
**Workforce Investment Act (WIA)
Annual Report Narrative**

OREGON

Program Year 2011



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Contents

WorkSource Oregon	3
Alignment, Integration, and Innovation	4
Strategic Planning	8
Unique Programs and Recent Accomplishments: Serving Job Seekers, Employers, and Stakeholders	9
American Recovery and Reinvestment Act (ARRA)	
Green Jobs	
Priority of Service for Veterans	
Social Media	
National Career Readiness Certificate (NCRC)	
Oregon Workforce Partnership (OWP)	
State Energy Sector Partnerships (SESP)	
Performance	14
State Evaluation	15
Cost of workforce investment activities	
Information on participants in the workforce investment system	
Uniform Reporting	18
Waivers	19

WorkSource Oregon (WSO)

In Oregon, the state workforce development agencies and community partners have moved to a unified, simplified approach in delivering services to job seekers and employers through the implementation of the federal Workforce Investment Act.

Oregon's workforce system serves Oregon workers by:

- helping people update their workplace skills,
- launching them toward higher wages, and
- referring them to jobs or educational career paths based on new technologies or innovations.

By bringing private industry together into a partnership with public providers, state agencies and educational institutions, Oregon offers a diverse array of workforce services throughout the state. This statewide network of public and private partners and services is collectively referred to as WorkSource Oregon (WSO).

WorkSource Oregon:

- Provides businesses with skilled workers, making hiring and training as streamlined as possible;
- Helps job seekers find jobs through skill assessment, skill matching, job search assistance, training and support services;
- Collaboratively leverages resources to align initiatives in the education, workforce and economic development arenas;
- Provides leadership to shape the education programs and workforce services that benefit individuals, businesses, and communities in Oregon;
- Broadens public access to skills, knowledge, and career opportunities;
- Fosters innovation in instruction, delivery, data collection and dissemination; and,
- Meets public stewardship and accountability expectations to federal, state, and local funders and partners.

Alignment, Integration, and Innovation

“Integration will enhance the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. Integration will systematically improve the coordination of Workforce Investment Act and Wagner-Peyser Act funded services to achieve improved customer outcomes and more efficient and effective customer service.”

- Compass Policy for Alignment and Integration

A collaborative approach to the delivery of technical assistance, training and capacity building to support state workforce development partners is also occurring among state agencies.

Implementing an integrated service delivery system involves the design of a new service delivery model and the creation of a data-sharing infrastructure. These efforts in system and service integration affect the participating workforce partners – Local Workforce Investment Boards (LWIBs), the Oregon Employment Department (OED), and the Oregon Department of Community Colleges and Workforce Development (CCWD) – by:

- Moving beyond partnership and colocation to multi-disciplinary service integration
- Establishing integrated service minimums that are expected in all local areas
- Requiring that LWIBs convene the partners and are accountable for the development of an integrated service delivery system with OED and the LWIB

Integrated service delivery leverages funds through integrated programming, which enhances the use of limited and declining funding through a more efficient use of resources and a reduction of program duplication and requirements. It systematically improves the coordination of Workforce Investment Act (WIA) and Wagner-Peyser (W-P) funded services to achieve improved customer outcomes and more efficient and effective customer service. It also leverages the funding of other partnering programs located in or collaborating with the WSO one-stop service centers.

Oregon’s integrated model of service delivery is fully supported by state policies and administrative systems. System innovation requires the development of governance and accountability structures that will inspire continuous improvement and focus on results. Specific procedures and operations to support alignment include:

- WIA Eligibility Determination logic has been implemented at registration (Joint Communication #1-09).

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- WIA eligibility documentation and WIA participant records have been further coordinated (WSO Joint Policies: 01-10, 02-10, 03-10).
 - The WOMIS (WorkSource Oregon Management Information System) was launched in 2011 to provide a standard participant MIS system among all workforce programs.
 - In 2011-12 a workgroup of WIA staff from both local and state levels drafted a new Service and Activity Code policy that aligns service tracking across the state. This policy includes:
 - WIA self-service and informational Core services/activities that can be tracked per participant and do not result in inclusion in WIA performance calculations;
 - WIA staff assisted Core services/ activities that can be tracked per participant and do result in inclusion in WIA performance calculations;
 - agreement that the Debrief activity, by design and as delivered, is a staff assisted activity that should result in a participant's inclusion in WIA performance calculations.
 - In January 2012 *WSO Joint Policy 01-12 - Data Validation and Documentation Requirements* was finalized and approved.
 - In March 2012, the WSO Joint Policy on Common Enrolments and Exits, and Inclusion in Workforce Investment Act Title IB and Wagner-Peyser Performance Measures was drafted (expected approval date of September 30, 2012).

