and activities that make them well-qualified for each position WSO refers them. 	<ul style="list-style-type: none"> Should the center map its comprehensive business services to ensure compliance with this standard? What does “value-added service to business” mean for the center’s referral process?
B2	Staff will be knowledgeable and responsive to business and workforce needs of the local area, how these align with local sector strategies, and protocols to access recruitment processes and other services.	<ul style="list-style-type: none"> Customers benefit by receiving accurate and timely information about the local labor market from WSO staff. 	<ul style="list-style-type: none"> What is the process to gather and disseminate information about the local labor market, local sector strategies and recruitment services to job seeking customers?
B3	All WSO centers will provide appropriate recruitment and other business services on behalf of employers, including small employers, in the local area.	<ul style="list-style-type: none"> Customers benefit by consuming recruitment services offered by WSO. Businesses benefit by receiving qualified, work-ready applicants from WSO. 	<ul style="list-style-type: none"> Does the center provide recruitment services appropriate for large, mid- and small-size employers? How does service delivery differ for large, mid- and small-sized employers?
B4	WSO staff conducting Recruitment Services will work closely with staff providing skills validation, training, and career placement functions to access the appropriate talent pool for the position(s) being recruited.	<ul style="list-style-type: none"> Customers will benefit by returning to work through a coordinated WSO effort. 	<ul style="list-style-type: none"> How do WSO staff working with four different services coordinate together for the benefit of the employer and job seeker?
B5	Recruitment services will support targeted populations and Sector Strategies recruitments.	<ul style="list-style-type: none"> Targeted and non-targeted customers are connected to high-wage, high-demand occupations. 	<ul style="list-style-type: none"> What are the center’s target populations? What are the center’s sector strategies? How do they get connected?

B6	WSO staff will conduct an on-site employer visit prior to the start of the recruitment then send qualified candidates to the employer in a timely manner.	<ul style="list-style-type: none"> Employers can expect referrals from WSO that meet their needs, including “fit” when possible. Job seekers can expect referrals that return them to work that meets their skill set and work aptitudes. 	<ul style="list-style-type: none"> What is the center’s process for visiting an employer’s work-site and then selecting qualified candidates?
B7	The WSO referral-to-hire ratio is a target of 5:1, unless otherwise specified by employer.	<ul style="list-style-type: none"> The employer interviews only the top talent for the opening. The job seeker is qualified and only one of a few candidates selected to interview, thereby increasing their chances of success. 	<ul style="list-style-type: none"> What process can be developed to ensure the center meets the standard?
B8	Placement and recruitment activities must include a feedback mechanism between the WSO and employers. Employer feedback will be solicited to validate/concur with the readiness/ quality of referrals.	<ul style="list-style-type: none"> The employer’s feedback on the recruitment process is critical to continuous improvement and quality outcomes. 	<ul style="list-style-type: none"> Does the center have a feedback mechanism in place? If not, what might a feedback mechanism look like?
B9	LLTs will develop feedback mechanisms, monitor outcomes, and make adjustments to local career and training services based on feedback received.	<ul style="list-style-type: none"> Customers benefit when local leadership teams are consistently improving their local career and training services. 	<ul style="list-style-type: none"> Does the LLT have such a feedback mechanism in place? How might the LLT establish a feedback mechanism?
B10	Feedback will be shared with the Local Board to ensure continuous quality improvement.	<ul style="list-style-type: none"> Customers benefit when local boards are consistently improving the quality of services. 	<ul style="list-style-type: none"> Does the center have a process in place to share quality improvement with the local board?
B11	If made available in an area by a Local Board, training will take into account characteristics of participants in the program, relationship of the training to competitiveness of participants and employers, and other factors such as number of employees, wage and benefit levels, and existence of other training to support advancement	<ul style="list-style-type: none"> Employers could benefit from incumbent worker training provided by WSO. 	<ul style="list-style-type: none"> Does the local board offer incumbent worker training and take into account the elements mentioned in the standard? If not, how can the center

