

Attachment E – 5

TOC/OWA Policies and Related Items

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Conflict of Interest

The Oregon Workforce Alliance and its members will comply with applicable federal and state laws regarding conflict of interest. The Oregon Consortium's 23 county workforce investment area will maintain the required separation between governance and services, as required in the Workforce Investment Act, Oregon statute and the Oregon Workforce Investment Board policies, as appropriate, to the local area and sub-area boards and committees.

No conflict of interest exists in the roles currently assumed by OWA and its staff. OWA will continue to monitor to assure compliance as roles evolve.

Additionally, according to OWA bylaws, "*no member shall cast a vote on the provisions of services by that member, or any organization which that member directly represents, or vote on any matter which would provide direct financial benefit to that member. Such disclosure or abstinence shall be noted in the minutes*".



**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-11-10/01**

DATE: October 19, 2001

SUBJECT: Code of Conduct

REFERENCES:

- Workforce Investment Act, Section 117
 - Title 20 Code of Federal Regulations (CFR) 667.200
 - Title 29 CFR 95.42
 - Title 29 CFR 97.36
-

PURPOSE:

To ensure The Oregon Consortium (TOC), the Oregon Workforce Alliance (OWA), TOC/OWA administrative office and regional subgrant recipients award and administer federal funds in accordance with the guidelines established in the above referenced regulations.

POLICY:

The TOC/OWA administrative office and the regional subgrant recipients shall maintain this policy as a written code or standards of conduct which shall govern the performance of their officers, employees or agents engaged in the award and administration of contracts and agreements supported by Federal funds.

PROCEDURE:

TOC/OWA and its regional subgrant recipients shall ensure that no member of any board or council shall cast a vote on the provision of services by that member or any organization which that member directly represents; or vote on any matter which would provide direct financial benefit to that member.

No employee, officer or agent of the TOC/OWA administrative office or a regional subgrant recipient shall participate in selection, or in the award or administration of a contract supported by Federal funds if a conflict of interest, real or apparent, would be involved.

Such a conflict would arise when:

- a. The employee, officer or agent;
- b. Any member of his immediate family;
- c. His or her partner; or

d. Any organization which employs, or is about to employ, any of the above;
Has a financial or other interest in the organization selected for award.

Officers, employees or agents of TOC/OWA and/or regional subgrant recipients shall neither solicit nor accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties to subagreements.

TOC/OWA and/or a regional subgrant recipient may set minimum rules where the financial interest is not substantial or the gift is an unsolicited item of nominal intrinsic value.

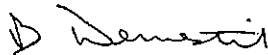
To the extent permitted by State or local law or regulations, such standards of conduct shall provide for penalties, sanctions, or other disciplinary actions for violations of such standards by TOC/OWA or a regional administrative agency, officers, employees or agents, or by contractors or their agents.

ACTION:

The Oregon Consortium, the Oregon Workforce Alliance, TOC/OWA administrative office and regional subgrant recipients shall follow this policy. This policy shall remain in effect until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to the Director of Operations at 1-866-888-4TOC.



Bill Demestihis
Executive Director

**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-8-09/01**

ISSUE DATE: September 15, 2001

SUBJECT: Quality Assurance and Program Oversight Reviews

REFERENCES:

- Workforce Investment Act, Sections 117(d)(4), 184(a)(2)(A), 184(a)(3)(A), and 184(a)(5)(A)
- Title 20 Code of Federal Regulations (CFR) 667.400(c)(1), 667.410(a), and 667.410(f)(6)
- Title 29 CFR Parts 95 and 97
- Office of Management and Budget (OMB) Circular A-21, Cost Principles for Educational Institutions
- OMB Circular A-87, Cost Principles for State, Local and Indian Tribal Governments
- OMB Circular A-122, Cost Principles for Non-Profit Organizations
- TOC/OWA Policy #WIA-10-09/01
- TOC/OWA Policy #WIA-17-09/01

PURPOSE:

To facilitate self assessment and continuous improvement of system operations for regional subgrant recipients; to ensure compliance with all applicable Federal and State laws; to maximize the effectiveness and efficiency of the One-Stop delivery system; and to minimize potential financial liability to The Oregon Consortium & Oregon Workforce Alliance (TOC/OWA) in the administration of Workforce Investment Act (WIA) programs.

BACKGROUND:

The WIA, Section 117(d)(4) requires that the Local Board, in partnership with the Chief Elected Official (CEO), shall conduct oversight of the WIA programs and the One-Stop delivery system in the local workforce investment area (LWIA).

The WIA, Section 184 and 20 CFR 667.200 require the LWIA and providers receiving funds under Title I to comply with the applicable uniform OMB cost principles and uniform administrative requirements for grants and agreements applicable for the type of entity receiving the funds.

20 CFR Section 667.400(c)(1) requires that subrecipients must continuously monitor grant-supported activities in accordance with the uniform administrative requirements at 29 CFR Parts 95 and 97, as applicable. 20 CFR Section 667.410(a) requires that each subrecipient must conduct regular oversight and monitoring of its WIA activities and those of its lower tier subrecipients and contractors.

DEFINITIONS:

Corrective Action - Plans for improvement are developed in response to program improvement identification, i.e., a finding that is of a compliance nature.

Subrecipient - An entity to which a subgrant is awarded and which is accountable to the recipient (or higher tier subrecipient) for the use of the funds provided.

POLICY:

TOC/OWA will comply with the monitoring requirements of WIA by conducting annual quality assurance reviews of its administrative office in conjunction with the State's annual review and of its regional sub-grant recipients.

TOC/OWA and its regional subgrant recipients will oversee activities funded under WIA Title I, conducted under the local plan established pursuant to WIA, Section 118. In addition, TOC/OWA and its regional subgrant recipients will oversee activities of the One-Stop delivery system established pursuant to WIA, Section 121. The monitoring and oversight will be consistent with the requirements stated in WIA and its associated regulations, as well as other relevant regulations and OMB circulars. The quality assurance and oversight will include the following:

1. Fiscal and programmatic quality assurance reviews of all regional subgrant recipients must occur at least once each program year. The annual audit will be incorporated into the fiscal portion of the quality assurance review.

This oversight will include but is not limited to the following:

Fiscal:

- Internal Controls
- Procurement
- Financial Transactions
- Cash Management
- Cost Allocation
- Cost Limitations
- Allowable Costs
- Property Management

Programmatic:

- Eligibility and File Review
- Delivery of Services
- Quality of Services
- Customer Satisfaction
- EEO Requirements

2. Examination of the One-Stop delivery system for efficiency, subcontractor performance, quality and compliance, and to support a continuous improvement process.
3. Assessment of the quality of services provided in the One-Stop system by reviewing: recruitment, provision of training services; program design and management; job placement policies and practices; and employment outcomes.
4. Analysis of the performance standards for achieving objectives of TOC/OWA.
5. Review the resolution of prior audit, quality assurance and oversight report findings and the status of corrective action.
6. The oversight will provide a forum to effectively share best practices through a peer-to-peer review process.

PROCEDURE:

Oversight of all regional subgrant recipients will follow a standardized review methodology that will result in written reports, which record commendations, recommendations and findings. Any findings will result in the establishment of corrective actions, and due dates for the accomplishment of corrective actions. Systematic follow-up will be taken to ensure necessary corrective actions.

All written reports and other documentation pertaining to quality assurance and oversight activities must be made available for review by federal and State officials.

I. TOC/OWA INTERNAL ADMINISTRATIVE REVIEW

The annual internal review will be conducted by State quality assurance staff in conjunction with TOC/OWA staff, during the State WIA Annual Assessment.

TOC/OWA Quality Assurance Staff Responsibilities:

1. Coordinates with State quality assurance staff.
2. Conduct a quality assurance review of financial and statistical reports, compliance requirements and compliance with internal policies.
3. Review State written QA review report and respond if necessary.
4. Report any corrective action plans and follow-up to the Executive Director.

II. REGIONAL SUBGRANT RECIPIENT QUALITY ASSURANCE REVIEW

This review will examine all WIA programmatic and fiscal activities for a full year beginning with the date of the prior annual on site visit to the date of the current year review.

TOC/OWA Quality Assurance Staff Responsibilities:

1. Coordinate with the regional program staff regarding the time, place and work sites to be reviewed. The regional program staff arranges site interviews for review team members with participants, employers and others.
2. Conducts desk review prior to an on-site visit. The desk review shall include, but not be limited to prior audit and monitoring issues and findings, the current year Quality Assurance Self-Assessment Monitoring Guide, performance, cash draws and/or billings, incident reports, complaints and grievances, compliance with reporting requirements, etc.
3. Conducts an on-site entrance conference with the regional sub-grant recipient staff to review assessment procedure and scope of the review.
4. Conducts on-site quality assurance review.
5. The quality assurance review team conducts an exit conference and reviews findings with the regional subgrant recipient. If necessary, a mutually agreed upon corrective action plan will be developed prior to or during the exit conference.
6. Meets with administrative office staff to debrief results of on-site visit.
7. Prepares a final quality assurance review report.
8. Forwards a copy of the final quality assurance report to the TOC/OWA Executive Director within four weeks following the conclusion of the onsite review.
9. Review follow-up activities with regional subgrant recipient, as needed, and may conduct a follow-up visit if necessary.

TOC/OWA Executive Director (or Designee) Responsibilities:

1. Review and transmit final Quality Assurance Report.
2. Reports quality assurance review results to the local Workforce Investment Board.

III. LOCAL QUALITY ASSURANCE REVIEWS CONDUCTED BY REGIONAL SUBGRANT RECIPIENTS

The contractor shall establish and use local internal control and quality assurance procedures which, at a minimum, include those areas identified in TOC/OWA-s policy regarding oversight and quality assurance reviews and which are sufficient to assure compliance with local, state and federal laws and regulations. These procedures shall include, but are not limited to periodic on-site review of contractors' subcontracts and subcontractor's records pertinent to WIA participant eligibility and file reviews, performance, expenditure rates against contract and budget, fiscal management, cash management, prior monitoring/audit issues and status of corrective action, property management, etc.

Regional subgrant recipients' Responsibilities:

1. Conducts ongoing reviews of current programs and systems.
2. Conducts periodic on-site review of work-sites and examines pertinent records.
3. Completes quality assurance review instrument.
4. Maintains documentation including reports and review work papers to attest to ongoing local review effort.

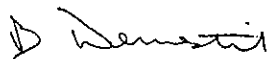
ACTION:

Establish or revise local oversight and monitoring plans, policies, and procedures in accordance with the requirements of this directive. Bring this directive to the attention of all appropriate staff.

The TOC/OWA administrative office and the regional subgrant recipients shall follow this policy. This policy will remain in effect until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to the Quality Assurance Coordinator at 1-866-888-4TOC.



Bill Demestih
Executive Director



**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-26-R10/04**

DATE: Revised October 22, 2004
SUBJECT: Priority for Services
REFERENCE: WIA Section 134 (d) (4) (E)

PURPOSE:

The Workforce Investment Act [Section 134 (d) (4) (E)] requires that in the event that funds available under the WIA Title I-B Adult Employment and Training Program are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services (WIA Section 101(25)). The U.S. Department of Labor has determined that WIA funding is generally limited therefore, policies directing priority service to low income and welfare recipients in the area must be developed.

POLICY:

Acknowledging that WIA funding is generally limited, the intent of this policy is to direct assistance where most needed, while also appropriately addressing needs of individuals likely to need service in the future. The following conditions should be considered when establishing priority:

- Funds for federal employment and training programs have always been limited. Allocations are provided on an annual basis and generally involve some fluctuation from year to year.
- There are individuals who do not meet any of the qualifications listed above to be low income. Their income, however, does not provide for self-sufficiency.
- Individuals who are at or above 185% (200% of the poverty level if applicant is an individual with a disability) of the federal poverty level guidelines meet the self-sufficiency definition and do not qualify for intensive or training services under any circumstances.

Based on the above information it will be policy of TOC/OWA that priority for intensive and training services be as follows:

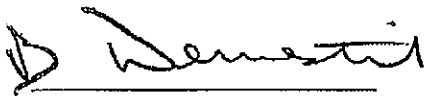
- 70% or more of adults served will meet the definition of low-income
- 30% or less of adults served may have an income that is higher than the defined low-income levels, but is below the self-sufficiency level of 185% (200% of the poverty level if applicant is an individual with a disability).

ACTION:

The TOC/OWA administrative office and regional subgrant recipients shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquires should be addressed to the TOC/OWA Communications and Project Manager at 1-866-888-4TOC.



Bill Demestihis
Executive Director

BACKGROUND

The Oregon Consortium & Oregon Workforce Alliance administers programs and activities funded under the Workforce Investment Act (WIA), Title IB, for 23 counties in Oregon

In accordance with WIA regulations, The Oregon Consortium maintains and operates grievance and complaint procedures to identify and resolve both informal customer and client complaints that relate to the delivery or non-delivery of services, and formal grievances or complaints that allege a violation of the Workforce Investment, American with Disabilities, or Equal Employment Opportunity Acts or their implementing regulations, or other policies, contracts, agreements or grants administered by The Oregon Consortium.