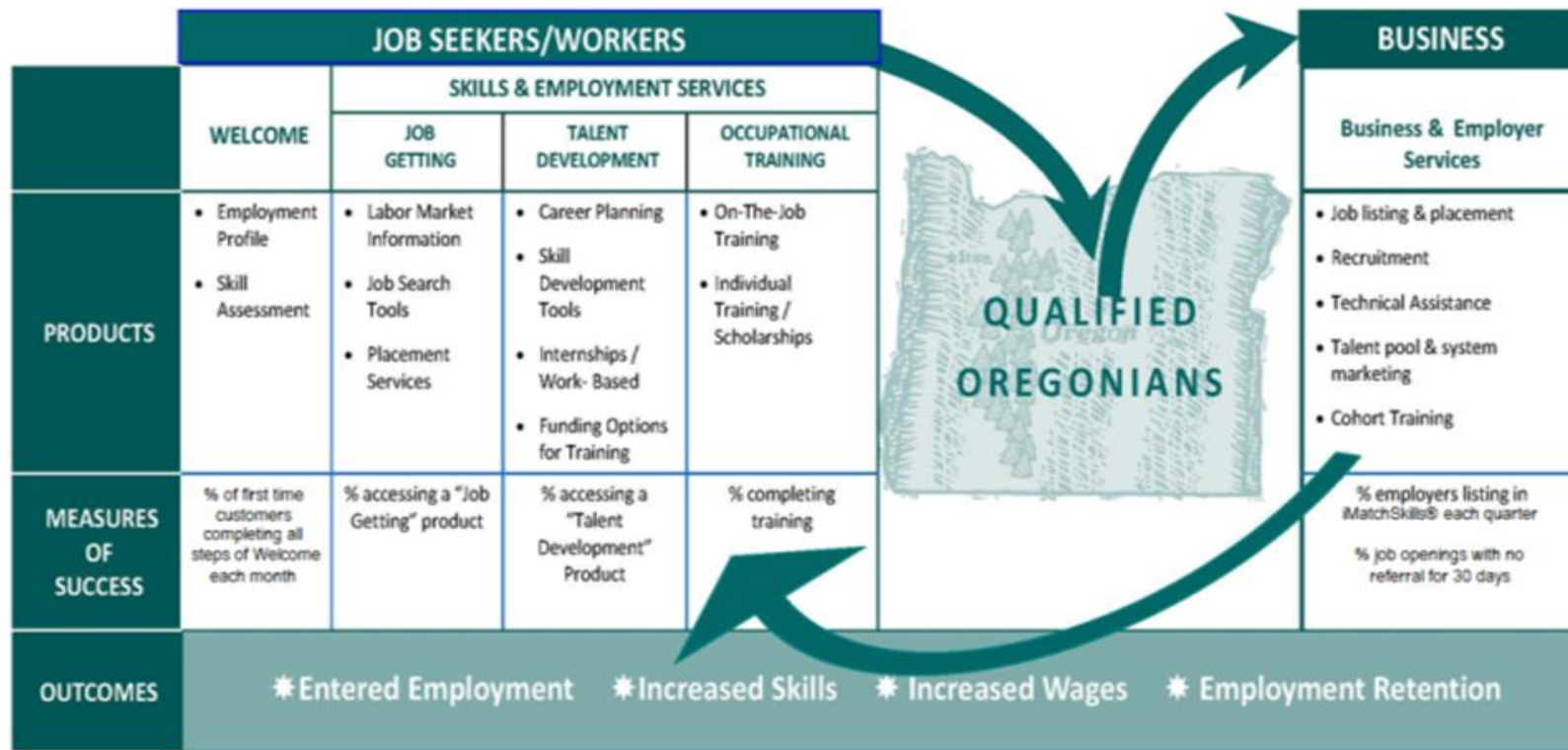
Innovation in service delivery also includes greater collocation of programs and services for a more comprehensive approach to serving the needs of WSO customers and enhanced use of technology to expand access and increase the efficiency of service delivery.

Going forward, the state and local delivery systems will continue their commitment to sustaining and strengthening the Integrated Service Delivery model and expanding it to include other federal, state, and local programs and partners.



