



WORKSOURCE

NORTHWEST OREGON

Developing a skilled workforce in Clatsop, Columbia and Tillamook Counties.

May 15, 2008

Kris Latimer, CEO
The Oregon Consortium/Oregon Workforce Alliance
260 SW Ferry, Suite 202
Albany, OR 97321

Dear Kris,

Enclosed you will find the region 1 Integrated Services Plan for your review and approval. The leadership team of region 1 is committed to the implementation of a successful, relevant and high quality workforce system that will enable citizens to learn their skills, enhance their skills and find employment with their skills. In addition we are committed to meeting the needs of our business community and intend to seek regular feedback that will identify the growing needs within Clatsop, Columbia and Tillamook Counties.

The team requests that you recognize that this plan is subject to change upon finalization of policies and procedures at the state, local and regional levels.

Respectfully,

Joyce Aho & Julie Gassner
Region 1 WorkSource Leadership

LOCAL INTEGRATED SERVICES SYSTEM PLAN- Region 1 serving Clatsop, Columbia and Tillamook Counties.

1. Identify the local area leadership team(s) charged with development and implementation of the integrated services system.
Oregon Employment Department Manager- Joyce Aho
Management & Training Corporation Director- Julie Gassner
Columbia County MTC Manager- Karin Miller
Columbia County OED Supervisor- James Penley
Clatsop County MTC Manager- Lisa Nyberg
MTC Fiscal Manager- Susan Brooks
Tillamook County OED Supervisor- David Lindstrom
Tillamook County MTC Supervisor- Stephanie Hurliman
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 will be greeted by the Welcome/Assessment Team Members and invited to register utilizing the common intake to be defined, currently iMatch Skills.
 - b. Conducting an initial, standardized skill assessment;
All customers will be offered the online self service assessment.
 - c. Co-enrolling customers in multiple programs for which they are eligible; and
Once a customer has completed the online self service assessment and has identified their desire for additional assistance they will be referred to the Skill/Career Development Team to review results and develop a plan that may include referral or enrollment into all eligible programs.
 - d. Development of the comprehensive menu of demand-driven skill enhancement products including but not limited to occupational training.
County Leadership Teams have identified local resources based on internal talent and matched with labor market needs; see product boxes attached.
4. Describe how you will ensure participation using the integrated services flow by all individuals that walk into the physical locations.
The Welcome/Assessment Team Members will work in pairs to ensure that adequate assistance is made available to guide the flow in the one stop.
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.
All Team Members (Welcome/Assessment/Talent/Career Skill Development/Employer Services Team) will be available up to 8 hours per day 5 days per week. Or based on appointment and schedule identified in product box. Due to limited staff resources, staff will serve on multiple functional teams.

5.15.08

Subject to change upon finalization of policies and procedures.

See Attached org chart for region and each location.

Please clarify how many bodies vs. number of FTE

Due to limited resources in Region 1, staff will serve on multiple functional teams.

Region 1 OED employs fifteen (15) FTE/seventeen(17) individuals distributed between the three WorkSource sites - 3.5 FTE/4 Individuals work in Tillamook; 5.5 FTE/6 Individuals in St. Helens and 6.0 FTE/7 Individuals funded in Astoria. All 15 FTE will be employed full time on functional teams or in planning and management of those functional teams at the Regional and/or local level.

Two (2) of those individuals/1.5 FTE are serving on Employer Services & Skill/Career Development Teams but are focused on services to the Veteran population. The full time Veteran Rep in Astoria works one day a week in the Tillamook office. The other .5 FTE Veteran staff works half time in the St. Helens office.

Region 1 MTC currently employs (18.4) FTE/ (19) individuals distributed between the three WorkSource sites. Some of these employees have other duties assigned to them, and, will have limited involvement.

Clatsop: 8 FTE/8 individuals. 5 individuals are able to fully participate on assigned teams, and, 3 individuals have limitations and are available upon request.

Columbia: 8.4 FTE/9 individuals. 6 individuals are able to fully participate on assigned teams, and, 3 individuals have limitations and are available upon request.

Tillamook: 2 FTE/2 individuals. 2 individuals are able to fully participate on assigned teams. We are in the process of recruitment for 2 additional positions that will have limitations and are available upon request.