Informal and formal Customer and client complaints or grievances will be resolved by following TOCOWA Policy Number WIA-18-10/01 Non-Criminal and Discrimination Complaint Procedures. The Oregon Consortium values customer service and customer satisfaction and prefers that dissatisfaction and complaints are resolved amicably as close to the point of service delivery as possible. Whenever possible all parties are encouraged to use an Alternative Disputes Resolution (ADR) process. When this is not possible, written complaints including those related to discrimination or involving criminal conduct are to be processed following the guidelines within policy WIA-18-10/01. A copy of this policy may be obtained by contacting the Grievance Coordinator of The Oregon Consortium.

Informal complaints or grievances related to customer or client dissatisfaction with services or programs should be brought to the attention of the grievance officer at the service delivery / One Stop site as soon as possible. Except for complaints alleging fraud or criminal activity, formal grievances alleging a violation of the Workforce Investment

Act must be filed within 15 days of the alleged violation. Formal complaints alleging EO/ADA discrimination, including handicap discrimination, must be filed within 180 days from the date of the alleged discrimination. Clients filing a formal grievance or complaint have the right to representation.

A grievant may withdraw the grievance at any time during the procedure. Timelines under the complaint and grievance procedure may be waived with written agreement from both parties.

THE PROCEDURE

When you file a grievance, it is important for you, as the grievant, to understand that you have certain rights and opportunities and that you assume certain responsibilities. Your rights and opportunities are summarized here. For a more complete description of the grievance and complaint process, please see TOCOWA policy WIA-18-10/01.

Under The Oregon Consortium Grievance Procedure, the grievant and respondent may participate in an informal resolution meeting. This process seeks to settle disputes through discussion and review of issues and the development of mutually acceptable solutions. Often the best results can be achieved through informal procedures at the service delivery site. Issues that are resolved informally in a spirit of cooperation and flexibility are usually the most satisfying to all parties.

Although you may wish to file your grievance in writing prior to discussing it with anyone, The Oregon Consortium recommends that before doing so, you discuss the issue with the Grievance Coordinator at your local WIA/One Stop office. The objective here is not to delay the filing of a grievance, but to expedite the resolution when the confines of the formal process are not necessary. If you do decide to submit a written complaint or grievance, it should be done as follows. The complaint or grievance must be in writing and include:

- The full name, address and phone number of the grievant;
- The name and address of the person and/or organization the grievance is against;
- A clear and concise statement of the issue, including the date of the alleged incident and any documents relating to the occurrence.
- The reason for dissatisfaction with services, and if applicable, the provision of the Act, regulations or other agreement believed to have been violated.
- The resolution or satisfaction that is being sought; and
- The original signature of the person filing the formal grievance or complaint.

Please mail the grievance to the Grievance Coordinator of The Oregon Consortium at the address listed below:

THE OREGON CONSORTIUM
GRIEVANCE COORDINATOR
260 SW FERRY, SUITE # 102
ALBANY, OR 97321

At your option, grievances alleging violations of the Equal Employment Opportunity and American Disabilities Acts may be filed directly with:

THE DIRECTOR OF THE CIVIL RIGHTS CENTER
U.S. DEPARTMENT OF LABOR
200 CONSTITUTION AVENUE, NW
ROOM "N" 4123
WASHINGTON, D.C. 20210

Copies of the TOC Non-Criminal and Discrimination Complaint Procedure, policy WIA-18-10/01 and complaint procedure forms are available from any Workforce Investment Act, Title IB, supported service delivery or One Stop site, or by directly contacting the Grievance Coordinator of The Oregon Consortium.

Once a formal grievance is filed, efforts at resolution are begun.

- The grievant and respondent will participate in an informal resolution meeting or conference call.

- If resolution is not achieved within 30 days of filing, a formal hearing will be held if requested by the grievant.
- Within 60 days of filing, the Executive Director of The Oregon Consortium will issue a final determination on the grievance.

If either the grievant or respondent disagrees with the final determination, they may request a review of the grievance by the State WIA Office. Such requests should be directed to the:

EQUAL OPPORTUNITY / GRIEVANCE OFFICER
 DEPARTMENT OF COMMUNITY COLLEGES
 AND WORKFORCE DEVELOPMENT
 PUBLIC SERVICE BUILDING
 255 CAPITOL STREET N.E., SUITE 399
 SALEM, OREGON 97310

AN EQUAL OPPORTUNITY PROGRAM

AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES

No person shall, on the grounds of race, color, religion, sex, national origin, age, handicap, citizenship, political affiliation or belief, be denied employment or benefits, or be discriminated against under any program or activity receiving funds under the Workforce Investment Act (WIA).

Albany, Oregon 97321

Voice: (541) 928-0241
 TDD/TTY: (541)928-7501

GPB 02-11-02

**For more information,
 contact the:**

THE OREGON CONSORTIUM
 260 SW Ferry, Suite 102

the oregon
 consortium workforce
 alliance

Helping Rural Oregon Work



THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-6-01/03

ISSUE DATE: January 15, 2003
SUBJECT: Out-of-State Training Providers
REFERENCE: LWIB Action at 10/17/02 Quarterly Meeting

PURPOSE:

To establish policy for the use of training providers located in a state other than Oregon.

POLICY:

Regional Sub-Grant Recipients may authorize participants to use WIA Title 1B funded Individual Training Accounts (ITAs) to purchase training from out-of-state training providers, if the following conditions are met:

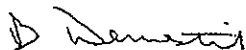
1. Both participant and case manager agree that the out-of-state training is the most appropriate option;
2. The training provider must be included on the Eligible Training Provider (ETP) list for the state in which the training will be provided;
3. The specific training program or course of study must also be included on the ETP list; and
4. Conditions 2 and 3 above must be verified and documented (verification sources could include telephone contact, copy of state's ETP list, or other appropriate documentation).

ACTION:

The Oregon Consortium & Oregon Workforce Alliance and Regional Sub-Grant Recipients shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is issued.

INQUIRIES:

Inquiries should be addressed to the Quality Assurance Coordinator at 1-866-888-4862.



Bill Demestihis
Executive Director

**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-10-R05/04**

DATE: Revised May 6, 2004

SUBJECT: Procurement of Goods and Services

REFERENCES:

- Title 20 Code of Federal Regulations (CFR) 663.410
- Title 20 CFR 667.200
- Title 29 CFR 93
- Title 29 CFR 95.40 through 48
- Title 29 CFR 97.36
- Title 29 CFR 98

PURPOSE:

This policy provides combined State, local and Federal guidance regarding the procurement of goods and services by entities receiving Workforce Investment Act (WIA) funds. These entities include but are not limited to regional sub-grant recipients, contractors and lower tier subrecipients.

BACKGROUND:

The WIA regulations at 20 CFR 652 provide guidance for the administration of the WIA program. The guidance includes specific direction and referral to 29 CFR 95 for institutions of higher education, hospitals and other nonprofit and commercial organizations, and to 29 CFR 97 for states and local governments. While the format and wording of Part 95 and Part 97 vary slightly, the intent of the federal government is consistent: procurement policies must ensure free and open competition and must secure the best possible price.

DEFINITIONS:

Procurement: For purposes of this policy, the term "procurement" includes any acquisition action which obligates WIA funds for the purchase of equipment, materials, supplies and services beginning with the process for determining the need and ending with contract completion and closeout. Non-WIA procurement will be

the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or based on prices set by law or regulation.

The TOC/OWA administrative office and the regional sub-grant recipients will maintain the TOC/OWA policy entitled "Code of Conduct" as a written code or standards of conduct which will govern the performance of their officers, employees or agents engaged in the award and administration of contracts supported by Federal funds.

EXCLUSIONS:

The following exclusions will apply to this policy:

On- The-Job Training (OJT): The competitive provisions of this policy will not apply to OJT employers, except in the procurement of OJT brokering services.

Individual Training Accounts (ITA): The delivery of classroom training from vendors through an ITA as described in 20 CFR 663.410 is excluded if the cost falls within the guidelines of the small purchase procedures.

Staff Services: This policy will not apply to the purchase of staff services wherein TOC/OWA or its agents are acting as the employer of record.

I. METHODS OF PROCUREMENT:

For the purpose of this policy, procurement will be made by the following methods:

1. Small Purchases

In order to promote efficiency and economy in contracting, the Department of Labor administrative requirements allow for a simplified purchase process for procurements of less than \$50,000 for nonprofit and for profit entities (Part 95) and \$100,000 for governmental agencies (Part 97). The process provides for relatively simple and informal methods that are sound and appropriate for the specific type of procurement involved.

It is the policy of TOC/OWA that the following guidelines for small purchases will apply:

Nonprofit/for profit organizations:	Governmental Organizations
\$25,000 - \$50,000	\$50,000 - \$100,000

Requires, at a minimum, three (3) formal written quotations from vendors.

b. To promote reasonable competition that is consistent with the nature and requirements of the procurement, proposals will be current and solicited from an adequate number of qualified sources.

c. The solicitation will identify all significant evaluation factors, including price or cost where required, and their relative importance.

d. A technical evaluation of proposals received, including review by staff and/or Local Workforce Area committees will be completed and documented.

e. Contract awards will be made to the responsible bidder whose proposal is most advantageous to TOC/OWA. In making an award, price and other factors will be considered and documented. Unsuccessful offerors will be notified promptly.

4. Non-Competitive Negotiation (Sole Source)

This form of procurement is used under conditions where competition is impractical, infeasible or inadequate.

a. Noncompetitive procurement will be minimized to the extent practicable.

b. A non-competitive negotiated procurement may be used when the award of a contract is infeasible under small purchases procedures, sealed bids, or competitive negotiation AND one of the following circumstances applies:

- 1) The item or service is available from only one single source, or
- 2) The urgency for the requirement will not permit a delay related to the use of a competitive solicitation process, or
- 3) The State Department of Community Colleges and Workforce Development authorizes a non-competitive procurement, or
- 4) Competition is determined to be inadequate, after solicitation of a number of sources.

II. CONTRACT PRICING:

The cost-plus method of contracting will not be used.

Price Analysis .

TOC/OW A will ensure fiscal accountability and prevent fraud and abuse by acting in accordance with procurement standards established under the WIA. At a minimum, procurement will:

A. Be conducted in a manner that provides full and open competition . Where appropriate, an analysis will be made of lease/rental versus purchase alternatives, and any other appropriate analysis to determine which approach would be the most economical;

B. Minimize the use of sole source procurement, and justify it in every case;

C Clearly set forth the requirements that bidders or offerors must meet and the factors to be used in evaluating bids or proposals;

D. Include a clear and accurate written description of the technical requirements for the material, product, or service to be procured, including the method of procurement, selection and basis for the type of contract, criteria for contractor selection or rejection, contractor selection and basis for payment. Competitive procurement will not contain features which unduly restrict or eliminate completion.

E. Contracts will be awarded to responsible bidders who possess the potential ability to perform successfully under the terms and conditions of the procurement. Consideration will be given to such matters as contractor integrity, compliance with public policy, record of past performance, and financial and technical resources. The contract award will also include the following provisions:

1. Clearly specify deliverables and basis for payment;
2. Compliance with all applicable regulations; and
3. Assurance of nondiscrimination and equal opportunity as found in 29 CFR 34.20 is required; duration of obligation; covenants.
4. Certifications, where applicable, regarding debarment, suspension, lobbying and drug free workplace.
5. The opportunity to protest the award. Protests will be processed under the Complaint Procedures contained in TOC/OW A policy entitled "Grievance Procedure. "

F. Procurement transactions between TOC/OWA and any other governmental or nonprofit agency or organization will be conducted on a cost reimbursable basis.

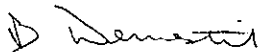
G. To the extent possible, small firms, minority firms, and women-owned businesses will be included in bidders lists, and will be targeted for mailings and advertised procurement.

ACTION:

The TOC/OWA administrative office and the regional sub-grant recipients shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquires should be addressed to the TOC/OWA Chief Administrative Officer at 1-866-888-4TOC.



Bill Demestihis
Executive Director

E-51

**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-17-09/01**

DATE: September 15, 2001

SUBJECT: Nondiscrimination and Equal Opportunity Requirements

REFERENCE:

- Public Law 105-220 (Workforce Investment Act), Section 188
- 20 CFR Part 667.275, WIA Nondiscrimination and EO Provisions
- 29 CFR Parts 31, 32, and 37, WIA Nondiscrimination and EO Provisions
- Americans with Disabilities Act of 1990, Title II, Subpart A
- 28 CFR Part 36, ADA Standards for Accessible Design
- Titles VI and VII of the Civil Rights Act of 1964, as amended
- Age Discrimination Act of 1975, as amended
- Title IX of the Education Amendments of 1972
- Section 504 of the Rehabilitation Act of 1973
- USDOL TEIN No. 16-99, Accessibility Checklists for One-Stop
- Oregon Administrative Rule (OAR) 151-010-0015 (EO & Nondiscrimination)
- Oregon Workforce Letter No. 1-01
- Oregon Workforce Letter No. 2-01
- Oregon Workforce Letter No. 4-01
- State of Oregon Methods of Administration

PURPOSE:

To implement the requirements of the nondiscrimination and equal opportunity (EO) provisions of the Workforce Investment Act of 1998 (WIA), which are contained in section 188 of WIA. Section 188 prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA Title I financially assisted program or activity.

