



TINA KOTEK  
GOVERNOR

May 13, 2025

Shari Dunn, Chair  
K S Venkatraman, Vice Chair  
Workforce and Talent Development Board  
3225 25<sup>th</sup> Street SE  
Salem, OR 97302

Dear Chair Dunn, Vice Chair Venkatraman and Board Members,

Thank you for serving on Oregon's Workforce and Talent Development Board (WTDB). I share WTDB's vision of an equitable, prosperous Oregon that is supported by meaningful work, training, and educational opportunities.

A core part of my expectations across the state enterprise is to deliver excellent customer service for Oregonians. I believe we achieve that through data and outcome driven approaches, and we facilitate this by assessing how programs affect Oregonians, setting and tracking metrics, and creating detailed plans to meet our goals. We must approach our publicly funded workforce programs with the same standard.

Oregon law (ORS 660.324) makes it clear that the Board has the authority to "hold state and workforce agencies and local workforce boards accountable for reaching performance goals and system outcomes." This authority was further clarified by Senate Bill 623 (2021) which established the WorkSource Oregon Continuous Improvement Committee. The Board has the necessary authority to advance customer service and workforce objectives for our publicly funded workforce programs.

The most recent Continuous Improvement Committee report recommends standing up a "unified and consolidated reporting system for system-wide performance metrics." By this letter, I am directing WTDB to stand up the reporting system and associated metrics. The metrics should prioritize performance and accountability of the federal Workforce Innovation Opportunity Act (WIOA) programs and associated funding. While WIOA compliance and participation in workforce programs are important indicators of success, the WTDB should also set and track metrics that show how our workforce programs improve the lives of Oregonians.

Metrics the Board should consider include job placement, job retention, wage gain, credential attainment, and career advancement in high demand sectors. The data should be disaggregated where possible. The WTDB should also track outcomes metrics that can be directly attributable

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to these programs. Metrics and reporting should look at WIOA programs across the state enterprise, including Titles I, II, III, IV, and V and include state funding where applicable.

To support this effort, I will be directing state agencies and local workforce boards with WIOA funding to actively engage in setting these metrics, commit to sharing data, and orient their efforts to continuous improvement so that we can better serve Oregon workers and employers.

Thank you for your dedication to improving Oregon's workforce system. Oregon is a better place because of your leadership and commitment to serving on the WTDB.

Sincerely,

A handwritten signature in black ink, appearing to read "Tina Kotek", with a stylized, cursive script.

Governor Tina Kotek

cc: David Gerstenfeld, Oregon Employment Department  
Andrew Stolfi, Oregon Employment Department  
Fariborz Pakseresht, Oregon Department of Human Services  
Ben Cannon, Oregon Higher Education Coordinating Commission