

## 1. Area Management

In Region 14, the certified One Stop is located in Ontario Oregon. The One Stop has employees from Training and Employment Consortium, Oregon Employment Department, DHS Jobs Staff and Oregon Human Development Corporation. Management of the site is a coordinated effort by Nancy Alvarado, OED Employment Department Manager, and Chad Freeman, Executive Director Training and Employment Consortium. Chad and Nancy are the management drivers for ensuring a coordinated logical integration effort is introduced and maintained. These two managers cover the management of two other offices located in Canyon City, and Burns respectively. Other members of the leadership team are identified as follows:

- Elizabeth Moore – Supervisor Ontario TEC
- Jeanette Gerulf – Supervisor Ontario OED
- Kathy Cancilla – Supervisor Canyon City TEC
- Debbie White – Supervisor Burns TEC
- John Hall – RWIB Chairman

## 2. Integrated Services Flow Chart and Narrative

The completed integrated flow chart is attached as Figure 1-1. It is a process diagram, which follows the flow of traffic in our offices. A defined narrative of the flow follows:

1. Welcome of Customers – Customers are greeted and an outline of process and time necessary to complete first visit is described to the customer. The customer will be encouraged to complete dual enrollment and complete generic skills assessment and evaluation. If a customer so desires, they can proceed directly to our self-service product box. The greeters will information form 2563 to identify reason for visit in an attempt to capture service. This is planned to be automated as time allows. Customers will be briefed on the importance of completing initial enrollment and general skills review and individuals may receive customized job/skill search session with a representative upon completion of the enrollment & assessment.
2. Customer Completes Assessment & Common intake variables or proceeds directly to Self-Service Product Box.
3. Customer meets with One-Stop Coordinator to review assessment results, original purpose of visit and consults with individual. Time depending, the individual is referred to self-serve product box, group classes, one-on-one training, or directly to employment services. At the end of the discussion, a follow-up visit should be scheduled with the individual.
4. Employment Services intake follows employment department guidelines for customer intake, job match, and career counseling. As appropriate the Employment Services representative review educational or training

opportunities as appropriate and can refer customer to other one-stop partner for additional services.

5. If the customer enters talent enhancement portion of the flow chart, the customer can self-schedule tools on from the self-serve product box or sign up for additional services via the group classes offered at the One Stop. Should the individual meet screening criteria for One-on-One Counseling or Customized Training, the individual will be advised of next steps and appropriate plans developed for customer. As appropriate, the customer could be referred to an employment specialist for job referral. Please see Figure 1-2 for complete services offered in product boxes identified.

### **3. Supervisory Function and management of functional teams.**

The Region is Co-Managed by Nancy Alvarado, OED Employment Department Manager, and Chad Freeman, Executive Director for the Training and Employment Consortium. See organizational charts for all regions Figure 1-3. Mr. Freeman's office is located in Canyon City, and Ms. Alvarado is located in Ontario. They share management responsibilities and conduct business on a daily basis regarding the operation of the One-Stop and associated satellite offices in Canyon City and Burns, Oregon. The Training and Employment Consortium has three supervisors, one at each of its locations, Cathy Cancilla, Canyon City, Deb White, Burns, and Elizabeth Moore, Ontario. OED has one Supervisor, Jeanette Gerulf who supervises Employment Services staff for the Region. These on-site supervisors are responsible for the day-to day operation of their respective services. The Burns and Ontario facility already have an integrated welcome process. The Canyon City TEC and OED facilities are located in the same building but do not shared entrance.

### **4. What will be different about the current organization?**

The current organization will offer much more integrated services that are currently available and more services will be available to more customers. This will be possible by the enhancement of the product box and allowing all customers to benefit from WIA training. There will be an increased number of customers by increasing online and group classes designed to enhance skills of the workforce. Some OED/ TEC employees will be repositioned to either conduct some group training or become part of the welcome team and skill assessment review squad who will probably work with most of our walk in traffic. There will be significantly less case management focus. These changes will allow these organizations to be more flexible in meeting workforce needs.

Through these integrated services the One Stops will be staffed to reflect client needs rather than individual program focus. These assignments will change based on customer traffic flow. Our Ontario office currently sees about 100 customers a day, Canyon City, 15, and Burns, 20. These figures are estimated. We anticipate that 80% of our customers will be serviced on the skill enhancement side of the business by our group classes or self-service product boxes.

5. **Integrated Employer Services Team-** has Shared Responsibilities for Connecting local employers to the one-stop system. The Employment Services team is currently responsible.
6. **Integrated services timeline-** We will be offering integrated services by October 1, 2008, with continued revision and opportunities.
7. **Process to identify ineffective practices, problem solving & resolution, and continuous quality improvement are reflected.**

Continue monthly feedback from customers and employers regarding one-stop feedback. Address problems as they occur. Continue to hold monthly staff meetings for entire one-stop to ensure closed feedback loop exists for employees. Solicit feedback for ideas of improvement and ensure feedback to employees is given and reward ideas for process improvement.

