

State of Oregon: Workforce Innovation and Opportunity Act Annual Performance Report Narrative

Program Year 2023: July 1, 2023 – June 30, 2024

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I. INTRODUCTION

Program Year in Review

This report highlights innovative practices, achievements, and success stories from PY 2023. The examples included reflect the diverse programs of WorkSource Oregon (WSO) and staff's commitment to meet the often-challenging needs of Oregon's job seekers and businesses. As we reflect on the program year, please know that there are other equally important examples of WSO serving customers under the Workforce Innovation and Opportunity Act (WIOA) not covered here.

In summary, PY 2023 can best be characterized as another year of economic and operational stability following the pandemic disruptions that ended in PY 2021. This stability allowed WSO to continue operating its programs at full strength to serve the needs of businesses and job seekers and remain focused on helping underserved and underrepresented populations access critical reemployment and training programs.

This commitment to serving Oregonians, bolstered by a strong economy and historically low unemployment, helped Oregon exceed PY 2023 performance targets for WIOA Title I Adult and Dislocated Worker and WIOA Title III Wagner-Peyser (labor-exchange) programs. For the WIOA Title I Youth program, Oregon missed its targets in three of the five performance measures (see page 13 for PY 2023 performance measures and targets).

Despite the state's strong economic conditions, performance for many groups (such as WIOA Title I Youth) facing barriers to employment were often well below overall statewide averages. Some of these impacted groups include long-term unemployed, low-income individuals, displaced homemakers, homeless individuals, individuals with disabilities, and those experiencing re-entry following incarceration. Challenges in returning to work include lack of current and transferable skills, employment gaps, transportation, childcare, housing stability, and other factors that disproportionately affect underserved and underrepresented communities.

Going forward, the State will continue to provide reemployment services to job seekers in person and virtually, focusing on Unemployment Insurance claimants, migrant and seasonal farmworkers, Supplemental Nutrition Assistance Program (SNAP) recipients, Veterans, and other targeted populations. This work includes connecting job seekers with workforce partners that provide career development and workforce skills training opportunities for specific populations, such as dislocated workers. Innovative examples of this work include outreach to correctional institutions to provide one-on-one assistance to adults in custody and connect them to a WSO center prior to release, stationing Trade Act navigators in local WSO centers to provide job-placement assistance to Trade Act participants, and a new business model launched in 2023 to streamline and improve outreach efforts to migrant and seasonal farmworkers.

To further improve customer service and efficiency, the Oregon Employment Department (OED) Unemployment Insurance (UI) benefits division migrated to a new online claim system as part of OED's agency-wide Modernization Program. The new system, Frances Online, launched in March 2024. The launch was a significant event which impacted WSO centers across the state, as many WSO staff completed extensive training to assist claimant customers with setting up a Frances Online account, filing for benefits, and troubleshooting system access issues.

Another modernization project which began in PY 2023 is replacement of established computer systems for delivering employment services. Some key goals of this initiative include using modern, personalized services for businesses and job seekers, such as online self-service and mobile technology; providing more efficient and adaptable systems that allow quick response to customers' needs; sharing data securely with partners; and providing technology that is flexible enough to expand and support new workforce programs. Working closely with its workforce partners, OED plans to secure a vendor in 2025 for this project.

In closing, Oregon would like to stress that federal WIOA funding has not been sufficient to meet the workforce needs of our businesses and job seekers. As such, there is a reliance on supplemental funds, even for just the core federal WIOA programs, to better help those needing our services. This funding structure is largely responsible for the many achievements called out in this report.

Workforce Innovation and Opportunity Act (WIOA) in Oregon

Through WIOA's programs, local, civic, business, and workforce development leaders implement strategies that leverage funding and resources within their local communities, to prepare and match the skills of job seekers with the workforce demands of businesses. Many state agencies, partners, and stakeholders support workforce development, and education efforts across the state.

In Oregon, WIOA programs are administered by:

- Title I – Office of Workforce Investments, Higher Education Coordinating Commission
- Title II – Office of Community Colleges and Workforce Development, Higher Education Coordinating Commission
- Title III – Oregon Employment Department, Workforce Operations Division
- Title IV – Oregon Department of Human Services and the Oregon Commission for the Blind

This report was developed with assistance and collaboration from all the agencies above. (See Appendix for more information regarding Oregon's workforce partners.)

Oregon is part of the national workforce development system that is funded by the Workforce Innovation and Opportunity Act (WIOA), which authorizes local business-led workforce development boards to oversee workforce development services through a network of American Job Centers (or AJCs, also called One-Stop Career Centers). In Oregon, AJCs are branded as WorkSource Oregon centers. Oregon has an integrated, one-stop service delivery, built on a standardized model to provide a flexible, unified workforce education and training system that consistently exceeds customer expectations.

WorkSource Oregon

WorkSource Oregon (WSO) is a network of public and private partners who work together to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention, and advancement. Partners include all state agencies that administer the WIOA required core programs, and all of Oregon's local workforce development boards.

The operation of the centers is governed by the WorkSource Oregon Operational Standards, which provide the minimum-level content/services required to be available at all WSO centers/American Job Centers in Oregon, as we work toward development of a seamless, customer-facing service delivery system. The WSO Operational Standards include roles and responsibilities for workforce system partners, as well as guidance on system requirements and services.

II. REQUIRED COMPONENTS

Effectiveness in Serving Employers

Effectiveness in Serving Employers: Program Year 2022

Pilot Approaches	Numerator/Denominator	Rate
Employer Penetration Rate	7,692/191,930	4.0%
Repeat Business Customer Rate	4,917/12,931	38.0%

Effectiveness in Serving Employers: Program Year 2023

Pilot Approaches	Numerator/Denominator	Rate
Employer Penetration Rate	7,532/195,354	3.9%
Repeat Business Customer Rate	6,366/14,409	44.2%

Definitions of the two pilot measures used to evaluate Effectiveness in Serving Employers:

- Employer Penetration Rate - The percentage of establishments using core program services out of all Oregon establishments.
- Repeat Business Customer Rate - The percentage of employers receiving core program services more than once in the previous three years.

Oregon is exploring trends in this measure to identify any potential changes to its service delivery model and effects to future performance outcomes.

Program Evaluation and Research

Program Evaluations and Continuous Improvement

The WTDB's Continuous Improvement Committee (CIC) is charged with assessing the effectiveness of Oregon's public workforce development system, or [WorkSource Oregon](#). WorkSource Oregon is a system comprising public and private partners who work together to respond to workforce challenges faced by individuals and businesses across Oregon. Since being established through Oregon legislation in 2021, the CIC has completed an [Initial Assessment Report](#) (Coraggio Group, 2021) to address urgent issues and concerns resulting from the pandemic and a [Governance Assessment Report](#) (Coraggio, 2022). The Governance Assessment report included four Pillars necessary for good governance within the WSO system and associated near and long-term recommendations:

- Pillar One: A Clear and Shared Definition of the System
- Pillar Two: Committed Leadership from the Governor & Executive Branch
- Pillar Three: A Strong, Educated, Empowered, and Accountable State Board
- Pillar Four: State Agency Alignment

The CIC will complete the next Assessment in December 2024. This Assessment is focusing on policies governing the workforce system, system structure, and performance and accountability. Recommendations will be provided to the Governor and legislature.

The WTDB completed the [2024 Talent Assessment](#) in May. The Talent Assessment provides analysis and findings on Oregon's economic and workforce landscape; skills supply and demand for target occupations; and the competitive position of Oregon's talent pool and workforce development system.

Overall, the analysis found that Oregon's workforce system benefited from a large network of partners, effective and scalable employer-led training, and significant state investments. However, lack of a strong coordinating authority, burdensome licensure processes, fewer workforce development opportunities in rural communities, and evidence of credential bias threaten future prosperity for Oregon's workers and businesses.

All WTDB research is posted on the [WTDB's Data and Reports](#) webpage.

Planned Evaluation and Related Research Projects

RESEA Program Evaluation – States are required to implement federal Reemployment Services and Eligibility Assessment (RESEA) interventions and service delivery strategies that have strong evidence to support their work, and to evaluate any strategies without such evidence. To this end, OED executed a contract with Portland State University to begin a 3-year evaluation of the RESEA program, and work on the project started in spring 2024. The purpose of the evaluation is to determine if claimants who receive a subsequent (targeted) intervention will experience better employment outcomes versus those who only receive a single RESEA intervention. The goal is to make significant research-based improvements to the RESEA program and if possible, similar workforce programs as well.

SNAP DATA Grant – In September 2023, Oregon received a \$1.5 million FFY-23 SNAP Employment and Training Data and Technical Assistance (DATA) grant from the United States Department of Agriculture (USDA) Food Nutrition Service (FNS). The purpose of the grant is to support the development of State SNAP E&T data collection systems and processes, as well as enhance the State's ability to critically review and analyze program services and outcomes for continuous program improvement. This grant gives Oregon's SNAP E&T program the opportunity to improve data practices, program design, and service delivery to better serve underserved communities in alignment with Governor Kotek's [DEI plan](#). OED has executed a contract with a vendor to perform this work, which started September 2023 and is scheduled to end September 2026.

Using quantitative data analysis, key objectives of the grant are to characterize SNAP E&T participants and those who don't enroll in the program; assess equity gaps in SNAP E&T access and enrollment among eligible SNAP recipients; identify equity gaps in service delivery; and identify opportunities for statewide program improvement.

Analysis of WIOA Engagement Levels – In PY 2024, OED will evaluate how engagement with WIOA services is associated with employment-related outcomes. Using Participant Individual Record Layout (PIRL) data from Oregon, this evaluation will focus on two questions: 1) Is there a difference in outcomes for different levels of engagement?, and 2) How are targeted populations

utilizing the different levels of services?. Staff leading this project participated in DOL-sponsored training in 2024 that used PIRL data from Arkansas to complete a similar evaluation.

State Efforts to Support Federal Evaluations

The State did not participate in any federal evaluations in PY 2023.

Common Exit and Co-Enrollment

Currently, Oregon does not employ a common exit for all the WIOA titles I and III core programs but is making efforts towards aligning management information systems and State policy for its implementation. Oregon supports and promotes co-enrollment between all programs for which individuals have been determined eligible.

WorkSource Oregon Management Information System (WOMIS)

WOMIS is the statewide electronic information environment that supports the mission and vision of WSO. The WOMIS environment is a network of applications for the administration, and delivery of services, under the Workforce Innovation and Opportunity Act (WIOA). Additionally, data from the various applications are used for federal, operational and performance reporting. WOMIS applications support the following programs and functions: common registration and potential program eligibility, Wagner-Peyser program, Trade Act program, Adult, Dislocated Worker and Youth Programs, and managing program enrollment episodes.

Common Registration – Supporting Application: Customer Registration

In WSO, job seeker registration starts by creating an account with username and password to ensure security of personal information. The WOMIS Customer Registration (CR) application captures customer information and demographics, and identifies special populations, such as Veterans and Migrant Seasonal Farmworkers. It also captures program eligibility components for the Wagner-Peyser, Adult and Dislocated Worker programs. Data captured in CR is shared with numerous workforce applications used in the delivery and tracking of Title I, Title III, and Trade Act services; this ensures all programs have consistent customer information, avoids duplication of data, and supports co-enrollment across WIOA core programs. CR is managed by OED and HECC.

In PY 2023, CR was updated to no longer determine Adult and Dislocated Worker eligibility. Instead, eligibility determination is performed locally by Title-I staff and managed in I-Trac, the state's case management system for WIOA Title-I. This change is intended to improve the accuracy of Dislocated Worker eligibility which can be complicated and nuanced.

Wagner-Peyser – Supporting Application: iMatchSkills (iMS)

The iMS application supports the administration and delivery of labor-exchange (employment) services for numerous federal programs, including Jobs for Veterans State Grants (JVSG), Migrant Seasonal Farmworker (MSFW), Reemployment Services and Eligibility Assessment (RESEA), and SNAP Employment and Training. It utilizes data from CR, as well as employer tax records and UI data, to support staff in the delivery of labor-exchange services. iMS includes a self-service component for job seekers and employers to conduct job matching. iMS is managed by OED.

Trade Act – Supporting Application: Trade Adjustment Assistance MIS (TAAMIS)

The TAAMIS application supports the administration of participant activity while in Trade Act programs. TAAMIS is a staff-access only application. It utilizes data from CR, as well as affected worker lists from trade-affected companies and UI data, to support staff in the delivery of Trade Act services. TAAMIS is managed by OED.

Adult and Dislocated Worker Programs – Supporting Application: I-Trac

I-Trac is a case management and funder reporting application that supports the delivery of Adult, Dislocated Worker, and Youth services under WIOA for all nine local boards in Oregon. I-Trac supports the customer records for National Dislocated Worker Grant participants, as well as a variety of direct federal, state, and local grants the boards manage. I-Trac is a staff-access application and is the back-end application for a customer-facing, interactive job seeker and program service delivery website, My WorkSource. I-Trac is managed by Worksystems, the Portland Metro workforce development board.