WORKSOURCE OREGON
 "Oregon's Public Workforce System"

280,000 PEOPLE SERVED

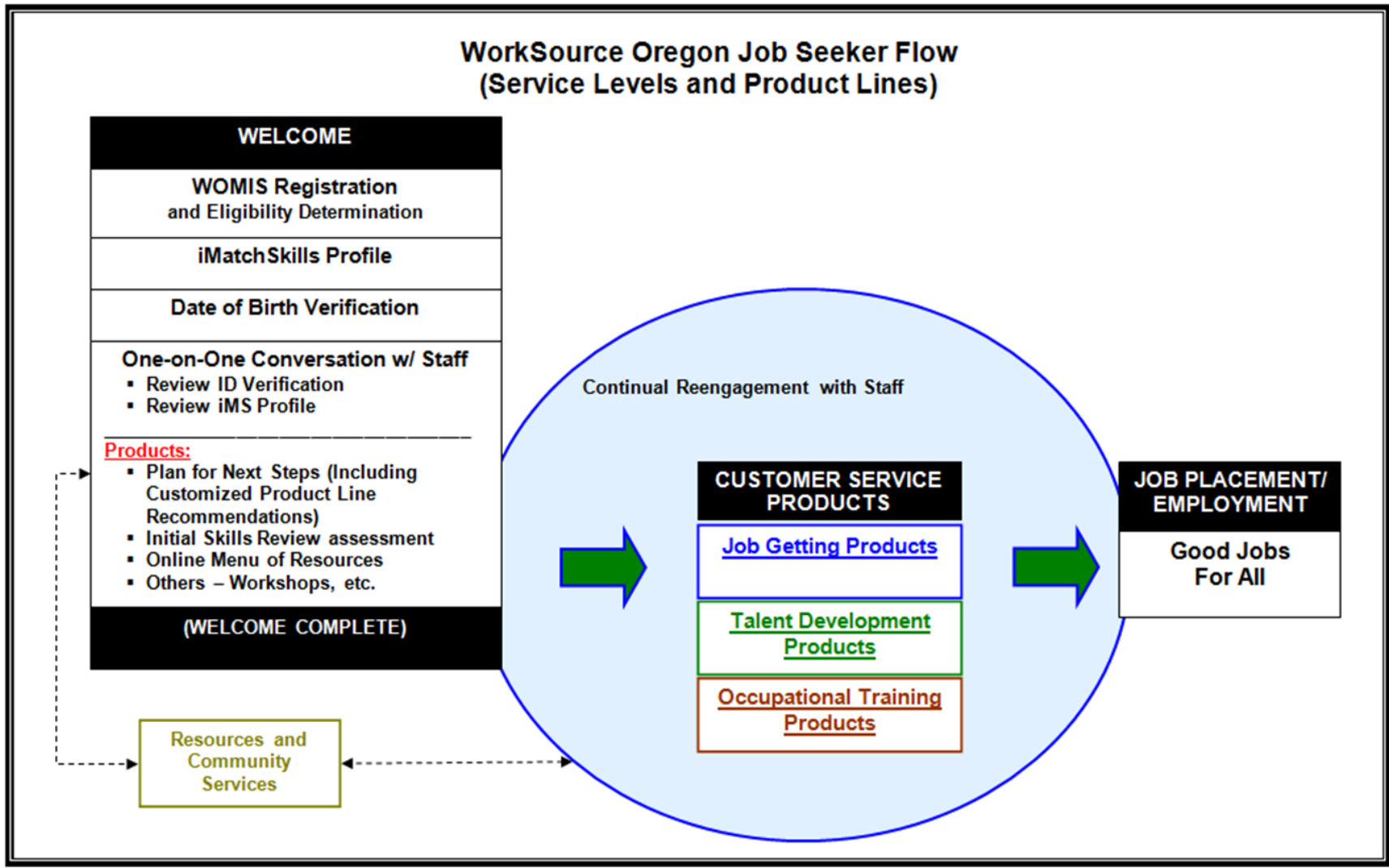


Representatives from CCWD, OED, and LWIBs comprise the Integration Leadership Team. The Integration Leadership Team, informed by workgroups and other stakeholders, helps guide and align policy and procedure in the integrated service delivery environment.

In early 2010, the Integration Leadership Team created this high-level vision graphic of the relationship between WorkSource Oregon and Oregon's job seeking and business customers. The Integration Leadership Team presented this graphic to field staff along with an implementation plan to guide Oregon's ongoing strategic efforts and influence Oregon's "Measures of Success."



WorkSource Oregon Job Seeker Flow (Service Levels and Product Lines)



Strategic Planning

In December 2011, Oregon's Governor delivered a powerful charge to the Oregon Workforce Investment Board (OWIB), *"Transform the workforce development system to achieve better outcomes for Oregon's businesses and for all Oregonians who can and want to work."*

Oregon Governor John Kitzhaber's vision is that:

Oregon has a diverse and dynamic economy that provides jobs and prosperity for all Oregonians.