	opportunities. The cost will be shared with employers on a sliding scale based on employer size.		establish one?
B12	The WSO will utilize information gathered from business feedback to inform the need for incumbent worker training and will market available opportunities, as appropriate.	<ul style="list-style-type: none"> • Employers may improve their business by improving the skills of their existing workforce. • Job seekers may benefit from increased openings in the local area. 	<ul style="list-style-type: none"> • Does the center have a feedback mechanism to inform the need for incumbent worker training? • What might a feedback mechanism look like?
B13	WSO staff will provide services to employers for posting vacant positions in the local labor exchange system. Jobs may be entered via automated mechanisms, self-service features, or staff-assisted services.	<ul style="list-style-type: none"> • Employers have the option of listing their openings on their own or through the assistance of WSO staff. • Job seekers are presented with employment directly through WSO. 	<ul style="list-style-type: none"> • Does the center have business services staff qualified to enter listings in iMS? • Are there additional avenues to post the listing in the local area?
B14	WSO staff will be knowledgeable about available incentives in order to effectively market them to businesses	<ul style="list-style-type: none"> • Effectively marketing incentives to employers could increase the number of listings posted in the community. 	<ul style="list-style-type: none"> • Do WSO staff have the information and skills necessary to effectively market incentives to business?
B15	All local areas will provide Rapid Response activities to employers and workers when a layoff or closure is going to occur, is occurring or has occurred, in compliance with state and federal regulations.	<ul style="list-style-type: none"> • Employers and workers will be supported during a layoff or closure. 	<ul style="list-style-type: none"> • Does the local rapid response process support employers and workers?
B16	Rapid Response activities are time-sensitive and all LLTs will develop local protocols to ensure contact with affected parties within 48 hours of receiving notice of a layoff, closure or crisis event.	<ul style="list-style-type: none"> • Employers and workers will be served quickly to eliminate confusion and provide a path forward. 	<ul style="list-style-type: none"> • Does the local area deliver rapid response services in a timely manner? • What are the services provided at a rapid response? • Are an adequate number of staff trained to perform this function?

Co-Location		Customer Experience	Potential Considerations	Potential Center
CL1	In order to be designated as a WorkSource Oregon center, Wagner-Peyser employment service offices must be co-located with Title 1B one-stop centers. Plans will be developed and transitions in progress for all communities no later than July 2015. These transition processes will be complete no later than July 1, 2016. Please describe any potential barriers your area/center may face with this standard. For centers that are not co-located, please describe your plan for meeting this standard within the timeline.	<ul style="list-style-type: none"> Customers receive workforce services in one place in their community. Services provided at integrated WSO centers are robust and emphasize the strength of each partner. 	<ul style="list-style-type: none"> Is the center co-located with Wagner-Peyser and Title 1B partners? If not, what steps are necessary to meet this standard? 	
Alignment of Services		Customer Experience	Potential Considerations	Potential Center
AS1	In order to be designated as a WorkSource Oregon Center, services among Wagner-Peyser and Title 1B staff will be aligned resulting in seamless provision of services to customers. All operational functions, including supervision and management where appropriate, will be taken into consideration when developing a functional staffing plan for each center. Agreed-upon staffing plans (including methodology, roles and expectations) will be documented and may be solicited during program monitoring.	<ul style="list-style-type: none"> Customer is served by WSO staff who are trained to meet their need(s) without regard to who employs the WSO staff. 	<ul style="list-style-type: none"> Are all WSO FTE aligned to the four services regardless of who employs them? Are there opportunities for functional supervision in the center? Does the center have a functioning staffing plan? 	
AS2	All centers that are currently co-located will be compliant with Alignment of Services criteria no later than July 1, 2015. All WSO centers will have Alignment of Services in place by July 1, 2016.	<ul style="list-style-type: none"> No action required of customers. 	<ul style="list-style-type: none"> Is the center compliant with the standard? If not, what are next steps to meet the standard? 	
Branding		Customer Experience	Potential Considerations	Potential Center
BR1	WorkSource Oregon (WSO) is the accepted brand for WorkSource Oregon centers. All centers will adopt and execute this brand, in accordance with the Oregon Workforce Investment Board decisions from September 2007 and December 2008. These (brand standards) will be established no later than July 1, 2016.	<ul style="list-style-type: none"> Customers will be served consistently anywhere in the state by WSO centers. 	<ul style="list-style-type: none"> Has the center adopted the WSO brand according to OWIB's September 2007 and December 2008 decisions? If not, what are the next steps to achieve compliance? 	