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. Welcome/Assessment Team
 - b. Skill/Career Development Team
 - c. Employer Services Team

The County Leadership Team will provide coaching and guidance to each local team for the provision of services within the One Stop Center. Regular Team meetings will occur to brainstorm ideas for service delivery, celebrate success, and problem solves challenges.

Regional Leadership Team will meet quarterly to evaluate and assess implementation.

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?
 - a. The Welcome/Assessment Team or the Skill/Career Development Team will review job candidate's skills and make appropriate referrals to the Employer Services Team for job referrals.
 - b. What is the shared process for verifying the skills of job candidates to employers?
 - a. The Welcome/Assessment Team or the Skill/Career Development Team will conduct skill verification prior to job candidate referrals.

5.15.08

Subject to change upon finalization of policies and procedures.

- b. Verification of skills is defined as review of applicant registration, application, resume, online test results, etc.
- c. What is the shared process for posting job listings for employers?
 - a. Employers will contact the office and team members will list jobs in iMatch Skills.

8. Attach your integrated services timeline which identifies benchmarks, roles and responsibilities. (Attachment 2)

See Attached.

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.

County Leadership Teams will meet on a regular basis to review customer feedback cards, mystery shopper reports and dialogue with integrated Teams.

10. For each physical location, identify any needs for technical assistance, cubical reconfiguration, computer programming, T1 communication lines, etc.

Tillamook County: Upgraded Resource Room Computer hard ware and software. External WorkSource Northwest Strong Branding. Team Uniform “Casual Friday” attire (WorkSource Northwest Polos). Partner Staff access to additional county state motor pool vehicle. Policies/procedures allowing for office closures due to system staff partner integration meetings/trainings. iMatch Skill/System access to include: capturing service counts for both partners. A wall mounted flat screen computer monitor which could run a scrolling message, have self-assisted referral information to community resources and maybe the latest job postings. The option to sub-lease space from OED would be a tax savings for MTC.

Clatsop County: Integrated Phone System. Upgraded Resource Room Computer hard ware and software. Team Uniform “Casual Friday” attire (WorkSource Northwest Polos). Partner Staff access to additional county state motor pool vehicle. Policies/procedures allowing for office closures due to system staff partner integration meetings/trainings. . iMatch Skill/System access to include: capturing service counts for both partners. The option to sub-lease space from OED would be a tax savings for MTC. PC for the Job & Career Center for staff usage while they are in there. This PC will need cables fun from our system to that area.

Columbia County: Integrated Phone System. Upgraded Resource Room Computer hard ware and software. External WorkSource Northwest Strong Branding. Team Uniform “Casual Friday” attire (WorkSource Northwest Polos). Partner Staff access to additional county state motor pool vehicle. Policies/procedures allowing for office closures due to system staff partner integration meetings/trainings. . iMatch Skill/System access to include: capturing service counts for both partners. Possible site relocation. Upgraded T1/T3 line connections to share dedicated internet line and access. Integrated network support. The option to sub-lease space from OED would be a tax savings for MTC.



WORKSOURCE NORTHWEST OREGON

OED
MTC Work
Experience Works
** Limited

Due to limited resources, staff
will serve on multiple teams.

OWA

OED
Joyce Aho

MTC Work
Julie Gassner

Worksource Clatsop
Lisa Nyberg/Joyce Aho

Worksource Columbia
Karin Miller/James Penley

Worksource Tillamook
Stephanie Hurliman/David Lindstrom

Welcome/
Assessment
Team

Lori
Heather
Chris**
Ardi
Cheryl
Suzanne
Kathy
Linda
Jim

Employer
Services
Team

Lisa
Lori
Heather
Suzanne
Kathy
Patrick P

Skill/Career
Development
Team

Ardi
Chris**
Mickey
Jim
Linda
Suzanne
Janice**
Patrick H. **
Patrick P. **

Welcome/
Assessment
Team

Patty**
Donna**
Tim
Pam
Lee
Diana
Peggy
Carol**
Jeanette
Karen
Kelly
Sandi
Resource
Room Aid

Employer
Services
Team

Donna**
Tim
Pam
Lee
Diana
Peggy
Carol**
Jeanette
Karen
Kelly
Sandi
Phil

Skill/Career
Development
Team

Donna**
Tim
Pam
Lee
Diana
Peggy
Carol**
Jeanette
Karen
Kelly
Sandi
Phil
Resource
Room Aid

