

		Agency Customer Service Standards	
		Implementation Date:	
Unit:	Oregon Employment Department	Team:	Agencywide - All Teams
Reviewed:		Reviewed Date:	
Approved:		Approval Date:	
Approved:		Approval Date:	

POLICY STATEMENT

This policy supports the Oregon Employment Department (OED) in providing a consistent, fair, effective, efficient and quality customer service experience across all programs. The agency aims to promote customer satisfaction, build trust, and uphold OED's commitment to public service by:

- Ensuring accessible, equitable, and culturally responsive service for Oregonians and agency partners.
- Supporting continuous improvement of OED programs to address evolving needs.
- Actively measuring and incorporating customer service feedback to improve services.
- Reinforcing a customer-centric, trauma-informed, and inclusive service culture across OED programs.

This policy will be posted on the agency's website. For any questions, please contact OED's Director's Office at OED_director@employ.oregon.gov or by phone at (503) 947-1444.

CORE CUSTOMERS

While every individual or entity that interacts with OED is considered a customer, for the purpose of this policy, OED's core customers are unemployed workers, workers on leave, job seekers, employers, economic and workforce development organizations, and other recipients of OED's workforce and economic research data.

DEFINITIONS

Accessible Customer Service: Customer service that ensures that all customers can effectively access the information, services, and support they need. This includes providing accommodations such as alternative formats, assistive technologies, language support, as well as designing processes that are inclusive and user-friendly.

Contact Center: A service operation within an agency designed to handle customer interactions across multiple communication channels.

Continuous Improvement: Ongoing effort to improve services, processes, and products over time by identifying and addressing areas for growth.

Customer Service: Delivery of services, support, information, or resources to individuals or organizations interacting with the agency. All programs and divisions are held to similar standards of addressing customer needs through timely, accessible, and responsive service.

Customer Service Success Measures: Metrics capturing customer service performance.

Plain Language: Plain language is a clear communication style that allows customers to easily understand information on their first read. It uses common words, concise sentences, and avoids technical terms.

Professional: Consistently demonstrating respectful, courteous, and knowledgeable behavior in all interactions with customers and colleagues. This includes following ethical standards, maintaining a positive attitude, delivering accurate and reliable information, and creating an environment that fosters trust.

Program: A coordinated set of services, initiatives, or activities designed to achieve specific goals and address areas of public interest. Unemployment Insurance, Paid Leave Oregon, Contributions and Recovery, Workforce and Economic Research, and Workforce Operations are OED programs.

Trauma-Informed Customer Service: An empathetic customer-service approach based on understanding the impact of trauma, ensuring environments and services are welcoming, safe, and supportive.

WorkSource Oregon (WSO) Center: Physical locations of offices across the State of Oregon offering job seekers and employers access to a wide range of employment and workforce development services.

SECTION 1: CONTACTING OED

1. **Minimum Operating Hours:** The agency's minimum operating hours are 9:00 AM to 4:00 PM, Monday through Friday. OED programs set operating hours (*see appendix*) based on available resources, customer needs, and program performance measures. Operating hours are prominently displayed for customers. Programs will post scheduled closures that differ from the agency's posted hours of operation through agency websites, social media accounts, phone system recordings, and media advisory as appropriate.
2. **Unplanned Closures:** OED's Continuity of Operations Plan ensures the agency's essential functions continue during emergencies. OED reports on the plan annually and maintains readiness for implementation when needed. For unplanned closures, OED follows the DAS policy on Temporary Interruption of Employment 60.015.01.
3. **Mailing Information:** Mail procedures are reviewed annually to ensure all mail is opened, routed, and reviewed by the correct division or individual within five business days of receipt.
4. **Agency Contact Information:** OED ensures that contact information is easy to find on agency websites. This includes customer service phone numbers, mailing addresses, walk-in service locations, operating hours, and instructions on how to schedule agency services.
5. **Maintaining Updates:** The OED Communications team ensures contact information on websites stay accurate through these processes:
 - a. Quarterly review. Reviewing agency websites each quarter to verify the accuracy of contact information and to test contact methods to ensure functionality.
 - b. Notification requirements. Requiring program divisions to notify the Communications team of changes to their contact information.
 - c. Customer notification. Allowing website users to flag outdated or incorrect information using the "Need help?" link on agency websites or through other feedback tools.
 - d. Version control. Tracking website review findings and updates to maintain version control and support accountability.