**8. Needs for each physical locations described.**

In order to fully complete this integration we would need to following equipment and changes:

Ontario- Additional computers for the resource area (5)  
Construction

Canyon City- Construction expense for changing the physical layout. Estimated at \$10,000.  
Additional computers for resource area (3)

Burns- Additional computers for the resource area (3)

## **Product Box**

### **Self Serve**

- Basic Computer skills
- Specific computer skills (Word, Excel, Power Point, Access, etc)
- Personal Effectiveness Skills
- Financial Literacy
- Touch Typing
- CIS
- TABE
- <http://Math.com> – Free for Math Improvement
- <http://owl.english.purdue.edu/> - Free for Writing Improvement
- <http://www.worldcat.org/> - Online Library Catalogue
- <http://www.rileyguide.com/> - Job Search Help
- <http://www.yourdictionary.com/> - On line Dictionary
- Upgrade Resumes Software
- Interview Software
- Learn.com – (On-Line E-Learning)

Available All

### **Group Classes**

- Orientation
- UI Profiling Orientation
- TAA Orientation OED Salem
- TAA Next Steps Meeting OED Salem
- Initial Assessments
- Literacy, Adult Ed - Referral
- Entrepreneurial Training -Referral

### **Workshops:**

- Basic Computer Skills (Develop)
- Various specific Computer Skills (Microsoft Office Suite)
- Customer Service
- Resume Preparation
- Career Readiness
- Interviewing Skills
- Job Club -SEARCH
- Job Strategies Skills
- Reading & Math Upgrades
- Entrepreneur

Available All

### **One On One Counseling**

- Job Strategies Skills
- Career Search
- Resumes

UI Eligible or Not

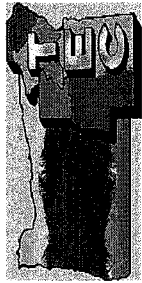
**Training**

- Soft Skills
- Occupational Training
- Entrepreneurial Training
- Short Term, Pre-Vocational

Funding of Last  
Resort

**Employer Sponsored/ Based**

- Customized Recruitment Fair
- OJT
- Internship
- Customized Training



# Integrated Systems Service Flow Region 14

Fig 1-1

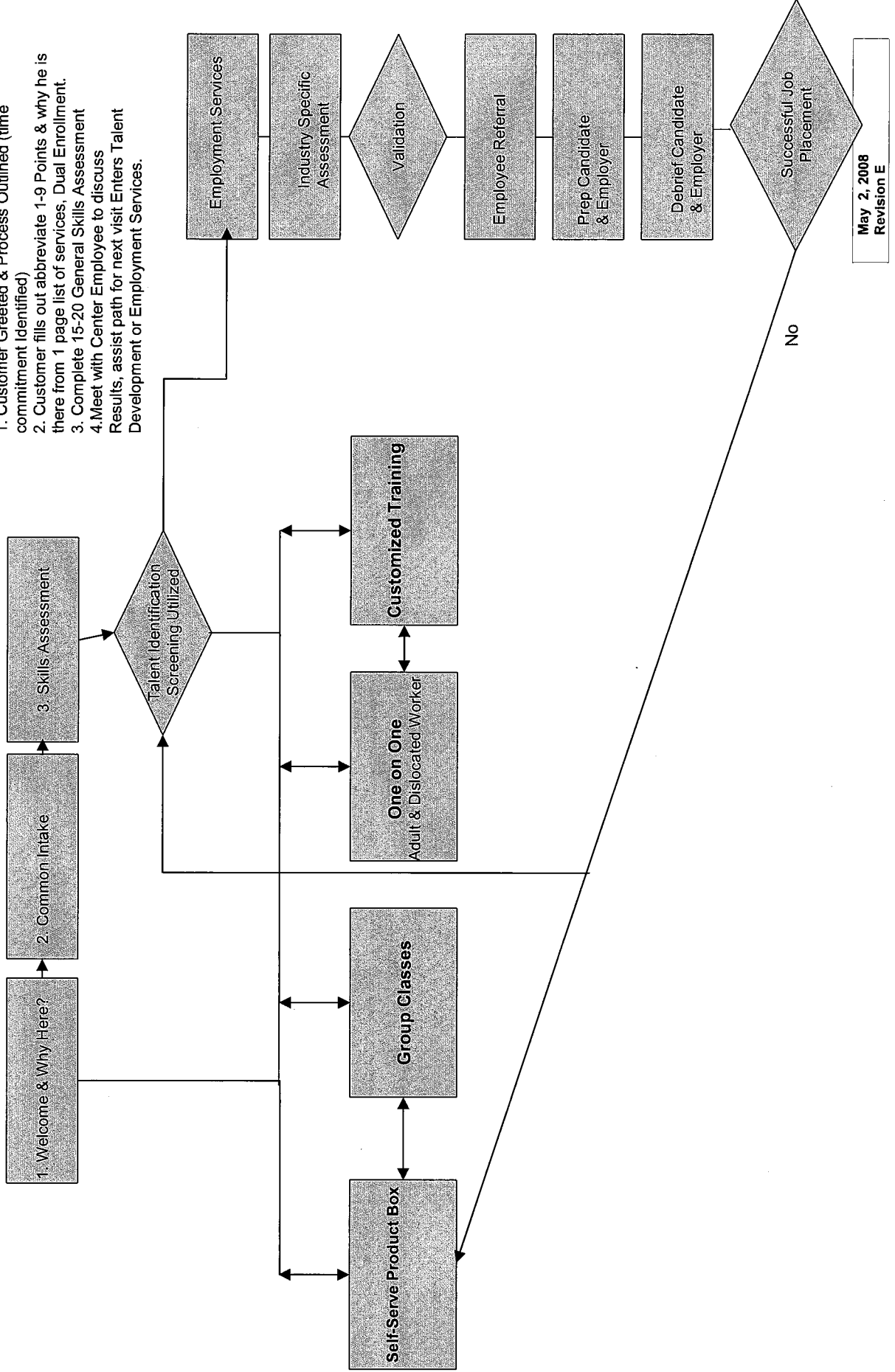
Chad Freeman & Nancy Alvarado: Co-Management