Welcome/
Assessment
Team

WF Asst. TBA
Connie
J
Peggy

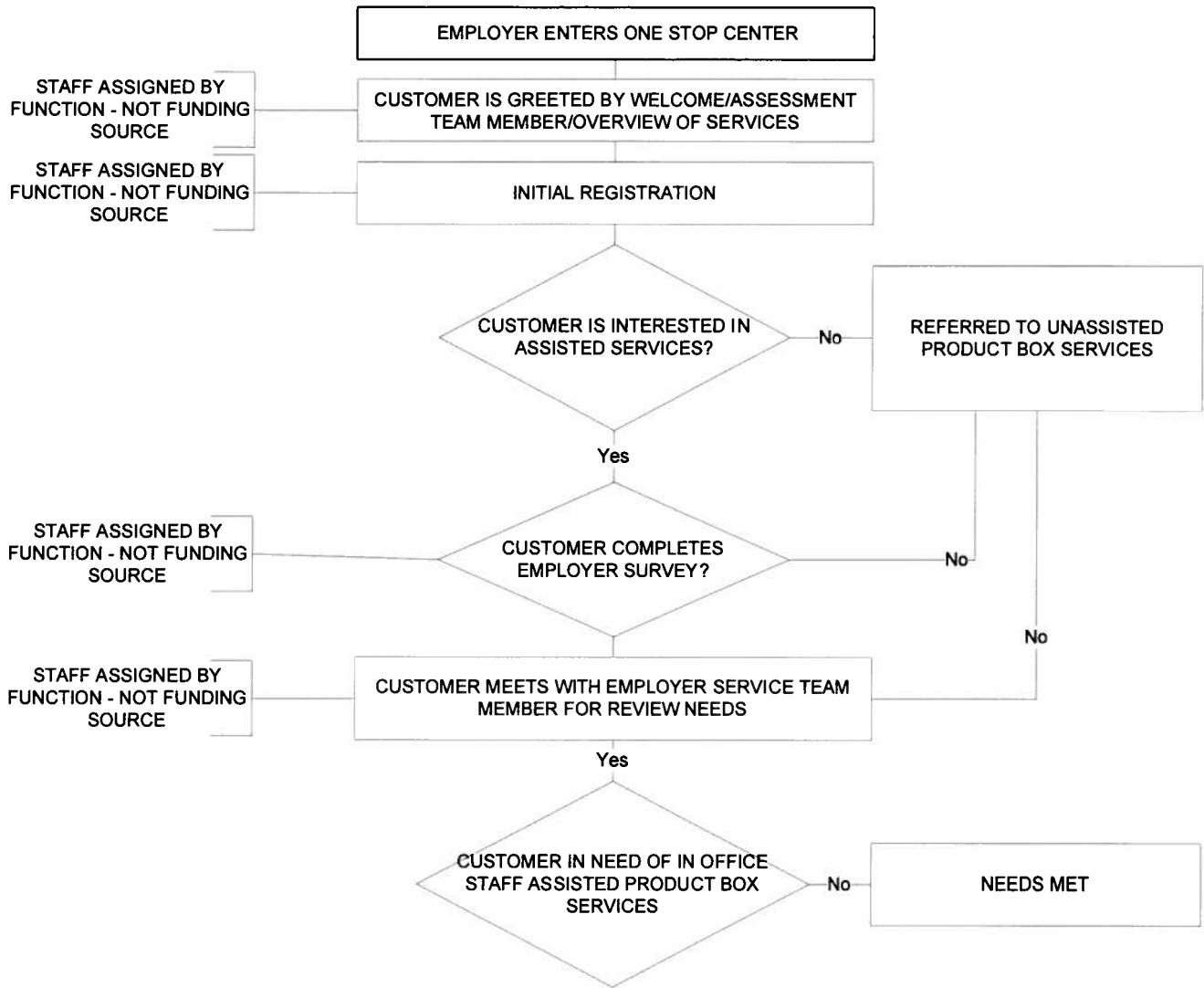
Employer
Services
Team

Dave
Steph
Peggy
J
Connie
Jobs-TBA
Patrick P **

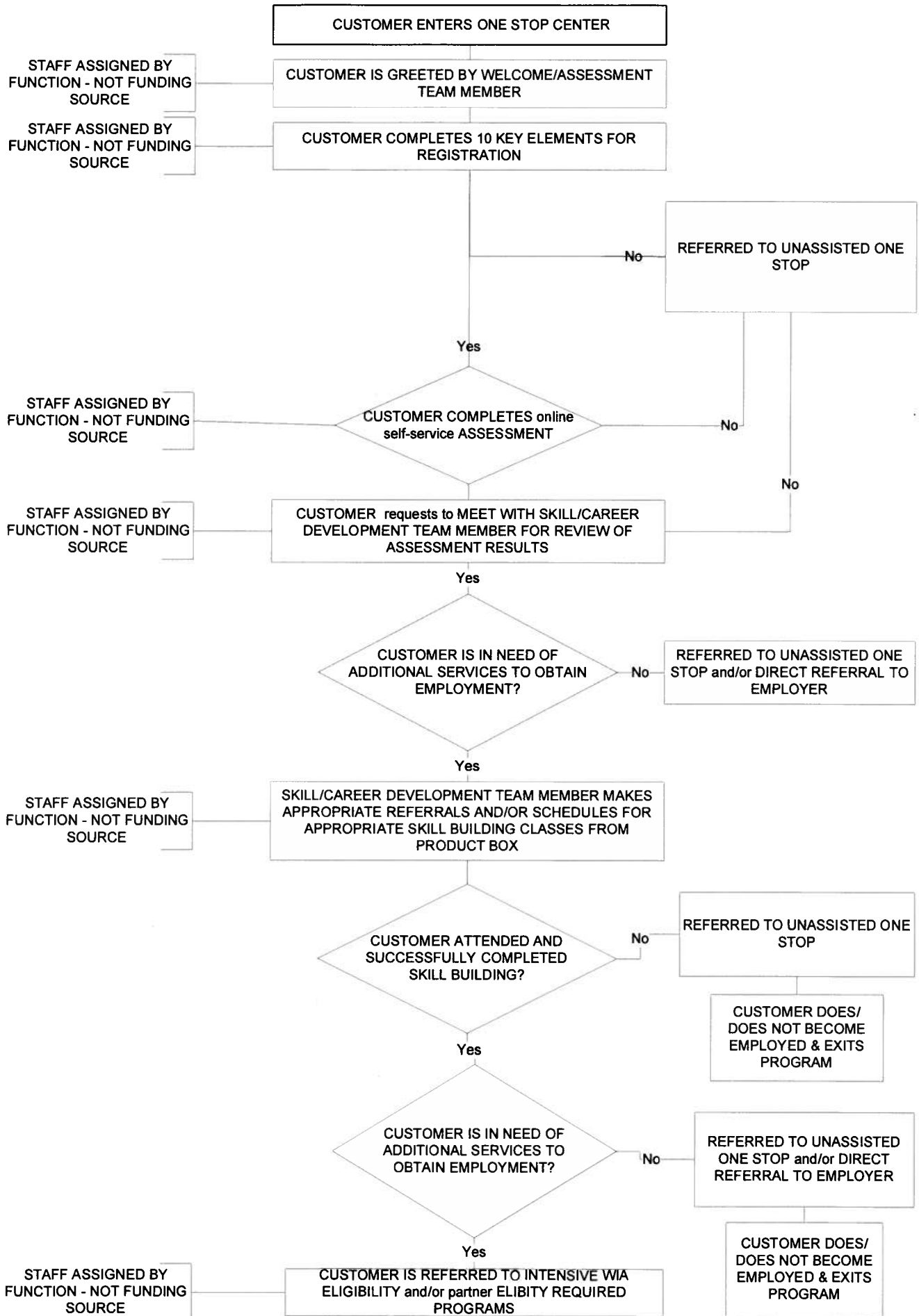
Skill/Career
Development
Team

Steph
Jenn
Peggy
WF Asst. TBA
Jobs-TBA
Patrick P **

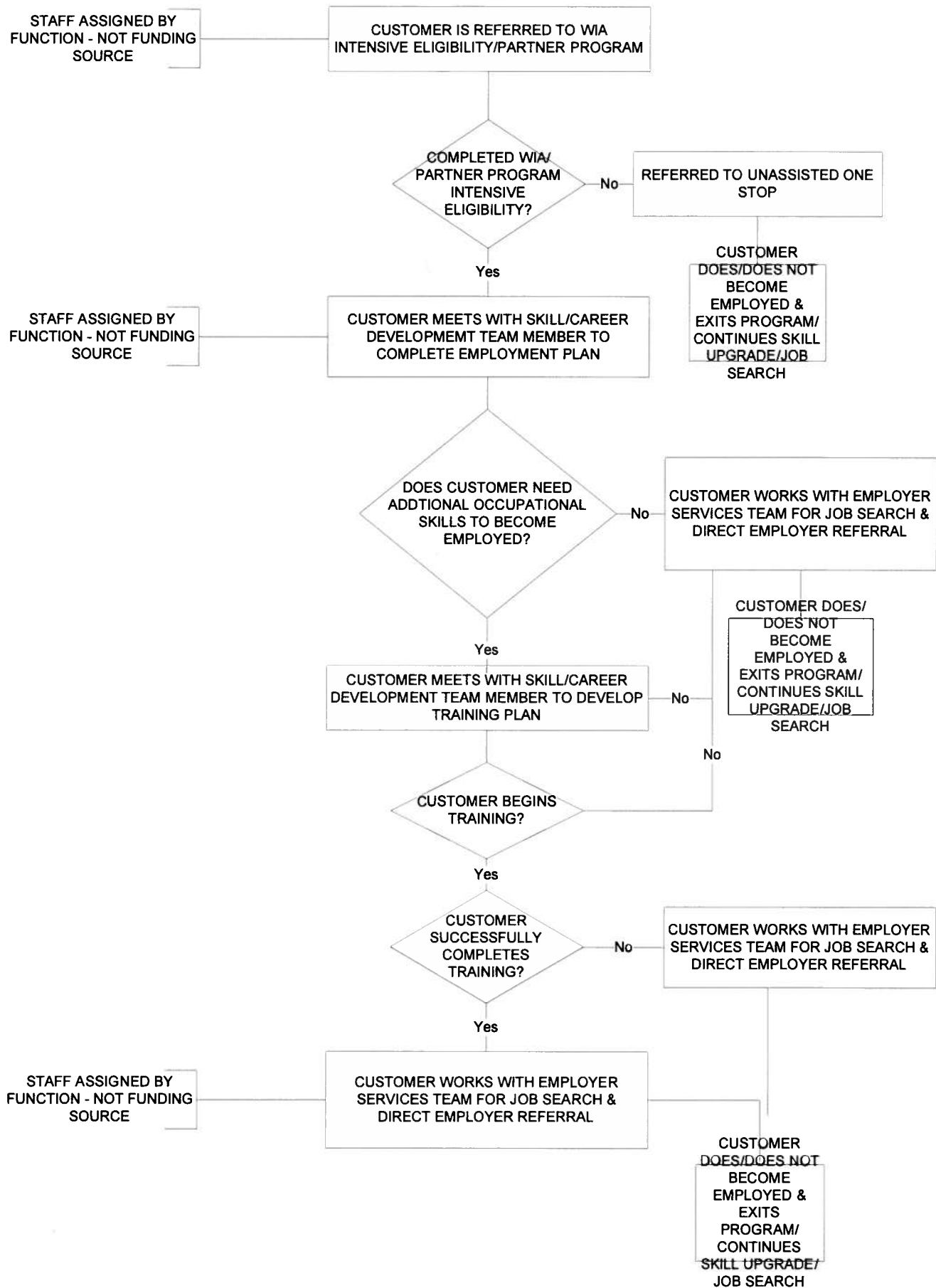
Region 1 Functional Flow



Region 1 Functional Flow



Subject to change upon finalization of policies and procedures. FUNCTIONAL FLOW 4.30.08



Subject to change upon finalization of policies and procedures.

The Product Box
REGION 1-ASTORIA

WELCOME/ASSESSMENT TEAM PRODUCT BOX

Self Service (Available any time)	Staff Assisted	Availability	Fee Based	Availability
<ul style="list-style-type: none"> iMatch Registration Common Intake (coming soon!) Basic Skill Assessment (coming soon!) Self Referral Job Search Internet Job Search UI Telephone UI Internet Activity Labor Market Info CIS Win Way Resume Software Phone 	<ul style="list-style-type: none"> Language Line Assistance Orientation to Service Application/Resume Class iMatch Skills Class Individualized Labor Market Info Opportunity for One on One Resume Assistance Referral to Community Services VWIP/HOV Assistance Veteran One on One Employment Plans, assistance and referral Outreach to local schools to assist with iMatch Skill Registration Rapid Response incl. job loss/budget workshops 	<p>Daily</p> <p>Bi-monthly or appt.</p> <p>Monthly or by appt.</p> <p>Monthly or by appt.</p> <p>Monthly or by appt.</p> <p>Monthly or by appt.</p> <p>Daily</p> <p>M, W, Th, F</p> <p>M, W, Th, F</p> <p>As scheduled</p> <p>As necessary</p>	<p>Professional Resume Developed</p>	<p>Appointment or self accessed</p>