SECTION 2: PROFESSIONAL WORKPLACE COMMUNICATION

OED is committed to a professional workplace where all communications and encounters are respectful, clear, courteous, while reflecting the values of OED and Oregon state government. Employees are expected to:

1. **Communicate Promptly:** OED employees acknowledge receipt of a customer's electronic message within one business day of receipt, to the extent possible. OED cannot guarantee an acknowledgement when messages are sent to the incorrect location or inbox. Additionally, every communication does not require a response, most notably in cases of phishing or spam attempts.
2. **Communicate Clearly:** OED programs use plain language and multiple communication channels to support customer understanding and access to information.
3. **Provide Accessible Support:** OED offers accessible customer service and offers key materials, forms, and online resources in multiple languages. Interpretation services are available for in-person, phone, and video interactions. The agency will also provide reasonable accommodations in compliance with the Americans with Disabilities Act (ADA) and Enterprise Information Systems (EIS) e-Government guidance. Resources include text-based communication, screen-reader-friendly digital content, and access to relay services.
4. **Use Out-of-Office Notifications:** When possible, OED employees who are out of the office and unable to respond within one business day, will set an email autoreply with their return date and an alternate contact name, email, and phone number (if available).

SECTION 3: TRAINING AND DEVELOPMENT

OED invests in its workforce to support equitable and high-quality service delivery.

1. **Customer-Focused Training:** OED provides employees with a foundational understanding of OED programs and services to support accurate information sharing with customers. Additionally, the agency may provide training and coaching to support first-contact resolution, warm customer handoffs (when needed), and challenging or complex customer issues.
2. **Staff Development:** OED regularly provides employees with training on new systems, program updates, and policy changes. OED offers mentorship, leadership development, and tailored learning paths to support career growth and agency succession planning.
3. **Equity and Inclusion:** OED's Equity and Inclusion Office, along with training staff, provides ongoing training on cultural awareness, trauma-informed service, inclusive communication, and tools to support universal access.

SECTION 4: PERFORMANCE EXPECTATIONS

Divisions establish customer service measures and goals, informed by customer feedback. OED implements continuous performance tracking, employee training, and process improvements to meet or exceed quality service and responsiveness goals.

1. **Monitor Performance:** Divisions routinely collect data related to their measures to identify trends and areas to improve. When possible, divisions have real-time monitoring tools and maximize the use of available contact center technology (such as contact handling features, workforce planning, and data analytics and reporting) to manage and assess service effectiveness. Service-level goals, such as response rates and customer satisfaction scores, set benchmarks that help minimize customer wait times and improve customer experience.

2. **Shared Accountability:** All OED employees play a role in improving performance. Divisions communicate success measures and service goals with staff to promote transparency and understanding of agency priorities. They set annual operational and strategic priorities to ensure services meet customer needs, use available technology, and support OED's equity goals. The executive team holds quarterly reviews to monitor progress and find ways to collaborate and improve.
3. **Improvement Process:** Divisions regularly review customer service performance, discuss insights with staff, and address recurring issues through root-cause analysis. Divisions adjust measures or goals, as needed, to reflect changes in customer expectations, federal or state law, technology, workload, or resource availability. Performance goals also consider customer accessibility, cultural responsiveness, and labor market trends. OED will include customer and employee feedback into continuous improvement efforts and use feedback avenues that align with the agency's data equity framework.