Managing Episodes across Wagner-Peyser, Adult and Dislocated Worker, Trade

WOMIS receives regular feeds of qualifying services, as recorded by staff in iMS, I-Trac and TAAMIS, to auto-calculate participation and exit dates. This allows WOMIS to manage episodes for customers receiving services from one or more of the following programs: WIOA Title I Adult and Dislocated Worker, WIOA Title III Wagner-Peyser, JVSG and Trade Act. WIOA Title I Youth episodes are managed through I-Trac.

A participant must receive a qualifying, participant-level service from any eligible program (excluding Youth) at least once every 90 days to keep their program enrollment episode open. If a qualifying service is not received for 90 consecutive days, the episode will automatically exit. The customer must then re-register, at which point their eligibility for WIOA Title I and III programs is reassessed, and a new episode begins when a qualifying service is received.

Data Validation

Please see the attached Appendix for the state’s draft Joint Data Validation (DV) Policy and Framework outlining the steps taken to ensure reported data is accurate, which includes DV timing and scheduling each program year prior to certification of annual data reports, random sampling methodology, documentation protocols for correction of missing and/or erroneous records, data element error rate calculation methodology and thresholds, the maintenance of data validation results and records reviewed (such as freezing wage records) to comply with the federal records retention policy, periodic source documentation and data accuracy training for program and provider staff, follow-up training for local staff to address data elements and source documentation types with high error rate trends above the state threshold each program year, ongoing data entry control and monitoring protocols, the approach for the regular review of the quality of reported program data, and regular assessment of the effectiveness of the DV process.

During PY 2023 the State successfully performed a review of participant records and source documents against the management information systems (MIS) and/or other systems of record, and the Participant Individual Record Layout (PIRL) by the end of September 2024, in accordance with TEGs 7-18 and 23-19, for the following WIOA programs: WIOA Title 1B Core Programs and Dislocated Worker Grants, Wagner-Peyser and Trade Adjustment Assistance. Below are the steps for each program to conduct DV.

WIOA Title IB Core Programs and Dislocated Worker Grants

1. PIRL participant data was loaded into Excel workbooks.
2. The Excel workbooks were organized by local Workforce Development Board (WDB) and WIOA-funded title I program, and DWGs.
3. Sample size and methodology:
 - a. Participant records were randomly selected from all of Oregon's local WDBs, spanning the Adult, Dislocated Worker, and Youth programs, and Oregon's DWGs.
 - b. Data elements were reviewed against management information systems and other systems of record in accordance with the draft state DV policy and established WIOA title I DV procedures.
4. Errors were documented on each participant file spreadsheet as an item(s) to address, including potential actions required to correct the individual file, or to correct the process moving forward.

Wagner Peyser

1. Second Quarter 2023 PIRL participant data was loaded into an Excel file.
2. Sample size and methodology:
 - a. A total of 25 Wagner Peyser records and 25 Jobs for Veterans State Grant records (for a total of 50 records) were randomly selected. The samples included a mix of active and exited reportable individuals and participants.
 - b. The sample size methodology is based on a set number of participant records. The required data elements were reviewed against management information systems and other systems of record in accordance with state DV policy and established WP DV procedures.
3. Failures were documented on each participant file spreadsheet as an item to address, with actions required to correct the individual file, or to correct the process moving forward.

Trade Adjustment Assistance (TAA)

1. Second Quarter 2023 PIRL participant data was loaded into an Excel file.
2. 25 records were randomly selected using the RAND function.
3. Sample size and methodology:
 - a. The annual DV sample covers at least seven different regions of the state (the 25 records include cases from at least 20 certifications). The sample includes a mix of active and exited participant records.
 - b. The sample size methodology is based on a set number of participant records. The required data elements were reviewed against management information systems and other systems of record in accordance with state DV policy and established TAA DV procedures. DV is conducted in the 3rd calendar quarter.
4. Failures were documented on each participant file spreadsheet as an item to address, with actions required to correct the individual file, or to correct the process moving forward.
5. Errors identified in the PY 2022 monitoring response have been resolved and were tested with the third quarter 2023 PIRL participant data.

DV Follow up and Correcting Errors

As outlined in the state's Data Validation policy and framework, state DV staff request follow-up documentation within 90 days from their program coordinators, detailing how DV processes have been corrected. As such, for some programs, PY 2023 DV outcomes are still under review with opportunities to refine the process and improve data quality.

Assessment of the Effectiveness of the DV Process

Each program is responsible for assessing the effectiveness of its data validation process to identify areas of improvement. This has led to some process improvements. In the case of WIOA title I programs:

- Staff reviewed 4,961 participant data elements.
- A total of 82 data mismatches were unable to be resolved.
- Overall data mismatch rate = 1.65% and no major data integrity issues or staff process concerns were noted.

Ongoing Data Entry Control and Monitoring Protocols

Please refer to the Performance Accountability section of this document for a discussion of the state's Quality Feedback Measures (QFM) program. This program helps to ensure the accuracy of the data entered into the state's labor-exchange system by program staff.

Additional measures taken in PY 2023 include mandatory WorkSource Oregon Services training for staff providing Wagner-Peyser services. Key objectives of this four-part course, held in August 2023, focused on educating staff about core services as defined in the PIRL and how recording those services impacts program enrollment and exit dates. Staff feedback was very positive with program technicians reporting an increase in quality and quantity of services recorded.

Quarterly Report Analysis

To support WIOA data validation efforts, DOL developed the Quarterly Report Analysis (QRA) technical assistance tool to identify anomalies and outliers, and other potential data quality issues that may indicate reporting inaccuracies with the PIRL. The QRA tool is intended to help states identify issues that may require additional attention or correction for WIOA Title IB and WP reporting. Although Oregon is not a pilot state required to respond to QRA results, QRAs are being analyzed to increase positive results in specific QRA areas. Both WIOA Title IB and WP use the following basic process to work through and remedy each QRA.

1. Oregon receives QRAs from U.S. DOL for the most recent quarter.
2. Queries are built to replicate U.S. DOL numbers.
3. Results are analyzed to determine the following potential anomalies:
 - Front and back-end anomalies in the management information system (MIS)
 - PIRL script anomalies
 - Preliminary business process anomalies
4. Results are analyzed to identify necessary changes to management information systems, business processes or PIRL scripts.
5. Changes are implemented and tested by program staff.

Of the six QRA categories for WP reporting, Oregon exceeded DOL targets in four categories (Veteran's Priority, Program Entry Alignment, Record Add, Record Drop) in PY 2023. Oregon is pleased to report that performance improved quarter-over-quarter throughout the program year for the two categories (Program Exit Alignment, Service in Current Quarter) that did not meet targets. By year end, these categories were within two percentage points of exceeding targets. OED will continue to review its data collection systems and PIRL reporting scripts in PY 2024 to improve QRA performance and data quality.

Waivers

For PY 23, Oregon requested a WIOA waiver to allow for increased service to in-school youth (ISY). WIOA requires 75% of funding to be used for services to out-of-school youth (OSY) and 25% to in-school youth. The approved waiver reduced the allowable minimum expenditures on OSY to 50%. This created additional opportunity to serve youth prior to them exiting the education system. Approval for the waiver was received well into the program year and this created a situation where some local workforce areas were not able to implement their plans for the waiver in time for meaningful application. Other local workforce areas were able to take advantage of this additional flexibility, especially in rural areas, and have indicated that they would utilize a similar waiver in the future if one were available.

III. OPTIONAL COMPONENTS

Customer Satisfaction

Methodology

The Customer Satisfaction Survey is part of Oregon’s workforce performance measurement system. OED administers monthly surveys to measure the satisfaction of businesses and individuals who have received workforce services. Customer satisfaction measures can be aggregated by workforce development areas and a report period (year, month, or quarter). In addition, individual customer satisfaction measures can also be aggregated by demographics.

The Customer Satisfaction Survey also gathers data on several satisfaction drivers, including six Key Performance Measure (KPM) questions that are required by the Oregon State Legislature for both individual and business customers. (See Appendix for survey questions.)

Selection Process

The Business survey includes employers who closed a WSO job posting during the previous month. The same business can be selected for the survey only once per program year. The Individual survey includes customers who completed WOMIS CR during the previous month and/or filed an initial claim during the previous month.

Customer Satisfaction Feedback

Customers receive an email invitation to complete the survey using a web-based survey platform. The Individual survey is available in English and Spanish. Survey responses are the basis for the customer satisfaction performance measures, which are published on the Performance Measures page of the QualityInfo.org website, available to the public.

Customers can also provide qualitative feedback by answering these questions: “If you were in charge of the Employment Department, what one thing would you change or add?” and “Could we have done anything to better help you? If so, please list your idea(s) in the space provided.”

These comments are shared with management every month, after survey responses are processed. Customer Comments Reports (one for individuals and one for business responses) provide management with greater detail about customer experience. WSO centers are required to develop, implement, and actively manage the two feedback loops aimed at aligning and improving services. Each WSO center manager assigns staff to respond to the customer, note their discussion, and send the results back to management by the 15th of each month. Staff use this as an opportunity to connect with the customer that took the time to provide the feedback, thanking them for doing so, and obtaining ideas of how the agency can better meet their needs.

The feedback received is implemented, if possible, and follow up is completed to continually build on available services.

Customer Satisfaction (includes Overall Satisfaction & Likely to Recommend): PY 2022

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	3,818	7.4%
Individuals	109,350	8.15%

Customer Satisfaction (includes Overall Satisfaction & Likely to Recommend): PY 2023

Customer Type	Number Selected / Surveyed	Response Rate
Businesses	3,087	7.4%
Individuals	123,033	9.0%

Individual Overall Satisfaction and Likely to Recommend response rates have reached or are very close to their pre-pandemic rates. Business Overall Satisfaction and Likely to recommend rates continue to fluctuate at or below pre-pandemic rates.

Results and Contributing Factors for Businesses – Program Year 2023

Due to historically low unemployment rates, employers continued facing challenges filling job openings. This also impacted staff’s ability to recruit candidates through its employer business services teams. These were likely key factor in month-to-month fluctuations, as shown in the below graphs, in both *Overall Quality and *Likely to Recommend performance.

In comparing year-over-year statewide averages, Overall Quality was 75% in PY 2023 vs. 67% in PY 2022, an eight-percentage point increase; and Likely to Recommend was 77% in PY 2023 vs. 74% in PY 2022, a three-percentage point increase. OED believes that these increases can be attributed to its robust regional Business Services teams that provide customized recruitment services to employers throughout Oregon.

Results and Contributing Factors for Individuals – Program Year 2023

OED launched its new unemployment insurance system, Frances, in March 2024. This was likely a key factor that led to small declines in both *Overall Quality, starting March 2024, and *Likely to Recommend, starting April 2024. These declines are reflected in the following graphs.

During the rollout of Frances, WSO staff supported UI claimants in the centers with filing for benefits, accessing claims, navigating the new system, and resolving system issues. This support remained significant for over two months. It is anticipated that, as customers and staff become increasingly familiar with Frances, any losses attributable to Frances will be overtaken in 2025.

The WorkSource Oregon statewide virtual service delivery model, initiated in March 2023, continued to expand and evolve to more efficiently serve our job-seeking customers and help them connect with WSO staff. Central to this model is the ability for customers to schedule a virtual meeting with staff to receive job search assistance or complete the registration and intake process as required by unemployment insurance. In summer 2024, the Department began collecting data on the number of services provided in-person versus virtually, which should help inform operational decisions regarding this delivery model going forward.

In comparing year-over-year statewide averages, Overall Quality was 65% in PY 2023 vs. 76% in PY 2022, an 11-percentage point drop; and Likely to Recommend was 84% in PY 2023 vs. 87% in PY 2022, a 3-percentage point drop. OED plans to review its business processes and service delivery model in 2025 to see if it can identify what may have led to this drop in performance, aside from the launch of Frances in March 2024, and take corrective action alongside its workforce partners as relevant and appropriate.

