

## Vision

**An Oregon where meaningful work enables the state's diverse people and businesses to realize their full potential, creating prosperity in every community**

## Mission

### Support Business · Promote Employment

- Support economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits
- Serve businesses by recruiting and referring the best qualified applicants to jobs, and provide resources to diverse job seekers in support of their employment needs
- Develop and distribute quality workforce and economic information to promote informed decision-making

## Values

### Integrity

We are trusted to keep our word, always acting with honesty and courage.

### Respect

We value diverse perspectives, assume good intent, and act with compassion.

### Community

We foster a sense of belonging for our employees, partners, and customers, creating positive impacts where we live and work.

## Operating Principles

- We are conscientious stewards of public resources.
- We are accountable for our actions and we admit when we are wrong.
- We are inclusive and transparent in our decision-making.
- We seek out and form effective alliances to address community needs.
- We promote a positive, safe, and learning environment.
- We work hard, and we're not afraid to laugh.

## Goals



Continually advance our partnerships and systems to provide innovative services to Oregon's diverse people and businesses



Engage with communities across the state to maximize awareness and use of public workforce resources



Foster an inclusive and fair work environment where employees feel valued and supported in reaching their full potential



Invite and retain talented, diverse people to help us exceed our customers' expectations

## Goals and Outcomes



Continually advance our partnerships and systems to provide innovative services to Oregon's diverse people and businesses

- Employees, partners, and customers have ready access to the consistent, reliable information they need to efficiently accomplish their goals.
- Our services are increasingly accessible, through the improved and expanded use of technology.
- Our services are personalized, interactive, and swift, so that we exceed customer expectations every time.
- Customers easily understand the services available to them and their responsibilities for receiving those services, because we clearly communicate using language, methods, and levels of detail most helpful to them.
- We anticipate how the world of work is changing and lead an effective transition to the jobs and careers of the future.



Engage with communities across the state to maximize awareness and use of public workforce resources

- The public and policymakers have high-quality, objective, and timely information with which to make informed decisions.
- Traditionally underserved populations have the support, resources, and services to reach their full potential.
- Tools and materials that clearly describe the services of the workforce system are readily available for all audiences.
- We are recognized as the foremost source of employment information in Oregon.
- All partners, including tribal governments, state agencies, educational institutions, and state and local workforce development boards, value our wisdom and engage us in their business strategies.

## Goals and Outcomes



Foster an inclusive and fair work environment where employees feel valued and supported in reaching their full potential

- Our vision, mission, values, and operating principles guide our daily activities and decisions.
- All employees have opportunities for growth and development.
- All individuals have the opportunity to lead from where they are.
- Our leaders invite diversity of thought, honor all voices, and encourage new perspectives.
- We are a learning organization that takes informed risks, learns from our failures, and values innovation.
- All employees take accountability for actively contributing to a positive work culture and helping one another achieve greatness.



Invite and retain talented, diverse people to help us exceed our customers' expectations

- We have a strategy for our successful future and we develop and hire people who can implement it.
- Our customers are better served because our employees represent their diverse communities and interests.
- Our organization is resilient because we hire, retain, and promote motivated and contributing individuals.
- We recognize changes in workplace trends, embracing new approaches that serve both business goals and employee needs.