SECTION 5: CUSTOMER SERVICE STRATEGY

OED develops and maintains a customer service strategy that is an addendum to the agency's strategic plan. The strategy includes:

1. **Data for Improvement:** Data analytics and reporting capabilities to support data-informed decisions, identification of root causes of customer calls and emails and plans to address issues, and the identification and measurement of equity strategies within service delivery goals.
2. **Defining Access and Tools:** Identification of customer communication channels, accessible tools, and self-service options. Plan to maximize the use of contact-center technology to improve service (contact-handling features, workforce planning, and data analytics and reporting).
3. **Planning Resources:** Service-level goals based on customer feedback (received through means such as surveys), processes to ensure that services delivery is keeping pace with customer expectations and available technology, and a plan for responding to unplanned high-volume events.

Appendix

OED Customer Communication Channels

This section includes OED program division mission statements, contact information, communication channels, and self-service resources that help customers find answers conveniently.

CONTRIBUTIONS AND RECOVERY

Contributions and Recovery Mission: To ensure the accurate, timely, and efficient collection of payroll taxes that fund the Unemployment Insurance and Paid Leave programs, while providing excellent customer service and clear communication to employers.

Contact Type	Contact Information
Online Portal	https://frances.oregon.gov/Employer/_/
Email Address	contributions.unit@employ.oregon.gov
Appointment Scheduling	Contributions and Recovery does not offer appointments.
Phone Number	(503) 947-1488
Office Location	Contributions and Recovery does not have walk-in service locations.
Mailing Address	Oregon Employment Department Attn: Contributions and Recovery 875 Union St. NE Salem, OR 97311
Operating Hours	9 a.m.- 4 p.m., Monday through Friday

PAID LEAVE OREGON

Paid Leave Oregon Mission: To provide people who work, own businesses or run organizations in Oregon easy access to paid leave benefits so they have the support, resources, and peace of mind when it matters most.

Contact Type	Contact Information
Online Portal	https://frances.oregon.gov/_/ Online portal includes chatbot, secure messaging capabilities.
Contact Us (e-message)	https://unemployment.oregon.gov/contact
Appointment Scheduling	Paid Leave Oregon does not currently offer appointments. (The program is piloting a program to evaluate in-person and virtual appointment options.)
Phone Number	(833) 854-0166
Office Location	Paid Leave Oregon does not have walk-in service locations.
Mailing Address	Oregon Employment Department Attn: Paid Leave Oregon 875 Union St. NE Salem, OR 97311
Operating Hours	9 a.m.- 4 p.m., Monday through Friday

WORKFORCE AND ECONOMIC RESEARCH

Workforce and Economic Research Mission: Develop and distribute quality workforce and economic information to meet the diverse needs of our customers.

Contact Type	Contact Information
Online Portal	QualityInfo.org
Email Address	Division Director: robert.c.uhlenkott@employ.oregon.gov Division Deputy Director: nick.j.beleiciks@employ.oregon.gov
Appointment Scheduling	Workforce and Economic Research does not offer appointments.
Phone Number	Phone numbers for Workforce and Economic Research staff and their subject matter focus can be found here https://qualityinfo.org/contact-us/?rt=undefined&search=&region=&language=&topic=all
Office Location	Workforce and Economic Research does not have walk-in service locations.
Mailing Address	Oregon Employment Department Attn: Workforce and Economic Research 875 Union St. NE Salem, OR 97311
Operating Hours	8 a.m.-5 p.m., Monday through Friday

WORKFORCE OPERATIONS

Workforce Operations Mission: To effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention, and advancement.