- a) Notifies regional subgrant recipients of federal funds that the required "EO is the law" language needs to be included on communications (brochures, publications, broadcasts, and websites) for applicants and on recruitment materials for individuals applying to a recipient to work in the One Stop system.
- b) Notifies regional subgrant recipients they need to place designated posters with specific EO language regarding processing complaints in all One Stop locations referenced in the local and regional workforce plans, and in affiliated sites.

opportunity law and regulation to regional sub-grant recipients.

2. As provided by the State of Oregon, forward to regional subgrant recipients information regarding minority owned businesses and organizations serving the disabled and minority individuals in their region.
3. Notify the state of Oregon Equal Opportunity Officer and the U. S. Department of Labor Civil Rights Center (CRC) of any lawsuits or administrative enforcement actions alleging WIA-related discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political, and for beneficiaries only, citizenship or participation in the WIA Title I.

REGIONAL SUBGRANT RECIPIENT RESPONSIBILITIES:

1. Assure that each applicant receives a copy of the Nondiscrimination/Equal Opportunity is the law notice in appropriate written format, or appropriate format for individuals with visual impairments. Record the receipt of nondiscrimination and equal opportunity information in the applicant file.
2. Comply with TOC/OWA policy in the notification of the TOC/OWA administrative office of documented complaints, lawsuits or administrative enforcement action alleging discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, and for beneficiaries only, citizenship or participation in WIA.

TOC/OWA AND REGIONAL SUBGRANT RECIPIENT RESPONSIBILITIES:

1. Assure the appointment of an Equal Employment Opportunity Coordinator in compliance with the Oregon Methods of Administration.
2. Include an assurance of nondiscrimination/equal opportunity with respect to the operation of WIA-funded programs or activities on each application for Federal financial assistance under WIA, and procurement contracts.
3. Make efforts to provide equitable services among substantial segments of the WIA Title I eligible population, including outreach efforts to members of both genders, various race/ethnic groups, age and individuals with disabilities.
4. Ensure that no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any program because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
5. Make program services and information available in languages other than English as appropriate and required under 29 CFR 37.35 and Oregon Workforce Letter 4-01.

persons to encourage referrals of these individuals for WIA services.

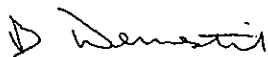
14. Make efforts to develop programs which contribute to occupational development, upward mobility, development of new careers, and overcoming sex stereotyping in occupations traditional for the other sex.
15. Include the State of Oregon's listing of minority and female vendors and organizations representing the disabled on bidders lists for contracts issued pursuant to TOC/OWA procurement policy.
16. Comply with State requirements regarding the collection, maintenance, and confidentiality of data on race/ethnicity, sex/ age, and, where known, disability status, of each applicant, registrant, eligible applicant/registant, participant, terminee, applicant for employment, and employee.
17. Comply with TOC/OWA policy and the Oregon Methods of Administration in adopting standards and procedures for providing services and for responding to complaints of discrimination.

ACTION:

The TOC/OWA administrative office and regional subgrant recipients shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to the TOC/OWA Equal Employment Opportunity Officer at 1-866-888-4TOC.



Bill Demestihis
Executive Director

ATTACHMENT II

IGUALDAD DE OPORTUNIDADES ES LA LEY

Es contra la ley para este recipiente o agencia de asistencia financiera federal discriminar basado en lo siguiente:

Contra cualquier individuo en los Estados Unidos por razones de raza, color, religión, origen nacional, edad, incapacidad, afiliación política o creencia; y contra cualquier beneficiario de programas de asistencia financiera bajo el Título I del Acta de Inversión en la Fuerza Laboral de 1998 (Workforce Investment Act of 1998, WIA), por razones de ciudadanía/estado legal del beneficiario como un inmigrante legalmente admitido y autorizado para trabajar en los Estados Unidos, o su participación en cualquiera de los programas o actividades de asistencia financiera del Título I del Acta de Inversión en la Fuerza Laboral (WIA).

El recipiente o agencia no debe de discriminar en ninguna de las siguientes áreas:

Decidiendo quien va a ser admitido, o tener acceso, a cualquier programa o actividad financiados por el Título I del Acta de Inversión en la Fuerza Laboral; o proveyendo oportunidades en, o negociando con, cualquier persona con relación a tal programa o actividad; o haciendo decisiones de empleo en la administración de, o en conexión con, tal programa o actividad.

UE HACER SI CREE QUE HA EXPERIMENTADO DISCRIMINACION

Si usted cree que ha sido sujeto a discriminación en algún programa o actividad financiados bajo el Título I del Acta de Inversión en la Fuerza Laboral (WIA), usted puede someter una queja dentro de 180 días desde la fecha en que ocurrió la violación que alega, con cualquiera de los dos:

El(la) Oficial de Igualdad de Oportunidades (Equal Opportunity Officer) del recipiente o agencia (o la persona que el recipiente o agencia ha designado con este propósito); o El (La) Director(a), Centro de Derechos Civiles (Director, Civil Rights Center, CRC), US Department of Labor, 200 Constitution Ave. NW, Room N-4123, Washington, D.C. 20210.

Si usted presenta una queja con el recipiente o agencia, usted debe esperar hasta que el recipiente o agencia le de por escrito un aviso de acción final, o hasta que hayan pasado 90 días (cualquiera que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (vea la dirección arriba).

Si el recipiente o agencia no le da un aviso de acción final por escrito, dentro de los 90 días desde el día en que usted presentó su queja, usted no debe de esperar hasta que el recipiente o agencia le de el aviso antes de presentar su queja al Centro de Derechos Civiles. Sin embargo, debe presentar su queja al Centro de Derechos Civiles dentro de 30 días después de la fecha límite de 90 días. (en otras palabras, dentro de 120 días después del día en que usted presentó su queja con el recipiente o agencia).

Si el recipiente o agencia le da un aviso escrito de acción final de su queja, pero usted no está satisfecho(a) con la decisión o resolución, usted puede presentar una queja con el Centro de Derechos Civiles. Usted debe presentar su queja dentro de 30 días desde la fecha en que recibió el aviso de acción final.

PARA OBTENER INFORMACION O PRESENTAR UNA QUEJA, CONTACTE A:

Insert Contact Information for Regional EO Coordinator:
Name, Title
Address
Phone, TDD/TTY #

Igualdad en programas y oportunidades de empleo
Equipo y servicios auxiliares para personas con impedimentos estan disponibles al pedirlos

E-5j

THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-18-10/01

DATE: October 19, 2001

SUBJECT: Noncriminal and Discrimination Complaint Procedures

REFERENCE:

- Public Law 105-220 (Workforce Investment Act), Section 181 & 188
 - Americans with Disabilities Act of 1990, Title II, Subpart A
 - Age Discrimination Act of 1975, as amended
 - Section 504 of the Rehabilitation Act of 1973
 - Title IX of the Education Amendments of 1972
 - Titles VI and VII of the Civil Rights Act of 1964, as amended
 - 20 CFR Part 667.275, Subpart F 667.600 - 650
 - 29 CFR Parts 31, 32, 34 and 37
 - Oregon Administrative Rule (OAR) 151-010-0015
 - Oregon Administrative Rule (OAR) 151-010-0020
 - Oregon Administrative Rule (OAR) 151-020-0042
 - Oregon Administrative Rule (OAR) 151-020-0045
 - Oregon Revised Statutes (ORS) 183.502 Alternative Disputes Resolution
 - Oregon Revised Statutes (ORS) Chapter 36 Mediation and Arbitration
 - State Workforce Investment Act (Grievance) Policy No. 589-40.3
-

PURPOSE:

To implement The Oregon Consortium and Oregon Workforce Alliance (TOC/OWA) Grievance and Complaint Procedures that will be used by all regional sub-grant recipients and recipients of WIA Title I financial assistance when processing a complaint that alleges a violation of the Workforce Investment Act (WIA) IB, regulations, grant, or other agreements administered under the Act, terms and conditions of employment, or discrimination.

BACKGROUND:

Through federal and state law, regulation and policy recipients of WIA funds are required to maintain a process for the resolution of non-criminal complaints that relate to terms and conditions of employment or allegation of a violation of the WIA regulations, grant or other agreement under the Act, and are also required to maintain a process for resolving complaints involving allegations of criminal conduct or known or suspected fraud and/or abuse. In addition, recipients of WIA funds are also required to

Under this policy, written complaint procedures shall be furnished to every applicant of WIA IB services. Reasonable efforts will be made to assure that complaint procedures are understood by participants, individuals and recipients of federal assistance under WIA Title I. The written complaint procedure will include notice that the complainant and respondent has the right to be represented by an attorney or other individual of his or her own choice. With the exception of discrimination complaints, all other complaints must be filed within one year (365 days) from the date of the alleged occurrence. Discrimination complaints must be filed within one half year (180 days) from the date of the alleged act of discrimination unless the time is extended by the Assistance Secretary of the Department of Labor for good cause.

All references to days shall be defined as calendar days. The thirty (30)-day clock to a formal hearing or initial determination, and the sixty (60)-day clock to a final determination, begin the day a complaint is received by either the regional EO Officer or TOC/OWA Grievance/EO Officer. Time lines may be extended if good cause is shown, and if both the complainant and respondent parties agree in writing to waive the timelines.

A One Stop is hereafter defined as a One Stop center or affiliated One Stop site within a region that is a recipient or beneficiary of WIA IB funding.

A complaint may be withdrawn by the complainant at any time. Such a withdrawal must be in writing.

I. NONCRIMINAL COMPLAINTS EXCLUDING DISCRIMINATION:

The procedures described below apply to all non-criminal WIA IB complaints filed against TOC/OWA or its regional sub-grant recipients. Each regional sub-grant recipient will appoint a Grievance/EO Officer. The regional Grievance/EO Officer will coordinate and assist in the resolution of all regional WIA IB non-criminal complaints filed against TOC/OWA, the regional sub-grant recipient or its contractors.

A. Filing Requirements:

1. The complainant must file the complaint with the regional sub-grant recipient with a copy submitted to the TOC/OWA Grievance/EO Officer. The complaint shall be in writing and shall include:
 - a. name, address, phone and social security number of complainant;
 - b. name and address of person or organization complaint is against;
 - c. statement of allegation(s) and date of occurrence(s);
 - d. provision of the Act, regulations, grant, or other agreement believed to have been violated, if applicable;
 - e. synopsis of the informal resolution efforts; and,
 - f. satisfaction being sought.
2. The regional sub-grant recipient Grievance/EO Officer will determine if the complaint relates to discrimination, a violation or alleged violation of Title IB of the WIA, regulations, grant or

related to the complaint, investigate further as warranted, and determine whether the informal resolution process was followed and that rules and regulations were properly interpreted. Within thirty (30) days of the receipt of the request for review the complainant and the regional sub-grant recipient will be notified of the TOC/OWA Grievance/EO Officer decision.

If it is determined that a non-criminal violation of the WIA, regulations, grant or other agreement under the Act has occurred, the TOC/OWA Grievance/EO Officer will notify the complainant and the regional sub-grant recipient Grievance/EO Officer of this and will process the complaint through the procedure outlined below. If there was not a violation of the WIA, regulations, grant or other agreement under the Act, and there were no improprieties in the informal resolution process the decision of TOC/OWA Grievance/EO Officer is final.

2. Complaints Alleging Non-Criminal Violation of the WIA or Regulations

If it is decided that the complaint does relate to a non-criminal violation or alleged violation of the Act, regulations, grant, or other agreement under the Act, the parties to the complaint are afforded the opportunity to informally resolve the matter. Both parties may agree, in writing, to waive the thirty-(30) day time line for formal hearing and sixty-(60) day time line for a decision in order to attempt to resolve this matter informally. TOC/OWA Grievance/EO Officer will be notified in writing of the decision to waive the time line and will be provided signed copies of the parties agreement. The regional sub-grant recipient will then begin local informal resolution efforts and investigations. All efforts will be reported in writing.

The regional sub-grant recipient will set a date for an informal resolution and issues clarification meeting within ten (10) days of the receipt of the complaint. Within 10 days of the completion of informal resolution, the regional sub-grant recipient will provide a written summary and decision of the meeting to the TOC/OWA Grievance/EO Officer, the complainant, and the respondent.

Requesting and Scheduling a Formal Hearing

If dissatisfied with the results of the informal resolution meeting, the complainant may request a formal hearing. Such requests must be made in writing and, if no informal resolution was attempted, within twenty-five (25) days of the date of filing of the complaint. The request for hearing should be directed to the TOC/OWA Grievance/EO Officer. The complaint may be amended, in writing, at any time within ten (10) days before the formal hearing.

