

LOCAL INTEGRATED SERVICES SYSTEM PLAN

1. Identify the local area leadership team(s) charged with development and implementation of the integrated services system.
Tom Moore Executive Director of Central Oregon Intergovernmental Council (COIC), Perry Andrews Program Administrator for COIC in Region 11 and the OED Field Office manager comprise the Worksource Klamath local management team.
2. Complete an integrated service flow chart and narrative for each physical location that clearly defines an integrated service delivery process. (Attachment 1 – Integrated Services Flow)
3. Provide narrative that describes the process for:
 - a. An integrated customer pool so that all customers are registered using a common intake process; **All customers accessing services at Worksource Klamath will be directed to self-service computer stations to complete the common intake process on the computer. Those individuals who are unable to use a computer will be assisted by members of the Welcome Team.**
 - b. Conducting an initial, standardized skill assessment; **The initial computer-based skill assessment will be promoted to every customer accessing services at Worksource Klamath. The advantages of completing the assessment will be explained by members of the Welcome Team. If a customer refuses to complete the assessment they will be directed to the self-directed services offered at the center.**
 - c. Co-enrolling customers in multiple programs for which they are eligible; and **The common intake system will capture the 10 core data elements that will be used as the basis for co-enrolling customers in multiple programs. The common data elements are tied directly to WIA eligibility and will also be used in the customer's I-Match Skills profile.**
 - d. Development of the comprehensive menu of demand-driven skill enhancement products including but not limited to occupational training. **The leadership team will work together with the other partners of Worksource Klamath to develop a complete list of demand-driven skill enhancement products. Several products currently exist and will continue to be used including computer skills training, job search workshops, and computer based learning tools. Our product box will continue to be developed and enhanced based on the demand of our local labor market and the availability of training products to meet these demands.**
4. Describe how you will ensure participation using the integrated services flow by all individuals that walk into the physical locations.
All of the staff at Worksource Klamath will be trained on the integrated services flow that will be utilized by our center. The training will insure that every customer receives a consistent message about the services provided at the center and how they can access those services.
5. Present an organizational chart for each physical location and identify multi-disciplinary staff by job title, number of hours to be provided, assigned by function rather than funding/program.

6. Please provide narrative describing supervisory function and management of functional teams. List specific team structures which may differ from one physical site to another. Teams may include a:
 - a. Welcome Team
 - b. Assessment Team
 - c. Skill Development Team
 - d. Career Development Team
 - e. Employer Services Team

Our co-located WIA Title 1B partner is limited on staff. There is one Adult Employment Counselor who will be involved with our Skill Development and Career Advancement Team (SCATeam). The Welcoming Team initially will consist of 4 OED BES staff. The SCATeam will consist of 3 OED BES staff and a WIA Adult Employment Counselor.

Since our office is small, the functional supervision and supervisor of record does not pose a conflict. The WIA Title 1B Program Administrator and OED Office manager will coordinate and communicate about any concerns or issues that may arise. The OED Manager will be the functional supervisor of the Welcome Team. The WIA Title 1B staff will have the latitude to go to their supervisor of record (Program Administrator) for any issues or concerns. We believe in the integration and team effort that this plan will need to succeed.

7. Describe your integrated employer services team that has shared responsibilities for connecting local employers to the one-stop system.
 - a. What is the shared process for referral of job candidates to suppressed job listings?
 - b. What is the shared process for verifying the skills of job candidates to employers?
 - c. What is the shared process for posting job listings for employers?