<ul style="list-style-type: none"> • Copier • Fax • Internet Access • One Stop performance information • ETPL • Adult Ed providers • Vocational Ed providers • Voc Rehab partners services • Info/referral on support services • Child Care Referral • Mavis Bacon Tutorial Typing Tutorials/Tests 10 Key Tutorials/Tests • Video Library –Various titles 	<ul style="list-style-type: none"> • Employer Expectations • Dressing for Success Workshop • Winning Job Search Strategies • Networking • Goal Setting • Communication • Team Building • Online Networking and recruitment services 	<p>Monthly or by appt. As needed As Needed / Qrtly</p> <p>As Needed</p> <p>On-going</p> <p>On-going</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p>
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SKILL/CAREER DEVELOPMENT PRODUCT BOX

Self Service (Available any time)	Staff Assisted	Availability	Required Program Enrollment	Availability
<p>*Need a comprehensive list of internet training sites for basic skills and skill brush up (Coming soon)</p> <p>Various other internet training sites (Coming soon)</p>	<ul style="list-style-type: none"> • Opportunity for One on One Employment Plan Assistance • Job Match & Referral • Info & Referral to short term vocational training opportunities • Veteran Job Development • Apprenticeship Forum • Breaking Barriers • Effective Communication • Problem Solving • Business Communication • Intro to Word • Intro to Excel • Quick Books • Customer Service Training • Cash Register Training 	<p>By Appt.</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Yearly</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>Monthly</p> <p>Monthly</p> <p>As Needed</p> <p>As Needed</p>	<p>Enrollment in short term or long term training programs.</p> <p>Enrollment in Apprenticeship programs.</p> <p>On-The-Job Training</p> <p>Support Services</p> <p>Profile Skill Builder (online/self paced)</p> <p>Listening to Others</p> <p>Processing Information</p> <p>Communicating Effectively</p> <p>Instilling Trust</p>	<p>Enrollment</p>

	<ul style="list-style-type: none"> • Hospitality Training • Navigating the Internet • Introduction to Computers • Outlook • Publisher • PowerPoint • Web Page Design • Digital Photography • PLATO – Basic Skill Enhancements • DCP • Seeds of Success (Youth) • Workin' It Out • Beginning To Work It Out (Youth) • Grammar Workshops • Power Writing • Girls Circle 	<p>As Needed</p> <p>As Needed</p> <p>Monthly</p> <p>Monthly</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>As Needed</p> <p>Daily</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p> <p>Demand Driven</p>	<p>Building Personal Relationships</p> <p>Delegating Responsibility</p> <p>Adjusting to Circumstances</p> <p>Thinking Creatively</p> <p>Providing Direction</p> <p>Facilitating Team Success</p> <p>Working Efficiently</p> <p>Working Competently</p> <p>Taking Action</p> <p>Achieving Results</p> <p>Cultivating Individual Talents</p> <p>Motivating Successfully</p> <p>Displaying Commitment</p> <p>Seeking Improvement</p>	
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	<ul style="list-style-type: none"> • Business & Clerical Modules Intro to Office Techniques, clerical & Occupational Trends Time Management / Prioritizing Office Machines Phone Skills Grammar / Power Writing Filing Letters / Memos Proofreading Scheduling & Travel Arrangements Petty Cash Office Simulation (hands on training) 	Demand Driven		
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EMPLOYER SERVICES PRODUCT BOX