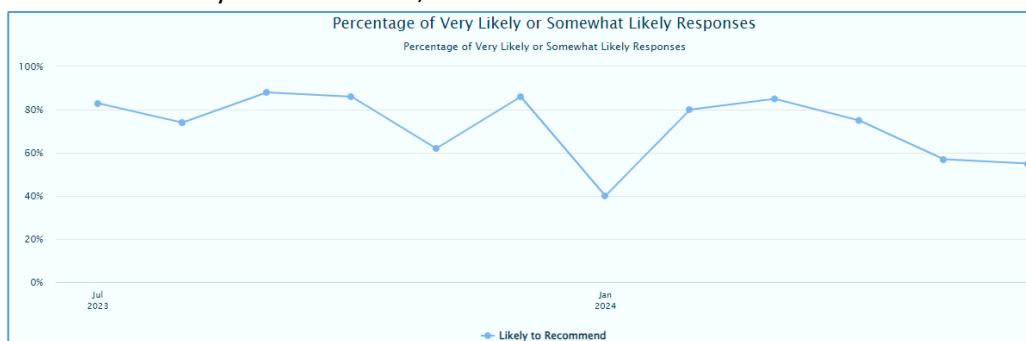
**As measured by the percentage of Excellent or Good responses*

Key Customer Satisfaction Indicators – Program Year 2023

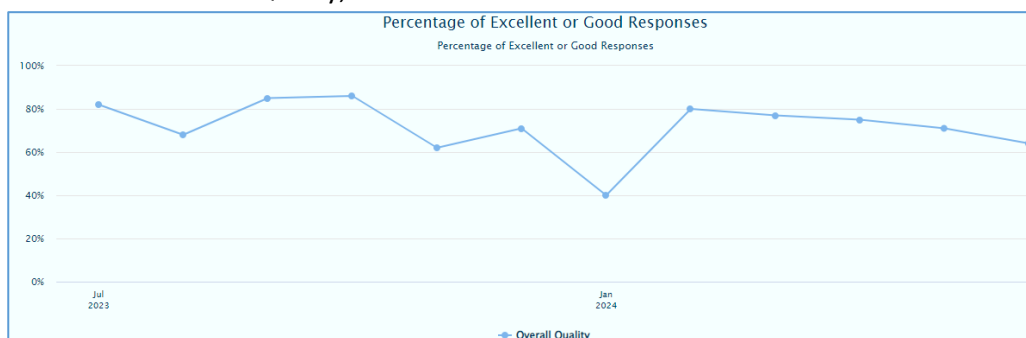
Individuals – Overall Quality, PY 2023



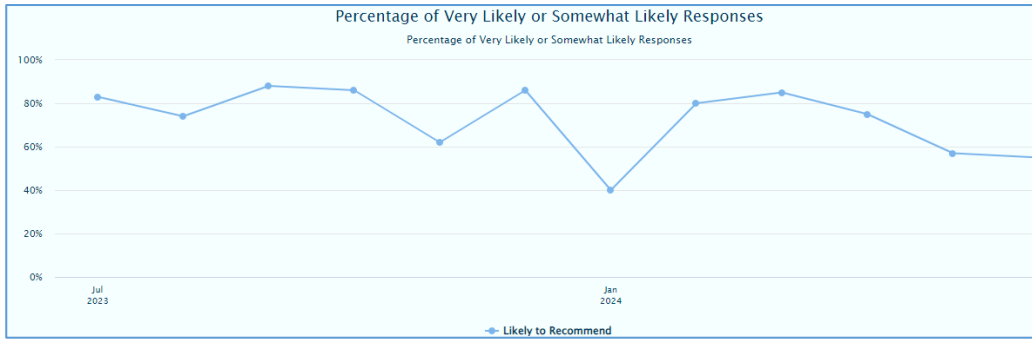
Individuals – Likely to Recommend, PY 2023



Businesses – Overall Quality, PY 2023



Businesses – Likely to Recommend, PY 2023



Performance Accountability System

Quality Feedback Measures (QFM)

Oregon continued to refine its performance accountability system following a relaunch in April 2022. Quality Feedback Measures (QFM) evaluates job seeker profiles and engagement as well as service quality associated with job listings. PY 2023 brought process refinement and guidance changes to support staff engaged in this work. Changes are highlighted below.

Outcomes Coordination

Guidance, messaging, and training revisions focused on shifting staff outlook on the QFM process from a check-the-box approach to making employment outcome a natural, expected product of quality service. As part of this, representatives from those serving businesses and those serving job seekers discussed the relationship between listed work history and number of years of experience attached to the occupational interest. Rather than having job seekers work on building extensive work histories, the focus is more on providing the right information to support being hired within their current target occupation.

Manager Support

A one-stop center manager now participates in a virtual ongoing chat with QFM reviewers to provide guidance and bring issues before fellow managers across the state. The manager liaison works with a statewide coordinator to help surface and address issues, support improved guidance and training when needed, and work toward outcomes improvement.

QFM Performance

Each month, reviewers examine five job seeker categories and 10 job listing categories. Almost every category measured through quality assurance checks saw improvement over the past program year. Areas that were already performing well maintained about the same level or saw what slight improvement was available. More challenging categories, such as noting career goals and next steps for job seekers, improved significantly. Referral and recruitment feedback tracking improved for job listings. To view PY 2022 and PY 2023 QFM performance for job seeker and job listing categories, please see the Appendix (Quality Feedback Measures Outcomes).

Negotiated Performance Levels: Program Years 2022 and 2023

WIOA Title I and Title III Performance

Program Year 2022

Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	68.2%	69.4%
Adult	Employment Q4	68.6%	67.8%
Adult	Median Earnings	\$6,883.00	\$8,593.20
Adult	Credential Attainment Rate	60.5%	73.1%
Adult	Measurable Skill Gains	55.1%	66.1%
Dislocated Worker	Employment Q2	69.4%	67.5%
Dislocated Worker	Employment Q4	66.6%	64.6%
Dislocated Worker	Median Earnings	\$7,100.00	\$8,356.19
Dislocated Worker	Credential Attainment Rate	66.8%	66.1%
Dislocated Worker	Measurable Skills Gains	55.0%	61.3%
Wagner-Peyser	Employment Q2	68.2%	65.1%
Wagner-Peyser	Employment Q4	68.0%	63.1%
Wagner-Peyser	Median Earnings	\$7,000	\$8,419
Youth	Employment, Education, Training Q2	63.5%	64.0%
Youth	Employment, Education, Training Q4	61.7%	62.9%
Youth	Median Earnings	\$4,259.00	\$5,525.00
Youth	Credential Attainment Rate	56.1%	55.7%
Youth	Measurable Skill Gains	51.5%	44.2%

Program Year 2023

Program	Measure	Negotiated Rate	Actual Rate
Adult	Employment Q2	68.2%	69.8%
Adult	Employment Q4	68.6%	70.1%
Adult	Median Earnings	\$6,883.00	\$9,203.49
Adult	Credential Attainment Rate	60.5%	74.6%
Adult	Measurable Skill Gains	55.1%	69.7%
Dislocated Worker	Employment Q2	69.4%	69.7%
Dislocated Worker	Employment Q4	66.6%	69.4%
Dislocated Worker	Median Earnings	\$7,100.00	\$9,100.00
Dislocated Worker	Credential Attainment Rate	66.8%	74.7%
Dislocated Worker	Measurable Skill Gains	55.0%	69.8%
Wagner-Peyser	Employment Q2	68.2%	68.5%
Wagner-Peyser	Employment Q4	68.0%	69.5%
Wagner-Peyser	Median Earnings	\$7,000	\$9,243
Youth	Employment, Education, Training Q2	63.5%	60.6%
Youth	Employment, Education, Training Q4	61.7%	61.9%
Youth	Median Earnings	\$4,259.00	\$5,144.14
Youth	Credential Attainment Rate	56.1%	52.0%
Youth	Measurable Skill Gains	51.5%	45.0%

JVSG Performance

Program Year 2022

Program	Measure	Negotiated Rate	Actual Rate
JVSG	Employment Q2	51.0%	56.5%
JVSG	Employment Q4	50.0%	55.2%
JVSG	Median Earnings	\$6,600	\$8,174

Program Year 2023

Program	Measure	Negotiated Rate	Actual Rate
JVSG	Employment Q2	51.0%	54.6%
JVSG	Employment Q4	50.0%	52.4%
JVSG	Median Earnings	\$6,600	\$8,655

Rapid Response Activities

Layoff Aversion

Rapid Response Teams across Oregon are ready to help dislocated workers return to work as quickly as possible following a job loss due to a layoff or closure. These teams provide information sessions to help explain a variety of services and options that are available to dislocated workers.

Layoff aversion efforts in local areas included:

- Providing support for employers to shift to online service models, or create remote working options for employees;
- Providing supplies to help local manufacturing teams to make medically approved face shields - working with local hospital administration, county officials, and regional CCO to identify scope and design for local manufacturers to make locally sourced face shields; and,
- Many other creative, innovative efforts.

PY 22 Summary of Data from the Oregon Rapid Response Activity Tracking System (ORRATS)

Laid off workers: 6,967; Union Impacted Employees: 1,481; Trade Impacted Employees: 1,616; Total Rapid Response Information Sessions: 217; Companies with Union Employees: 12; Trade Petitions Filed: 29

A few notable situations related to providing rapid response services and activities include:

- There have been instances where a WARN was issued or a lay off announced but the event was averted or postponed.
 - This could be the result of a company gaining a new contract for product or services, or a program such as Work Share that enabled the employer to keep the operations going. In these instances, a Rapid Response Information Session (RRIS) was not needed. There were other layoff events where the employees transferred to other jobs within the company's network and again a RRIS was not needed.
- When a layoff occurred or the company shut down with little or no advance notice, this presents a significant challenge in contacting impacted employees to provide a RRIS.
- Between PY 2022 and PY 2023, there was an uptick in closures and layoffs, but this didn't appear to notably impact the unemployment rate, which remained at a fairly steady (low) rate. If the downsizing continues the need for RRIS and dislocated worker services will continue to increase.

Other Statewide Funded Activities

Wagner-Peyser Act 7(b) Funded Activities

Supporting Oregon's Workforce System:

The Employment Department's Research Division was heavily involved in assisting local workforce boards; sharing labor market information with students and educators around the state; and

providing labor market analysis for businesses, community organizations, and economic development entities. This work included composing articles about the labor market and making economic presentations to workforce boards, policymakers, business leaders, students, job seekers, and internal workforce staff. For PY 2023 articles, including Job Vacancy Surveys and Wage Record Analysis, please see Appendix (Research Division Articles, Surveys and Analysis).

Updates to Oregon’s Labor Market Information Website – QualityInfo.org:

Oregon completed several small projects and maintenance tasks for the www.QualityInfo.org website. Following a multi-year project completed in 2022 to completely revamp and update the site, the projects in PY 2023 tackled smaller items that kept the site performing and providing useable information for customers. This work included updating the occupational coding structure for job listings and occupational tools on the site to the 2018 Standard Occupational Classification System; investing in new software to highlight accessibility issues on the website, which resulted in correcting several items and prioritizing the remaining accessibility issues; and implementing several infrastructure upgrades to modernize the platform the site is built on going forward.

State Strategic Goals and Vision

The Oregon Workforce and Talent Development Board (WTDB) advises the Governor on strategy, policy, planning, continuous improvement, and alignment in the workforce system. Because the WTDB is made up of leaders representing business and industry, labor, community-based organizations, Oregon legislature, local government, and state agencies, it is uniquely positioned as Oregon’s workforce and talent development expert.

The WTDB approved a new [2023-2024 Strategic Plan](#) on June 9, 2023. The WTDB has a two-year cadence for strategic planning and is initiating work on a 2025-2026 Strategic Plan. The WTDB’s vision is equitable prosperity for all Oregonians. To realize this vision, the WTDB advances Oregon through education, training, jobs and careers by empowering people and employers.

In a June 4, 2024, [letter to Governor Tina Kotek](#), the WTDB highlighted recent efforts developing five Joint Priorities that are intended to foster more focus in our efforts across the entire workforce system. These priorities are:

- Concretely improve the connection between employers and the workforce system consistent with economic development priorities.
- Improve workforce system impact by investing new and existing targeted resources that support work-based learning.
- Advance equity by identifying and closing the largest gaps in participant access to education, training, and job placement services.
- Complete necessary steps to align data in the WorkSource Oregon System to result in shared state and local performance reports/scorecards.
- Concretely deepen the integration of K-12 education in the entire workforce system.

In addition, the letter highlighted the 2024 Oregon Talent Summit where around 400 attendees ranked the strategies and recommendations that were published in the just released [2024 Talent Assessment](#). The top five recommendations as ranked by attendees at the Talent Summit were:

1. Promote greater engagement and collaboration between K-12, higher education, other local

- workforce development partners, and industry.
2. Implement strategies to increase affordable housing supply, including incentives for developers, rent control measures, and investment in low-income housing projects.
 3. Develop policies and initiatives to increase access to affordable childcare, including subsidies for low-income families and support for childcare providers to expand capacity.
 4. Reinforce the WTDB as Oregon’s centralized workforce authority that sets the vision, goals, and strategies for workforce development across the state and has the authority to hold multiple state, regional, and local level agencies accountable.
 5. Advocate for policies to improve wages for childcare workers, including increasing public funding for childcare subsidies, employer-provided childcare incentives, and professional development programs.

These five recommendations have significant connectivity to the WTDB Strategic Plan and our Joint Priorities.

Promising Practices for Other At-Risk and Priority Populations

WIOA Youth Program

In PY 2023, many youth in Oregon faced daunting barriers—housing instability, transportation issues, undiagnosed learning disabilities, mental health struggles, generational poverty, and academic challenges that hindered their path to a high school diploma. The lasting effects of COVID-19 added another layer of complexity, prompting Oregon’s WIOA Youth programs to adapt with new approaches to engagement and retention. Programs focused on innovative outreach, meeting youth where they are, and strengthening community partnerships. Recognizing the need to reach even more students, Oregon also requested an in-school/out-of-school waiver to increase engagement for youth still in the state’s educational system.

