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Employment Department Shares Plan to Improve Customer Service and Strengthen Oregon’s Workforce System

The agency outlines 101 prioritized actions and long-term initiatives,
many already underway

SALEM, Ore. — The Oregon Employment Department (OED) has released a comprehensive report on its ongoing effort to improve customer service and strengthen Oregon’s public workforce system. The action plan meets [expectations outlined by Governor Tina Kotek](#) and demonstrates progress already underway under Director Andrew R. Stolfi.

“Oregonians deserve the best customer service we can provide to make sure they have what they need, especially in times of employment transition,” Governor Tina Kotek said. “The department is taking these issues head on, and the action areas identified in the director’s report will help get us there.”

At the Governor’s direction, OED conducted a review of the customer experience across Unemployment Insurance (UI), Paid Leave Oregon (Paid Leave), Contributions & Recovery (C&R), WorkSource Oregon (WSO), and the Frances Online system. The resulting [Customer Service and Workforce Strategies Action Plan](#) includes a prioritized list of 101 customer-focused action steps that fall into four main categories:

- Customer service improvements
- Organizational improvements
- Improvements to Frances Online
- Improvements to the public workforce system

The actions range from high-impact, short-term initiatives to long-term system changes, with the following projects as the highest, most immediate priorities:

- Use AI-assisted tools to improve customer service and employee workflows for faster resolution of common and complex issues.
- Review and simplify all customer-facing communications so customers better understand OED’s processes and can more easily receive benefits.
- Equip WorkSource Oregon centers with additional tools to help customers navigate UI claims.
- Improve how the agency collects and analyzes data to support well-informed goal setting, process improvement, and accountability.
- Create an online live claim status tracker so customers know where they are and what to expect at each step of the process for Paid Leave Oregon and UI.
- Consolidate Title I and Title III Workforce Innovation Opportunity Act (WIOA) administration and funding within OED to improve efficiency and accountability within Oregon’s public workforce system.

“This action plan reflects OED’s deep commitment to improving the services we provide,” OED Director Andrew R. Stolfi said. “It draws from our strengths and is centered on the customer experience, which is where our focus will remain.

When Stolfi joined OED as director, the Governor asked him to lead a thorough review of the agency and develop a comprehensive plan to improve customer service and advance OED’s workforce development mission. In pursuing this directive, OED gathered extensive feedback from across the state through surveys, focus groups, and interviews with more than 5,000 customers, 850 employees, and 240 frontline staff. That feedback revealed clear, consistent themes across programs and communities, including the need for clearer, faster, and more predictable service for Paid Leave and UI customers, and simpler processes and clearer guidance for employers that engage with OED’s business services.

“Our goal was to identify what is working, where barriers exist, and what improvements will make the greatest difference for the people and businesses we serve,” said Director Stolfi. “You can draw a direct line between the feedback we received and the actions outlined in this plan.”

A [plan summary](#), a [categorized list of prioritized actions](#), and the [full action plan](#) are available on the [OED website](#). OED will continue to share progress updates and engage with customers, partners, and the public as we move forward.

“We’ve already started working on many of these projects, and Oregonians should expect to see many changes and improvements in the coming months,” Stolfi said. “Customer service is our top priority, and we will not rest until every Oregonian gets the services they expect in a timely manner.”

The agency has already improved some key customer service metrics. For example, from July 2025 through January 2026 in Unemployment Insurance, the average time to answer a call was 22 minutes faster than the same seven-month period the prior year, despite a 13.6 percent increase in initial claims filed. The Paid Leave program has also reduced the average time it takes for staff to decide on a claim by 5.8 days, despite a 17.6 percent increase in application volume. This indicates improvements in operational efficiency, even while more Oregonians are using these programs.

“We are encouraged by the progress we’ve already made but recognize that we must continue improving in order to provide the level of customer service Oregonians deserve,” Stolfi said. “This plan lays out exactly how we’ll do that.”

About the Oregon Employment Department

The Oregon Employment Department (OED) provides economic stability to Oregon communities by providing vital services to both businesses and workers. OED supports businesses with finding qualified job candidates, labor market information, tax incentives and support, and retaining talent through economic downturns. OED promotes employment through wage replacement benefits during unemployment and significant life events, job placement, training, and useful career information. Learn more at employment.oregon.gov.

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