The TOC/OWA Grievance/EO Officer will schedule the formal hearing within thirty (30) days from the receipt of the complaint, notify the complainant in writing of the hearing date, time and place, unless the parties have agreed, in writing, to waive this time line.

Hearing Officer

Upon receipt of a request for a formal hearing, the TOC/OWA Grievance/EO Officer shall designate a Hearing Officer. The complainant or respondent may request a different Hearing Officer be appointed. The request for a change in Hearing Officer must be filed within five (5)

e. TOC/OWA's decision

The CCWD will review the complaint within ten (10) days of receipt of the request for review to ensure that the hearing process was followed and that any regulations were correctly interpreted. For purposes of the review, TOC/OWA's factual determination will be accepted. If the record contains enough information to render a decision, CCWD will issue a final decision within thirty (30) days of receipt of the request for review as to whether the process was followed and whether a material regulation or legal requirement was incorrectly or inadequately interpreted.

If the hearing was in accordance with the hearing procedure, and the material regulations were correctly interpreted, CCWD shall issue a final written decision to all parties affirming TOC/OWA's hearing decision.

If within ten (10) days of receipt of the request for review CCWD finds any evidence of an irregularity in the hearing process, or determines that a material regulation was incorrectly or inadequately interpreted and additional information is needed to render a final decision, TOC/OWA will be given fifteen (15) days to gather and provide CCWD the additional information. Such requirement for additional information will include any necessary instructions. CCWD will review the additional information and issue a final decision to all parties within thirty (30) days of receipt of the request to review, either affirming or denying TOC/OWA's hearing decision.

Recourse Available to the Claimant after State Review Process

If the State does not complete a review within thirty (30) days of receipt of request, the complainant or respondent may request a review with the Secretary of Labor within sixty (60) days from the original review completion date (see 20 CFR 667.610).

If either party has received an adverse decision from the State they may appeal to the Secretary of Labor within one hundred twenty (120) days from the date of filing of the complaint with the State, or the filing of the appeal of a local complaint with the State (See CFR 667.610).

All appeals must be submitted by certified mail, return receipt requested, and addressed to:

Secretary of Labor
U. S. Department of Labor
Washington, D.C. 20210
Attention: -ASET

A copy of the appeal must be simultaneously provided to the opposing party and to the Employment and Training Administration Regional Administrator addressed as follows:

Regional Administrator
Employment and Training Administration
U. S. Department of Labor

Chair and Executive Staff, and the TOC/OWA Grievance/EO Officer that a complaint has been received and the basis for the complaint without revealing confidential information. The TOC/OWA Grievance/EO Officer is responsible for notifying the TOC/OWA Executive Director and Chair of the Board of the complaint.

B. Complaint Processing Procedures

The complaint process is defined in considerable detail in the body of the MOA, which recipients are required to sign as a condition of compliance. Recipients must comply with the procedures defined in the state of Oregon MOA in the event a complaint is filed against a WIA-financially assisted program or activity on the basis of prohibited grounds of discrimination or lack of equal opportunity. All other complaints filed in One-Stop settings on the basis of grounds not described herein, such as food stamp eligibility, are not subject to this complaint procedure and are resolved by the state partner agencies using their own established complaint processes. Most federal contractors have complaint processing procedures that meet federal standards, and must assure that their subcontractors also comply with federal standards.

C. Basis for a Complaint

Complaints may be filed under the MOA on the basis of:

1. Alleged discrimination on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and WIA Title I participation; and,
2. If an individual believes they have been intimidated, retaliated against, threatened or coerced because they have:
 - a. filed a complaint under WIA Section 188;
 - b. opposed a practice prohibited by the non-discrimination and equal opportunity provisions of WIA;
 - c. furnished information to, or assisted or participated in any manner, an investigation, review, hearing, or any other activity related to the provisions under 29 CFR 37; or
 - d. exercised any rights and privileges under WIA Section 188.

D. Elements of the Complaint Process

The complaint process includes five general elements:

1. jurisdiction;
2. methods of resolution or disposition;
3. notice of final disposition;
4. processing timeframes; and,
5. recordkeeping.

At the regional service level, the regional EO Officer oversees the complaint process, which may progress to the state CCWD EO Officer (in the case of WIA IB funds) or to the recipient's state agency EO Officer (in the case of non-WIA IB funds) and on to DOL's CRC through the statewide EO Officer. When a complaint is filed against a partner in a One Stop setting, the regional EO

close the complaint as being untimely (The Director, Civil Rights Center may extend the filing time if good cause is shown); and

c. Basis for the Complaint

That the complaint is filed in writing, is signed by the complainant or their authorized representative, contains the complainant's name and address (or gives other specific means of contact), identifies the respondent, and describes the complainant's allegations in sufficient detail to allow the recipient to determine if the complaint has merit.

Complaint Format: The written complaint must contain the following information:

- 1) The complainant's name and address (or other means of contact);
- 2) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- 3) A description of the complainant's allegations. This description must include enough detail to allow the Director of the recipient, as applicable, to decide whether:
 - USDOL CRC or the recipient, as applicable, has jurisdiction over the complaint;
 - The complaint was filed in time; and
 - The complainant has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIA or this part; and
- 4) The complainant's signature or the signature of the complainant's authorized representative.

2. Written Notification

Immediately upon receipt of a written complaint the regional EO Officer must send written notice to the complainant. This written notice must contain:

- A complaint process timeline, including that written Notice of Final Action is due 90 days after the complaint is filed;
- References to ADR options
- Option of direct filing with USDOL CRC; and
- An acknowledgment that the recipient has received the complaint;

The complaint must be entered in the local Complaint Log and a copy of the written complaint shall be forwarded to the State-wide EO Officer, Agency EO Officer, and TOC/OWA Grievance/EO Officer within 5 days of the filing of the written complaint. The regional EO Officer logging the complaint, also notifies other state recipient partners in the One-Stop and other required parties that a complaint has been filed against a specific recipient, the alleged basis for the complaint, and determines the recipient agency EO Officer that will take assist in preparing the Initial Response.

The regional EO Officer works with the recipient agency EO Officer that is assigned jurisdiction (the state recipient partner agency's EO Officer, for example) to investigate and

the complaint. The choice whether to use ADR rests with the complainant; the preferred form of ADR is mediation.

Mediation is a voluntary process during which a neutral third party assists both parties (complainant and respondent) communicate their concerns and come to an agreement about how to resolve a dispute. The mediator does not make decisions, rule as to who is right or wrong, take sides or advocate for one side or the other. The role of the mediator is to help with communication so the parties can reach an understanding about how to best resolve their differences. As the law allows, mediation proceedings and the information shared are confidential and no information divulged during this mediation may be used in court or any legal or administrative proceedings.

If ADR fails, the complaint will be processed through the recipient's standard complaint resolution process. A party to any agreement reached under ADR may file a complaint with the Director, USDOL CRC in the event the agreement is breached. In such circumstances, the following rules will apply:

- The non-breaching party may file a complaint with the Director, USDOL CRC within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director, USDOL CRC must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, the complainant may file a complaint with USDOL CRC based upon his/her original allegation(s), and the Director will waive the time deadline for filing such a complaint.

If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director, Civil Rights Center.

3. Fact Finding/Investigation

The regional EO Officer has 30 days in which to resolve the complaint. During this time the EO Officer should gather all available information relating to the alleged discriminatory actions. At a minimum this fact finding should include:

- Discussion with the complainant to identify the elements of the complaint;
- Interviews with witnesses or others who have knowledge of the issue involved;
- Review of written and electronic files and records which pertain to the complainant and the alleged discrimination; and
- Interviews with the person(s) accused of the act (the respondent).

The investigator should take extensive notes during this process to assure nothing is missed and to help with the resolution of the complaint.

4. Initial Response

The regional EO Officer has up to 20 days from receipt of the complaint to investigate and

satisfaction of the complainant. If the complaint is determined not to have merit the complainant must be notified immediately as explained under Notice of Lack of Jurisdiction.

If the regional EO Officer is unable to reach resolution within 30 days the complaint and all information gathered during the local-level investigation must be passed to the State EO Officer responsible for resolution.

An extension may be requested by the regional EO Officer, with the permission of the state/recipient agency EO Officer and in consultation with the State EO Officer, to facilitate resolution. Resolution may include such actions as:

- Disciplinary action against the party found responsible for discriminatory action(s);
- Corrective actions required by the recipient; and
- Sanctions against the recipient of WIA funding, including the withdrawal of WIA funding.

a. Due Process

During the process of attempting to come to resolution of the complaint, the State EO Officer shall assure that all parties involved are given due process. These due process elements include:

- notice to all parties of the specific charges;
- notice to all parties of the responses to the allegations;
- the right of both parties to representation;
- the right of each party to present evidence, and to question others who present evidence; and
- a decision made strictly on the evidence on the record.

b. Determinations

At the conclusion of the investigation of the complaint, the investigating authority must take the following actions:

- Determine whether there is reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37; and
- Notify the complainant and respondent, in writing, of that determination.

1) Violation Found

If the investigating authority finds reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37, an Initial Determination must be issued. The Initial Determination must include:

- the specific findings of the investigation;
- the corrective or remedial action that the Governor's Office and State EO Officer's proposes to the respondent, under Element Nine of this MOA and 29 CFR Part 37.94;
- the time by which the respondent must complete the corrective or remedial action;
- whether it will be necessary for the respondent to enter into a written agreement under Element Nine of this MOA and 29 CFR Part 37.95 and 37.96; and
- the opportunity to engage in voluntary compliance negotiations.

**THE OREGON CONSORTIUM & OREGON WORKFORCE ALLIANCE
POLICY MEMORANDUM #WIA-39-08/06**

DATE: August 24, 2006

SUBJECT: Direct Participant and Training Payments

PURPOSE:

To ensure that required Workforce Investment Act (WIA) Title 1B participant and services information is correctly coded into the MIS provided in a timely and accurate manner by Regional sub-grant recipients and contractors of The Oregon Consortium/Oregon Workforce Alliance (TOC/OWA) and that MIS coding and client casenotes directly support regional sub-grant recipient or contractor expenditure and reimbursement requests meeting reporting requirements established by the US Department of Labor (DOL), the Oregon Workforce Board (OWIB), Oregon Department of Community College Workforce Development (OCCWD) and TOC/OWA.

REFERENCES:

- Workforce Investment Act Sections: 101(46); 129(a) (4-5); 134(e) (1 & 2); 185(a),
- 20 CFR 667.300 and 663.700 through 663.840
- TEGL 3-03 Change 1 Data Validation
- TEGL 17-05 Common Measures Policy
- CCWD Policy 589-30.6 Access to Training for WIA Participants
- CCWD Policy 589-50.1 Data Collection, Transmission and Reconciliation
- CCWD Management Information System (MIS) Manual
- TOC/OWA Policy WIA-7-R08/06 Data Collection, Transmission, Validation, and Reconciliation
- TOC/OWA WIA Program Guide

POLICY:

Each regional sub-grant recipient and contractor is responsible for accurately coding participant information, services and case notes into the Management Information System addressing compliance reporting requirements and maintaining adequate internal control processes supporting management and oversight of the program.

Data that is required to be collected and reported to TOC/OWA are specified in the CCWD MIS Manual and the WIA Program Guide. In addition, it is essential that direct participant expenditure for support services, stipends and training are captured through accurate coding, and appropriately documented by case note directly in the MIS. These requirements assure that TOC/OWA is able to produce the data required by the WIA Standardized Program Information Report (WIASRD) for CCWD and DOL in an accurate and timely manner, that methods of data collection and reporting are consistently applied, that compliance requirements for payments of this type are addressed and documented, and that a tool supporting adequate internal control processes supporting management and oversight of the program is in place.

- 2) Provision of a support payment requires that a policy be in place establishing the criteria for and limits of support payments, and that the support payment is necessary to provide for continued participation or attachment to the program. The casenote for a support service must indicate that the accountabilities have been successfully addressed, and describe the reason for, amount and date of the support payment.
 - 3) Provision of a payment in support of training requires that a policy be in place establishing the criteria for and limits of training support and the accountabilities on the part of the client in terms of maintaining good standing in the training program, documentation of progress toward training goals and regular contact with the program. The case note for a training support payment must indicate that the accountabilities have been successfully addressed and describe client progress towards the training goal, amount and date of the payment.
- e. The correct MIS activity code supporting the payment type (see the WIA Program Guide for guidance on coding) must be coded into the client record in the MIS, and must be open during the period that the payment is made.
3. The regional sub-grant recipient or contractor must ensure the participant documents the amount and receipt of a direct participant payment by signature. This verification will be kept in the participant file, and a copy of the check and/or gift certificate will be kept on file until instructed to dispose as outlined in policy #WIA-15-R03/05.

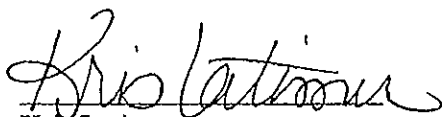
In all cases, the MIS record including casenotes must be complete and each direct participant payment or training support payment must comply with established program policy for payments of that type. Regional sub-grant recipients and contractors will establish internal controls, management practice and oversight, and quality assurances process which ensure compliance with this policy. When preparing and prior to processing of participant or training support payments, regional sub-grant recipients and contractors are required to verify that these transactions are correctly coded and supported by the MIS record.