In response, and in order to achieve the Governor's vision, the OWIB developed Oregon's new workforce strategic plan, *Oregon at Work*. This plan identifies three overarching goals that will lead to achievement of the Governor's vision:

- Oregonians have the skills they need to fill current and emerging high-wage, high-demand jobs.
- Employers have the skilled workforce they need to remain competitive and contribute to local prosperity.
- The workforce system is aligned, provides integrated services, and makes efficient and effective use of resources to achieve better outcomes for businesses and job seekers.

Based on the Governor's charge, the OWIB set a vision and set of outcomes to drive workforce development over the next 10 years. The Board's Strategic Planning Committee, the Governor's Workforce Policy Cabinet, Local Workforce Investment Board (LWIB) directors, and key strategic partners in education and economic development then developed the strategic framework of the plan and ensure the plan supports and aligns with the statewide priorities and objectives.

"This is the plan to meet this challenge. From its focus on integrating state agency work plans, through development of compacts between LWIBs and the OWIB, and culminating in a short list of achievable outcomes, this plan provides a powerful strategy..."

– Rosie Pryor, OWIB Board Chair

At the local level, the *Oregon at Work* plan does not seek to direct how specific programs should be managed. Instead, it looks at the system as a whole and provides both state and local agencies with guidance, policy frameworks, and tools to achieve success in a dynamic new economy. The OWIB recognizes that the most effective solutions will be developed in response to the needs of local economies by those working in local communities. This puts decision-making at the level closest to the customer.

The Oregon Workforce Investment Board's Workforce Strategic Plan for 2012-2022 *Oregon at Work* provides a call to action for transformational change in Oregon's workforce development system - from a number of stand-alone programs and agencies to a highly aligned and integrated system. The complete strategic plan is available at <http://www.worksourceoregon.org/strategic-plan-2012-2022>.

Unique Programs and Recent Accomplishments: Serving Job Seekers, Employers, and Stakeholders

American Recovery and Reinvestment Act (ARRA)

During the year Oregon's seven Local Workforce Investment Areas (LWIAs) continued practices that obtained good results for implementing this program and which may be applicable to the Workforce Investment Act (WIA) Adult, Dislocated Worker, and Youth programs. Some of the practices included:

- Several of the LWIAs utilized OED's iMatchSkills® Fast Pass system to alert older youth about the ARRA Summer Youth program employment opportunities.
- LWIAs used the addition of the ARRA funds to expand their connections and services with other human resource agencies and thereby increasing the value of both the ARRA program and the services provided by the partner agency.
- Some of the LWIAs had exemplary models of the work readiness skill achievement process, which provided youth with ongoing and detailed information of how they were doing in their jobs.
- Several LWIAs used the additional ARRA funds to expand their on-the-job training (OJT), work experience and internship programs for adults and dislocated workers. Although these strategies typically involve a high cost per participant, they resulted in excellent entered employment rates for unemployed job seekers, and undoubtedly contributed to Oregon's employment retention rate and average earnings.

For more information on the highlights of Oregon's latest Recovery Act report, click [here](#).

To view the Oregon recovery website, go to: www.oregon.gov/recovery.

Green Jobs

ARRA funding was also used to research the green jobs labor market, coordinate related training programs, and help place unemployed Oregonians into green jobs. Labor market data pertaining to Green Jobs can be found at:

<http://www.qualityinfo.org/olmisj/OlmisZine?zineid=00006995>

To view the publication *Green Jobs in Oregon: Industries, Occupations, Training, Wages, and Projections*:

<http://www.qualityinfo.org/pubs/green/greening.pdf>

Priority of Service for Veterans

During PY 2012, WSO drafted a Joint Policy (WIA and W-P) on Priority of Service for Veterans. The policy states in part that, *“Applying Priority of Service means allowing covered persons (veterans and eligible spouses) to ‘move to the head of the line.’ These covered persons are to be served prior to non-covered persons. ‘Moving to the head of the line’ applies to any and all steps in WorkSource Oregon operations and processes.”*

The policy includes additional details, required actions, and definitions, and is expected to be finalized and approved by the submission date of this report.

Social Media

As part of the efforts to share and publicize these successes, WSO partners are using innovative communication tools including project-specific websites, dedicated YouTube channels, and other social media and electronic delivery methods. This report includes examples of some of these as part of this section; a few of WorkSource Oregon’s accomplishments are summarized below, along with links to additional related reports, online videos and testimonials, and other information.

Facebook, YouTube, and Twitter

WSO has its own Facebook page, YouTube channel, and Twitter feed, used to announce Job Fairs, Employer Recruitments, Veterans events, new job listings and other information.

