

OREGON WORKFORCE INVESTMENT BOARD

Policy – Fee for Service

Purpose

To establish policy for the allowability and limitation of charging fees for the provision of services in one-stop systems.

Background

This policy recognizes that the local boards are not likely to have sufficient resources to provide services to all those seeking assistance. Moreover, it recognizes that some customers may wish to have the local workforce system offer customized or enhanced services that are not regularly offered. The policy also requires that any tax-supported service must provide a quality of service consistent with customer requirements without charge including core and other specified and prioritized services for both job seekers and employers.

Examples:

FEE: A fee could be charged for Intensive Services delivered to a customer who is not eligible to receive intensive services as part of a priority population (determined by the WIA or by the local board as a local priority).

NO FEE: The service would be free for a customer who is unemployed or employed if they were seeking basic resume writing assistance or job match services.

Policy

Fee-for-Service is allowable in the Act and the funds generated by fees may go to improving the scope and quality of customer services. Fee-for-service is considered an appropriate adjunct activity to supplement, but not duplicate, core services or services provided to prioritized populations funded under WIA or other tax supported services provided by One-Stop partnerships without charge. Partners are required to assure the local board that any customer is not being charged a fee for a core service that is to be made universally available under WIA or other services funded through public tax dollars without charge within the One Stop System.

Approved by:	Annette Talbott, Workforce Policy Coordinator
Date:	
Effective Date:	December 17, 1999

This policy will remain in effect until amended or rescinded by the Oregon Workforce Investment Board.