

Region 9 Integrated Services System Plan

1. Identify the local area leadership team charged with development and implementation of the integrated services system.

The Region 9 Leadership Team is comprised of:

- Oregon Employment Department:
Ron Freeman, Manager
- Title IB – Mid Columbia Council of Governments (MCCOG):
Marty Miller, Director
- Title IB – Mid Columbia Council of Governments (MCCOG):
Elwin Grout, Manager
- Oregon Employment Department:
Eric Proffitt, Business & Employer Services Lead
- Oregon Employment Department:
Anita Iken, Business & Employer Services Lead
- Title IB – Mid Columbia Council of Governments (MCCOG):
Holli Francis, Manager
- Region 9 RWIB/Employer Workforce Training Fund:
Robin Cope, Coordinator

2. Complete an integrated service flow chart and narrative for each physical location that clearly defines an integrated service delivery process.

See System-Wide Customer Service Flow Chart Attachment A

3. Provide a narrative that describes the process for:

a. An integrated customer pool so that all customers are registered using a common intake process.

All customers at all four sites will be welcomed by a member of the Welcome/Assessment Team and registration assistance will be provided using the common intake process. Customers will provide registration information only once. Once registration is complete, the customer will be introduced to the full array of services offered at the WorkSource location. The Skills Assessment will be an integral part of this common intake registration process.

b. Conducting an initial, standardized skill assessment

All staff will promote and encourage customers to complete the Skills Review and register in iMS and Title IB. Upon completing the web-based 15 minute skill assessment review, a written verification of skill levels will be provided to the customer. Customers will then be given the opportunity to meet and work with appropriate WorkSource staff.

c. Co-enrolling customers in multiple programs for which they are eligible.

The registration at all four WorkSource locations will provide the necessary 10 data elements for initial registration in Title IB and Wagner Peyser. After registration, the customer will be co-enrolled and can receive information about partner agency services.

d. Development of the comprehensive menu of demand-driven skill enhancement products including but not limited to occupational training.

The contents of the products box identifies and will include but not be limited to a variety of skill enhancement products necessary for customers to “skill up”.

See Product Box Region 9 Attachment B

4. Describe how you will ensure participation using the integrated services flow by all individuals that walk into the physical locations.

All customers at any point of entry in all four locations will be welcomed and given an introduction to services, registered into the integrated customer pool and assessed using the web-based assessment tool. Should the customer elect not to participate they will be directed to the unassisted service flow.

5. Present an organizational chart for each physical location and identify multidisciplinary staff by job title, number of hours to be provided, assigned by function rather than funding programs.

See Organization Charts Attachment C

- Hood River – One Stop
- MCCOG - The Dalles
- MCCOG - Fossil
- OED – The Dalles

All locations will complete Training Scholarship Application Forms and submit to the appropriate Scholarship Review Board.

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.

Please refer to the narrative for more details on roles and duties. Though there are four defined functions, each team may be composed of the same individuals. Due to staffing and space limitations, practical team functions often will be provided as combined activities as needed. Due to the rotating nature of the managers and director, there will be an on-site presence more often than not. Managers and directors will be available via phone and email whenever necessary. As training and processes are firmed up, there will be a decreasing need to have a manager always present. FTE's for each team are noted on the organizational chart.

a. Welcome/Assessment Team

The Welcome/Assessment Teams are defined in the organizational charts. These teams will be comprised of staff from both agencies and will welcome, register and administer the skills review. The supervisory function will be performed by the

integrated services functional management team at each site. See Organizational Charts for leadership and membership.

b. Skill Development Team

The Skill Development Teams are defined in the organizational charts. These teams will be comprised of staff from both agencies and will help customers to access and utilize the product services box. The supervisory function will be performed by the integrated services functional management team at each site. See Organizational Charts for leadership and membership.

c. Career Development Team

The Career Development Teams are defined in the organizational charts. These teams will be comprised of staff from both agencies and will help job ready customers with services detailed in the product service box. The supervisory function will be performed by the integrated services functional management team at each site. See Organizational Charts for leadership and membership.

d. Employer Services Team

The Employer Services Teams are defined in the organizational charts. These teams will be primarily OED Staff. Cross training will take place to enable Title IB staff to interact and direct customers to the appropriate Employer Services Team Member. This team will ensure that all available employer services, including the Employer Workforce Training Fund, are conveyed to employers and will assist employers to access these services as appropriate. The supervisory function will be performed by the integrated services functional management team at each site. See Organizational Charts for leadership and membership.

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?

Title IB staff will be trained regarding the Region 9 Account Representative System and IMS so that they may make referrals to jobs. All staff will be in constant communication via weekly staff meetings, email and combined staff meetings as necessary.

b. What is the shared process for verifying the skills of job candidates to employers?

Once trained in the Region 9 Account Representative System, all staff will know how to refer job ready customers. Members of the Career Development and/or Employer Services Teams will evaluate the skills of these customers to ensure they meet the recruiting employers' criteria. All staff will promote the available product box services wherever needed.

c. What is the shared process for posting job listings for employers?