Facebook: <http://www.facebook.com/worksourceoregon?sk=wall>

YouTube channel: http://www.facebook.com/worksourceoregon?sk=app_57675755167

Twitter: http://www.facebook.com/worksourceoregon?sk=app_53267368995

National Career Readiness Certificate (NCRC)

Oregon’s NCRC program was officially launched by Governor Kitzhaber and over 100 key public and private sector leaders. The Governor has identified the NCRC as one of his Administration’s key workforce development strategies. The program has evolved from a regional pilot phase in 2009-10 to its current phase of statewide implementation in 2011-12. Currently, CCWD is partnering with the seven LWIBs who have convened local partners, including OED, community colleges, and economic development organizations, to deliver NCRC testing in each workforce region. WorkSource Oregon centers have been designated as the primary “front door” to the NCRC program for employers and job seekers. Highlights include:

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- Building initial capacity to deliver the NCRC assessments statewide through the Local Workforce Investment Boards in partnership with local partners.
 - Awarding over 19,473 certificates by August 21, 2012.
 - Securing the endorsements of key business associations and industry groups including Associated Oregon Industries, Oregon Business Association, Oregon Business Council, Oregon Business Plan, Portland Business Alliance, Energy Consortium of Oregon & SW Washington, and Manufacturing 21.
 - Gaining support from over 850 employers for the program.
 - Extensive print and electronic media coverage statewide.
 - Development of website and promotion & training materials
 - Establishment of a statewide NCRC Implementation Committee comprised of private and public sector leaders to guide the implementation of the program.

Building upon the successful launch and implementation of the NCRC, Oregon is one of four states selected to work with American College Testing (ACT) to develop framework for the Certified Work Ready Communities (CWRC) initiative. CWRC is a key component of the OWIB strategic plan and Counties will begin the certification process in January 2013.

The NCRC is also part of the **Back to Work Oregon** program, resourced with a \$3.4 million investment from Oregon's general fund to place 663 Oregonians into long-term jobs matched by Local Workforce Investment Boards, putting an *additional* 662 unemployed Oregonians back to work using local federal and non-federal resources.

The Back to Work Oregon Program consists of two components:

- OJT – a “hire-first” program that reimburses a company for the cost of training a new employee. A rigorous training plan is put into place by the company, which leads to employee retention of that job. The employee becomes a taxpayer by drawing a paycheck during training, and beyond.
- NCRC – demonstrates that an individual has the foundational skills necessary to succeed in the training plan and on the job, while providing the individual with a portable credential for future career growth.

CCWD oversees and manages the program from the state level, and Oregon's seven LWIBs operate the program locally. The Back to Work Oregon program was designed to help recovering Oregon companies fill more job vacancies

while helping Oregonians get back to work sooner – addressing both the needs of businesses for skilled workers, and the needs of Oregonians to have job-specific, certified, transportable skills.

For more information about the NCRC in Oregon, including press releases and success stories, visit: www.OregonNCRC.org.

Additional videos are located at the Oregon NCRC YouTube channel: <http://www.youtube.com/user/TheOregonNCRC>

Oregon Workforce Partnership (OWP)

[Oregon's seven Local Workforce Investment Boards](#) formed OWP as a way to create greater impact for Oregon's citizens and businesses. LWIBs are business-led private/public partnerships that invest in worker training based on community and industry needs. Locally, they convene those with the skills and knowledge to create effective solutions to the workforce needs of business. They create innovative program models, aligning and leveraging resources for greater impact. OWP represents: 114 businesses and business associations, working in construction, manufacturing (from food processing to wood products to biotech and solar), healthcare, hospitality, staffing services and other sectors; 16 labor union representatives, non-profit organizations, locally elected officials, community colleges, school districts, educational service districts, governmental agencies, economic development organizations, tribal nations and universities.

Through OWP, the LWIBs work together to:

- Create alignment and increase worker skill development capacity across the state.
- Convene those with expertise and those who want to make a difference in order to learn from them and to work more effectively with them.
- Compile, analyze and convert data into intelligence ensuring those involved in the creation of a more highly skilled workforce can make well-informed choices.

Oregon Workforce Partnership home page: <http://oregonwfpartnership.org/>

Find OWP and WSO success stories at: http://oregonwfpartnership.org/?page_id=6

Find interviews and testimonials from businesses that have benefitted from a relationship with OWP and WorkSource Oregon at OWP's YouTube channel: <http://www.youtube.com/user/betterskillsforOR?feature=mhee>

State Energy Sector Partnerships (SESP)

In January 2010, Oregon was notified by the US Department of Labor that the OWIB on behalf of its Green Jobs Council was awarded \$5.38 million in American Recovery and Reinvestment Act (ARRA) funds to implement a SESP project. CCWD, as fiscal agent for the OWIB, under the direction and guidance of Oregon's Green Job Council (GJC) and in partnership with the State's seven Local Workforce Investment Boards as sub grantees, is now implementing the Greening of Oregon's Workforce project. Sub grantees are developing local networks to deliver training at locations across the state in green occupations. Training will prepare workers for occupations in energy efficiency and renewable energy industries, including occupations that have long term demand, offer the potential for high wages, have clear career pathways, and support local sourcing and innovation. Among other local training and certification projects, program partners will also develop new curricula, adapt existing curricula, and complete the development of the Oregon Green Technician Certificate with nine of Oregon's Community Colleges. Approximately 1,247 participants will earn a degree or certificate related to the targeted green industries, and approximately 811 participants will be placed into employment related to their training. Oregon was one of thirty-four states to compete successfully for the award which will run through June 2013.