ACTION:

The TOC/OWA administrative office, regional sub-grant recipients, and contractors shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to the Chief Operations Officer at 1-866-888-4TOC.



Kris Latimer
Chief Executive Officer

Department of Community College and Workforce Development	Number: 589-30.6
	Effective Date: January 1, 2002
	Page 1 of 5
SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Approved: <i>Carrie Lewis Dwyer</i>

Purpose This policy provides a methodology for local areas to assure access to WIA training services in a flexible manner to meet the needs of participants, while continuing to maintain maximum customer choice.

Background The WIA requires that "training" be recorded and reported by "program of training services." In Oregon, under stringent state consumer protection laws, public postsecondary programs must be approved by the State Board of Education or State Board of Higher Education; private postsecondary programs must be licensed by the Oregon Department of Education Private Career School Unit or authorized by the Office of Degree Authorization of the Student Assistance Commission. Programs can vary in length from less than one year to post-graduate. While a number of Oregon postsecondary programs were placed on the WIA Statewide List of Eligible Training Providers, this did not address the needs of many WIA participants who needed a group of courses, not a complete program.

Because of the "program of training services" definition, WIA participants were unable to receive training that fell short of a full "program." To address this problem, Oregon developed a policy called the "Design to Accommodate a Continuum of WIA Intensive and Training Services," or the Continuum Policy. This policy stated that within specific parameters, instructional services short of a complete program were considered to be Intensive Services. An environmental scan of local areas and practices found that the Continuum Policy was used extensively. However, as use of the policy proceeded, more problems emerged since shorter-term training was reported as Intensive Services rather than as Training Services under the WIA. This meant that few ITAs were provided to participants and few training dollars were being expended since most coursework was considered as intensive, not training services.

While the original Continuum Policy may have provided participants with the instruction needed for positive employment outcomes, there was negative scrutiny of the Continuum Policy by the U.S. Department of Labor, who believe that the Continuum understated training services and undermined the principle of customer choice.

A local and state task force, known as the ETP Work Group, was formed to find solutions to this problem as a part of finishing the development of the ETP system. Part of the charge of the Work Group was to develop alternatives to the Continuum Policy that would provide a flexible solution to the need for certain WIA participants to take courses short of a full program.

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
	Page 3 of 5

Collegiate level work provides skills and information beyond what is normally gained before or during the secondary school level. It is characterized by analysis, synthesis, and applications in which students demonstrate an integration of skills and critical thinking. It is a term that denotes more than college/university transfer courses. It also includes professional technical education and other courses that exceed basic skills, workplace readiness, and fundamental basic skills. Courses must be collegiate level if used to fulfill a requirement in an associate degree, option, or certificate of completion program.

Eligible Courses

Eligible courses are those courses for which an ITA may be issued. The courses must be part of an approved program on the Eligible Training Provider List (ETPL), and be occupational skills courses and/or those courses leading to competencies needed for employment.

Note: Drawing on the courses from programs on the ETPL means that the providers must be state approved, licensed, or authorized education or training institutions.

Program Completer

A WIA participant who, having received an ITA for Training Services, will be considered to have successfully completed a program of training services if that participant:

- Received a career school diploma, certificate of completion, associate degree, or baccalaureate degree;
- Completed all eligible courses enrolled in during WIA participation with a passing grade (pass, D or better); or
- Completed 50 percent of courses enrolled in during WIA participation, with a passing grade (pass, D or better), and became employed by the end of the quarter after the exit quarter.

Note: OCCURS records course completion as a grade. Actual grades students receive cannot be shared outside the system. "A passing grade (D or above)" in effect becomes "pass/fail" for the purposes of these performance measures. Some courses are not given a grade, but are only "pass/fail."

Note: For the purposes of these measures, "50 percent" is defined as 50 percent of a complete program, or 50 percent of courses enrolled in.

Policy

1. ITAs may be issued only for programs on the ETPL, or for eligible courses at an eligible training provider, drawn from programs on the ETPL.
2. If an ITA is issued for eligible courses, the program of study must be noted on the Individual Employment Plan (IEP) in the participant record.

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
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6. Previous issuance, "Design to Accommodate a Continuum of WIA Intensive and Training Services," or the Continuum Policy, dated Dec. 28, 2000, ceases to have the force of policy on December 31, 2001.

Procedure:

Responsibility	Actions:
Subrecipient	Adopts procedures for the referral to training services of WIA adult and dislocated worker participants that meet the requirements and intent of this policy.
CCWD	Reviews for compliance with this policy.

MATRIX OF INTENSIVE AND TRAINING SERVICES (Alphabetical Order)

SERVICE CATEGORIES	INTENSIVE SERVICES	ADDITIONS/ CLARIFICATIONS TO INTENSIVE SERVICES	TRAINING SERVICES
ASSESSMENT	<ul style="list-style-type: none"> • Comprehensive Assessment • Development of Individual Employment Plan • Skill and service needs assessments • Case management 	<ul style="list-style-type: none"> • Specialized assessment • Diagnostic testing • In depth interviewing and evaluation to identify employment barriers • Development of individual employment plans 	
CASE MANAGEMENT	<ul style="list-style-type: none"> • Career planning 	<ul style="list-style-type: none"> • Group counseling • Individualized counseling • Job and Career Counseling 	
JOB SEARCH AND RELOCATION	<ul style="list-style-type: none"> • Out-of area job search • Relocation expenses 		
REFERRALS TO TRAINING (IF APPROPRIATE)			<ul style="list-style-type: none"> • Apprenticeship • Eligible courses as noted on IEP • Occupational Training Program • Workplace and Related Training Program • Entrepreneurial Training Program • Self-Employment • Customized Training • Contracted Training • On-the-Job Training

NOTES:

*** ADDITIONAL CLARIFICATION OF BASIC/INTERMEDIATE COMPUTER LITERACY INSTRUCTION**

Definition

Computer Literacy Skills -- Basic and intermediate computer manipulation and production skills needed across most occupations for a prospective employee to obtain and maintain unsubsidized employment. For most occupations, computer literacy skills would include keyboarding proficiency as well as basic or intermediate, word processing, spreadsheet, database and internet/web access skills. In most cases computer literacy skills would not include specialized occupational computer skills such as programming, network administration, specialized software application training or other computer skills necessary for a particular occupation or group of occupations.

Rationale

Basic/intermediate computer training—keyboard, word processing, spreadsheet, database, Internet/Web, etc. are considered to be necessary basic skills and will be considered as prevocational services.

The marked increase in the need for computer literacy for most jobs makes basic and intermediate computer literacy skills and knowledge basic skills for current and future job entry for participants. Basic computer instruction will not be considered as training service allowing Title IB Service Providers to send eligible participants to basic computer classes without an individual training account (ITA) and without the individual courses being on the Statewide ETP List. Not identifying basic/intermediate computer literacy instruction as training services will provide local latitude for Title IB Service Providers to utilize state licensed/approved local education and training entities to provide computer literacy skills without being on the State List. While it is expected that the majority of basic/intermediate computer literacy instruction will be provided as intensive services, it is possible for some of this instruction to be provided as core services.

****ADDITIONAL CLARIFICATION OF INSTRUCTION THAT IS 40 HOURS OR LESS IN LENGTH**

Instruction that is 40 hours or less in length and is considered short-term prevocational services may be classified as Intensive Services and does not need to be included on the ETP. Such short-term prevocational services are meant to be one-time only occurrences and are not to be packaged with other offerings from the same provider which if taken together would exceed the 40 hour maximum.

Eligible Training Provider List

POLICY: . . . Process for the addition of Eligible Training Providers to the OWA list.

1. Training providers who wish to be added to the ETP list submit completed applications to the appropriate regional ETP contact person(s) for regional review (process for regional review to be regionally determined, may or may not require RWIB review and approval).
2. ETP applications are submitted to the TOC/OWA administrative office.
3. TOC/OWA staff will then complete a technical review of ETP applications and, if they meet minimum required standards, give approval and submit the ETP to the state within 10 business days for regular additions and within 5 business days for "expedited" additions, to those applications which meet minimal requirements.
4. The eligible training provider may be used once it is posted on the state list.
5. OWA ratification of approval will take place at the next regularly scheduled quarterly meeting.

Oversight of Funds & Local Workforce Activities

The Oregon Consortium is the grant recipient for the 23 county workforce investment area. The TOC/OWA Administrative Office manages the day to day responsibilities of the grant recipient. The oversight of funds and other local workforce activities stated in the unified plan are two major responsibilities of the grant recipient.

- All funds received on behalf of the 23 county workforce investment area shall be distributed by the grant recipient within the area according to applicable allocation formulas for the funds received or the criteria prescribed to the funds received, within the approved budget. The TOC/OWA Administrative Office shall assess and recommend re-allocation of resources within the area as appropriate.
- The TOC/OWA Administrative Office shall develop and implement policies and procedures for the management, disbursement and accounting of funds within the workforce investment area to assure compliance with all applicable laws and state and federal policies.
- The TOC/OWA Administrative Office shall provide a financial report of the workforce investment area to OWA quarterly.
- The TOC/OWA Administrative Office shall develop and implement a Quality Assurance system for the workforce investment area to assure that local workforce activities comply with all contractual obligations, applicable laws and state and federal policies. Additionally, the Quality Assurance system shall be designed to promote and enhance program performance, including customer satisfaction of both employers and job seekers.
- The reports produced for OWA, including financial, performance and quality assurance reports, will be available for distribution to regions.

ATTACHMENT F

Regional Profiles

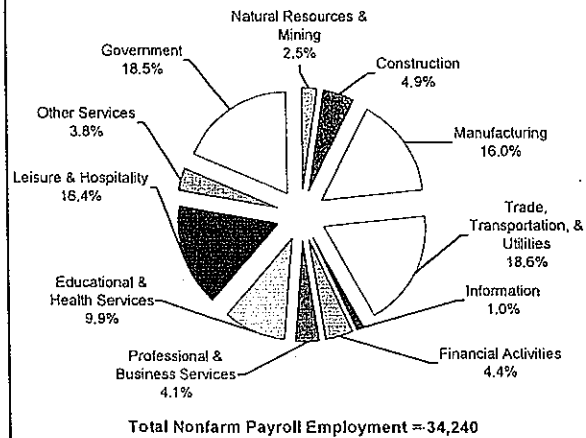
Region 1 Industries At A Glance ...



Employment Projections by Industry, 2004-2014

Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	34,240	39,080	4,840	14.1%
Natural Resources & Mining	870	900	30	3.4%
Construction	1,670	1,960	290	17.4%
Manufacturing	5,470	5,740	270	4.9%
Trade, Transportation, & Utilities	6,360	7,330	970	15.3%
Information	350	390	40	11.4%
Financial Activities	1,500	1,670	170	11.3%
Professional & Business Services	1,390	1,770	380	27.3%
Educational & Health Services	3,390	4,350	960	28.3%
Leisure & Hospitality	5,600	6,830	1,230	22.0%
Other Services	1,300	1,510	210	16.2%
Government	6,340	6,630	290	4.6%

2004 Nonfarm Employment by Industry Sector



Top Performing Private Industries

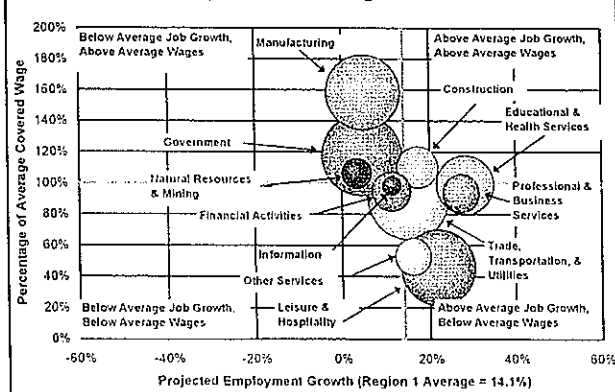
Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	3,804	4,700	896	23.6%
Paper Manufacturing	1,687	1,619	-68	-4.0%
Accommodation	1,422	1,698	276	19.4%
Food Manufacturing	1,293	1,413	120	9.3%
Wood Product Manufacturing	1,166	1,209	43	3.7%

Industries Adding the Most Jobs, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	3,804	4,700	896	23.6%
Nursing & Residential Care Facilities	764	1,056	292	38.2%
Accommodation	1,422	1,698	276	19.4%
Ambulatory Health Care Services	796	1,062	266	33.4%
Administrative & Support Services	609	828	219	36.0%

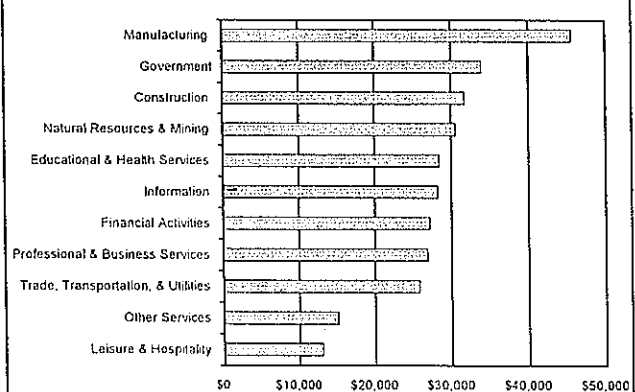
Industries Growing the Fastest*, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Building Material & Garden Supply Stores	297	457	160	53.9%
Warehousing & Storage	84	119	35	41.7%
Nursing & Residential Care Facilities	764	1,056	292	38.2%
Administrative & Support Services	609	828	219	36.0%
Health & Personal Care Stores	176	238	62	35.2%

*Limited to industries with a minimum 2004 employment of 30 and that satisfy Employment Department confidentiality criteria.

