



WorkSource Oregon Operational Standards Overview

Introduction: The workforce system in Oregon is undergoing significant structural alignment. This document is intended to provide a high-level overview of key changes occurring in the WorkSource Oregon (WSO) system. These new standards will be operational in co-located WSO centers by July 2015 and WSO centers that are not co-located by July 2016.

Background: 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.

Accountability: The WSO operational standards will be incorporated into state monitoring processes beginning in the program year 2015 monitoring season, and local areas (Local Boards and OED) will be held accountable to their successful implementation in each and every WSO location in the state.

Co-Location: The Workforce Innovation and Opportunity Act (WIOA) mandates that consistent with section 3(d) of the Wagner-Peyser Act (29 U.S.C. 49b(d)), and in order to improve service delivery, avoid duplication of services, and enhance coordination of services, including location of staff to ensure access to services in underserved areas, the Wagner-Peyser employment service offices shall be co-located with Title IB one-stop centers.

Branding: WorkSource Oregon 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. The brand is applicable to all signage, center décor, lobby/resource room kiosks, brochures, print materials, marketing materials, name tags, web and social media presence, business cards, e-mail signature blocks, telephone protocols, and other related applications for all WSO-funded activities and functions provided through the WSO centers.

Alignment of Services: Staff resources are allocated to support WSO operations and service delivery based on statewide standards, local delivery models and the overall resource pool available; regardless of funding source or employer of record. Through integration WSO staff works together as cross-agency teams, to provide seamlessly coordinated program services that meet the needs of customers and work together to achieve common outcomes.

Foundations of Services Delivery: In addition to the actual services provided to customers, there are foundational elements that crosscut and underlie the provision of WSO services to customers. Those elements are outlined below.

Labor Market Information: LMI will inform sector strategies, career planning, training decisions, business engagement and placement services. Staff will demonstrate use of quality data and LMI to inform decisions and provision of core center services and activities.

Continuity of Service: The goal is to provide the best customer-focused service possible through a continuity of services that are not dependent upon a customer returning to the same staff person. Any WSO staff person is expected to be able to pick up where another staff left off at the previous customer engagement.

Feedback Mechanisms: All centers will develop feedback mechanisms to ensure that services are driven by and are meeting business needs, and to ensure that internal communication among teams are operating on the same information and striving toward the same local expectations.

Sector 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 while 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.

WorkSource Oregon Services: WSO centers will organize and allocate resources that support the operation of an integrated and seamless service delivery system.

Exploratory Services are provided to determine where customers are on their journey to employment and/or training and where they want to be in the future. The intent is to listen to customers' needs and guide them toward their next steps based on individual needs rather than a one-size-fits-all approach of requiring formal assessments and processes for all customers coming into the center.

Career Services are those services that assess a person's readiness to work and provide employment statistics information to inform career goals and opportunities for advancement in occupations. Key benefits to jobseekers 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. Effective Career Services rely on assessment, development of a focused Individual Employment Plan (IEP), career planning and skills validation.

Training Services are provided to 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.

Business Services at a minimum, will include: recruitment services that support local sector strategies and target populations, utilize vetted talent pools for first consideration on job postings, customized training, incumbent worker training, job postings, incentives and rapid response.

Outcomes and Performance: WSO partners are responsible for shared system performance, measurements of achievement, and outcomes for service to a common customer. WIOA creates performance measures required for all core programs. Local workforce boards will regularly monitor and evaluate program performance. Programs will also be evaluated by independent third parties at least every four years.

For more detailed information regarding WorkSource Operational Standards, please contact:

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