



# 2024 WorkSource Oregon Continuous Improvement Assessment Report Summary

## CIC Committee Charge and Purpose

The Continuous Improvement Committee (CIC) advises the [Workforce and Talent and Development Board \(WTDB\)](#). The WTDB advises the Governor regarding the interconnection and alignment of education, training, and workforce development.

The Oregon Legislature passed, and Governor Brown signed into law, Senate Bill 623 (2021), requiring the WTDB and the state’s nine [Local Workforce Development Boards](#) to jointly create a Continuous Improvement Committee (CIC) to assess the effectiveness of Oregon’s public workforce development system, or [WorkSource Oregon \(WSO\)](#). This critically important system serves Oregonians experiencing challenges in connecting to the labor market.

## Methodology and Approach

In accordance with [SB 623](#), Coraggio Group conducted the [2024 Continuous Improvement Assessment](#) to assess the efforts by the CIC to improve access to talent and services to increase the effectiveness of the public workforce development system or WSO. Following the CIC’s commitment to using a continuous improvement methodology, the assessment reviewed improvements made from the 2021 Continuous Improvement Committee Initial Assessment and the 2022 [Governance Assessment](#).

## Recommendations of the 2024 Assessment and Summarized Actions

The 2024 Continuous Improvement Assessment revealed potential improvement recommendations. The CIC established criteria to prioritize those recommendations and considered the desired level of change in each area. This process results in four prioritized recommendations that the CIC then developed action plans to carry out.

2024 Recommendations	CIC Action Plan Summary
<ul style="list-style-type: none"> <li>Create greater alignment between the state workforce board, local workforce boards, and state agency workforce programs, and define related authority, roles, and responsibilities.</li> </ul>	Define relevant roles, relationships, accountability, and performance management structures in the system and then implement these refined roles and responsibilities.
<ul style="list-style-type: none"> <li>Unify and consolidate reporting on system-wide performance metrics.</li> </ul>	Identify and implement system-wide metrics and measures that provide the most meaningful overall system performance information and that align state economic development goals.
<ul style="list-style-type: none"> <li>Explore reorganizing the state-level WIOA program administration and funding structures.</li> </ul>	Establish a taskforce to engage state and local leaders in considering risks and opportunities. If reorganization is deemed desirable, develop the approach, communications, and recommendation to the Governor.
<ul style="list-style-type: none"> <li>Advocate for and enlist the Governor’s support in carrying out the recommendations outlined herein in order to achieve an impactful level of system transformation.</li> </ul>	Establish a vision for the future of the system that aligns with the Governor’s priorities and is supported by local workforce boards. Present and seek guidance on system transformation from the Governor’s office.

Link here to find the full [2024 Assessment Report](#), including a more detailed action plan can be found here.

## Three Key Findings

The assessment of improvements made revealed three key findings:

- Some improvements have been made within the system.
  - For example, WSO Operational Standards have been developed, but not yet fully implemented across the system.
- The system continues to struggle to make large-scale improvements.
  - For example, limited progress has been made on integrating WIOA funding, and WSO continues to operate as a series of programs instead of a unified system with a clear vision.
- The Continuous Improvement Committee agrees that a strategic shift needs to happen to drive improvements within the system.
  - For example, the WTDB continues to lack decision-making authority related to the WSO system, hindering the ability to make informed and intentional improvements across the system.