Local employers will still be visited by One Stop staff. The OED Veteran's Representative, Office Manager, and other staff as time allows, will still be making personal visits to employers. The OED Workforce Analyst from Bend is available to provide customized labor market assistance and pertinent information to our business community. OED staff will also market our services to employers through the use of phone calls and e-mails to employers since this is a more efficient use of time and will allow staff to remain in the office to serve customers.

a) Our SCATeam will be responsible for handling referrals. It will be an exception when a customer bypasses the Welcoming Team and goes straight to the referral process. Our greeter will evaluate when the bypass is appropriate. All team members will have access to iMatchSkills. By knowing the open job listings, both in public view and suppressed view, SCATeam staff can make suggestions to qualified job candidates as they come in.

b) Staff will use the job seekers iMatchSkills registration to determine an initial good fit with the employer. As always, the qualified job candidate will be given the contact information on how to apply. As employers identify the level of basic skills needed on their job listings, staff will use the basic skill assessment as part of the minimum qualification requirements. Staff will assist job seekers with referrals at their desks. The primary duty of referrals will fall to the SCATeam although, as needed the Welcoming Team will assist.

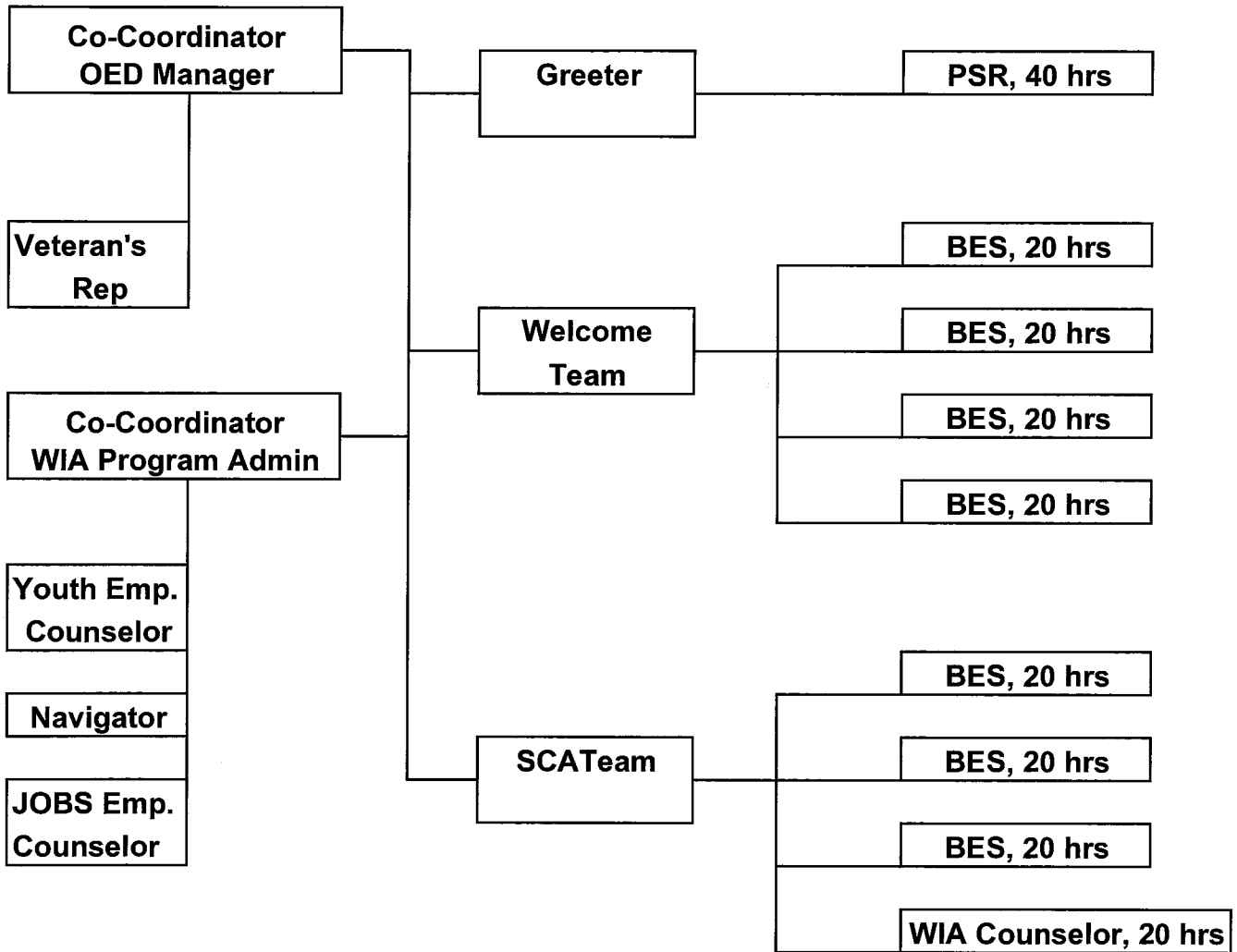
c) Employers will still use a variety of methods for listing job openings; fax, phone, internet and