Performance

CCWD has a long history of working with and supporting local efforts to meet and exceed state, federal or local performance measures. Performance measures are an integral part of CCWD's work, and are incorporated into the services provided through community colleges, the federal WIA Title IB and Title II programs, and Carl D. Perkins Vocational and Technical Education programs.

Federal performance measures include the US Office of Management and Budget common measures that now affect WIA Title IB, WIA Title II, and Carl D. Perkins programs.

The WSO Integration Leadership Team and various workgroups have developed a set of Statewide Integrated Service Performance Goals, for which goals will be determined and state and local area performance monitored. These goals and measures should serve the dual purpose of informing us of our system's success and identifying areas where improvement is needed. A workgroup is currently reviewing the following list, proposed by the Integration Leadership Team:

WorkSource Oregon Integrated Service Performance Goals

Welcome Complete	Percent of new customers entering an office <u>for the first time</u> who complete all steps of the Welcome process each calendar month.
Accessed a Job Getting Product	Percent of "Welcome Complete" who were referred to a Job Getting Product
Accessed a Talent Development Product	Percent of "Welcome Complete" who were referred to a Talent Development Product
Training Completers	Of the customers referred to Occupational Training, the percent who completed the training
Entered Employment (All)	Percent of all registered customers entered employment each month
Average Earning	Percent of wage increase (by eligibility group) for customers with entered employment
Employment Retention	Number of customers retained in employment for 3 months
Entered Employment by Staff Referral	Number of Staff Referred Entered Employment each month

State Evaluation

Oregon continues to evaluate the impacts of the workforce system. Initiatives include a renewed interest in further developing Oregon's long-standing system wide performance measurement system and data warehousing, continued emphasis on WIA performance analysis and improvement, increased efforts to implement the WIA common measures, and an initiative by the OWIB to track the implementation of its strategic plan.

The state has undertaken or plans to undertake the following efforts in the area of program evaluation:

- Two separate evaluations have occurred examining Oregon's incumbent worker training program, the Employer Workforce Training Fund (EWTF), funded exclusively with the Governor's Reserve portion of the WIA statewide activities funds. The two evaluations assess the program from different aspects or viewpoints. They are:
 - Employer Workforce Training Fund – A Story of System Change. This informal qualitative evaluation “tells the story” of how the EWTF fundamentally changed the way the local boards interact with business and provide employer services. The EWTF has been very popular with the business community and with local and state economic development partners. There is a narrative portion of the evaluation and, more interestingly, a series of videos from various business and other partners highlighting their experiences with the program.
 - Oregon engaged the services of ECO Northwest who conducted a formal qualitative and quantitative evaluation of the EWTF. The evaluation included an analysis of EWTF, Oregon's incumbent worker training program relative to similar programs in other states, an analysis of strategies for implementing the program across the state, the availability of data for evaluation purposes, an analysis of cost effectiveness and return on investment, an analysis of available Unemployment insurance wage data regarding individual trainee outcomes, and recommendations for improving the program. Evaluation observations and EWTF highlights include:
 - An increase in the technical skills of incumbent workers in knowledge based industries such as bioscience technology, nursing, high performance manufacturing and green technology to help build a highly skilled workforce.

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- EWTF projects have facilitated Incumbent Worker Training programs that allow businesses to retain, and often promote, employees, potentially contributing to the creation and retention of living wage jobs in Oregon.
 - A focus on improving the skills and retaining the jobs of incumbent workers, who are typically underserved by WIA funds;
 - Improved relationships between the workforce development, economic development, and business communities; and
 - Increased attention to strategic investments in training within firms, industry consortia, and state and local workforce development agencies.
- It must be noted that this program, because of its reliance solely on the WIA statewide activities funds, will be unable to continue in the near future due to the loss of these funds. These reports are available at:

http://www.worksourceoregon.org/state-workforce-board/owib-publications/doc_download/1467-evaluation-of-the-employer-workforce-training-fund

http://www.worksourceoregon.org/state-workforce-board/owib-publications/doc_download/1466-the-employer-workforce-training-fund-a-story-of-systems-change

- Data from Oregon's system wide performance measures continues to be available for the employment related indicators, basic skills attainment, and Temporary Assistance to Needy Families (TANF) caseload management. Performance Reporting Information System (PRISM), Oregon's cross-system outcomes accountability system, gathers demographic data on customers served by nearly all workforce partners, assuring that any particular customer group can be broken out, whether a by racial/ethnic minority status, age group, or educational attainment level. These system-wide performance data are available at www.prism.state.or.us.

