



Office of Workforce Investments  
Guidance & Technical Assistance

Subject: State/Local Area Points of Contact

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New  Revised

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## Overview

The overall role of the State Point of Contact (POC) includes the following:

- Provide a linkage between the Office of Workforce Investments (OWI) and the local board, functioning as a single point of contact for local board staff. While the POCs will provide linkages to other state staff outside of the OWI, they will not serve as the primary means of communication between local boards and state agencies outside of the OWI.
- Provide or connect local board with resources, technical assistance, and/or subject matter expertise needed for board development.

- Seek out information and training from internal subject matter experts to increase knowledge on issues such as Rapid Response, Monitoring, Sector Partnerships, Apprenticeship, etc. (will not serve as a replacement for the subject matter expert).
- Be aware of local area WIOA programs and provide updates when needed.
- Follow up on contract and expenditure issues or concerns on a quarterly basis.
- Gather information on local board needs as well as ongoing and pertinent issues and communicate this back to state leadership.
- Help to problem solve local area issues, facilitating resolution, and escalating complaints to leadership as necessary.
- Review board agendas, meeting minutes, and other board publications to identify best practices and potential action items at the state level.

## Contact

Questions are to be referred to [hecc\\_owi\\_workforce\\_policy@oregon.gov](mailto:hecc_owi_workforce_policy@oregon.gov).