Industry Growth and Wages 2004-2014



2004 Region 1 Average Covered Wage



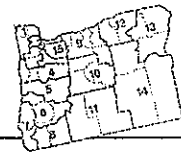
For additional information, contact Erik Knoder at Erik.A.Knoder@state.or.us or (541) 265-8891 ext. 340

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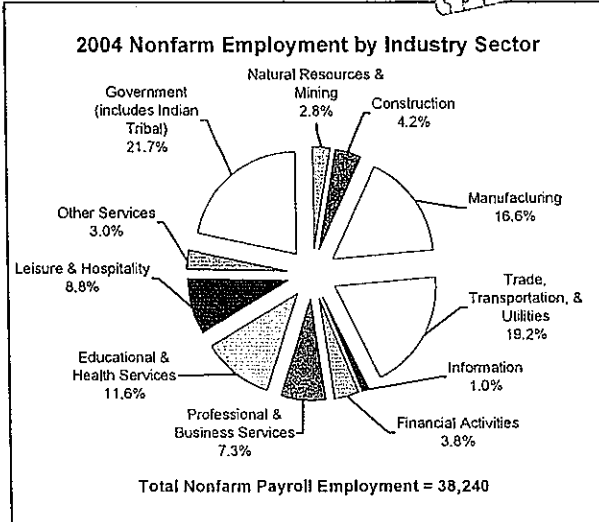
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Region 6 Industries At A Glance ...



Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	38,240	43,200	4,960	13.0%
Natural Resources & Mining	1,070	1,020	-50	-4.7%
Construction	1,610	1,930	320	19.9%
Manufacturing	6,350	6,540	190	3.0%
Trade, Transportation, & Utilities	7,330	8,460	1,130	15.4%
Information	400	450	50	12.5%
Financial Activities	1,470	1,630	160	10.9%
Professional & Business Services	2,780	3,390	610	21.9%
Educational & Health Services	4,430	5,460	1,030	23.3%
Leisure & Hospitality	3,360	3,900	540	16.1%
Other Services	1,160	1,280	120	10.3%
Government (Includes Indian Tribal)	8,280	9,140	860	10.4%

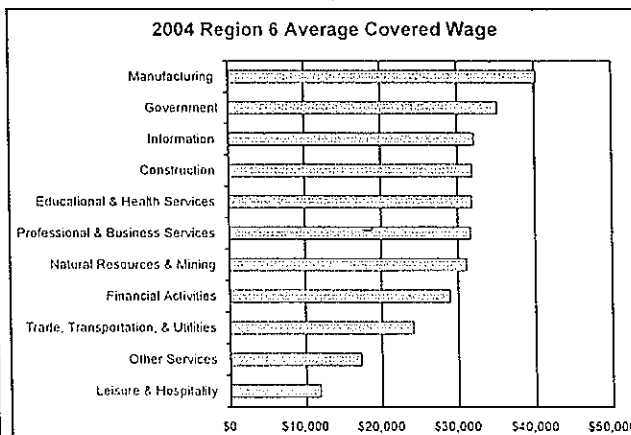
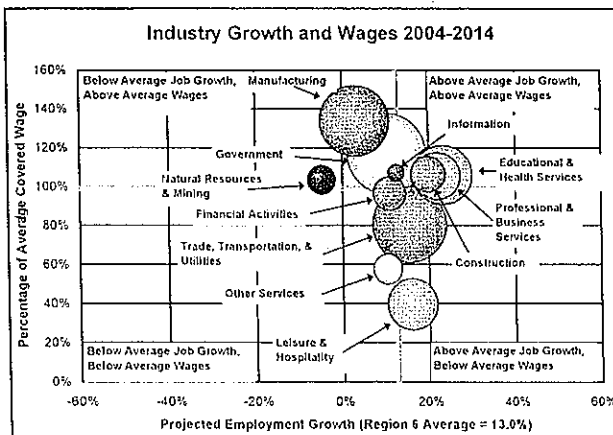


Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Wood Product Manufacturing	4,316	4,147	-169	-3.9%
Food Services & Drinking Places	2,585	3,009	424	16.4%
Ambulatory Health Care Services	1,381	1,702	321	23.2%
Administrative & Support Services	1,299	1,692	393	30.3%
Food & Beverage Stores	1,133	1,261	128	11.3%

Industry	2004 Employment	2014 Employment	Change	Percent Change
Food Services & Drinking Places	2,585	3,009	424	16.4%
Administrative & Support Services	1,299	1,692	393	30.3%
Ambulatory Health Care Services	1,381	1,702	321	23.2%
Nursing & Residential Care Facilities	966	1,235	269	27.8%
Transportation Equipment Manufacturing	741	949	208	28.1%

Industry	2004 Employment	2014 Employment	Change	Percent Change
Warehousing & Storage	518	734	216	41.7%
Administrative & Support Services	1,299	1,692	393	30.3%
Educational Services	231	300	69	29.9%
Construction of Buildings	369	475	106	28.7%
Transportation Equipment Manufacturing	741	949	208	28.1%

*Limited to industries with a minimum 2004 employment of 30 and that satisfy Employment-Department confidentiality criteria.



For additional information, contact Brian Rooney at Brian.T.Rooney@state.or.us or (541) 686-7703

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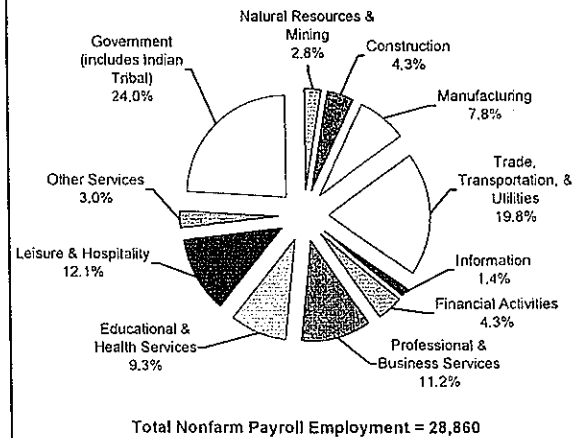
Region 7 Industries At A Glance . . .



Employment Projections by Industry, 2004-2014

Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	28,860	32,220	3,360	11.6%
Natural Resources & Mining	820	800	-20	-2.4%
Construction	1,240	1,400	160	12.9%
Manufacturing	2,250	2,200	-50	-2.2%
Trade, Transportation, & Utilities	5,720	6,260	540	9.4%
Information	390	410	20	5.1%
Financial Activities	1,240	1,340	100	8.1%
Professional & Business Services	3,220	4,030	810	25.2%
Educational & Health Services	2,690	3,270	580	21.6%
Leisure & Hospitality	3,490	4,040	550	15.8%
Other Services	860	960	100	11.6%
Government (Includes Indian Tribal)	6,940	7,510	570	8.2%

2004 Nonfarm Employment by Industry Sector



Total Nonfarm Payroll Employment = 28,860

Top Performing Private Industries

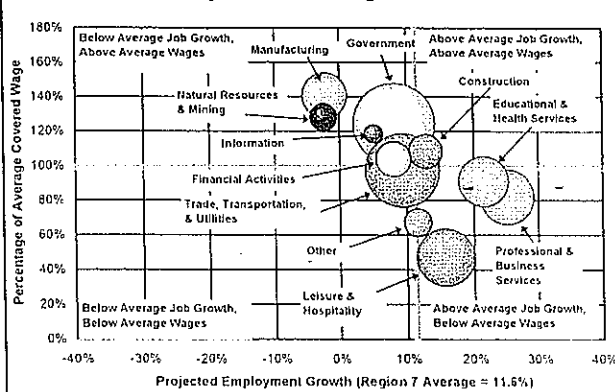
Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Administrative & Support Services	2,280	2,984	704	30.9%
Food Services & Drinking Places	2,204	2,523	319	14.5%
Wood Product Manufacturing	1,394	1,326	-68	-4.9%
Ambulatory Health Care Services	1,248	1,535	287	23.0%
General Merchandise Stores	1,087	1,230	143	13.2%

Industries Adding the Most Jobs, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Administrative & Support Services	2,280	2,984	704	30.9%
Food Services & Drinking Places	2,204	2,523	319	14.5%
Ambulatory Health Care Services	1,248	1,535	287	23.0%
Nursing & Residential Care Facilities	903	1,107	204	22.6%
Accommodation	1,078	1,273	195	18.1%

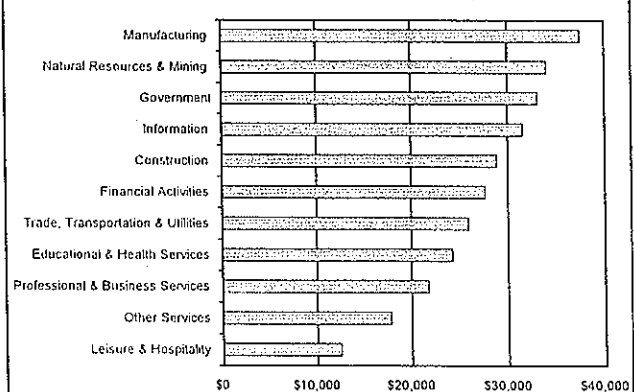
Industries Growing the Fastest*, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Administrative & Support Services	2,280	2,984	704	30.9%
Ambulatory Health Care Services	1,248	1,535	287	23.0%
Nursing & Residential Care Facilities	903	1,107	204	22.6%
Amusement, Gambling & Recreation Ind	177	211	34	19.2%
Utilities	120	143	23	19.2%

*Limited to industries with a minimum 2004 employment of 30 and that satisfy Employment Department confidentiality criteria.

Industry Growth and Wages 2004-2014



2004 Region 7 Average Covered Wage



For additional information, contact Guy Tauer at Guy.R.Tauer@state.or.us or (541) 776-6060 ext. 240

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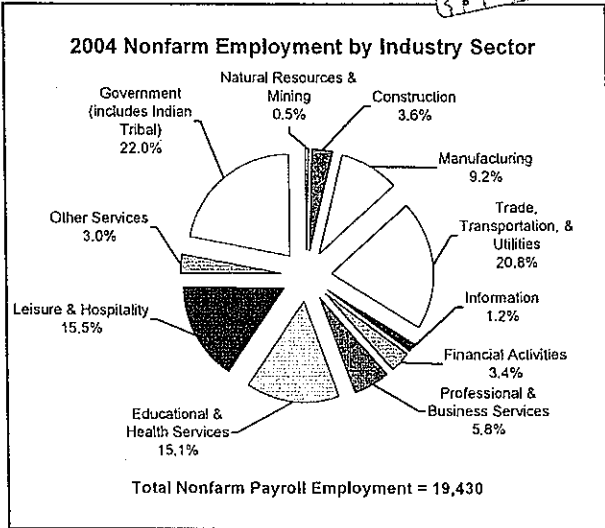
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Region 9 Industries At A Glance . . .



Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	19,430	24,000	4,570	23.5%
Natural Resources & Mining	90	90	0	0.0%
Construction	690	860	170	24.6%
Manufacturing	1,790	1,990	200	11.2%
Trade, Transportation, & Utilities	4,040	4,770	730	18.1%
Information	230	360	130	56.5%
Financial Activities	660	730	70	10.6%
Professional & Business Services	1,130	1,380	250	22.1%
Educational & Health Services	2,930	3,700	770	26.3%
Leisure & Hospitality	3,020	3,680	660	21.9%
Other Services	580	640	60	10.3%
Government (includes Indian Tribal)	4,270	5,800	1,530	35.8%

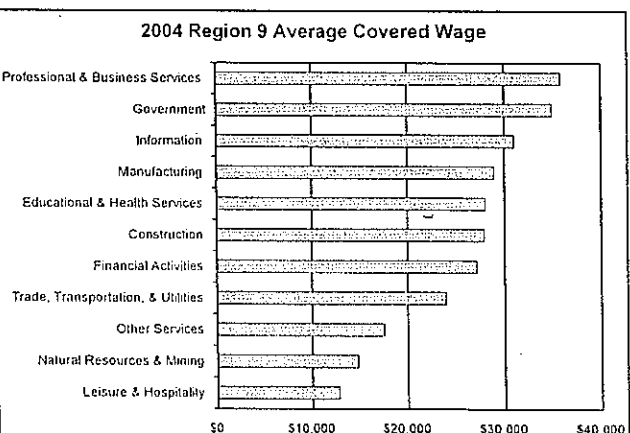
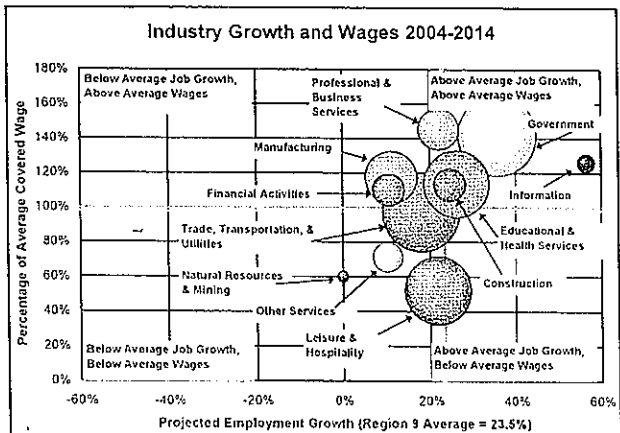


Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Crop Production	3,066	3,371	305	9.9%
Food Services & Drinking Places	1,812	2,245	433	23.9%
Hospitals	982	1,232	250	25.5%
Ambulatory Health Care Services	745	971	226	30.3%
Food & Beverage Stores	688	793	105	15.3%

Industry	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	1,812	2,245	433	23.9%
Crop Production	3,066	3,371	305	9.9%
Hospitals	982	1,232	250	25.5%
Ambulatory Health Care Services	745	971	226	30.3%
Accommodation	570	717	147	25.8%

Industry	2004 Employment	2014 Employment	Projected Change	Percent Change
ISPs; Search Portals; & Data Processing	25	134	109	436.0%
Health & Personal Care Stores	43	100	57	132.6%
Fabricated Metal Product Manufacturing	48	83	35	72.9%
Nonmetallic Mineral Product Mfg	149	249	100	67.1%
Clothing & Clothing Accessories Stores	107	170	63	58.9%

*Limited to industries with a minimum 2004 employment of 20 and that satisfy Employment Department confidentiality criteria.

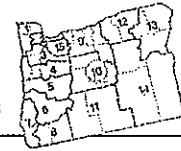


For additional information, contact Dallas Fridley at Dallas.W.Fridley@state.or.us or (541) 386-6020 ext. 238

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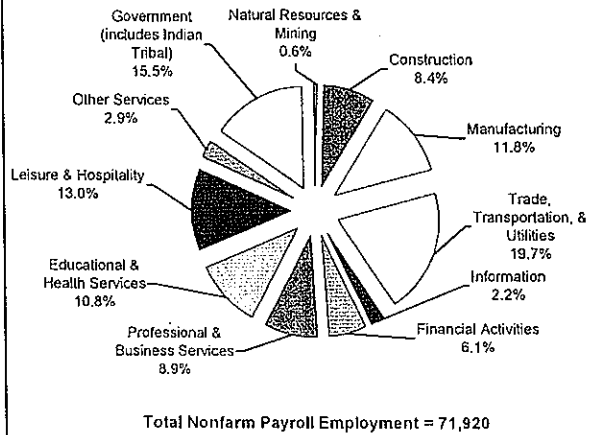
Region 10 Industries At A Glance . . .



Employment Projections by Industry, 2004-2014

Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	71,920	89,440	17,520	24.4%
Natural Resources & Mining	450	480	30	6.7%
Construction	6,030	7,640	1,610	26.7%
Manufacturing	8,510	8,910	400	4.7%
Trade, Transportation, & Utilities	14,150	17,750	3,600	25.4%
Information	1,560	1,880	320	20.5%
Financial Activities	4,370	5,120	750	17.2%
Professional & Business Services	6,400	8,810	2,410	37.7%
Educational & Health Services	7,800	10,170	2,370	30.4%
Leisure & Hospitality	9,370	13,060	3,690	39.4%
Other Services	2,120	2,480	360	17.0%
Government (Includes Indian Tribal)	11,150	13,160	2,010	18.0%

2004 Nonfarm Employment by Industry Sector



Top Performing Private Industries

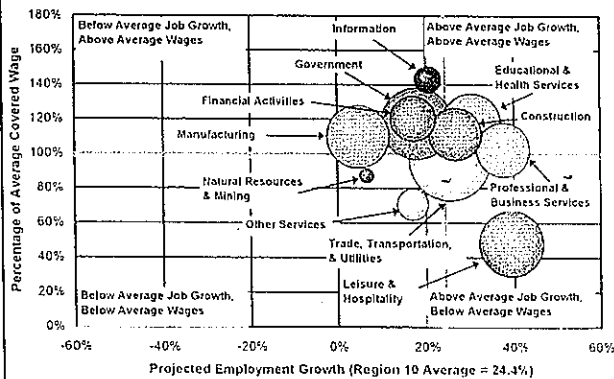
Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	5,507	7,325	1,818	33.0%
Wood Product Manufacturing	4,020	3,896	-122	-3.0%
Specialty Trade Contractors	3,812	4,840	1,028	27.0%
Administrative & Support Services	3,504	5,126	1,622	46.3%
Ambulatory Health Care Services	2,772	3,638	866	31.2%

Industries Adding the Most Jobs, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	5,507	7,325	1,818	33.0%
Administrative & Support Services	3,504	5,126	1,622	46.3%
Accommodation	2,340	3,703	1,363	58.2%
Specialty Trade Contractors	3,812	4,840	1,028	27.0%
General Merchandise Stores	2,167	3,134	967	44.6%

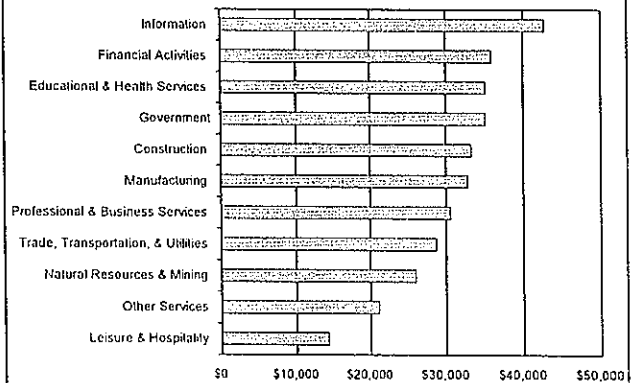
Industries Growing the Fastest*, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Electronics & Appliance Stores	169	301	132	78.1%
Accommodation	2,340	3,703	1,363	58.2%
Museums; Parks & Historical Sites	71	111	40	56.3%
Motion Picture & Sound Recording Ind	89	134	45	50.6%
Administrative & Support Services	3,504	5,126	1,622	46.3%

*Limited to industries with a minimum 2004 employment of 40 and that satisfy Employment Department confidentiality criteria.

Industry Growth and Wages 2004-2014



2004 Region 10 Average Covered Wage

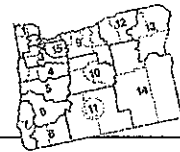


For additional information, contact Steve Williams at Stephen.C.Williams@state.or.us or (541) 388-6442

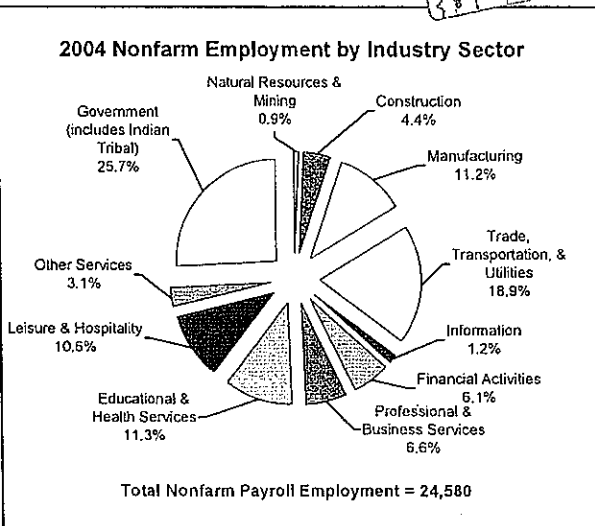
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Region 11 Industries At A Glance . . .



Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	24,580	27,960	3,380	13.8%
Natural Resources & Mining	220	210	-10	-4.5%
Construction	1,080	1,250	170	15.7%
Manufacturing	2,760	2,850	90	3.3%
Trade, Transportation, & Utilities	4,640	5,370	730	15.7%
Information	300	330	30	10.0%
Financial Activities	1,500	1,900	400	26.7%
Professional & Business Services	1,620	1,970	350	21.6%
Educational & Health Services	2,770	3,390	620	22.4%
Leisure & Hospitality	2,600	2,960	360	13.8%
Other Services	770	850	80	10.4%
Government (Includes Indian Tribal)	6,320	6,880	560	8.9%



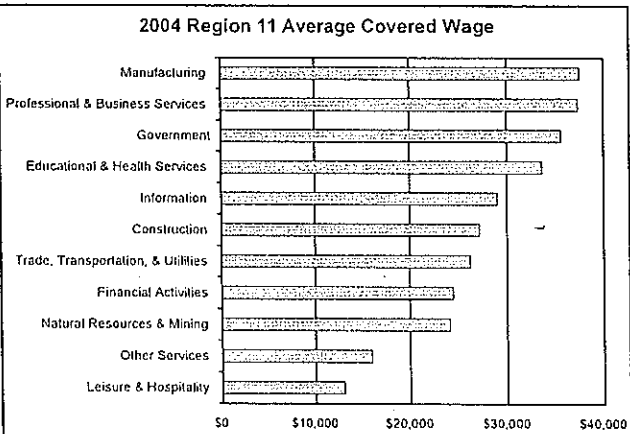
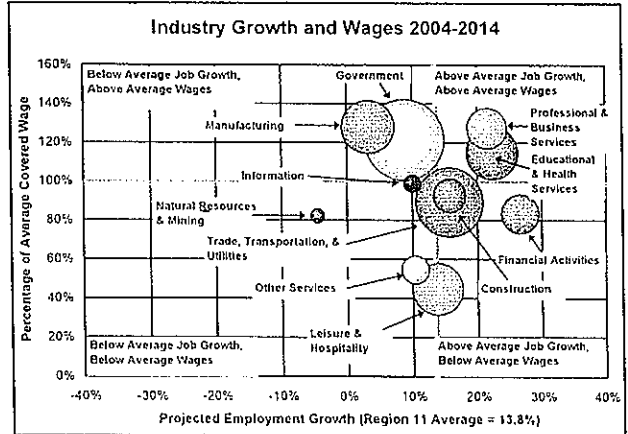
Top Performing Private Industries

Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	1,687	1,881	194	11.5%
Wood Product Manufacturing	1,661	1,634	-27	-1.6%
Ambulatory Health Care Services	883	1,061	178	20.2%
Food & Beverage Stores	730	790	60	8.2%
General Merchandise Stores	692	953	261	37.7%

Industries Adding the Most Jobs, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
General Merchandise Stores	692	953	261	37.7%
Insurance Carriers & Related Activities	485	738	253	52.2%
Food Services & Drinking Places	1,687	1,881	194	11.5%
Ambulatory Health Care Services	883	1,061	178	20.2%
Administrative & Support Services	510	678	168	32.9%

Industries Growing the Fastest*, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Insurance Carriers & Related Activities	485	738	253	52.2%
Electronics & Appliance Stores	52	79	27	51.9%
Warehousing & Storage	28	40	12	42.9%
General Merchandise Stores	692	953	261	37.7%
Administrative & Support Services	510	678	168	32.9%

*Limited to industries with a minimum 2004 employment of 20 and that satisfy Employment Department confidentiality criteria.

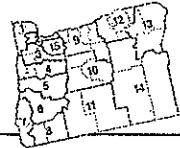


For additional information, contact Steve Williams at Stephen.C.Williams@state.or.us or (541) 388-6442

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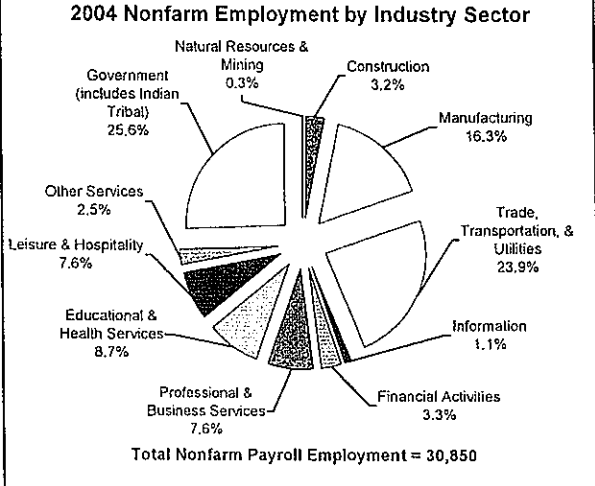


Region 12 Industries At A Glance . . .