BR2	LLTs will establish protocols to ensure that physical structures are kept clean, neat, professional, and reflective of an aligned and integrated environment. These protocols will be established no later than July 1, 2016.	<ul style="list-style-type: none"> Customers enjoy a professional environment at WSO to fulfill their employment goals. 	<ul style="list-style-type: none"> Are protocols in place and regularly monitored to ensure compliance with the standard?
BR3	LLTs will develop center/local area-specific professional standards which include expectations for acceptable work apparel. All sub-contractors providing WSO-funded services through the centers must comply with these standards and any additional local protocols established by LLTs. These will be established no later than July 1, 2016.	<ul style="list-style-type: none"> Customers enjoy a professional environment at WSO to fulfill their employment goals. Customers observe an example of professionalism in the workplace. 	<ul style="list-style-type: none"> How does the center define “professional standards”? Which WSO staff do the standards apply to?

Labor Market Info		Customer Experience	Potential Considerations	Potential Center
LMI1	LMI will inform sector strategies, career planning, training decisions, business engagement and placement services.	<ul style="list-style-type: none"> Customers use current economic data to make the best choices possible for their future. 	<ul style="list-style-type: none"> Are WSO staff trained to interpret and deliver LMI to customers? How might LMI inform sector strategies, career planning, business engagement and placement services? 	
LMI2	Staff will demonstrate use of quality data and LMI to inform decisions and provision of core center services and activities. Staff will explain the uses and benefits of LMI-related resources, assist jobseekers in accessing and interpreting tools and data in order to make informed career and education decisions, and will use LMI to coach job seekers toward higher wages.	<ul style="list-style-type: none"> Customers use current economic data to make the best choices possible for their future. 	<ul style="list-style-type: none"> Are WSO staff trained to interpret and deliver LMI to customers? How might LMI inform career and education decisions? How might LMI be used to coach job seekers toward higher wages? 	
LMI3	LMI will include information on in-demand industry sectors and occupations, non-traditional employment; information relating to job vacancies; career pathways, job skills necessary to obtain jobs; and local in-demand occupations including the earnings, skill requirements, and opportunities for advancement in such occupations.	<ul style="list-style-type: none"> Customers use current economic data to make the best choices possible for their future. 	<ul style="list-style-type: none"> Are staff trained to deliver and interpret LMI information and all of its varied applications? 	

Continuity of Service		Customer Experience	Potential Considerations	Potential Center
COS1	For customers engaged in Career and/or Training Services, staff will adequately document customer interactions to ensure a continuity of services for customers regardless of which staff assists. Any WSO staff person is expected to be able to pick up where another staff left off at the previous customer engagement.	<ul style="list-style-type: none"> Customer should explain their circumstances once to WSO staff. WSO staff document pertinent information so that the customer's next visit is easily determined by any WSO staff through quality notes in the system. 	<ul style="list-style-type: none"> Do staff have clear guidance on which customer elements are entered into the appropriate system? Are staff in agreement on what constitutes a quality customer tracking note? What is a quality customer tracking note? Should we develop a process to evaluate customer tracking notes for quality? 	
Sectors		Customer Experience	Potential Considerations	Potential Center
SS1	Local Boards will identify targeted sectors as part of the planning process. Local Boards will develop service priorities and dedicate resources based on local plans and investment strategies. Strategies by Local Boards will focus on demand-side aspects including connections to economic development and regional priorities and the engagement of employers and industry groups.	<ul style="list-style-type: none"> Sector employers will receive a more intense and higher quality service. Job seekers have an opportunity to work in sector partnerships and earn higher wages. 	<ul style="list-style-type: none"> Has the board selected targeted sectors? Has the local board dedicated resources based on local plans and investment strategies? 	
SS2	Strategies by WSO will focus on the supply-side elements of a sector strategy, utilizing sector-based career pathways and training programs to prepare and connect qualified jobseekers and workers to high-demand sector-based occupations and careers.	<ul style="list-style-type: none"> Jobseekers are selected to be one of a few candidates. Employers receive highly-qualified candidates to select. 	<ul style="list-style-type: none"> What is the talent supply available to the center? How can we best connect talent with business? 	