The “earn and learn” model, which offers paid hands-on work experience, continued to be a key driver of success across Oregon’s WIOA Youth Programs, helping youth stay engaged and complete their training before moving into meaningful employment. One young participant from Eastern Oregon highlighted the impact of their internship experience, saying: “I’ve learned how to figure things out for myself in an environment I am unfamiliar with. Improving that skill is important for my future career and aspirations, and this internship has provided valuable experience.”

Among the 2,167-youth served in PY 23, an impressive 98% took part in career services, essential in connecting them to career pathways as the post-pandemic workforce evolves. Of these participants, 826 achieved measurable skills gains, and 287 earned a high school diploma, equivalent, or recognized postsecondary credential—essential foundations for their entry into career paths across Oregon. Youth facing employment barriers saw a placement rate of 59.4%, while those who were long-term unemployed achieved a placement rate of 60.5%.

Job for Veterans’ State Grant

The Jobs for Veterans' State Grant (JVSG) is a staffing grant that is 100% federally funded through the U.S. Department of Labor, Veterans' Employment and Training Service (DOL-VETS). Funds are used to conduct outreach to the business community and provide individualized career and training-related services to eligible veterans and those with qualifying barriers to employment.

Disabled Veterans' Outreach Program Specialists (DVOPs) provide individualized career services to eligible veterans and eligible persons experiencing barriers to employment, and to individuals that meet the additional populations criteria. Local Veterans' Employment Representatives (LVERs) conduct outreach to employers and business associations, and advocate for the hiring of veterans; and a few staff serve in a dual role, called Consolidated DVOP/LVER.

JVSG Staff Invited to the Oregon Association of Minority Entrepreneurs Trade Show

A representative from the JVSG program was invited to participate in the 36th Annual OAME Tradeshow. Featuring over 30 employers, this event provided a rich networking opportunity for the JVSG program, with several employers being referred to LVERs for recruitment assistance.

NVTI Podcast – Why Hire Veterans?

Jerry Flores (LVER) was asked to participate in National Veterans Training Institute's Podcast Series, "Why Hire Veterans?" The podcast can be found here: NVTI Podcast Episode 19: Why Hire Veterans? Conversation with HIRE VETS Medallion Award Recipients.

Outreach to Serve Rural and Frontier Veterans and Businesses

The WorkSource Bend center has been proactive in developing various products to engage and support Veterans and businesses in rural communities. This work was highlighted by Paul Messett (Consolidated DVOP/LVER) in an interview conducted by Working Nation, a non-profit media organization. The interview can be found here: connecting veterans to jobs in rural-communities.

National Dislocated Worker Grants (NDWGs)

Oregon's Wildfires 2020 Disaster Recovery National Dislocated Worker Grant ended on September 30, 2023. The project was established when local workforce centers were closed because of the pandemic, and staff were unfamiliar with disaster-related temporary employment component of the project. Oregon staff relied heavily on guidance from experienced staff in Northern California and mirrored their implementation structure and contract templates.

The project successfully met enrollment goals, and established and maintained effective partnerships with community colleges, local fire districts, county-based services, and other programs and services in the local community.

As the project ended, staff were focused on ensuring that participant services transitioned to other funding sources to enable participants to successfully complete training plans and employment goals.

SNAP Training and Employment

Supplemental Nutrition Assistance Program (SNAP) Training and Employment Program (STEP)

The Agriculture Improvement Act of 2018 provides guidance for the national SNAP Employment and Training (E&T) program. This legislation supports work as the pathway to self-sufficiency, well-being and economic mobility for individuals and families receiving supplemental nutrition assistance. It also encourages state and local innovations in training, case management, and program design. The United States Department of Agriculture administers the national program and sends funds to the Oregon Department of Human Services (ODHS). In Oregon, the voluntary SNAP E&T program is called STEP (SNAP Training & Employment Program).

Able-Bodied Adults without Dependents

The Able-Bodied Adults without Dependents (ABAWD) program is a component of the Supplemental Nutrition Assistance Program (SNAP) for adults aged 18-52 who do not have dependents and are not disabled. These individuals are required to meet certain work requirements to continue receiving SNAP benefits beyond a three-month limit in a 36-month period. ABAWD participants must work at least 80 hours per month, participate in qualifying employment and training activities, or perform community service. The program aims to promote self-sufficiency by encouraging work and engagement in workforce development activities.

- **2,452** individuals were scheduled for an orientation between July 2023 and June 2024
- **1,148** Individuals attended orientation between July 2023 and June 2024
- **47%** Attendance Rate

Oregon Department of Human Services (ODHS)

OED works under an interagency agreement with ODHS to provide SNAP E&T components and services to SNAP recipients with a SNAP indicator in their iMatchSkills registration, with a SNAP E&T Orientation and a SNAP E&T Assessment. When SNAP recipients volunteer to participate in the STEP program, they develop a written plan and receive coaching, case management, and support services, which lead to employment as the pathway to self-sufficiency and well-being.

SNAP E&T Components. OED fulfills the terms of the contract by providing:

- Work Readiness Training activities that prepare individuals for the workplace.
- Job Search Training, which enhances the individual's job search skills.
- Supervised Job Search resulting in self-sufficiency and long-term employment stability.
- On-the-Job Training provides a work-based learning opportunity for SNAP recipients that results in permanent employment and a 50% training wage subsidy for the participating employer.
- Job Retention coaching and support to assist the individual to retain employment.
- Basic Education/Foundational Skills Instruction that facilitates transition to post-secondary education and training.
- Career/Technical Education or other Vocational Training provides individuals with the academic and technical knowledge and leads to an industry-recognized credential.
- Short-Term Training does not lead to an industry-recognized credential and provides with skills necessary to prepare for further education or careers in key employment sectors. English Language Acquisition helps English language learners achieve competence in reading, writing, speaking and comprehension of the English language.

FFY-2024 Significant Activities

Job Training: The SNAP E&T program funded educational opportunities for 1,285 participants. Here is a breakout by type of training: Career, Technical, and Other Vocational Training (929), Short-Term Training (202), Basic Educational/Foundational Skills (94), Work Readiness Training (88), and English Language Acquisition (7).

Trainings Included: Accounting, Aesthetician, Basic Welding, Case Management, Commercial Truck Driver, Certified Nurse Assistant, Criminal Justice, Customer Relationship Management, English Language Acquisition, Flagger, GED, Medical Billing and Coding, Medical Assistant, Peer Recovery Coach, Phlebotomy, Property Management, Small Business Development, Web Design.

Job Placement: The STEP program relies on OED staff to enter placement information manually into iMatchSkills. In PY 2023, staff recorded 1,182 placements of STEP participants. (See Appendix for a breakout of placements by industry.)

Job Retention Skills: In partnership with the Rogue Valley Workforce Board, the STEP program provides STEP participants with six, virtual workshops developed specifically to develop soft skills for the workplace and are vetted by the business community. These workshops, called “The Launchpad Series,” provided **339 STEP and ABAWD participants** with the tools to be successful on the job and blend with hard skills earned through job training. Completion of the six-coursework result in a certificate of achievement that summarizes the skills learned. Modules include “Working with Respect,” “Solution-Focused Thinking,” and “Building Your Professional Identity.”

Digital Inclusion and Connectivity: The STEP program continued its partnership with Free Geek and connected **447 STEP participants** with laptops and internet access to ensure STEP participants are online and connected to access to training and employment opportunities.

SNAP E&T Summit: This two-day gathering allowed the SNAP workforce community to network and share best practices. Breakout sessions focused on such topics as understanding the culture of poverty, trauma-informed care, the neuroscience of change, and WIOA Title I services.

Dr. Donna Beegle’s Seminar, Breaking the “Iron Cage” of Poverty: This seminar was an insightful and transformative experience that raised awareness and understanding about the complexities of poverty. The seminar provided a deep dive into the barriers that keep individuals trapped in poverty—what Dr. Beegle calls the “iron cage.” This metaphorical cage represents systemic challenges such as limited access to education, employment opportunities, health care, and social capital. This seminar helped STEP coaches rethink how they communicate with STEP customers.

Business Services

WorkSource Oregon Business Services provides business and industry with customized workforce solutions that prepare and deliver qualified and viable candidates and advance their current workers. Business Services staff play a significant role in connecting job seekers with employment opportunities, and this role is dependent on WSO’s efforts to build and maintain successful relationships with businesses. A strong job development approach creates opportunities for applicants and businesses. Job development services will support targeted population customers as they attain sustainable and meaningful jobs.

To build a successful relationship, WSO staff conduct on-site employer visits prior to the start of a recruitment, then send employers qualified candidates in a timely manner. Conducting an on-site visit provides insight into the specific business’ needs, improving the quality of referrals and employment outcomes. This collaborative approach creates mutually beneficial outcomes for both applicants and employers.

To further support job seekers and expedite their employment, WSO utilizes a “Work Ready” program that focuses on identifying and promoting validated job seekers directly to employers. Launched in 2021, this voluntary program provides staff a set of criteria to assess an individual’s readiness to plan and carry out a successful job search and, if hired, help them succeed on the job.

In PY 2023, WSO's Business Services team actively worked to promote economic growth, address the evolving needs of businesses, and ensure a skilled workforce. By leveraging collective resources, enhancing communication and coordination among stakeholders, and building strong partnerships with businesses, WSO was able to effectively tailor its services to support job creation, retention, and workforce development initiatives.

In PY 2023, WorkSource Oregon (WSO) provided employers with a comprehensive range of Business Services to optimize talent acquisition and retention strategies. These services included:

- **Talent Acquisition:** WorkSource Oregon (WSO) leveraged the iMatchSkills labor exchange system and account representatives to streamline talent acquisition by connecting job seekers with suitable opportunities, offering training and development programs, and providing career growth pathways, ultimately enhancing recruitment, retention, and employee satisfaction.
- **Job Market Exposure:** Organizing job fairs and hiring events fostered direct connections between candidates and businesses seeking to fill vacancies.
- **Financial Incentives:** WSO assisted employers in exploring potential tax credits and training reimbursements for hiring qualified candidates from targeted populations.
- **Cost-Effective and Culture-Aligned Hiring:** WSO's pre-screening process, combined with site visits to understand company culture, enabled cost-effective hiring by identifying qualified candidates who were also strong cultural fits, reducing recruitment costs and turnover rates.
- **Expanding Talent Pools:** WSO utilized the LinkedIn Recruiter platform to source candidates beyond the traditional labor exchange system, introducing new talent to the WorkSource network and addressing skill gaps.

PY-23 Significant Activities:

- **LinkedIn Partnership:** Jobs posted on this platform received over 96,000 views, resulting in over 7,400 applicants applying for positions.
- **Hiring Events and Trade Shows:** Business Services coordinated and participated in over 100 hiring events, job fairs, and conferences to promote WSO services to employers.
- **Program Collaboration with STEP:** Business Services collaborated with the SNAP Training and Employment Program to promote Workfare programs, designed to increase employment opportunities and self-sufficiency among individuals receiving SNAP benefits. Business Services staff also advocated for participants, offering them insights into potential barriers and developing other customized solutions for the customer.

Reemployment Services and Eligibility Assessment (RESEA)

In PY 2023, OED continued to administer its RESEA (claimant reemployment) program with no fundamental changes over the prior year. The selection criteria for Oregon RESEA continues to include all claimants with a valid claim who are not: temporarily unemployed, in approved training or special programs, members in good standing of a labor union that dispatches their members to their work, or intrastate claimants. It also includes selection of all transitioning ex-service members. Claimants who complete their initial RESEA and remain unemployed for more than five additional weeks, and are deemed most likely to exhaust benefits before returning to work, are also selected for a subsequent RESEA. RESEA interviews include orientation to WIOA services, referral to reemployment services and training, provision of labor market information, development of an individual reemployment plan, assessment of UI eligibility, and a review of

reported work search activities for recently claimed weeks. To protect state and federal funds, potential issues detected or suspected by front-line staff are referred to UI for review. RESEA interviews include both in-person and virtual options. RESEA program staff work to connect claimants, after completion of their initial RESEA interview, with critical support services available through WSO partner programs such as SNAP Training and Employment, WIOA Title I programs for career and training services, and regional Business Services staff for enhanced job matching and placement assistance including job development.

During PY 2023, a new version of the Rethinking Job Search program was launched to the public and funded by RESEA. Through a series of workshops held over several weeks, this program has shown to improve employment outcomes for participants.

Oregon completed 59,099 initial RESEA interviews - a significant increase from 29,084 initial RESEAs in PY 2022. The completion rate for these initial RESEA conversation was nearly 70%, up from 62% the prior program year. This increase in volume and completion rate is part of a continuing trend, along with a falling average number of weeks of benefits received. These are the main performance measures for RESEA and indicate an effective application of the program.