Self Service (Available any time)	Staff Assisted	Availability	Fee Based	Avail-ability
<ul style="list-style-type: none"> • Labor Market Info • WOTC Brochures • Access to Interview/Training Room • Access to HR books, videos and training materials • Small business development • iMatch skills job listings on line • Employment Issues-- UI, ADA, EEO, AA, Wage & Hour etc. • Phone • Copier • Fax • Internet Access • One stop performance 	<ul style="list-style-type: none"> • Job Match & Referral • Application Screening • Job Match Assessment • Leadership opportunities- RWIB • Job Match & Referral • Customized Recruitment Events • Rapid Response Activities • Job Fairs • Veteran OJT / General OJT's • WOTC • Referral to partners: Temp Agency SBDC Head Hunter Local/state economic development (CEDR) BOLI Trade Act NAFTA WARN 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>As Needed</p> <p>Daily</p> <p>As Needed</p> <p>As Needed</p> <p>Yearly or as needed</p> <p>As Needed</p> <p>As Appropriate.</p> <p>As Appropriate</p>	<p>Profiles Assessments</p> <ol style="list-style-type: none"> 1. Performance Indicators 2. Employment Selection 3. Team Analysis 4. Customer Service Perspective 5. Profiles XT 6. Sales Indicator 7. Step One Survey 8. Organizational Development- CheckPoint 360 <p>Customized Training</p> <p>Incumbent Worker Training</p> <p>Reference Checks</p> <p>Background Checks</p> <p>Additional</p>	<p>Appt</p>

<p>information</p> <ul style="list-style-type: none"> • ETPL • Adult Ed providers • Vocational Ed providers • Voc Rehab partners services • Info/referral on support services • Child Care Referral 	<ul style="list-style-type: none"> • Equipment Rental In-Focus Machine Laptop Projection Screen Overhead Projector 	<p>As Needed or Scheduled</p>	<p>Assessment of applicant pool</p> <p>Info, Referral and Customized Workshops on: Employment Issues-- UI, ADA, EEO, AA, Wage & Hour etc.</p> <p>Training Room Availability</p> <p>Computer Lab Availability</p>
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<p>services Info/referral on support services Child Care Referral Mavis Beacon Typing Tutorial Word, Excel, PowerPoint Fax Machine Copier Job Shop Work Guides (Adult and Youth Carrousel)</p>	<p>Outreach to local schools to assist with iMatch Skill Registration Rapid Response incl. job loss/budget workshops</p>	<p>As Needed</p>		
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SKILL/CAREER DEVELOPMENT PRODUCT BOX

Self Service (Available any time)	Staff Assisted	Availability	Required Program Enrollment	Availability
<p><i>*Need a comprehensive list of internet training sites for basic skills and skill brush up</i> Mavis Bacon Tutorial Various internet training sites</p>	<p>Navigating the Internet</p> <p>Breaking Barriers Business Communication Intro to Word Intro to Excel Navigating the Internet PLATO- Skill enhancement Math Reading Comprehension Writing Typing Tutorials/Tests 10 Key Tutorials/Tests Clerical Class</p> <p>Quick Books Customer Service Training</p>	<p>By Appt.</p> <p>Daily</p> <p>As Needed</p>	<p>Enrollment in short term or long term training programs. Enrollment in Apprenticeship programs. On-The-Job Training Support Services Profile Skill Builder (online/self paced) Listening to Others Processing Information Communicating Effectively Instilling Trust Building Personal Relationships Delegating Responsibility Adjusting to Circumstances Thinking Creatively Providing Direction Facilitating Team Success Working Efficiently Working Competently Taking Action Achieving Results Cultivating Individual Talents Motivating</p>	<p>Enrollment</p>

			Successfully Displaying Commitment Seeking Improvement	
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EMPLOYER SERVICES PRODUCT BOX

Self Service (Available any time)	Staff Assisted	Availability	Fee Based	Availability
<p>Labor Market Info WOTC Brochures Access to Interview/Training Room Access to HR books, videos and training materials Small business development iMatch skills job listings on line Employment Issues--UI, ADA, EEO, AA, Wage & Hour etc. Phone Copier Fax Internet Access 1 stop performance information ETPL Adult Ed providers Vocational Ed providers Voc Rehab partners services Info/referral on support services Child Care Referral</p>	<p>Job Match & Referral Application Screening Job Match Assessment Leadership opportunities- RWIB Skill Panel Job Match & Referral Job Fair Promotion Statewide Customized Recruitment Events Rapid Response Activities Job Fairs Veteran OJT WOTC Referral to partners: Temp Agency SBDC Head Hunter Local/state economic development BOLI Trade Act NAFTA WARN</p>	<p>As Requested</p>	<p>Profiles Assessments</p> <ol style="list-style-type: none"> 1. Performance Indicators 2. Employment Selection 3. Team Analysis 4. Customer Service Perspective 5. Profiles XT 6. Sales Indicator 7. Step One Survey 8. Organizational Development-CheckPoint 360 <p>Customized Training Incumbent Worker Training Reference Checks Background Checks On the Job Training Additional Assessment of applicant pool Info & Referral and Customized Workshops on Employment Issues-- UI, ADA, EEO, AA, Wage & Hour etc. Training Room Availability Computer Lab Availability Skill Testing</p>	<p>Appointment</p>