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- Oregon is increasing the emphasis on developing the “next generation” data system. Efforts include connecting with a planned data warehouse for Oregon’s K-20 education system, a desire for more flexible reporting on system wide data, and warehousing data for the reporting of common measures for federal compliance.
 - Annual quality assurance reviews address multiple aspects of program compliance and program improvement.
 - Oregon’s Labor Market Information System (OLMIS) continues to be responsive to state and local Workforce Investment Board needs, and supplies information and analysis to assist with evaluation initiatives. Recent studies have included job and industry growth analysis, industry cluster analysis, studies of the occupational needs and growth of various industries and industry groupings, prioritization of occupations for training, green jobs surveys, employer vacancy surveys, and local/regional profiles, all of which assist in the evaluation of the effectiveness of workforce programs in the state and assist in developing more targeted and effective programming.

Finally, it must be noted that although program evaluation is required, the loss of the statewide activities funds will not allow Oregon to continue to carry out any form of robust program evaluation in the future.

Cost of workforce investment activities relative to the effect of the activities on the performance of participants.

The significant economic downturn in Oregon and efforts to establish a common customer pool for all WSO customers (WIA and W-P), combined with lengthy lags in data (such as retained employment or earnings increase) makes calculating some specific costs difficult. In general, the demand for resources by adults, dislocated workers, and youth far exceed the available resources for helping people identify and improve their skills, and obtain the best possible job.

At the local level, there may not yet be a clear enough connection between accounting data and individual participant records to be able to track some cost measures for particular service or set of services. Oregon plans to address these cost issues as we move forward.

Information on participants in the workforce investment system

Participant information for PY2011 is being provided in the WIA Title IB Annual Report Form (ETA 9091).

Uniform Reporting

Transforming multiple diverse systems into one integrated system has been an incremental process that has resulted in challenges to reporting aggregate numbers accurately.

In our integrated service environment, tracking W-P and WIA services, including a common exit date, across systems has been challenging. Significant progress has been made in the data warehouse system and both W-P and WIA data has been loaded into the system for initial testing. Oregon continues to make progress in the development of a data warehouse environment that will support integrated reporting and allow for the tracking of a common exit date across workforce programs.

Although our common customer registration process enrolls customers in all of the W-P and WIA Adult programs for which they are eligible, both W-P and WIA services are still tracked separately, making determination of a “common” exit date, based on services received from any partner difficult for staff to calculate. Substantial progress has been made on a project to automate this process.

The user interface layer of this shared system is WOMIS, a multi-application customer- and staff-accessed system that will include Customer Registration, Program Eligibility Determination, iMatchSkills® (labor exchange), Trade Adjustment Assistance , some WIA Service Tracking, and other customer services and resources.

Implementing and enhancing WOMIS requires ongoing analysis and research, extensive Information Technology programming and coding, statewide hardware and software changes, and continuing fine-tuning, enhancements, and troubleshooting.

User groups comprised of state and local staff continue to monitor the MIS elements for consistency and needed changes. In addition to WOMIS, each Local Workforce Investment Area (LWIA) must use a Management Information System to record, track, and report on customer data for individuals participating in WIA-funded services and activities.

CCWD encourages all local areas to deploy a customer record tracking and retention process that is efficient and effective for staff and customers, supports a data and file structure that is consistent statewide, and honors the federal Paperwork Reduction Act and state paperless initiatives.

Discussions between the CCWD and the OWP spotlighted the benefits a single statewide WIA customer tracking system. The OWP selected a system that they feel meets their individual and collective business need(s), and all LWIAs are moving to a single MIS system statewide (I-Trac). The move to a single system will result in:

- Efficiencies and economies of scale as future enhancements to WOMIS occur
- A more consistent approach to WIA program implementation and related customer, service, and outcome tracking
- The development of a standardized training manual
- An ability to provide some local area flexibility, while maintaining a uniformity at a “high-level”
- Other benefits resulting from a shared system environment

At the state level, MIS elements are being reported uniformly, and Oregon’s goal is standardization of reporting elements at the local level as well.

Waivers

Below are the waivers for which Oregon has received approval, with information on how the waivers have changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance outcomes, where known.

Waiver of the period of subsequent eligibility for eligible training providers.

