State of Oregon
Employment
Department

Senate Committee on Labor and Business

Modernization Program

David Gerstenfeld, Director
September 28, 2023

Modernization
Program

Our program goals

- Enhance customer experience
- Modernize technology
- Transform business processes
- Improve data security
- Provide expandable technology

Our guiding principles

- Focus on our customers' experience
- Deliver core services first
- Configure over customize whenever possible
- Seek opportunities for self-service
- Automate thoughtfully

Frances Online
Web-based portal

- Send and receive secure messages with OED support team
- View letters
- Upload documentation
- Update account without paper forms
- Seamlessly file reports and pay contributions

Modernization Program–A Multi-Biennia Effort

| 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 |

Modernization Program

Program Initiation | Program Delivery (program management support for projects)

Unemployment Insurance (UI) Project

Stage 1 ☑ | Stage 2 ☑ | Stage 3 ☑ | Stage 4 ☐

Planning Phase

Paid Leave Oregon Contributions & UI Tax Implementation

Paid Leave Oregon & UI Benefits Implementation | Warranty, Maintenance, and Support

Workforce Modernization Project (estimate)

Stage 2 ☐ | Stage 3 ☐ | Stage 4 ☐

Planning Phase | Workforce Implementation | Warranty, Maintenance, and Support

UI Modernization Project
Frances timeline

Unemployment Insurance payroll reporting begins

Employers can apply for Paid Leave Oregon equivalent plans

September 6, 2022

January 1, 2023

Employers and employees start paying Paid Leave Oregon contributions

Quarterly Statewide Transit Tax and Paid Leave Oregon contributions added to combined payroll reporting

Paid Leave Oregon benefits and small business assistance grants start

August 14, 2023

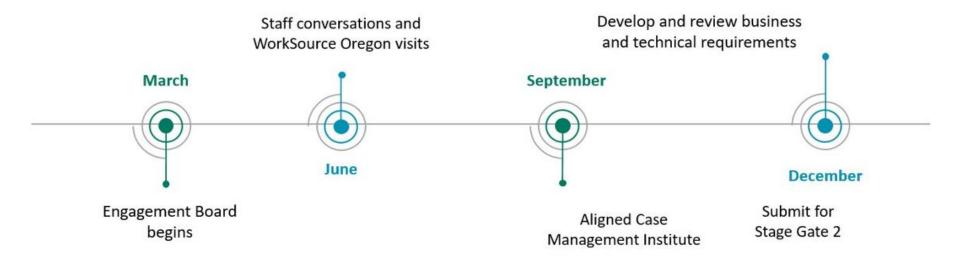**March 4, 2024**

Unemployment Insurance benefits begins

Commitment to continuous improvement

- Resources and training for employers and TPAs
- Adding unique needs of third-party administrators
- Making additional training and resources available in other languages
- Fine-tuning Frances Online screen language and chat bot responses based on customer feedback

Workforce Modernization Project
2023 activities

Staff conversations and WorkSource Oregon visits

Develop and review business and technical requirements

March

September

June

December

Engagement Board begins

Aligned Case Management Institute

Submit for Stage Gate 2

Aligned Case Management Institute
Advancing the efforts together

Broadly, the ACM Institute's objectives are to increase state capacity to:

- Tackle common data dilemmas

- Leverage existing models, methods, standards, etc.

- Define the primary information exchange components

- Identify desired approaches, models, functionality, and data elements

- Consider best-fits based on business case

- Develop relationships, processes, policies, standards, and APIs

- Apply modern approaches to solution implementation

- Implement human-centered, scalable, case management processes and solutions

Workforce Modernization Project
Engagement Board

Oregon Employment Department

Workforce Operations Division

Workforce and Economic Research Division

Modernization Program

Higher Education Coordinating Commission

Office of Workforce Investments

Office of Community College and Workforce Development

Oregon Department of Human Services

Employment and Training Program

Office of Vocational Rehabilitation Services

Local Workforce Boards

Clackamas Workforce Partnership

Eastern Oregon Workforce Board

Rogue Workforce Partnership

Oregon Commission for the Blind

Workforce Innovation

Oregon's Employer & Business Community

Business Oregon

Josephine County

Thank You

State of Oregon
Employment Department