

## **Second Supplement to OWL #7**

TO: Local and Regional Workforce Board Staff

FR: Annette Talbott, Governor's Workforce Policy Coordinator  
Governor's Office of Education and Workforce Policy

**RE: Second Year Implementation of Oregon Workforce Letter (OWL) #7**

DT: December 6, 2002

### BACKGROUND

Oregon Workforce Letter #7 described the Unified Board Support Fund, which set three core function objectives for the first year and five developmental objectives to be completed in year two. It noted that the boards needed to set objectively verifiable performance measures to achieve these specific objectives. This second supplement describes the second year process that was discussed over the past several months with staff from the regional and local boards.

### SUBMITTAL OF BOARD SUPPORT FUND REPORT

This 2002 report will have two parts that reflect the two sets of functions set forth in Attachment A to the original OWL #7. The first section will indicate how the region/area has fared in terms of achieving its objectives relating to the three core functions. The second section will reflect plans for the year two objectives and report how these objectives were defined by the board, what performance measurements were adopted and what goals were set for these five functions that were under development during the first year.

### **SECTION 1**

#### **FIRST YEAR CORE FUNCTIONS: UPDATE AND REPORT PERFORMANCE DATA**

The boards were asked to set objectives and define performance measures for these core functions in the first program year (7/01-6/02). As part of this process, the boards set goals to meet for each of the objectives. This report should state the specific goal, indicate what timeframe was being used to measure it, and whether it was able to achieve its performance goal ("achievement rate"). If the rate was not achieved, please note what things have been or will be done to reach the desired achievement rate. The three core functions listed in Attachment A to OWL #7 were:

- 1) One Stop Center Operations
- 2) Services to Populations with Barriers
- 3) Board Membership and Performance Goals

If the board found it was necessary to modify its objective or the performance measurement (several staff spoke to the Governor's Office and notified the office of issues or problems that necessitated revisions), please note what modifications were made per the agreement.

## SECTION 2

### SECOND YEAR – FIVE OBJECTIVES: DEFINE OBJECTIVE, ESTABLISH MEASUREMENTS AND SET PERFORMANCE GOALS

The five objectives listed in Attachment A of OWL #7 were:

1. Establish and oversee the One-Stop system that effectively provides core and intensive services without unnecessary duplication (includes continuous improvement tools to assure affiliate sites use value added referrals and use of access checklist to assess improvement).
2. Coordinate with local economic development strategies by developing joint strategic plan with local economic development agencies and regional investment boards to support initiatives.
3. Support needs of workforce board by developing local policies with objective performance measures on one or more of the following:
  - Developing and improving self-sufficiency and wage progression strategies
  - Advancing incumbent worker strategies
  - Creating a Business Services or Representative delivery system model
  - Develop drop out prevention strategies with K-12 and other partners.
4. Update Strategic Plan with timeline and action steps and measurable outcomes with continued strong input from business and labor including: outreach and marketing targets for employers and business organizations, customer satisfaction measurements with One Stop services (not by program) and continuous improvement goals.
5. Raise additional funds from other public or private sources to support accomplishment of any/all of the tasks listed above.

Please clearly state how the board decided to implement the objective; this is a board decision and should be based on what makes the most sense in the region/area. Then indicate what measurement tool it will use to verify whether the objective is met and what goal it seeks to achieve (achievement rate) during a specific time frame (must be achieved by the end of 2003).

#### Report – DUE DATE

a) Local workforce investment boards, except TOCOWA, shall submit the Board Support Fund report no later than December 31, 2002 and direct to

April Lackey, One Stop Coordinator,  
CCWD, Third Floor, Public Service Building  
255 Capitol Street, NE  
Salem, Oregon 97310-0203

Can submit via email to [April.Lackey@state.or.us](mailto:April.Lackey@state.or.us) but follow up hard copy in the mail.

b) The nine regional workforce boards within TOCOWA shall submit their reports to TOCOWA by December 31, 2002. TOCOWA will submit a combined report to the state in January 2003.

### Need to Request An Extension?

Please let us know if you cannot get approval from your board or its Executive Committee by December 31, 2002 and we can make individual arrangements on extending the deadline.

### Review Process and Response to Report Submittal

The One Stop Coordinator will be setting up a team of staff from the agencies, which contribute to the fund, to review the reports. The team will review the report to determine whether the objective is clearly stated and fits within the described function. It will also determine if there is an objectively verifiable performance measurement that the board proposes to use and that a stated goal within a prescribed timeframe is listed. It will seek clarification as necessary from the board staff. It will undertake this review in January 2003 for timely submitted reports.

### Funding for Unified Board Support

Boards should have received the first installment of the funds for second year distribution of this Board Support Fund (7/1/02-6/30/03) from CCWD. As was the case last year, procedural issues require that the second installment for the funds come through the Employment Department pursuant to the contracts that are already in place.

Once the Review Team indicates that the board has submitted a complete report, it will instruct the Employment Department to release the second installment of the funds. There will be no additional reporting required to the Employment Department. Unless there are any outstanding issues with the report, the funds shall be distributed in February 2003.

### Questions or Technical Assistance

If you have questions or need technical assistance, please contact April at 503-378-8648 x 372 or via email at [April.Lackey@state.or.us](mailto:April.Lackey@state.or.us).