Additional Promising Practices and Innovative Approaches

Apprenticeship Program

Registered Apprenticeship is integral to Oregon's workforce and education system. The registered apprenticeship system consists of multiple stakeholders, including the Bureau of Labor and Industries (BOLI), Higher Education Coordinating Commission (HECC), Oregon Employment Department (OED), Oregon Department of Education (ODE), Oregon community colleges, union and non-union training centers and industry. HECC, BOLI, OED, and ODE work together on an inter-agency apprenticeship team to support and collaborate on various work efforts related to improving the registered apprenticeship system.

In PY 2023, Oregon saw steady apprenticeship expansion. There has been an increased interest in apprenticeship from a variety of groups and is being considered as a solution for non-traditional apprenticeship programs. In the last year, new programs have been approved, new organizations are showing interest and support for apprenticeship, and more funding than ever before has been secured. Included below are several exciting developments relating to apprenticeship expansion in Oregon.

State Apprenticeship Expansion, Equity, and Innovation Grant (SAEEI)

In July 2021, the Higher Education Coordinating Commission (HECC) was awarded the State Expansion Equity Innovation (SAEEI) grant totaling \$3.9 million from the Department of Labor. This grant has helped HECC to prioritize equity, and access to the apprenticeship programs throughout Oregon. The grant has served 440 participants so far, with all being from diverse and underrepresented communities. HECC is also using these grant funds to expand into IT programs that might not have been otherwise available to underrepresented communities. HECC has helped organizations serve apprentices in general construction trades, as well as behavioral health and drug and alcohol certifications. HECC has been able to create structure and guidelines around how Oregon invites individuals from underrepresented communities to advance their careers in apprenticeships.

Apprenticeship Programs include: Registered Apprenticeship Programs include Certified Pharmacy Technician, Certified Nursing Assistant, Firefighter, Early Childhood Educator, Commercial Building Energy Analyst, Behavioral Health Counselor, Limited Energy Technician B, Youth Industrial Manufacturing Technician, and Carpenter Interior/Exterior Specialist.

Pre-Apprenticeship Programs include: NECA-IBEW 48 Electrical, Construction Trades, Medical Assistant, and Umpqua Pre-Apprenticeship Program.

OED continues to train WorkSource Oregon staff and workforce system partners on the basics of registered apprenticeship. Registered apprenticeship training is offered to every new WorkSource Oregon staff person as part of their onboarding process. This training gives staff a foundation of registered apprenticeship knowledge, and the online tools available to assist a job-seeking customer in navigating and understanding the registered apprenticeship system. Apprenticeship connections in WorkSource centers are primarily focused on how to connect job seekers to registered apprenticeship programs. The training also addresses how to coach a customer with barriers to employment to access pre-apprenticeship, or other preparatory programs.

Additionally, Oregon continues to promote registered apprenticeships to businesses and employers through workforce partnerships, and the [Oregon Apprenticeship website](#), which has multiple guides available on how to create and maintain a registered apprenticeship program. The website also contains several explainer videos for job seekers and businesses around registered apprenticeship. The intent of the guides and training videos is to create a shared understanding for customers around how to navigate the apprenticeship system.

Future Ready Oregon

[Future Ready Oregon](#) is an historic \$200 million workforce investment package passed by the Oregon Legislature in 2022 to advance a more equitable workforce system and increase opportunities for diverse workers.

Future Ready Oregon represents a fundamental shift in how the State delivers education and training to meet the needs of individuals and employers today and into the future. It is an ecosystem approach where education, industry, and community partners are aligned and responsive to the needs of learners and workers. Future Ready Oregon intends to strengthen Oregon's economic competitiveness, foster a more equitable workforce system, and increase economic prosperity for all Oregonians through grant-funded programs and strategic initiatives.

Future Ready Oregon aims to:

- close gaps in educational attainment and employment by centering the needs of historically underserved and underrepresented students, and
- strengthen Oregon's economic competitiveness by focusing on key sectors of our economy—healthcare, manufacturing, and technology.

The Future Ready Oregon suite of investments leveraged state General Fund and federal ARPA funding to advance new and innovative approaches aimed at addressing inequities in Oregon's workforce system, including investments in local workforce development boards, community colleges and public universities, registered apprenticeship and pre-apprenticeship programs,

youth reengagement, new and innovative approaches to education and training, and wraparound services and supports.

In the 2022 and 2023 program years, the HECC:

- Awarded approximately \$87 million in Workforce Ready Grants via three rounds of competitive funding awards (March 2022 – December 2024). Flexible funding couples education and training supports with wraparound services to meet basic needs, overcoming barriers to accessing education and training, persistence with programming, successful completion of education, and transitions to employment.
- Convened three statewide, sector-specific Industry Consortia in 2023—representing the healthcare, manufacturing, and technology sectors. Consortia are advancing a shared leadership model, bringing together education, industry, and community partners to assess critical workforce needs, skills standards, and career pathways and identify barriers to equitable workforce participation.
- Partnered with Oregon’s nine local workforce development boards to implement Workforce Benefits Navigator pilot projects.

In the first two years of implementation (March 2022 – December 2023), Future Ready Oregon has served nearly 12,000 participants. Ninety-two percent of participants (92%) identified with one or more of the Priority Populations. Nearly two-thirds of participants (62%) identified with at least two Priority Populations, and Future Ready Oregon participants were more diverse than the labor force overall, when considering race/ethnicity, gender, and geography. Thirty-one percent (31%) of education and training participants engaged with wraparound supports; and Participants indicated a 96% completion rate for services, including intentional support services, career coaching, workforce development training, and early career skills.

Through the implementation of Future Ready Oregon grant programs and strategic initiatives, we have learned several important lessons that will inform future workforce development investments. The flexibility of the funds and partnerships have been critical to the development and expansion of programs. Partnerships ensure that community, education, and industry are working collaboratively towards a common goal; and, flexible funding allows for capacity building and wraparound supports as eligible activities and provides for low-barrier opportunities for career exploration and credential attainment. Innovative approaches to education delivery are responsive to the needs of learners, not institutions (e.g., mobile training, incumbent worker training, culturally relevant curriculum, earn and learn models). Hands on training and wraparound supports are crucial to participant success.

Trade Adjustment Assistance for Workers Program

The Trade Adjustment Assistance (TAA) Program is a Department of Labor program that offers a variety of benefits and reemployment services to help unemployed dislocated workers who lose their jobs or whose hours of work and wages are reduced because of foreign competition prepare for, and obtain, suitable employment. Workers may be eligible for training, job search and relocation allowances, income support, and other reemployment services.

Connection to the Oregon Workforce System

As a required partner to WorkSource centers, the Oregon TAA Program is active and engaged with WIOA partners and WorkSource staff. Collaboration occurs in all stages of potential and trade-

affected worker service delivery, from Rapid Response, petition filing, and case management through program exit.

TAA Promising Practices

Oregon's TAA program's proactive outreach approach continues to be a best practice and is reaching workers whose jobs have been impacted by trade before the sunset of the TAA for Workers program and who need the TAA benefits and services today. Data shows that from sunset on July 1, 2022, thru June 30, 2024, the program has made 11,942 outreach calls to workers on TAA eligible worker lists, resulting in just over 600 participants being served in fiscal year 2023. Oregon TAA program participants had a 115% increase in wage replacement upon re-employment after participation in FY23.

Several years ago, an evaluation of Oregon's TAA PIRL data showed that around 57% of the state's trade-affected dislocated workers fell into at least one underserved communities group, as defined by the State of Oregon Equity Framework. This evaluation led to Oregon launching the TAA Technology for Underserved Communities Pilot in PY 2022. While job loss due to foreign trade is devastating to both individuals and communities, trade-related layoffs might have a more significant impact on historically underserved communities. To address this need, the pilot provides both technology and training for technology and modern-day work search skills to ensure all Oregonians have equal and equitable access to services. Oregon is pleased to report that, in PY 2023, benefits under the pilot were formally adopted by DOL as approvable TAA benefits.

Mobile WorkSource Oregon Center Vans

Oregon's TAA program in FY23 continued to work to improve access to TAA workforce partner and support program services to underserved and under-resourced communities. One solution to meet this need is to design and deploy three specially equipped vans that offer leveraged and braided services as Mobile American Job Centers, which will add additional services to fill the gaps and assist with providing comprehensive services. Meeting our job seekers and trade-affected workers where they are means developing sustainable systems that empower historically and currently underserved and under-resourced communities. This initiative will focus on helping to identify trade-affected layoffs and increase access to TAA benefits and services for trade-affected workers.

This initiative will also focus on increasing access to WSO services, which includes incorporating critical coordination of services to reach individuals who may have difficulty accessing workforce services. Receiving services through a mobile van is not a one-time event, but rather a chance to build a relationship that makes a difference in an individual's path to employment. Oregon's TAA program manager submitted a business paper to request approval to utilize TAA funding to add three vans to leverage partner mobile units statewide to expand services and meet Oregonians where they live and congregate. Deployment of the vans is anticipated in PY 2024.

Oregonians continue to be impacted by foreign competition in FY23

The Oregon TAA program, between program sunset and June 30, 2024, had 125 petitions for Oregon worker groups whose jobs were impacted by foreign competition. More than 7,500 Oregonians are included in the worker groups and are unable to access the benefits and services of the TAA for Workers program. These Oregonians continue to reach out to OED, seeking benefits and are currently waiting a federal reauthorization of the program, as they need resources not currently available through other programs due to limited funding and training opportunities.

Diversity, Equity, Inclusion, and Accessibility (DEIA)

As outlined in OED's [DEIA plan](#), the Workforce Operations Division promotes equity and inclusion in internal and customer-facing interactions with tailored outreach to priority populations in all regions of Oregon. Some of the division's priority populations include Black, Indigenous, and other communities of color; veterans, including disabled veterans; people who have been justice-involved; migrant and seasonal farmworkers; people with disabilities; tribal employers and workers; and rural Oregonians.

Workforce Operations staff regularly engage with Oregonians facing crises and have received training around trauma-informed care and transformational coaching methods. OED acknowledges that its customers also face additional barriers to service and re-employment such as racism, ageism, bias towards gender identity, and other biases related to protected classes.

In PY 2023, WSO deployed Universal Access Navigators (UANs) in each center. Staff assigned to this role serve as the in-office expert on accessibility and universal access topics. This is a duties-added role to assist staff on universal access policies, procedures, and technology. Examples of UAN responsibilities include supporting staff in providing guidance on available resources for customers; maintaining a working knowledge of equipment used to provide accessibility assistance; and maintaining a knowledge of local resources related to Universal Access.

To assist with meaningful access to programs and services, the WSO [website](#) is available in the 12 required languages established by OED. In PY 2023, website enhancements included translating the complaints page and the website's chatbot (virtual assistant) into the 12 required languages.

In February 2022, OED received a \$4.5 million Unemployment Insurance (UI) Equity Grant from the U.S. Department of Labor. These funds established the Equitable Access to Unemployment Insurance (EAUI) Business Unit, which serves to advance equity by reaching out and building relationships with Oregon's historically underserved communities, and to collect and analyze data to establish a better understanding of access barriers faced by these communities.

The EAUI unit is working to make information easier to find and more readily understandable in a range of languages spoken in Oregon; conducting outreach to historically underserved communities through community events and collaboration with other state agencies; and providing one-on-one guided services for those facing language and other barriers to accessing UI benefits. To promote the program and UI resources available, the unit has conducted over 13,600 outreach calls, completed over 1,700 surveys, and met with staff from each workforce region.

Oregon HECC – Equity Lens

The HECC Equity Lens is a foundational document for the Commission and Agency that focuses policy and funding work on eliminating equity gaps and dramatically expanding access to and success in postsecondary education and training. The equity lens focuses on Oregonians who are currently and historically underserved in access to and success in postsecondary education and training, and in the programs and services impacting these measures, and can be found [here](#).

Adult Priority of Service

In PY 2021, the WTDB updated the State's *Priority of Service Policy*, which can be found [here](#).

IV. APPENDICES

Appendix A — Oregon’s Workforce Partners

Higher Education Coordinating Commission (HECC) Agency – WIOA Titles I and II, NDWGs

The State of Oregon's Higher Education Coordinating Commission (HECC) envisions a future in which all Oregonians—and especially those whom our systems have underserved and marginalized—benefit from the transformational power of high-quality postsecondary education and training. The HECC’s eight (8) offices include the Office of Workforce Investments (OWI) and the Office of Community Colleges and Workforce Development (CCWD).

OWI and CCWD have direct administrative responsibility for many of the activities identified in the Adult, Dislocated Worker, and Youth programs identified in title I of WIOA and the Adult Education and Literacy activities identified in title II of WIOA. In these roles, the HECC distributes workforce funding, provides fiscal oversight and accountability for workforce programs, and provides policy direction and technical assistance to state and local workforce partners, staff, and other stakeholders statewide.