Contact Type	Contact Information
Online Portal	https://empportal.emp.state.or.us/mprod_imsco_dad/pkg_startup.proc_new_home
Email Address	employerservices@employ.oregon.gov (for employers)
Appointment Scheduling	Customers can visit a WorkSource Oregon Center to receive same-day services, or they can schedule an appointment by calling one of the WorkSource Oregon Center locations or using our online scheduling tool: https://worksourceoregon.org/contact
Phone Number	See below
Office Location	See below
Mailing Address	Oregon Employment Department Attn: Workforce Operations 875 Union St. NE Salem, OR 97311
Operating Hours	8:30 a.m.- 4p.m., Monday through Friday

WorkSource Center Locations and Phone Numbers

Albany 139 4th Ave. SE, Albany, OR 97321 (541) 967-2171 Astoria 258 SW Main Court., Ste 100, Warrenton, OR 97146 (503) 378-8060 Baker City 1575 Dewey Ave., Baker City, OR 97814 (541) 684-2630 Beaverton-Hillsboro 241 SW Edgeway Drive, Beaverton, OR 97006 (971) 673-0076 Enterprise 104 Litch St., Enterprise, OR 97828 (541) 786-0288 Florence 3180 Highway 101 N, Florence, OR 97439 (541) 686-7601 Grants Pass 1569 NE F St., Grants Pass, OR 97526 (541) 471-3811 Gresham 18633 SE Stark St. Ste 201, Gresham, OR 97233 (503) 669-7112 Hermiston 950 SE Columbia Drive, Ste B, Hermiston, OR 97838 (541) 684-2494	Bend 1007 SW Emkay Drive, Bend, OR 97702 (541) 388-6070 Brookings 16261 Highway 101 Ste 11, Brookings, OR 97415 (541) 469-9836 Burns 809 W. Jackson St., Ste 400, Burns, OR 97720 (541) 693-8900 Canyon City 120 S Washington St., Canyon City, OR 97820 (541) 693-8909 McMinnville 370 NE Norton Lane, McMinnville, OR 97128 (503) 472-5118 Medford 119 N Oakdale Ave., Medford, OR 97501 (541) 734-7533 Newport 120 NE Avery St., Newport, OR 97365 (541) 757-4122 North Portland 30 N Webster St., Ste E, Portland, OR 97217 (503) 280-6046 Ontario 375 SW 2nd Ave., Ontario, OR 97914 (541) 318-7940	Coos Bay 990 S 2nd St., Coos Bay, OR 97420 (541) 756-8459 Corvallis 4170 SW Research Way, Corvallis, OR 97333 (541) 757-4261 Dallas 580 Main St., Ste B, Dallas, OR 97338 (503) 831-1950 Eugene 2510 Oakmont Way, Eugene, OR 97401 (541) 686-7601 Salem 605 Cottage St. NE, Salem, OR 97301 (503) 378-4846 SE Portland 6401 SE Foster Road, Portland, OR 97206 (503) 934-0630 St. Helens 500 N Columbia River Highway, Ste 320, St Helens, OR 97051 (503) 378-2009 The Dalles 700 Union St., Ste 105, The Dalles, OR 97058 (541) 791-5850 Tigard 11950 SW Garden Place, Ste 100, Tigard, OR 97223 (503) 612-4200

Klamath Falls 801 Oak Ave., Klamath Falls, OR 97601 (541) 857-2282 La Grande 1901 Adams Ave., La Grande, OR 97850 (541) 633-2255 Lebanon 44 Industrial Way, Ste B, Lebanon, OR 97355 (541) 259-5787 Lincoln City 4157 NW Highway 101, Ste 250, Lincoln City, OR 97367 (541) 791-5707	Oregon City 506 High St., Oregon City, OR 97045 (971) 673-6400 Pendleton 408 SE 7th St., Pendleton, OR 97801 (541) 684-2343 Redmond 2158 SE College Loop, Ste B, Redmond, OR 97756 (541) 693-2727 Roseburg 846 SE Pine St., Roseburg, OR 97470 (541) 440-3344	Tillamook 411 Pacific Ave., Tillamook, OR 97141 (503) 842-4488 Woodburn 120 E Lincoln St., Ste 115, Woodburn, OR 97071 (503) 980-6805
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UNEMPLOYMENT INSURANCE

UI Mission: To administer the unemployment insurance program by timely and accurately processing claims, providing equitable adjudication, transparent communication, and high-quality customer service.