The Employer Services staff will primarily be responsible for posting job listings for employers. Once trained in the Region 9 Account Representative System, all staff will be able to direct employer customers to the appropriate Employer Services Team

member(s). The Employer Services Teams will be responsible for employer contact and follow up as well as making sure all staff at all sites are aware of job listings.

8. Attach your integrated services timeline which identifies benchmarks, roles and responsibilities

See Planning Timeline on next page

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.

All sites have customer feedback tools in place via on-line tools and hard copy surveys conducted two times per year. Customer feedback is reviewed by the Managers, Directors and Staff monthly or as needed. Based on feedback, appropriate adjustments are made for continuous improvement.

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

- **One Stop - Hood River:** Access to secure side of Imatch Skills; (1) private cubicle for assessment interpretation; Power assist doors; (4) data drops and TI Lines, (2) upgraded computers
- **MCCOG - The Dalles:** Access to secure side of Imatch Skills; TI Lines, (3) upgraded computers
- **MCCOG - Fossil:** Access to secure side of Imatch Skills; TI Lines, (1) upgraded computer; (1) private cubicle for assessment interpretation
- **OED – The Dalles:** For each Lobby Computer (9 total): Resume Maker; MS Office Suite; CIS and functioning A Drives.

Region 9 Planning Timeline for Integrated Services

What	Who	When	Benchmark	Comments
Develop Initial Integrated Services Plan	Leadership Team	May 2008	Submitted to CCWD	Sparse
Revise Integrated Services Plan	Revised Leadership Team	July 2008	Submit to CCWD by deadline	Meets criteria – not approved
Revise Integrated Service Plan	Leadership Team	August 2008	Submit to CCWD by deadline	
Once approved, present Integrated Services Plan to Staff	Leadership Team/All OED & IB Staff	August 2008	All OED & Title IB Staff informed of Integrated Services Plan	
Imatch Skills Training	OED Imatch Training Team	Aug. 18 & 19 2008	All Title IB Staff Trained	
Present Procedures Manual to Staff	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff informed of Procedures	
Conduct Referral Training for All Staff	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff Trained	
Conduct Assessment Training for All Staff	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff Trained	
Conduct Product Box Training for All Staff	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff Trained	
Conduct Procedures Training	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff Trained	
Conduct Recognition of Integration Implementation	Leadership Team/All OED & IB Staff	September 2008	All Title IB & OED Staff	
Launch Integration	Leadership Team/All OED & IB Staff	October 2008		
Conduct co-monthly staff meetings	Leadership Team/All OED & IB Staff	November 2008 – on as necessary	All Title IB & OED Staff informed	

Region 9 Product Box
Worksource Gorge

Attachment B

Unassisted Product Box

- Resource Room Usage (Phone/Copier/Fax)
- Information on Filing for Unemployment Compensation
 - Membership (Initial) Registration
 - iMatchSkills Registration
 - Initial Assessment / Skills Review
 - Orientation to One Stop Services
- Performance Information on One-Stop system
- Performance Information on Eligible Training Providers
 - Eligible Providers of Youth Services
 - Providers of Adult Education Services
- Providers of Post-Secondary Vocational Education
- Providers of Vocational Rehabilitation Services
- Internet Browsing (Job Information / Training Searches)
 - iMatchSkills Profile & Activities
 - Common MIS Profile & Activities
 - Labor Market Information
 - ~ Job Vacancy Listings
 - ~ Job Skill Requirements
 - Information on Demand Occupations
 - Self-Directed Job Search
 - ~ Self-Referral for Open Job Listings
 - ~ Self-Referral to Partner Services
 - ~ Resume Tools
 - ~ On-Line Job Search Assistance
- Information & Referral to Supportive Services including Child Care and Transportation Services
- Self-Directed Basic Skills & Literacy Remediation
 - ~ Math.Com
 - ~ GED Test Practice Questions
- Information on Financial Aid Assistance for Training and Education Programs

Assisted Product Box

- (also includes Unassisted Product Box Services)
- iMatchSkills Profile Refinement
 - Staff Assisted Job Search
 - Services for Veterans
 - Services for Migrant Seasonal Farm Workers
 - Trade Adjustment Assistance
 - Referral to Partner Services
 - Job Referral
 - Career Counseling
 - Staff Assisted Work-Shops
 - ~ Applications & Resumes
 - ~ Interviewing Skills
 - ~ Computer Skills for Job Search
 - ~ Labor Market Research
 - ~ Job Search Club
 - Initial Assessment of Skills Levels, Aptitudes & Abilities
 - Comprehensive Assessment
 - Case Management
 - Individual Service Strategy Development
 - Short-term Pre-Vocational Training
 - Occupational Skills Training
 - Skills Upgrading & Re-Training
 - On-the-Job Training
 - Customized Training
 - Work Experience
 - Entrepreneurial Training
 - Basic Skills & Literacy (combined with training)
 - Employer Workforce Training Fund
 - Follow-Up Services

Note: Additional Services will be identified based on specific customer need

Attachment A

System Wide Customer Service Flow Chart Region 9