- The Office of Workforce Investments (OWI) is responsible for convening partnerships in the workforce system, supporting and providing technical assistance to Oregon’s Workforce and Talent Development Board (WTDB) and local workforce development boards, and implementing the Governor’s vision and the WTDB strategic plan. The OWI administers the Workforce Innovation and Opportunity Act (WIOA) Youth, Adult, and Dislocated Worker programs, Federal Discretionary grants, and National Dislocated Worker Grants.
- The Office of Community Colleges and Workforce Development (CCWD) provides coordination, leadership and resources to Oregon’s 17 locally governed community colleges, 17 adult basic skills providers, community-based organizations and other partnerships. CCWD administers Title II of WIOA, also known as the Adult Education and Family Literacy Act. This provides federal funds to local providers and supports leadership and training in order to assure quality basic skills services for adults across Oregon, including English language instruction for adults.

Oregon Employment Department (OED) – WIOA Title III (Wagner-Peyser/ES, TAA, MSFW)

The Employment Department strives to promote employment of Oregonians through developing a diversified, multi-skilled workforce, and providing support during periods of unemployment. Through 37 offices across the state, the department serves job seekers and employers by helping workers find suitable employment; providing qualified applicants for employers; supplying statewide and local labor market information; and providing unemployment insurance benefits to workers temporarily unemployed through no fault of their own.

OED’s Workforce Operations division supports numerous workforce programs and initiatives, including Employment Services, RESEA, Trade Act, and MSFW programs. The division is also charged with helping ensure Oregonians develop the skills they need to sustain rewarding careers and businesses have the talent they need to be competitive.

Oregon Department of Human Services/Vocational Rehabilitation (ODHS/VR) – WIOA Title IV

The Oregon Department of Human Services (ODHS) is Oregon’s principal agency for helping Oregonians achieve wellbeing and independence through opportunities that protect, empower, respect choice, and preserve dignity, especially for those who are least able to help themselves.

Vocational Rehabilitation (VR) assists individuals with disabilities to get and keep a job that matches their skills, interests, and abilities. VR staff work in partnership with the community and businesses to develop employment opportunities for people with disabilities. VR is a state and federally sponsored program which assists people with all types of disabilities, except for Blindness or Deaf-Blindness, in all areas of the state.

Oregon Commission for the Blind (OCB) – WIOA Title IV

The Oregon Commission for the Blind was established in 1937 as a state agency to provide services to Oregon’s citizens who experience vision loss and need specialized training and support to live full and productive lives. The agency receives policy direction and oversight from a seven-member commission representing consumer organizations, education, ophthalmology/optometry, business, and individual citizens.

The OCB Vocational Rehabilitation (VR) program provides Oregonians with job readiness assistance. Experienced VR counselors help clients hone many of the skills necessary to obtain or retain employment. Counselors also work to pair businesses in search of skilled and dedicated employees with a pool of talented candidates. All OCB job readiness services are free to qualified Oregonians and to the employers who hire them.

Role of the State Workforce and Talent Development Board (WTDB)

The Workforce Talent and Development Board (WTDB) is Oregon’s state-level workforce development board and is the overall advisory board to the Governor on workforce matters, including developing a strategic plan for Oregon’s Workforce Development System. Appointed by the Governor under the Workforce Innovation and Opportunity Act, the WTDB is made up of leaders representing private business, labor, community-based organizations, Oregon legislature, local government, and state agencies. The majority of the 41-member board represents business.

Workforce and Talent Development Board (WTDB) Vision and Imperatives

The WTDB’s vision is equitable prosperity for all Oregonians. To realize this vision, the WTDB advances Oregon through education, training, jobs and careers by empowering people and employers by:

- Leading and communicating a long-term vision for Oregon that anticipates and acts on future workforce needs;
- Partnering with workforce, education, and training entities including Local Workforce Development Boards (LWDBs);
- Advising the Governor and the legislature on workforce policy and plans;
- Aligning public workforce policy, resources, and services with employers, education, training, and economic development;
- Identifying barriers, providing solutions, and avoiding duplication of services;
- Promoting accountability among public workforce partners; and
- Sharing best practices and innovative solutions that are scalable statewide and across multiple regions within the entire workforce system.

Essential to realizing the WTDB's vision, four Imperatives are identified by the WTDB and communicated to state and local partners and stakeholders. These are:

- An inclusive workforce system that advances equitable prosperity.
- Clear understanding of and improved use and impact of the workforce system.
- The WTDB is embraced by the Governor as an accountable convener, empowered facilitator, and informed advisor.
- Strategic and close alignment between education, economic development, and workforce development, including public and private partners.

Local Workforce Development Boards

Local Workforce Development Boards are a group of community leaders appointed by local elected officials and charged with planning and oversight responsibilities for workforce programs and services in their area. These boards are made up of individuals representing business, education, economic development, organized labor, community-based organizations, state agencies, and local government. Oregon has nine Local Workforce Areas to support locally driven decisions and programs. These Boards play multiple roles in their communities:

- Convener: Bringing together business, labor, education, and economic development to focus on workforce issues and promote strategic alignment.
- Workforce Analyst: Developing, disseminating, and assisting with the analysis of current labor market and economic information and trends in industry sectors in partnership with the Oregon Employment Department Research Division.
- Broker: Bringing together community stakeholders to solve common problems; aligning systems and strategies; forging new relationships between business and education.
- Community Voice: Articulating the issues for the needs of a skilled workforce. Demonstrating and speaking to the effectiveness of training programs.
- Capacity Builder / Investor: Enhancing the region's ability to meet the workforce needs of local employers through the utilization of federal and state funds.

For more information on local areas, visit:

- [Northwest Oregon Works](#)
- [Worksystems](#)
- [Clackamas Workforce Partnership](#)
- [Willamette Workforce Partnership](#)
- [Lane Workforce Partnership](#)
- [Southwestern Oregon Workforce Investment Board](#)
- [Rogue Workforce Partnership](#)
- [East Cascades Works](#)
- [Eastern Oregon Workforce Board](#)

Other Important Partnerships

The Oregon Workforce Partnership (OWP) is composed of leaders from Oregon's nine Local Workforce Development Boards. Each local workforce area is designated by the Governor. Chief Local Elected Officials from each local area identify organizations to serve as the Local Workforce Development Boards.

OWP provides leadership that promotes and advances Oregon’s workforce system. They envision that Oregon’s workforce system ensures all Oregonians possess the talent needed for communities to thrive and prosper.

Appendix B — Draft Statewide Data Validation Policy

Overview

The Workforce Innovation and Opportunity Act (WIOA) Section 116(d)(5) directs States to establish procedures to ensure the data contained in the State’s Annual Performance Report(s) is valid and reliable. These procedures are broadly referred to as “data validation.”

This requirement is reiterated in 20 CFR 677.240(a): “States must establish procedures, consistent with guidelines issued by the Secretary of Labor or the Secretary of Education, to ensure that they submit complete annual performance reports that contain information that is valid and reliable, as required by WIOA sec. 116(d)(5).”

As part of these guidelines, the US Department of Labor (DOL) issued Training and Employment Guidance Letter (TEGL) 07-18, *Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA)*, which provides information to States and grantees of DOL and the US Department of Education (ED) on the performance accountability system requirements set forth in section 116 of WIOA. Specifically, this guidance provides information about the guidelines States must use in developing procedures for ensuring the data submitted are valid and reliable.

TEGL 7-18 describes a Joint Data Validation Framework that applies to programs administered by DOL and ED and includes, “While States must utilize a data validation strategy, the specific design, implementation, and periodic evaluation of that strategy is left to the discretion of the State so long as those strategies or procedures are consistent with these guidelines.”

US DOL continues to update data validation guidance and has curated subject specific web page which all DOL WIOA grantees should review regularly and prior to conducting data validation for program participant files.

Policy Statement

The Higher Education Coordinating Commission’s (HECC) Office of Workforce Investments (OWI) and the Oregon Employment (OED) have developed a Data Validation Framework for the WIOA Core programs they administer and the Trade Adjustment Assistance program. This data validation policy consists of

- Oregon’s Data Validation Framework
- A link to DOL website resources, including a list of allowable source documents (see References and Resources).

This policy and its attachments apply to all WIOA Core programs administered by HECC OWI and OED, the Trade Adjustment Assistance program, the Jobs for Veterans State Grants (JSVG), and National

Dislocated Worker Grants (DWGs). These programs must also adhere to their respective programs' presiding federal guidance for the program year data being validated.

These programs and the other WIOA Core and non-core program grant recipients have the discretion to develop additional policies, guidance, or other documents that pertain to the specific design, implementation, and periodic evaluation of that strategy, so long as those strategies or procedures adhere to all relevant federal and State guidance.

Oregon's PIRL Data Validation Framework
For WIOA Title I Dislocated Worker, Adult, and Youth, WIOA Title III Wagner-Peyser, Jobs for Veterans State Grants (JVSG), and the Trade Adjustment Assistance (TAA) Programs

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Oregon's PIRL Data Validation Policy

This policy covers the following federal programs: WIOA Title I Dislocated Worker, Adult, and Youth, WIOA Title III Wagner-Peyser, Jobs for Veterans State Grants (JVSG), National Dislocated Worker Grants (NDWGs), and the Trade Adjustment Assistance for Workers program.

The State agencies/entities that are responsible for the programs addressed in this framework perform data validation (DV) on their respective programs to ensure reporting accuracy and reliability, system integrity, and outcome improvement. The State will conduct DV for the applicable programs annually, follow-up on DV results, and provide technical assistance and/or corrective actions, as applicable. The State's DV efforts will be certified in the Annual Statewide Performance Narrative Report.

The State will review source documents against the management information systems (MIS) and/or other systems of record, and the Participant Individual Record Layout (PIRL) in accordance with guidance provided by the US Department of Labor. The State will also conduct technical reviews of the PIRL to ensure data reporting procedures are valid and reliable.

The sample selected for review will include records of participants at various stages of their involvement with applicable programs.

Data Validation Frequency

The State will conduct DV annually, typically in the 3rd calendar quarter and will conduct follow-up and provide technical assistance, as needed or requested. Individual programs governed by this framework may have differing, program-specific start and end dates for data validation activities. The State's data validation methodology will be addressed and certified in the WIOA Annual Statewide Performance Report Narrative.

It is expected the State will conduct Data Validation in late August to September of each year.

Sample Methodology

To select the sample size, performance staff collaborate with their IT division to randomly select from active and exited records in the PIRL the appropriate sample size for each program.

- Each year the State will review the sample size, taking into account previous years' DV results, potential data concerns and other relevant factors. Sample sizes are detailed in the **DV Procedural Documentation by Program Area section**, below.
- The universe of records sampled will be all participants for the previous ten quarters and will include both active and exited participants.
- All required data elements (per program) will be reviewed for each record sampled.
- Additional details are in each agency's processes towards the end of this document.

Error Identification and Tracking

- Each program will create and maintain a data validation checklist/tool for use by the individuals conducting DV.
- State DV staff will use the checklist/tool described above to verify:
 - That allowable source documentation exists*; and, where applicable, that the data in the participant record and the source documentation match.
- If/as errors are discovered, State DV staff will record relevant information on the checklist/tool.
 - *Note: A lack of allowable source documentation will result in an automatic error for the corresponding data element, and may result in additional follow-up, technical assistance, or other corrective action.
- The State will use documentation to track errors. Errors shall be recorded by data element, per program, per local area and/or AJC as appropriate.

The computational method for calculating error rates will be determined by:

- Dividing the number of errors (per element) by the number of files reviewed which contain that element, expressed as a percentage.
 - Example:
 - 200 participant files reviewed for "Date of Birth"; with 5 errors found;
 - $5/200 = 0.025$, or 2.5%
 - This process will be repeated for each data element.
- Each program will use the previous year's DV results to determine error threshold rate(s) for the upcoming year.

- Error threshold rate(s) may fluctuate depending upon the *cause* of the error (e.g., a local AJC will not be held responsible if a State system/process is the cause of the error).
- In all cases, the actual error rate, and any actual or presumed reasons/causes for errors will be documented when errors exceed the error threshold rate.

Feedback and Error Correction

State DV staff will require local staff correct errors within 90 days of being notified of the error.

Training and Technical Assistance Identification and Provision

DV training will be provided for appropriate program staff annually.

Additionally, the feedback process will include engagement of program and local staff to ensure that they are advised of data elements and types of source documentation that had higher trends in errors, or other general data quality concerns identified, including:

- Technical assistance will be provided annually, as needed or requested, or both, typically within 90 days of the completion of State-level DV activities.
- Targeted or system-wide staff training will be considered after DV error rates or results are analyzed.

Data Validation Follow-up Activities

DV results are used to ensure the accuracy of local and state reports. Error rates and trends analysis will inform policy revisions and future sampling approaches.

If error correction is required and/or data or source documents are missing, State data validation staff will notify program coordinators (or providers, as appropriate) upon the completion of a program’s data validation and source documentation review.

Individual programs governed by this framework will request follow-up documentation from their program coordinators detailing how DV processes have been corrected and will set timelines for provider responses – typically within 90 days of notifying the coordinator as described in the previous paragraph.

Should a DV error rate or trend be identified, the State will provide assistance to program providers and AJC staff to implement system and/or policy changes to improve data quality.

All records and related documentation pertaining to DV will be compiled and maintained according to federal record retention requirements and be accessible to federal reviewers (2 CFR 200.334).