Contact Type	Contact Information
Online Portal	https://frances.oregon.gov/ / Online portal includes chatbot, secure messaging, and live chat capabilities.
Contact Us (e-message)	https://unemployment.oregon.gov/contact
Appointment Scheduling	The UI program does not offer appointments.
Phone Number	(877) 345-3484
Office Location	The UI program does not have walk-in service locations.
Mailing Address	Oregon Employment Department Attn: UI Benefits P.O. Box 14135 Salem, OR 97309
Operating Hours	9 a.m.- 4 p.m., Monday through Friday

Unemployment Insurance Mailing Addresses

UI Benefit Payment Control P.O. Box 14130 Salem, OR 97309	UI Records and Projects P.O. Box 14135 Salem, OR 97309	Special Programs Center P.O. Box 14518 Salem, OR 97309	Hearings P.O. Box 14020 Salem, OR 97309
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OED KEY CUSTOMER SERVICE MEASURES

Administrative Business Services

Customer: OED employees

1. Customer service satisfaction
2. Contract processing timeliness
3. Travel invoice processing timeliness
4. Facilities service order timeliness

Communications

Customer: OED programs and customers

1. Customer satisfaction with projects
2. Plain language in letter communications

Contributions and Recovery

Customer: Employers

1. Customer service satisfaction

Equity and Inclusion Office

Customer: OED employees

1. Customer service satisfaction

Human Resources

Customer: OED employees

1. Customer satisfaction of ADA processing
2. Hiring timeliness
3. FMLA/OFLA/Leave processing timeliness
4. Investigations timeliness

Information Technology Services

Customer: OED employees

1. Customer service satisfaction
2. Service request fulfillment time
3. Tech services availability

Modernization

Customer: Modernization Board

1. Customer service satisfaction

Paid Leave Oregon

Customer: Claimant or potential claimant

1. Customer service satisfaction

2. Customer rating of helpfulness
3. Customer rating of availability of information
4. Customer rating of service timeliness

Strategy Office

Customer: OED employees

1. Customer service satisfaction
2. Public records request timeliness

Unemployment Insurance

Customer: Claimant

1. Customer rating of overall service quality
2. Customer rating of helpfulness
3. Customer rating of expertise
4. Customer rating of availability of information
5. Customer rating of accuracy
6. Customer rating of service timeliness

Workforce and Economic Research

Customer: Data consumers

1. Customer service satisfaction
2. % of data developed within deadlines
3. % of key data distributed within deadlines

Workforce Operations

Customer: Job- or career-development-seeker

1. Customer rating of overall service quality
2. Customer rating of helpfulness
3. Customer rating of expertise
4. Customer rating of availability of information
5. Customer rating of accuracy
6. Customer rating of service timeliness

Customer: Employers

1. Customer rating of overall service quality
2. Customer rating of helpfulness
3. Customer rating of expertise
4. Customer rating of availability of information
5. Customer rating of accuracy
6. Customer rating of service timeliness

CONTACT CENTER KEY SERVICE-LEVEL GOALS

Unemployment Insurance

<u>Measure Name</u>	<u>Service-Level Goal</u>
Claim Resolution	80% of determinations issued within 21 days
Time to First Payment	80% of first payments issued within 21 days
Phone Customer Support	80% of calls answered within 30 minutes
Live Chat Customer Support	80% of live chats answered in 30 minutes
Electronic Message Customer Support	80% of electronic messages responded to within 5 business days

Paid Leave Oregon

<u>Measure Name</u>	<u>Service-Level Goal</u>
Claim Resolution	80% of determinations issued within 21 days
Time to First Payment	80% of first payments issued within 21 days
Phone Customer Support	80% of calls answered within 30 minutes
Determination Accuracy	90% of claims accurately determined
Electronic Message Customer Support	80% of electronic messages responded to within 5 business days

Contributions and Recovery

<u>Measure Name</u>	<u>Service-Level Goal</u>
Phone Customer Support	80% of calls answered within 30 minutes
Electronic Message Customer Support	80% of electronic messages responded to within 5 business days