

Title of Nomination	Common Registration – Oregon Workforce Partnership
Project Manger & Collaborators	Troy Rutten & Al Pierce
Agencies/Departments	Oregon Employment Department & Dept. of Community Colleges & Workforce Development
NASCIO Category	Cross-Boundary Collaboration and Partnerships

The Business Challenge: Business process and technology changes were needed to streamline service delivery to the public, reduce duplication of data collection, and to improve the State’s ability to assess the effectiveness of the Wagner-Peyser (WP) and Workforce Investment Act (WIA) programs.

The Goal: The goal of this initiative was to create a single common integrated registration portal to be used by all of the WP and WIA service providers and participants in Oregon.

The Common Registration Portal was a critical first step to support integration of information systems and provide service delivery to customers in ***One Stop WorkSource Centers*** throughout Oregon.

Collaboration: This initiative, along with federal reporting mandates required the coordinated management of related technology initiatives through the Oregon Employment Department (OED), the Department of Community Colleges & Workforce Development (CCWD), and the seven Local Workforce Investment Boards (LWIB).

Through collaboration, the overall goal was achieved by creating a unique identifier for each registrant and making the registration and identifier available to both the WP and the WIA systems, thereby allowing for record matching and consistent statewide monitoring and assessment of both programs by the OED and the CCWD.

Significance and Benefits – Customer Support: In late 2008, a wave of increased unemployment hit the One-Stops. Their ability to provide services to more people was greatly improved. The reduction in paper through the use of the self service common registration has allowed more people access to information and services than has ever historically been required.

From October 6th, 2008 through March 31st, 2009, over one hundred twenty-six thousand (***126,000***) customers registered through Common Registration.

Without Common Registration, a significant majority of these customers would have registered in more than one system, and their records in each system would not be linked. This project has paved the way for a more seamless customer experience for participants where more comprehensive services can be delivered in less time.