Records may include:

- Copies of worksheets on data elements and files/records reviewed
- Frozen quarterly wage records for wage record matching used for reporting outcomes
- Frozen/retained screen shots and documents displaying pre-correction data
- Trends in common data accuracy issues
- Error rate calculations

- Corrective action efforts made after data validation reviews
- Manner in which results are memorialized and records retained
- Document process for the correction of missing and erroneous data identified

In the event corrective action is required, those actions and expected outcomes will be tracked and monitored, in addition to any “typical” follow-up during DV activities (identifying promising practices, etc.).

Regular assessments of the effectiveness of the DV process will be conducted annually, typically in the 3rd calendar quarter, and will employ revisions to the policy and process, as needed, including:

- Method(s) for staff to assess the effectiveness of the DV process
- Frequency for how often this assessment occurs
- An assessment of the use of self-attestation as a form of source documentation
- An assessment of data collection accuracy through supplemental information gathering processes

Assessments results may be used to design staff training and/or technical assistance sessions with a focus on potential process and data integrity improvements. Additionally, technical assistance may be requested at any time by State or local staff.

Results of the assessments may also be incorporated into subsequent years’ pre-DV guidance and/or training materials.

DV Procedural Documentation by Program Area

Procedures for performing DV for each program is documented in 3 separate sections, Title I, Wagner-Peyser & JVSG, and TAA due to MIS and procedural differences.

Note: Since all ETA programs that are part of this data validation framework use the same source document list/requirements, if a participant is co-enrolled in more than one of the applicable programs, any program may accept the data validation results of another program’s DV procedure, as long as all Program Specific Parameters also apply.

Overview of Office of Workforce Investments (OWI) Processes

1. The Office of Workforce Investments (OWI) is responsible for Data Validation related to WIOA title I programs, including National Dislocated Worker Grants.
2. OWI integrates Data Validation (DV) for WIOA title I programs during the course of annual on-site monitoring.
3. OWI staff will notify all local workforce development boards (LWDBs) before beginning each cycle of DV.
4. If any National Dislocated Worker Grants are/were in effect during the period covered by DV, OWI will incorporate those participant records into its DV calendar.
5. Sample methodology and size: OWI will use participant records randomly gleaned from WIPS/PIRL submissions and cross-reference them with participant names to create individual program-specific worksheets.
 - a. OWI will typically select 10 customer records per program, per local area, for the WIOA T-I Adult, Dislocated Worker, and Youth programs (10 records x 3 programs x 9

local WDBs = 270 records). Additionally, if OWI administered any National DWGs during the Program Year for which data is being validated, OWI will typically select 10 DWG customer records for review and data validation.

6. Correcting errors and obtaining missing data or source documents will align with **Data Validation Follow-up Activities** (above).
7. Any discrepancies or inconsistencies will be identified and resolved during the annual monitoring process.
8. A summary of data validation efforts will be included in each local area's final monitoring report.
9. OWI will create a summary report of statewide Title I programs DV results to be used for the WIOA Annual Statewide Performance Report Narrative and/or distribution to relevant parties (State WDB, etc.).

Wagner-Peyser and JVSG DV Procedures

1. OED Data Validation staff will conduct DV of WP and JVSG records as outlined in the State DV Policy & Framework and will follow the processes outlined under the "Overview of Office of Workforce Investments (OWI) Processes" with the following exceptions:
 - a. Exclude item 5 and instead use sample sizes:
 - i. Wagner-Peyser will randomly select 25 records
 - ii. JVSG will randomly select 10 records

TAA DV Procedures

1. OED Data Validation staff will conduct DV of TAA records as outlined in the State DV Policy & Framework and will follow the processes outlined under the "Overview of Office of Workforce Investments (OWI) Processes" with the following exceptions:
 - b. Exclude item 5 and instead use sample sizes:
 - i. TAA will randomly select 25 records

Required Data Validation Elements and Source Docs

Required data validation elements and their corresponding source documents (by program) can be found at: <https://www.dol.gov/agencies/eta/performance/reporting/data-validation>

Effective Date

Upon publication.

Required Action

All entities to which this policy applies must review this policy and related links and may develop additional, program-specific guidance, as necessary.

Contact

Questions are to be referred to hecc.wtdbpolicy@hecc.oregon.gov.

Attachments

None.

References and Resources

- WIOA Sec. 116(d)(5) Data Validation
- 20 CFR § 677.240 What are the requirements for data validation of State annual performance reports?: <https://www.ecfr.gov/current/title-20/chapter-V/part-677/subpart-F/section-677.240>
- U.S. Department of Labor Employment and Training Administration Data Validation Website: <https://www.dol.gov/agencies/eta/performance/reporting/data-validation>

Appendix C — Customer Satisfaction Survey Questions

Businesses

- As a result of the services you received, did you hire one or more new employee(s)?
- How satisfied were you with the person(s) you hired?
- If you have job openings in the future, how likely is it that you would list your job openings with us?
- How likely would you be to recommend our services to your fellow business owners?

Individuals

- How do you rate your first impression of the workforce system provider that served you?
- Do you feel the services provided helped (or will help) you find a job?
- If one of your best friends were looking for a job in the future, how likely would you be to recommend our services?

Appendix D — Research Division Articles, Surveys and Analysis

Summary of the labor market information activities that Research completed which were supported by Wagner-Peyser Act Employment Service section 7(b) funds for PY 2023, July 2023 through June 2024:

Research articles by the Regional Analysis and Economic Analysis teams, July 2023 – June 2024:

- [The Changing Face of the Nursing and Residential Care Industry](#) by Lynn Wallis June 20, 2024
- [Oregon’s Food Manufacturing Industry – Adding Value](#), by Jordan Macias, May 20, 2024
- [Made in Oregon: A Profile of the State’s Manufacturing Sector](#), by Molly Hendrickson, May 3, 2024
- [New and Emerging Jobs in Oregon: The Latest Trends](#), by Sarah Cunningham, Apr 12, 2024
- [Online Job Ads Declined in Fall 2023, but Remain Higher Than Pre-Pandemic Levels](#), by Luke Coury, Apr 8, 2024
- [Health Care Jobs Now and Into the Future](#), by Lynn Wallis, Mar 6, 2024
- [50 Jobs That Pay Well...No College Necessary!](#), by Jordan Macias, Feb 28, 2024
- [10-Year Occupational Projections for STEM Jobs](#), by Jason Payton, Feb 22, 2024
- [10-Year Occupational Projections Show Broad-Based Job Opportunities Statewide](#), by Sarah Cunningham, Dec 21, 2023

- [The Hospital Industry and Workforce Update – Before and After the Pandemic Recession](#), by Lynn Wallis, Dec 13, 2023

Job Vacancy Survey – Quarterly employer survey to gain insight into job vacancies by region, industry, occupation, education level, and wage level and provide information about jobs that are most difficult to fill:

- [Winter 2024 Hiring Among Oregon’s Private Employers](#) by Anna Johnson, April 25, 2024
- [Labor Underutilization Remains Relatively Low in Oregon](#) by Gail Krumenauer, August 19, 2024
- [Quarterly Job Vacancies Snapshots – Winter 2024](#) by Jessica Nelson, April 13, 2024
- [Fall 2023 Hiring Among Oregon’s Private Employers](#), by Anna Johnson, Jan 25, 2024
- [Spring 2023 Hiring Among Oregon’s Private Employers](#), by Anna Johnson, Jul 27, 2023

Wage Record Analysis - analysis of unemployment insurance wage records resulting in Oregonians @ Work publications:

- [Oregonians @ Work - First Quarter 2023](#), by Molly Hendrickson, February 2024
- [Oregonians @ Work – Second Quarter 2023](#), by Molly Hendrickson, June 2024
- [Fourth Quarter 2022: Oregonians at Work – Inflation Continues to Affect Wage Growth](#), by Molly Hendrickson, November 2023

Appendix E — Success Stories

Business Services Success Stories

A heartfelt success from East Cascades – as told by Career Development Coordinator Joe Milazzo

Backstory: WSO Customer with over 20 years’ experience as a commercial truck driver was having trouble finding employment...then WorkSource Oregon stepped in!

WSO Customer: “...I shared my emotional discouragement concerning obtaining employment with my local WorkSource STEP coach, Ryan Valdesuso. Ryan then quickly introduced my situation to his professional colleague, Joe Milazzo, who reached out via email to obtain more information concerning my situation. Joe quickly set up a video call with and encouraged me to be on the offense when applying for work. Joe shared brilliant ideas which resulted in my employment within weeks. It was a different tactic that was new to me.

Your civil service is valuable to our community. A big shout out to Ryan Valdesuso and Joe Milazzo, Central Oregon WorkSource for taking the time to assist me in obtaining employment. I was losing hope and felt stuck in knee-deep quicksand. They pulled me up by the bootstraps and truly made a difference in my life. Please ask for help if you or someone you know is going thru a similar situation. The skills and knowledge you learn, and share may save a life.”

Statement from Ryan and Joe: As much as the jobseeker feels we gave them; *they gave us so much more in return*. This is The Why, why we come to work and make the difference!

Business Services Connects Customer with WSO Partners and Gainful Employment

Jeff is a veteran who began his employment journey through WorkSource Douglas in December 2022 when his position at Roseburg Forest Products was interrupted due to having to take unpaid medical leave, as his employer was not able to accommodate his light-work duties for returning to work. As he had to change his career trajectory, Jeff entered WorkSource to determine how to sustain his basic living expenses without an income, while he pursued his training and employment goals.

Being unable to return to work, Jeff recalled having Trade Act (TAA) benefits and reached out to Trade Act to see if they could assist. Jeff spoke with Jaymes Tadlock, TAA Navigator, out of Rogue Valley who was filling in for Cindy Ferner. Upon researching the petition, it was discovered that Jeff was in suitable employment with the trade-affected employer and was not eligible at that time for TAA benefits. As Jaymes was not able to assist with TAA benefits he actively started looking for ways to braid services and find partners that could assist the jobseeker. Jaymes then contacted Tracy Henderson, Career Development Coordinator (CDC), and Shardell Johnson, WSO Business Specialist, to schedule an appointment and provide a warm hand-off. Shardell and Tracy met with Jeff to get a better understanding of what he was looking for and how he could be supported.

Jeff was encouraged to apply for Unemployment Insurance (UI), along with Oregon Health Plan (OHP), and Supplemental Nutrition Assistance Program (SNAP) benefits to assist with basic needs. He was also connected with a SNAP Training and Employment Program (STEP) coach, Amber McDow, who worked with Jeff on necessary steps prior to engaging with Minja Maksimovic with South Coast Business (SCB), a Title I partner that had funding that could help with housing. It was necessary to document that Jeff would be able to sustain himself for SCB to assist with basic needs for three months. Jeff was interested in teaching, and he held a bachelor's degree. As such, the team connected him with a substitute staffing agency. Amber, the STEP coach, worked with Jeff, and the STEP program was able to pay for his fingerprinting, background check, and teacher's license. With the plan in place for Jeff to be able to sustain his basic living expenses, Minja was able to support him with Prosperity 10K funding through SCB. While moving Jeff forward with substitute teaching, he became eligible for unemployment benefits, which then made him eligible for TAA benefits.

TAA was able to support him with a computer, which saved fuel costs as he no longer had to drive 30 miles to come into WSO to use the computers. In the meantime, Tracy ran across an opening with the county for an Engineering Technician II position that would fit Jeff's skillset perfectly. In turn, Tracy assisted Jeff with applying for the position, and as of August 22, Jeff obtained his career goal and is now gainfully employed earning \$22.93 per hour, with full benefits.

Jeff is extremely grateful for all the assistance that he received; he stated that without the wraparound services and encouragement he received from the WorkSource Douglas team, he would not have had the supports to become both housed and gainfully employed.

A Journey of Transformation: From Release to Employment in Just 10 Days – as told by St. Helens Business Representative Josh Moe

In a heartwarming tale that underscores the power of collaboration and support, staff in the St. Helens WorkSource Oregon center witnessed an incredible success story that highlights the impact staff can make on individuals' lives.

In September 2023, a job seeker walked through our doors, seeking a fresh start. This individual had just been released from prison a few days earlier, facing the daunting challenge of reentering society and finding stable employment. Spearheading his journey was Business and Employment Specialist (BES) Lead Worker Steven Jonkers, who worked closely with him to complete his iMatchSkills profile. During conversations led by Steven and BES Russ Gray, they learned the customer was a Veteran and receiving SNAP benefits. Recognizing the importance of a comprehensive approach, referrals were made to STEP coach Tiffany Norvald for the STEP program, as well as to Disabled Veterans Outreach Program representative, James Penley.

With his registration in iMatchSkills complete, the job seeker stumbled upon a promising staff-assisted job listing at a personal care product manufacturer, conveniently located near his transitional housing. The alignment between his aspirations and the job opportunity was unmistakable.

