

Strategic Plan 2014 – 2019

Summary

OUR GOALS & OBJECTIVES

Goal 1: Provide an effective unemployment insurance system for workers, businesses and communities.

- a) Improve customer service to people seeking unemployment insurance benefits and to employers.
- b) Increase the integrity of benefit payments and tax collections.
- c) Improve communications with the public.
- d) Improve return to work efforts by guiding claimants to resources across the Workforce system.
- e) Modernize Unemployment Insurance division business services and technology infrastructure.

Goal 2: Connect businesses and job seekers to foster a vibrant economy in Oregon.

- a) Connect employers with skilled workers on a timely basis.
- b) Provide job seekers with access to a variety of tools to help increase their skill sets.
- c) Provide targeted populations of job seekers with enhanced services to become more employable.
- d) Support key industry sectors so they can grow and thrive.
- e) Optimize services for all customers across the WorkSource system through integration of state and local resources.

Goal 3: Collaborate with the Department of Community Colleges and Workforce Development to transform Oregon's talent development system.

- a) Implement the Workforce Innovation and Opportunity Act (WIOA).
- b) Provide resources and expertise to support the Oregon Workforce Investment Board (OWIB) in redefining and strengthening its mission.
- c) Research, develop, and implement innovative and best practices.
- d) Implement and manage Oregon's workforce performance management system.

GUIDING PRINCIPLES

How OED behaves and conducts business is crucial to the success of the department and the entire workforce system. Working with customers, partners, stakeholders and advisors, OED commits to the following guiding principles:

Openness, trust and integrity – Set high ethical and professional standards at all times. Build and maintain relationships based on honesty, respect, fairness and a commitment to open dialogue and transparency.

Quality with agility – Be passionate about delivering quality information and service. Strive to replicate success, learn from mistakes and actively pursue creative approaches that lead to continuous improvement and innovation. Be flexible and nimble, responding quickly to changing economic needs.

Delighting the customer – Identify the needs of Oregonians and provide uncompromising service with efficiency, accountability and a helpful attitude. Find what we can do to overcome barriers and help our customers, rather than focusing on what cannot be done. Remember that coworkers are customers too.

Teamwork with responsibility – Encourage individual ownership and effort, but work as a team, valuing the expertise, insights, individuality and contribution of all colleagues. Understand that we are funded by taxpayers and have a relentless responsibility to provide value to Oregonians every day.

Humor, fulfillment and inclusion – Cultivate a safe, healthy, family-friendly work environment that encourages personal growth and provides opportunities for everyone to succeed. Embrace humor as a vital part of workplace culture, and honor the desire to do meaningful and satisfying work. Allow the diversity of our staff, customers and stakeholders to enhance the service we provide to the people of Oregon.

Support Business Promote Employment



- Goal 4: Collect labor market data and provide analysis that informs the decisions of the workforce system, including the Oregon Employment Department (OED), businesses, job seekers and families.
- Support the identification, implementation, and operation of Oregon's future workforce areas and Local Workforce Investment Boards (LWIBs).
 - Develop, analyze, and publish the workforce system performance measures and related information needed by Oregon policy makers.
 - Give the Oregon Employment Department, the Oregon Workforce Investment Board, and the Local Workforce Investment Boards the information, analysis, and support they need to make good, data-based decisions.
 - Help young people and their parents, teachers, and counselors better understand workforce trends and the needs of businesses.
- Goal 5: Strengthen department performance through adopting efficient and innovative business practices and inspiring staff for exceptional customer services.
- Improve performance and continuity among OED employees through skill development and succession planning.
 - Assist in achieving strategic goals through communication and outreach, both internally and externally.
 - Improve support services and create transparency in business operations for all program areas.
 - Rejuvenate the department through streamlining business operations, transforming customer service and maximizing technology infrastructure.