

The Oregon Consortium & Oregon Workforce Alliance PY07 – PY08 Integrated Services Plan Modification

Action: Accept the integrated service plans for supporting the functional integration of Oregon Employment Department and WIA Title 1B services for regions 1, 6, 7, 9, 10, 11, 12, 13, 14 and approve their incorporation into a local unified plan modification for The Oregon Consortium.

In November of 2007, leadership from the Oregon Employment Department (OED), Department of Community Colleges and Workforce Development (CCWD) and the seven Oregon local workforce investment areas (LWIAs) met to explore the opportunities for enhancement of the Oregon workforce system known and WorkSource Oregon (WSO). Participants in the conversation agreed that it was time to implement an integrated service delivery system, with the intent to provide workforce investment activities that increase the employment, retention and earnings of participants and increase access to skill development opportunities, improve the quality of the workforce and enhance the productivity and global competitiveness of Oregon.

To this end, CCWD, OED and the LWIAs worked together to craft minimum standards for the delivery of a demand-driven, skill-based integrated service delivery system and articulated these in a Compass Policy. The integration minimums established are set in the context of state and local partnership realities. OED and CCWD as state agencies have certain statutory, fiduciary and management requirements as set forth by the Governor and legislature and these statewide oversight responsibilities cannot be waived. The LWIBs also have certain federal and state statutory requirements that must be recognized and made a part of the integration. The partners engaged in this integration strategy acknowledge the delicate balance of local and state interests in the new service integration model. The work to implement the Compass Policy is on-going. However, the plan is to have sufficient work completed to support the implementation of the new integrated services model on October 1, 2008.

The following integration minimums were taken from the Compass Policy, and summarize the nature and intent of the regional and TOC/OWA integrated services plan modifications.

- In order to increase the quality of services being delivered the following will be implemented:
 - Local workforce boards will adopt, implement, and continuously improve the local demand driven, skill based integrated services system that includes Wagner-Peyser, WIA Title 1B Adult and Dislocated Workers;
 - Elements of the Compass Policy will be embedded in all related workforce documents, including the Memorandum of Understanding (MOU), One Stop Agreements, and service contracts as appropriate;
 - A process for an integrated customer pool. All customers are registered using a common intake process;
 - Customers of WSO, WIA Title 1B Adult, Dislocated Worker, Trade Adjustment Assistance and Wagner-Peyser will be co-enrolled and count towards performance metrics;
 - An integrated staffing chart where staff are assigned by function rather than funding/program;

- And integrated customer flow that clearly defines a service delivery process with a sequence of demand-driven, universal services that does not emphasize program eligibility and program participation;
 - Functional supervision and staffing resource allocation will be determined locally by mutual agreement of OED and WIA Title 1B; and
 - Local boards have responsibility for overseeing the success of the local integrated systems as defined in the state approved local integrated services plan.
- A focus on skill and talent development of job seekers as well as current workers will include:
 - The promotion of an electronic initial standardized skill assessment to all customers at physical WSO locations;
 - An electronic initial standardized skill assessment available to self-service and customers registered on-line;
 - An electronic comprehensive menu of demand-driven skill enhancement products (including but not limited to occupational training); and
 - Matching of job seekers and current workers with occupational training opportunities when appropriate and beneficial.
 - Increasing wages, retention and advancement of Oregonians by:
 - A locally designed employer services team that has responsibility for connecting local employers to the one-stop system;
 - Using a variety of tools to match job seekers skills, interests and ability with high wage, high demand jobs; and
 - State-wide performance metrics to assure a demand-driven, skills-based integrated service delivery system will be developed. These measures will be in addition to the federal performance measures – which will be achieved through the integrated service delivery system.
 - A shared customer database will support the integrated service delivery system, meet federal requirements and provide sufficient management information.
 - A realigned and integrated service model:
 - Operates and depends upon state and local policies which are aligned;
 - Is a progressive system not stymied by federal legislation, action or in-action; and
 - Is driven by an incentive and sanctions policy based on achievements of performance metrics that go beyond USDOL Common Measures.

The attached regional integrated plans are intended to enhance the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. Furthermore, these plans are intended to provide the basis to systematically improve the coordination of Workforce Investment Act and Wagner-Peyser funded services to achieve improved customer outcomes and more efficient and effective customer service.

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