in person. The greeter will direct employers to available OED staff first, the WIA Title 1B Employment Counselor will serve as back up. As our skill assessment tool is realized, staff will begin asking the employer what level the qualified candidate will need to meet in order to be referred.

8. Attach your integrated services timeline which identifies benchmarks, roles and responsibilities. (Attachment 2)
9. Describe the process that has been implemented to encourage early identification of ineffective practices, problem resolution and continuous quality improvement to reflect the changing needs of your customers.
The leadership team will initially meet on a weekly basis to discuss the flow, process, and service integration of the new system. During the implementation stage a system will also be developed to gather input from the center customers and staff to determine their concerns, and to let the leadership team know what they think is working and what needs to be improved. An informal open-door procedure already exists in the center that encourages staff to provide feedback if a problem exists that needs immediate attention. This process consists of direct contact (in-person, phone, or via e-mail) with any member of the leadership team.
10. For each physical location, identify any needs for technical assistance, cubical reconfiguration, computer programming, T1 communication lines, etc.
Our Klamath WorkSource Center is complete with a training room that includes 6 computers, a conference room, 2 interview rooms, 2 interview cubes and a resource room with 12 computers. In March 2008 our office was reconfigured to accommodate the training room and a potential expansion of WIA Title 1B staff. The WIA Title 1B installed their own T-1 line into the building in the spring of 2007.

Send your completed plan to CCWD signed by the WIA Title I B and Employment Department representatives. After approval of the plan by the Director of ED and the Commissioner of CCWD it will be returned to the Board Chair and Staff for the LEO and LWIB signatures.

WorkSource Klamath
Region 11
Integration Organizational Chart



**Attachment 2
Region 11
Planning Timeline For Integrated Services**

What	Who	When	Benchmark	Comments
Review State Policy and Framework	Leadership Team	On-going	Need all policies adopted by State	
Adopt Vision; Rationale; Principle; Metrics	Leadership Team	June 30, 2008	Plank policies all completed; state develops perf. Metrics	
Determine Scope for Centers/Satellites	Leadership Team	June 30, 2008		
Name Leadership Team	Leadership Team	March 14, 2008	Team has been identified	
Design Integrated Services Flow	Leadership Team	By May 20, 2008	Submit to TOCOWA by 5/20/08	
Form Functional Teams	Leadership Team	By May 20, 2008	Team members are named/assigned	
Develop Processes	Leadership Team	By June 30, 2008	Common intake system and assessment tool are installed and operational	Need these items completed before a process can be developed
Design Integrated Organizational Chart	Leadership Team	By May 20, 2008	Submission of org. chart with plan	
Present Parameters, Design, and Team Membership to All Staff	Leadership Team	By June 30, 2008	Center Staff understand and buy-in with new processes	
Develop Procedures Manual	Leadership Team	By October 1, 2008	Completion of Procedures Manual	
Design Integrated Employer Services Team	Leadership Team	By October 1, 2008	Employer service team roles/responsibilities will be defined	
Support the Launch	All Region Staff	On-going July-Sept. 2008	Staff buy-in during three month trial	
Launch	All Region Staff	October 1, 2008	Successful Launch	