# WORKSOURCE OREGON

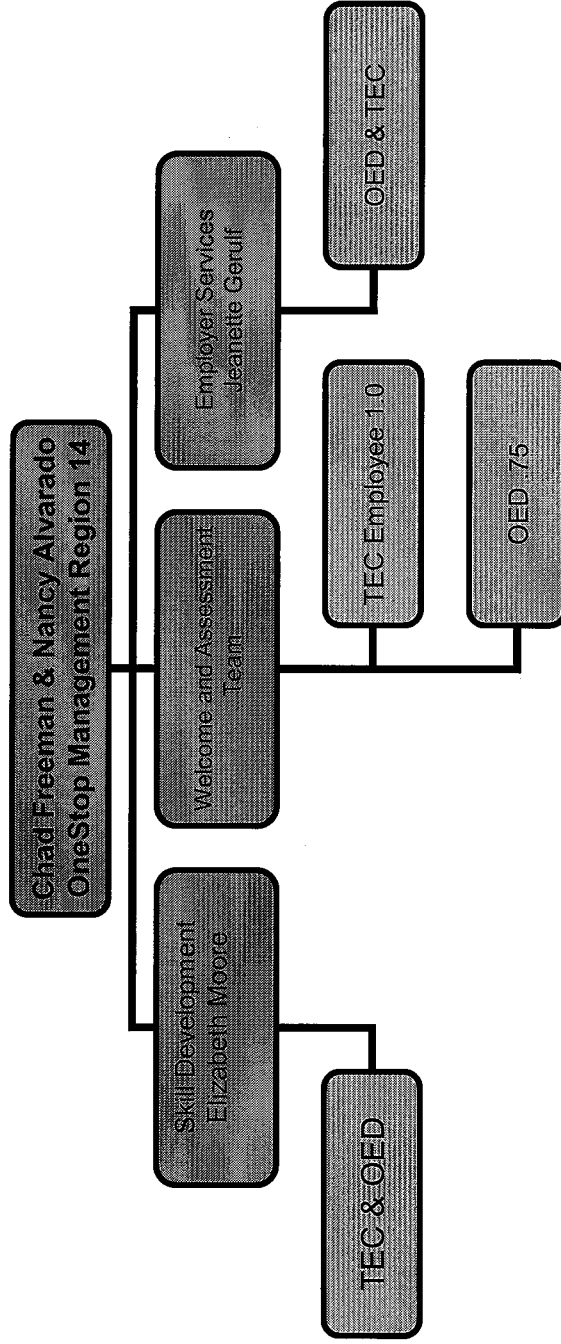
## Region 14 Customer Flow

1. Customer Greeted & Process Outlined (time commitment identified)
2. Customer fills out abbreviate 1-9 Points & why he is there from 1 page list of services, Dual Enrollment.
3. Complete 15-20 General Skills Assessment
4. Meet with Center Employee to discuss Results, assist path for next visit Enters Talent Development or Employment Services.



May 2, 2008  
Revision E

# Integrated Service Management Region 14



Chad Freeman and Nancy Alvarado  
Onestop Region 14 Management

Talent Development  
Debbie White

Wecome Team

Employment Services –  
Joy Langenfeld

TEC Employees

TEC 1.0