Without this waiver, Oregon would not be able to maintain a robust Eligible Training Providers List (ETPL). Requiring “all students” data reporting in the WIA resulted in training providers, particularly community colleges, to refrain from putting training programs on the list. It is worth noting that a majority of the training programs on the list are offered by community colleges, often the only training provider in most regions of a largely rural state. These programs would not be on the ETPL if not for the waiver.

If the WIA is reauthorized, Oregon expects proposed changes to provide states with more flexibility to develop systems of more utility to states’ individual situations. Oregon’s stringent consumer protection laws for education programs make the quality assurance goal of the ETPL unnecessary and duplicative. In addition, the flexibility allowed through this waiver has helped Oregon develop career pathways programs that not only are nationally recognized but also provide WIA participants and other students, particularly working students, with options they would not otherwise have had.

Waiver allowing for the use of state set aside rapid response funds for the purposes allowed for statewide activities funds. This waiver has allowed for an increase in the funds available for the EWTF, Oregon’s incumbent worker training program and demand-side capacity building program. The waiver increases the amount available for the direct training of incumbent workers and simplifies the program for participating employers. Sixty-five percent of the funds goes to local areas for incumbent worker training.

With the loss of the WIA 10 percent statewide activities funds, the EWTF has been suspended. However, Oregon has reapplied for the waiver in anticipation of eventual restoration of the funds by congress. While in prior years the use of Rapid Response funds for this program was being reduced due to the need for Rapid Response activities in the down economy, the EWTF proved to be a very useful resource for skilling up Oregonians, avoiding layoffs, increasing the competitiveness of Oregon employers, and enabling critical partnerships with economic development. During the time the program operated, Oregon has trained 32,698 workers in 846 projects statewide, saving many jobs and making Oregon companies more competitive.

Waiver to allow the Oregon workforce system to forego reporting of the WIA required performance measures and adopt and report the “Common Measures” for federal job training and employment programs.

The simplified performance management and reporting across systems allowed by this waiver has been instrumental in developing a fully integrated workforce system, since the service delivery system now has the same outcome measures regardless of the agency and funding source. The simplification has reduced the administrative burden, freeing up funding to allow serving more participants. The ability for the system to focus on common measures has allowed local boards to hold providers accountable to more relevant and easily understandable measures. It has also simplified the work of the line workers allowing them to serve our integrated customers more effectively.

Waiver limiting the provision of incumbent worker training to 15 percent statewide activities funds.

This waiver provides local boards with the ability to use up to 20 percent of dislocated worker formula funding for incumbent worker training, allowing greater flexibility in meeting the needs of targeted sectors and incumbent workers. It enhances the ability of LWIBs to improve job retention, avoid layoffs and increase the competitiveness of sectors targeted in local areas.

The state has established an application policy to implement this waiver. To date, only one local area has applied. . However, as the loss of statewide activities funds has brought about the suspension of the state-level incumbent worker

training program, at least some local boards are expected to apply for its use. Oregon has advised the local areas regarding the restrictions placed on the waiver by DOL and has amended policies to assure compliance.

Waiver of the prohibition of Individual Training Accounts (ITAs) for youth.

This waiver allows ITAs for youth, giving local areas the flexibility to meet the needs of individual youth. It is difficult to quantify the effects of this waiver on local performance. Anecdotally, we have evidence of an increase in ITAs due to their application to the youth population. LWIBs are appreciative of the additional flexibility offered them through this waiver, even if they choose not to use it.

Oregon Department of Community Colleges and Workforce Development (CCWD)

The mission of the agency is to contribute leadership and resources to increase the skills, knowledge and career opportunities of Oregonians. The mission is accomplished through Oregon's network of 17 community colleges, 18 adult basic skills programs, seven local workforce areas, community-based organizations, and other partnerships. CCWD is responsible for implementing policies, procedures, and strategies consistent with the Governor's education and workforce priorities and the goals of the OWIB, the State Board of Education, the Joint Boards of Education, Oregon Education Investment Board, and the Commissioner of CCWD.

The Department ensures services are provided to future, transitional and current workers. Each year, CCWD supports over 300,000 Oregonians attending community colleges and thousands of unemployed, underemployed, low skilled adults and youth, ages 14 and older, with serious employment obstacles. CCWD assists these Oregonians to obtain secondary and post-secondary credentials and knowledge and skills necessary for work, further education, family self-sufficiency and community

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



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If you have questions regarding this report's content please contact:
Kurt Tackman

Kurt.tackman@state.or.us

Oregon Department of Community Colleges and Workforce Development

<http://www.oregon.gov/CCWD/>



To conserve resources and be more environmentally friendly, this report was originally published in an electronic-only format.