



July 19, 2016

TO: WorkSource Oregon Local Leadership Teams

FROM: Karen Humelbaugh, Community Colleges and Workforce Development  
Andrew McGough, Worksystems, Inc.  
Jim Pfarrer, Oregon Employment Department

RE: WorkSource Oregon Operational Standards: Self-Assessment Results

Thank you for submitting your WSO Center's self-assessment results. The attached statewide graphic provides a current view of progress toward implementing the WSO Operational Standards. From this perspective, we are able to look across the state to identify trends of progress and promising practices as well as offer technical assistance where needed. Clearly, everyone is making significant progress! Nice work!

Below are a few recent highlights from each area gathered from the self-assessment process.

#### **Northwest**

- Branding - Service providers have different business cards, signage needs to be updated, Dress Code is being established for the area
- Finalizing guidelines defining our work-ready criteria
- Target populations are being defined for the area

#### **Southwest**

- Local board identified Youth as the target population.
- Local board selected Health Care, Manufacturing, Transportation, and Hospitality as target sectors.
- WSO Brookings co-location occurs July 18
- Developing area-wide LLT with "local" committees
- Meeting with DHS/VR to discuss colocation

#### **Southern**

- Alignment of Services implemented.
- WSO Medford one of six centers not co-located.
- A work-ready criterion is a work in progress.
- Sector partnerships identified.
- Target populations yet to be identified.

#### **East Cascades**

- Strategic Alignment Team (DHS, VR, ECWIB, OED leadership) has been formed to:
  - Ensure consistency across 10 counties for WSO standard implementation
  - Utilizing a customer-centric (business and job seeker) lens in decision making process
  - Deliberate and resolve pain points with WIOA implementation, WSO standards implementation and operations



- Serve as communication conduit with state and local leadership to ensure clarity on expectations and efforts Initial ECWIB discussions have included target populations, including but not limited to: Youth transitioning into the workforce, Low-Income (On Public Assistance) and possibly English learners, ex-offenders
- An official sector strategy launch is planned to take place before October 31, 2016
- Initial ECWIB discussions have included target populations, including but not limited to: Youth transitioning into the workforce, Low-Income (On Public Assistance) and possibly English learners, ex-offenders
- WSO Klamath Falls: The LLT and partners have a Central Oregon specific sector strategies of focus “Outdoor Gear”

#### **Eastern**

- Alternate locations are currently being examined, including co-locating within DHS in John Day.
- Functional supervision needs to be developed.
- Documentation of staffing plan in process.
- Required workshops are being researched and added.
- IEP document and process are in development.

#### **Portland Metro**

- Implementing WSO branding standards across the area.
- Local board selected the following as Targeted Populations:
  - Low-income persons
  - Basic skills deficient
  - Ex-Offenders
  - People with disabilities
  - English Language Learners
  - Homeless persons
  - Public housing residents
  - People of color
  - Veterans
  - Public assistance recipients (SNAP, TANF)
  - Youth disconnected from school or work
- Local board selected Advanced Manufacturing, Health Care, Construction, and Software/IT as their industry sector partnerships.

#### **Lane**

- We are seeking support from the WSO Standards team to help us better understand the states’ progress to support centers and the WSO Standards. Many things are shared in multiple venues and we have found that we are not all hearing the same information. We suggest the state provide a YearONE performance measure checklist to all the Areas. The work being done at the state level impacts how we implement the WSO Standards locally and to know what the state is working on to support the WSO Standards would be helpful.



### **Clackamas**

- Clackamas ILT will work with Multnomah/Washington County ILT's and WIB to assure that recruitment services are consistent. Currently-RBS is a regional pilot project and Business Services are not handled locally.
- Local board selected the following as Targeted Populations:
  - Individuals and Families Living in Poverty
  - Low-Income
  - English Second Language Learners
  - Individuals with Disabilities and Mental Health Challenges
  - Individuals with Background Issues
  - Long-term Unemployed
  - Veterans
  - Youth and Young Adults
  - Rural Communities
  - Communities of color
- Local board selected Advanced Manufacturing, Health Care, Software/IT, and Food Processing as their industry sector partnerships.

### **Mid-Valley**

- During the first three quarters of the 2015 Program Year the workgroups convened to develop processes and recommendations for LLT to comply with the WSO Standards and improve services offered in the Mid-Valley WorkSource centers. This period is referred to as Stage 1: Development.
- The one area in which we have selected "No" as our response is "Target populations are placed from talent pools to sector openings". The talent pool referred to in this standard is phase two of our work-ready, or talent pool development for the Mid-Valley. The Career Services workgroup will be making their recommendation for the development and management of the local talent pool in the next few weeks. When in place, it will take time to fine tune this process to ensure that we are connecting talent to sector specific openings.

We will continue to track our collective progress toward full implementation. We request that you submit an updated "YearONE Performance Measure Checklist" to [wsostandards@oregon.gov](mailto:wsostandards@oregon.gov) by close of business on Friday, September 30, 2016.

If you have any questions or concerns regarding the contents of this memo, please do not hesitate to contact the technical team at the same email.