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| **Area:** |  | **Center:** |  | **Date:** |  |

The responses to the Performance Measure Checklist are used to inform WSO leadership and stakeholders of the progress with standards implementation—to track on our improved success as a system and to be able identify trends that require additional attention, support and resource. Each of the areas below is identified in the standards. Local Leadership Teams should review the standards and all Standards References listed in the right-hand column before responding. To assist you, definitions of each option are listed below.

* Yes: A response of “Yes” means that a center has fully implemented the standard and meets requirements of *all* Standards References provided in the right-hand column. A center must be able to provide or demonstrate achievement of the standard where a “yes” response is indicated.
* In Progress: A response of “In Progress” means that a center has begun work toward implementation and/or has implemented some, but not all, of the Standards References provided in the right-hand column.
* No: A response of “no” means that a center has not begun work on this area and has not begun implementation of *any* of the Standards References provided in the right-hand column. If indicating “no,” please include any assistance that would be helpful and when you anticipate being yellow or green in the comments section.

EXAMPLE: A center has adopted the brand of WSO and has appropriate signage. However, the center has not developed professional standards. This would be marked as “In Progress.”

This form is fillable and there is a space for comments at the end of the form. If you have any questions regarding this checklist, please contact the technical assistance team at wsostandards@oregon.gov.

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| **Standard** | **Definition** | **Update** | **Standards Reference** |
| **Co-location** | In order to be designated as a WorkSource Oregon center, Wagner-Peyser employment service offices must be co-located with Title IB one-stop centers.  | [ ]  Yes[ ]  In Progress[ ]  No | CL1Pages 7, 25 |
| **Alignment of Services** | Total staff resources across both (W-P/Title 1) funding streams will be pooled together and allocated collectively to ensure all services are delivered in accordance with the requirements of these operational standards.  | [ ]  Yes[ ]  In Progress[ ]  No | AS - AS2Pages 7, 25 |
| **Standard** | **Definition** | **Update** | **Standards Reference** |
| **Branding** | * 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.
* Each LLT will establish protocols to ensure that physical structures are kept clean, neat, professional, and reflective of an aligned and integrated environment.
* Additionally, LLTs will develop center/local area-specific professional standards which include expectations for acceptable work apparel.
 | [ ]  Yes[ ]  In Progress[ ]  No | BR1 – BR3Page 7 |
| **Technology Infrastructure** | All WorkSource Oregon centers will maintain a standard level of technology to ensure comparable access to automated services for customers.  | [ ]  Yes[ ]  In Progress[ ]  No | N/APage 8 |
| **Local Leadership Team** | LLTs may consist of local board staff (conveners), OED Managers, Center Managers, contracted service provider management and staff, and representatives from engaged partners and stakeholders such as the Department of Human Services, Vocational Rehabilitation, community colleges, or Temporary Assistance for Needy Families (TANF).  | [ ]  Yes[ ]  In Progress[ ]  No | N/APages 5-6 |
| **Four Services*** *Exploratory*
* *Career*
* *Training*
* *Business*
 | Services provided through the WSO centers will be customer-centered to ensure value to each customer experience as close to the front of the customer flow as possible and at each point along the continuum of services. Rather, there are Career Services, Training Services and Business Services which may be accessed at any time based on customer needs.  | [ ]  Yes[ ]  In Progress[ ]  No | E2 – E12C1 – C18T1 – T18B1 – B16Pages 8-16 |
| **Labor Market Information** | Labor Market Information will inform sector strategies, career planning, training decisions, business engagement and placement services.  | [ ]  Yes[ ]  In Progress[ ]  No | LMI 1- LMI 3Pages 8, 26 |

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| **Standard** | **Definition** | **Update** | **Standards Reference** |
| **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. | [ ]  Yes[ ]  In Progress[ ]  No | COS 1Page 26 |
| **Work-Ready Criteria** | Customers will be designated as Work Ready once assessed by staff that they have: a general resume, demonstrated soft skills, demonstrated interview skills, addressed barriers to employment, acquired necessary application information and materials, networking/social media and basic computer skills appropriate for their career goals.  | [ ]  Yes[ ]  In Progress[ ]  No  | C16Page 19-20, 28-29 |
| **Talent Development** | Talent Development increases capacity for someone to learn and/or demonstrate work-related skills. It may include online training and assessment resources, or staff-led workshops and instruction.  | [ ]  Yes[ ]  In Progress[ ]  No | T6Pages 13-14, 22-24 |
| **Skills Validation** | Customers who have been determined Work Ready will be further assessed to ensure they are appropriate for the specific job referral and have been validated against all employer expectations for the position, including required work history, hard skills, certifications and licenses, and basic skills. | [ ]  Yes[ ]  In Progress[ ]  No | C-12 – C-13Pages 20-21, 28 |
| **Placement Assistance** | 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.  | [ ]  Yes[ ]  In Progress[ ]  No | C14 – C15Page 12 |
| **Recruitment Services** | Recruitment Services will support targeted populations and Sector Strategies recruitments. 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. | [ ]  Yes[ ]  In Progress[ ]  No | B1 – B6Page 15 |
| **Feedback Mechanism****(Job Referral)** | Placement and recruitment activities must include a feedback mechanism between the WSO and employers.  | [ ]  Yes[ ]  In Progress[ ]  No | C-17, B-8Pages 9, 12 14-15 |

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| **Standard** | **Definition** | **Update** | **Standards Reference** |
| **Feedback Mechanism****(Training)** | Mechanisms must be in place to monitor the quality and effectiveness of training services both from outcome data and business/customer feedback.  | [ ]  Yes[ ]  In Progress[ ]  No | C-18, T-3Pages 9, 13, 15 |
| **Target Populations placed from talent pool to any job** | Local workforce boards will identify target job-seeker populations to align resources to serve | [ ]  Yes[ ]  In Progress[ ]  No | B5Pages 13, 15 |
| **Sector Partnerships** | 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. | [ ]  Yes[ ]  In Progress[ ]  No | SS1 – SS2Pages 9, 28 |
| **Target populations are placed from talent pool to sector opening** | 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. | [ ]  Yes[ ]  In Progress[ ]  No | B5Page 15 |
| COMMENTS: |