Enter Business Service Representative Josh Moe, who was in a virtual meeting when Russ Gray knocked on the door and presented the job seeker's resume, seeking assistance in prescreening him for the position. Despite a busy schedule, Josh recognized the urgency of the situation and stepped away from his meeting to conduct the interview. The job seeker's desire for stable employment within proximity to his transitional housing, a testament to his commitment to his new journey, resonated deeply with the team.

Josh confirmed that the job seeker met all the necessary qualifications for the role and promptly forwarded his resume to the human resources manager. This move showcased the strong working relationship Josh had built with the employer through his dedication and professionalism.

The climax of this narrative came in the form of an interview scheduled for the following day. After a successful interaction, the job seeker returned to the WorkSource center, where he engaged with DVOP James Penley and STEP Coach Tiffany Norvald.

As the story unfolded, the job seeker shared the exciting news – he had been offered the position! This life-changing opportunity was to begin the following Monday, a mere 10 days after his release from a nearly 2-year prison sentence. This remarkable transformation was only possible through the collective efforts of our dedicated team, with each staff member playing an important role in the customer's journey to employment.

This narrative serves as a shining example of our agency's commitment to making a tangible difference in the lives of those we serve. It embodies the essence of our mission – to provide holistic support, foster second chances, and empower individuals to pave their path towards a brighter future.

Statewide Business Services Team Meeting

The statewide Business Services team met in person at the Broadway Commons in Salem for a two-day meeting in April 2024. This was an opportunity to spend meaningful time together growing as a team, sharing best practices and knowledge with one another, as well as training and strengthening skillsets to accomplish goals of consistency and providing the best services possible to internal and external customers.

Jim Pfarrer, Director of Workforce Operations, joined to kick off the in-person meeting and set expectations for the time together.



Jim Pfarrer addresses the Statewide Businesses Services Team.

The gathering heard from employers in Manufacturing, Healthcare, Waste Management, and Marketing that had experience working with WSO and provided insight into their industries for our education and for better partnerships.

The first day consisted of Business Services representatives, job listing writers and career development coordinators.

The management team, including area managers and supervisors for Business Services, joined on the second day. It was a team effort to share knowledge and expertise with one another.

Collaborative teamwork leads to another job seeker's success – as told by Pamela, who worked with the Trade Adjustment Assistance for Workers Program

"I am so grateful for the Trade Act Program. I would like to thank the Trade Act team—Kim Williams, Neil Johnson, and Tomas Torres—who were assigned to me and Kim Weraky from the WorkSource office for recommending the Trade Act Program.

In 2015, I worked for Shimadzu, the company my petition is under, and after almost a year I was laid off. I continued to try and get work and landed a few manufacturing jobs. From 2018 to 2023, I worked for Mak Metals, and they had a lay off and I was laid off with that group. I then signed up for unemployment and went into a WorkSource office and met Kim Weraky. As she looked at my past work searches, she noticed I was flagged Trade Act, so she gave me a number to call and talked to Kim Williams. What a great day that was, as we launched into Trade Act. I then met with Neil every week. He cheered me on and helped with resumes, interviewing and sharing job fairs and helped me apply for jobs. Kim coached me and taught me how to use the computer in the Tech Pilot Program. We met every Friday. Kim provided emotional support as well as teaching. Tomas also was encouraging and great support. I made many trips to the employment office and want to say the people working there were also very helpful and patient. I hope others can utilize these great resources.

After 14 weeks of Tech Pilot training and job applications, I have employment, and the computer is mine. Having a computer and understanding how to use it, made it so much easier to do the work searches and online unemployment claims.

I am happy I was part of the team that helped me have success."

STEP Success Stories

Meet Tim:

Situation Before Entering the Program: Tim faced long-term unemployment for three years and encountered challenges finding work in his previous industry.

Coaching, Services, and Support Provided: Tim received various forms of support from the STEP program, including assistance with scholarship applications. Additionally, the program provided support with workforce clothing and tools, as well as facilitated a successful job placement for Tim. Lonnie Martinez, his STEP coach, demonstrated exemplary problem-solving skills and a genuine commitment to helping Tim navigate the intricacies of these assistance programs.

Difference Made by the STEP Program: The STEP program has made a profound difference in Tim's life. Through the program's support, Tim secured a maintenance technician job that he still holds today, which has led to raises and a promotion, providing stability and growth opportunities. Additionally, he has successfully started and built a savings account, starting from zero and now with several thousand dollars. Furthermore, Tim has developed positive personal habits as well as breaking some bad ones.

Meet Micah:

"The STEP program has been wonderful, and my STEP coach has been awesome, getting me the resources that I need. He helped me on my résumé, helped on transportation costs and my monthly phone bill. It really helped me to be able to get what I needed to get going, plus the program is very easy to use, and I was able to communicate and work with my STEP Coach on how I can be success on my job search. Thank you very much! I appreciate that this program exists! I was out of work for two years during the pandemic, and I am now working full-time! It feels great being back at it!"

Meet Jenie:

"If it hadn't been for the STEP Program and all their support, I would not have found such a rewarding career path. I love coming to work and helping incoming patients, as well as assisting my colleagues in making sure our office runs at the highest efficiency. The STEP Program helped me get to somewhere I never thought I could be. I want to continue to grow in this position and become the best leader I can be."

Jenie originally came to the STEP Program looking for something new. She had worked for many years as a financial analyst for the Philippines government but, after arriving in the United States, wanted to try something new. Jenie originally met with her STEP coach and discussed all of the passions and careers she liked. What came up most often was her desire to help people pay for medical

appointments and procedures. This led Jenie to begin looking into a career path to medical billing and coding. After checking into multiple different programs, Jenie was unable to find one that she would be able to complete in a short amount of time or with the funds the STEP Program could provide her. Disheartened but still resilient, Jenie refocused her efforts into employment.

After discussing her immediate employment needs, Jenie was referred to the WSO Portland Metro Regional Business Services Team for a position as a medical office coordinator and receptionist. Jenie met with a member of the Business Services Team, who felt she was a great candidate for the position. After completing an interview with the company, Jenie was immediately hired.

Now, Jenie is working full time and is in the process of transitioning into a management position. She has gained so many skills and her employer has agreed to help her pay for training to become a certified medical biller and coder.

Engaging with the STEP Program helped Jenie by highlighting her career strengths, helping her improve her resume so she was more marketable, and helping her connect to a great employer.

Trade Act Success Stories

Meet Lidia:

"My name is Lidia. I was working for 7 years in a packing warehouse, where I earned little more than the minimum wage. At the beginning I was packing for 2 years, it was a very tiring job that, at the end of the day, left me very tired. Later I changed my position, which was in Quality Control (QC), where I earned a little more and it was less physical work, but I had more responsibilities. When the company closed, and I was out of a job, I was unemployed for 3 years. During this time, I had the opportunity to obtain my GED at Chemeketa Community College. Later I was in the TRADE ACT program, where they supported me in my English classes, and I also obtained my Certified Nurse Aide certificate (CNA). Thanks to the support that the TRADE ACT program gave me, I now have a better job and better pay. I am very happy because I was able to prepare myself to have a profession and a better job. Now I can say that I feel fulfilled thanks to TRADE ACT."

Meet Dennis:

"The mill I was working for most recently, closed down in January 2024. I went to the employment department office, and the gentleman that met with me said I might be Trade affected. Shortly afterwards, Trade Act called me, and I was approved. I began working with my case manager and let her know that I wanted to get my CDL. We then began the paperwork process with the assistance of the Trade Act Navigator, on my first steps assessment. On March 18th of 2024 I started my training at Elite Truck School. Within 5 weeks I tested and passed my CDL and now have my CDL license. This week I finished my training and Monday; I start my new job with Walker Garbage Service. I really appreciated my case manager's help. Every time I called, they were quick to respond and answered my questions very professionally. This is a new chapter in my life, and I can now move on with a new profession."

Veteran Success Story

Tyson’s Story – Obtaining a Federal Job

Tyson, a 100% VA Service-connected Disabled Veteran, requested assistance with locating federal employment in April of 2023 at the WorkSource Oregon Center in Baker City. Staff connected Tyson with the local Disabled Veterans Outreach Program specialist. The DVOP worked closely with Tyson, helping him submit a “Special Hiring Authority” packet (resume, cover letter, DD-214, SF-15, and VA civil service letter) established by the Veterans’ Recruitment Appointment Act (VRA). Within a week, a federal agency responded that they were interested in hiring Tyson as a temporary recreation assistant through the 2023 season. After finishing the 2023 season, Tyson received some more good news: He was offered and accepted a permanent seasonal position as a recreation assistant at the GS-5 pay rate.

Appendix F — Quality Feedback Measures Outcomes

This chart compares QFM Job Seeker review criteria for program years 2022 and 2023.

Job Seeker Review Criteria	PY 2022	PY 2023
Occupations Reflect Work History & Education	69%	68%
Profile Complete for Job Matching	69%	79%
Tracking Notes Meet Agency Standards	98%	99%
Career And Training Goals Noted	87%	95%
Next Step(S) Assigned	83%	96%
Job Classification Correct	97%	98%
Oregon Tax ID Number Current	98%	98%
Legal Requirements (EEO/ADA)	95%	98%
Job Information & Contact Details Complete	95%	96%
Tracking Notes Meet Agency Standards	98%	98%
Potential Issues Referred to UI	98%	97%
Requirements Clear and Appropriate to Position	94%	96%
Staff Referrals Meet Job Requirements	95%	97%
Timely First Contact with Employer	87%	84%
Referral and Recruitment Feedback Provided	76%	82%

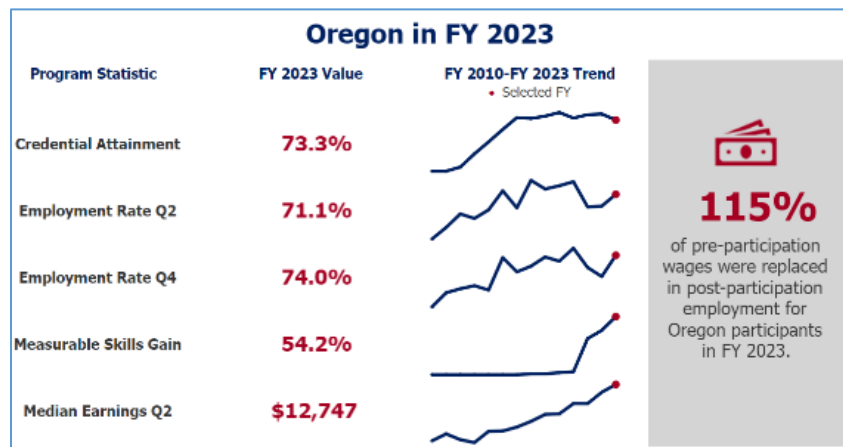
Appendix G — STEP Placement Information by Industry (PY 2023)

Industry	Placements	% of Total
Industry Not Documented by Staff	281	23.77
Health Care and Social Assistance	193	16.33
Accommodation and Food Services	161	13.62
Retail Trade	108	9.14
Transportation and Warehousing	104	8.80
Other Services, Except Public Admin.	81	6.85
Manufacturing	75	6.35
Construction	48	4.06

Agriculture, Forestry, Fishing, Hunting	25	2.12
Educational Services	30	2.54
Professional, Scientific, Technical Services	9	0.76
Admin, Support, Waste Management, Remediation Services	8	0.68
Public Administration	8	0.68
Arts, Entertainment, and Recreation	16	1.35
Finance and Insurance	11	0.93
Utilities	3	0.25
Unclassified Establishments	14	1.18
Information	2	0.17
Real Estate and Rental and Leasing	3	0.25
Wholesale Trade	2	0.17
Management of Companies	1	0.08
Mining	1	0.08

Occupations include: Account Management, Accounting Specialist, Administrative Assistant, Amazon Delivery Driver, Apprentice Roofer, Arborist, Armed Security Guard, Assembly Line Worker, Autism Behavior Technician, Barista, Bank Teller, Bartender, Bookkeeper, Bus Driver, CNA1, CNA2, Care Provider, Case Manager, Cashier, CDL A Truck Driver, Certified Peer Support Specialist, CNC Machine Operator, Cook, Crew Member, Customer Care Specialist, Data Entry Clerk, Direct Care Provider, Dispatcher, Employment Specialist, Fish Processor, Flagger, Food Service, Forklift Driver, General Labor, Housekeeper, Human Services Specialist 3, Janitor, Landscaper, Machine Operator, Medical Assistant, Mental Health Aide 1, Merchandiser, Millwright, Office Coordinator, Packaging Operator, Patient Care Technician, Personal Care Attendant, Phlebotomist, Production Assistant, Radiology Technician, Receptionist, Retail Associate, Roofer, School Bus Driver, Shop Manager, Special Education Assistant, Stocker, Teacher Aide, Victim Advocate, Warehouse Associate, Welder, Work Study, Youth Mentor.

Appendix H — Trade Adjustment Assistance FY 2023 Performance



Recognition and gratitude go to the OED, HECC, WTDB, LWDBs, and all WSO partners (agencies, organizations, and individuals) that provided information for this report. Oregon continues to develop innovative and responsive methods for meeting the demands of our ever-changing economic climate.

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