The Product Box
REGION 1- TILLAMOOK

WELCOME/ASSESSMENT TEAM PRODUCT BOX

Self Service (Available any time)	Staff Assisted	When Offered	Fee Based
iMatch Registration Common Intake <i>(coming soon!)</i> Basic Skill Assessment <i>(coming soon!)</i> Self Referral Job Search Internet Job Search UI Telephone UI Internet Activity Labor Market Info CIS Win Way Resume Software Phone Copier Fax Internet Access 1 stop performance information ETPL Adult Ed providers Vocational Ed providers Voc Rehab partners services Info/referral on support services Child Care Referral	Language Line Assistance Orientation to Services Application/Resume Class iMatch Skills Class Individualized Labor Market Info Opportunity for One on One Resume Assistance Referral to Community Services VWIP/HOV Assistance Veteran One on One Employment Plans, assistance and referral Outreach to local schools to assist with iMS Registration Rapid Response incl. job loss/budget workshops Employer Expectations Dress for Success Winning Job Search Strategies The art of networking Goal Setting Communication Team Building Online Networking and recruitment services Complaint Process Direct Referral to College Classes for Adults	As Needed Bi-Mthly Bi-Mthly Bi-Mthly As Needed As Needed As Needed As Needed As Needed Weekly Quarterly/As Needed As Needed Bi-Mthly Bi-Mthly Bi-Mthly As Needed As Needed	Professional Resume Developed

(Available any time)	Assisted	Offered		Access
Labor Market Info WOTC Brochures Access to Interview/Training Room Access to HR books, videos and training materials Small business development iMatch skills job listings on line Employment Issues--UI, ADA, EEO, AA, Wage & Hour etc. Phone Copier Fax Internet Access 1 stop performance information ETPL Adult Ed providers Vocational Ed providers Voc Rehab partners services Info/referral on support services Child Care Referral	Job Match & Referral Application Screening Job Match Assessment Leadership opportunities- RWIB Skill Panel Job Match & Referral Job Fair Promotion Statewide Customized Recruitment Events Rapid Response Activities Job Fairs Veteran OJT WOTC Referral to Partners: Temp Agency SBDC Head Hunter Local/state economic development BOLI Trade Act NAFTA WARN	Daily	Profiles Assessments 1. Performance Indicators 2. Employment Selection 3. Team Analysis 4. Customer Service Perspective 5. Profiles XT 6. Sales Indicator 7. Step One Survey 8. Organizational Development- CheckPoint 360 Customized Training Incumbent Worker Training Reference Checks Background Checks On the Job Training Additional Assessment of applicant pool Info & Referral and Customized Workshops on Employment Issues-- UI, ADA, EEO, AA, Wage & Hour etc. Training Room Availability Computer Lab Availability	By Apptmt.

Attachment 2

Planning Timeline For Integrated Services

What	Who	When	Benchmark	Comments
Review State Policy and Framework	State Leadership Team			
Adopt Vision; Rationale; Principle; Metrics	State Leadership Team			
Determine Scope for Centers/Satellites	Region 1 Leadership Team	May 12, 2008		
Name Leadership Team	OED and MTC Leadership	November 2007		
Design Integrated Services Flow	Region 1 Leadership Team	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Form Functional Teams	County WorkSource Teams	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Develop Processes	County Work Source Teams	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Design Integrated Organizational Chart	Region 1 Leadership Team	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Present Parameters, Design, and Team Membership to All Staff	Region 1 Leadership Team	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Develop Procedures Manual	Region 1 Leadership Team	TBA- Adoption of policies	Implementation dependent upon Policies adopted & Linked Data System	
Design Integrated Employer Services Team	County Work Source Teams	May 12, 2008	Implementation dependent upon Policies adopted & Linked Data System	
Support the Launch	All Region 1	On going		
Launch	All	TBA	Policies adopted Linked Data System	

5.15.08 Subject to change upon finalization of policies and procedures.