Employment Projections by Industry, 2004-2014

Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	30,850	33,240	2,390	7.7%
Natural Resources & Mining	80	80	0	0.0%
Construction	980	1,160	180	18.4%
Manufacturing	5,020	4,630	-390	-7.8%
Trade, Transportation, & Utilities	7,360	8,600	1,240	16.8%
Information	330	360	30	9.1%
Financial Activities	1,030	1,150	120	11.7%
Professional & Business Services	2,340	1,930	-410	-17.5%
Educational & Health Services	2,690	3,390	700	26.0%
Leisure & Hospitality	2,350	2,760	410	17.4%
Other Services	770	870	100	13.0%
Government (Includes Indian Tribal)	7,900	8,310	410	5.2%



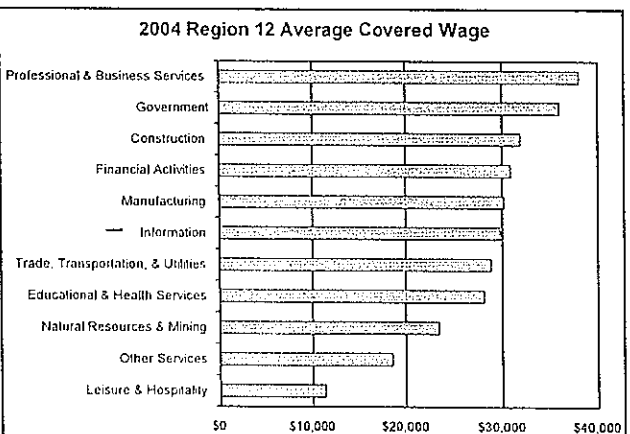
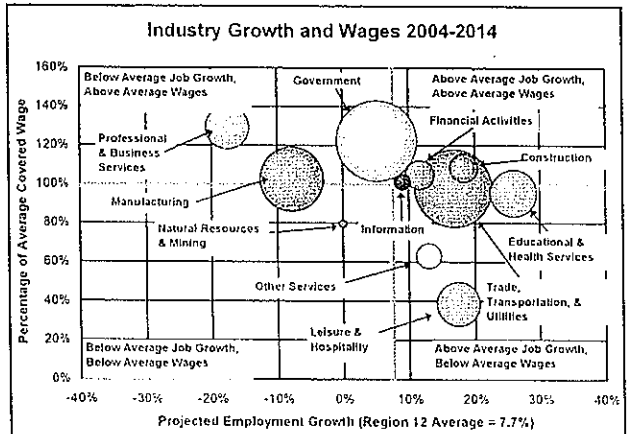
Top Performing Private Industries

Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Manufacturing	3,181	2,400	-781	-24.6%
Food Services & Drinking Places	1,717	2,039	322	18.8%
Crop Production	1,681	1,759	78	4.6%
Warehousing & Storage	1,095	1,252	157	14.3%
Administrative & Support Services	1,036	1,066	30	2.9%

Industries Adding the Most Jobs, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	1,717	2,039	322	18.8%
Animal Production	415	690	275	66.3%
Truck Transportation	722	950	228	31.6%
Transportation Equipment Manufacturing	852	1,075	223	26.2%
Ambulatory Health Care Services	741	956	215	29.0%

Industries Growing the Fastest*, 2004-2014	2004 Employment	2014 Employment	Projected Change	Percent Change
Animal Production	415	690	275	66.3%
Building Material & Garden Supply Stores	292	478	186	63.7%
Educational Services	61	81	20	32.8%
Truck Transportation	722	950	228	31.6%
Ambulatory Health Care Services	741	956	215	29.0%

*Limited to industries with a minimum 2004 employment of 20 and that satisfy Employment Department confidentiality criteria.

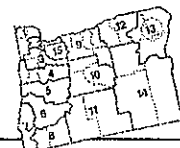


For additional information, contact Dallas Fridley at Dallas.W.Fridley@state.or.us or (541) 386-6020 ext. 238

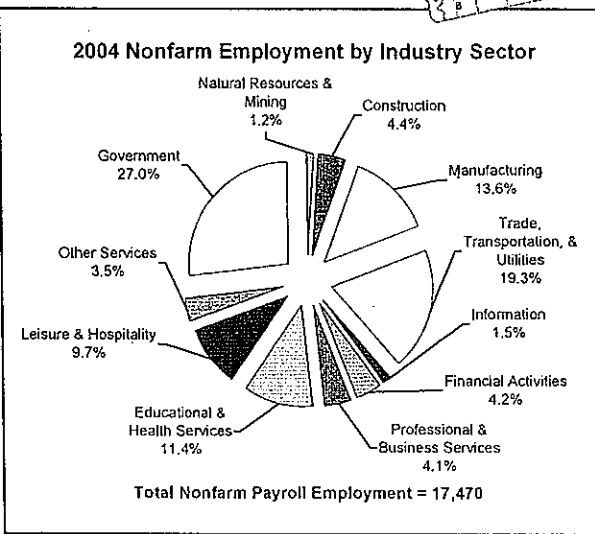
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Region 13 Industries At A Glance



Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	17,470	19,260	1,790	10.2%
Natural Resources & Mining	210	200	-10	-4.8%
Construction	770	880	110	14.3%
Manufacturing	2,370	2,440	70	3.0%
Trade, Transportation, & Utilities	3,380	3,800	420	12.4%
Information	260	290	30	11.5%
Financial Activities	730	820	90	12.3%
Professional & Business Services	720	870	150	20.8%
Educational & Health Services	2,000	2,440	440	22.0%
Leisure & Hospitality	1,700	1,960	260	15.3%
Other Services	610	670	60	9.8%
Government	4,720	4,890	170	3.6%

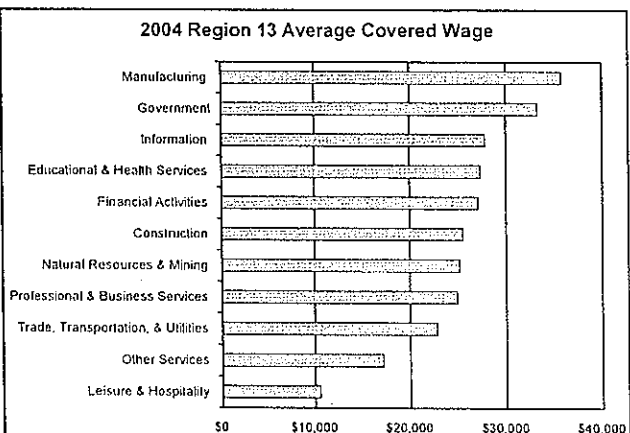
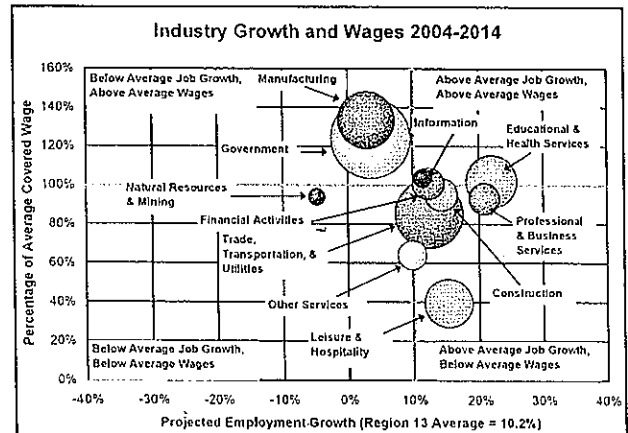


Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	1,178	1,380	202	17.1%
Wood Product Manufacturing	1,094	1,051	-43	-3.9%
Transportation Equipment Manufacturing	653	720	67	10.3%
Food & Beverage Stores	629	649	20	3.2%
Nursing & Residential Care Facilities	566	701	135	23.9%

Industry	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Services & Drinking Places	1,178	1,380	202	17.1%
General Merchandise Stores	382	556	174	45.5%
Nursing & Residential Care Facilities	566	701	135	23.9%
Ambulatory Health Care Services	527	660	133	25.2%
Administrative & Support Services	245	314	69	28.2%

Industry	2004 Employment	2014 Employment	Projected Change	Percent Change
General Merchandise Stores	382	556	174	45.5%
Beverage & Tobacco Product Manufacturing	29	39	10	34.5%
Administrative & Support Services	245	314	69	28.2%
Ambulatory Health Care Services	527	660	133	25.2%
Educational Services	46	57	11	23.9%

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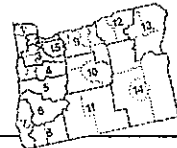


For additional information, contact Jason Yohannan at Jason.J.Yohannan@state.or.us or (541) 963-7111 ext. 27

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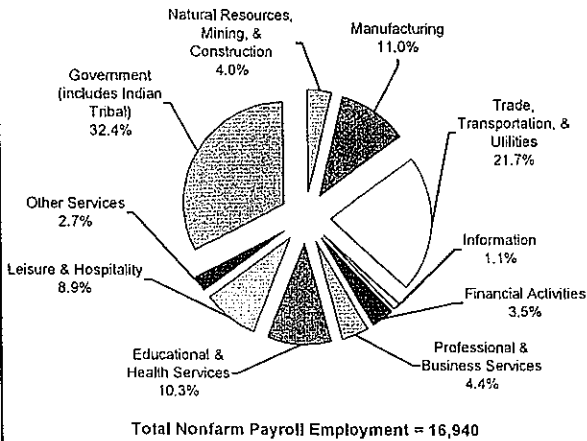
Region 14 Industries At A Glance . . .



Employment Projections by Industry, 2004-2014

Industry	2004	2014	Change	Percent Change
Total Nonfarm Payroll Employment	16,940	18,380	1,440	8.5%
Natural Resources, Mining & Construction	680	740	60	8.8%
Manufacturing	1,870	1,630	-240	-12.8%
Trade, Transportation, & Utilities	3,680	4,160	480	13.0%
Information	180	190	10	5.6%
Financial Activities	600	650	50	8.3%
Professional & Business Services	740	840	100	13.5%
Educational & Health Services	1,740	2,120	380	21.8%
Leisure & Hospitality	1,500	1,740	240	16.0%
Other Services	460	510	50	10.9%
Government (Includes Indian Tribal)	5,490	5,800	310	5.6%

2004 Nonfarm Employment by Industry Sector

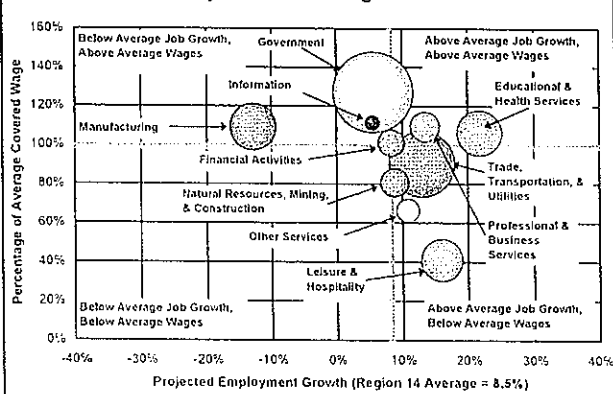


Top Performing Private Industries

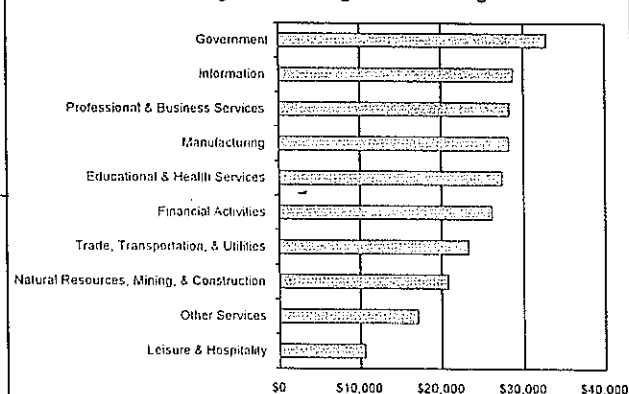
Industries With the Most Jobs	2004 Employment	2014 Employment	Projected Change	Percent Change
Food Manufacturing	1,224	922	-302	-24.7%
Food Services & Drinking Places	1,098	1,284	186	16.9%
Crop Production	774	789	15	1.9%
General Merchandise Stores	699	794	95	13.6%
Ambulatory Health Care Services	613	747	134	21.9%
Industries Adding the Most Jobs, 2004-2014				
Food Services & Drinking Places	1,098	1,284	186	16.9%
Ambulatory Health Care Services	613	747	134	21.9%
Building Material & Garden Supply Stores	138	238	100	72.5%
General Merchandise Stores	699	794	95	13.6%
Nursing & Residential Care Facilities	359	446	87	24.2%
Industries Growing the Fastest*, 2004-2014				
Building Material & Garden Supply Stores	138	238	100	72.5%
Educational Services	33	43	10	30.3%
Nursing & Residential Care Facilities	359	446	87	24.2%
Ambulatory Health Care Services	613	747	134	21.9%
Couriers & Messengers	21	25	4	19.0%

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Industry Growth and Wages 2004-2014



2004 Region 14 Average Covered Wage



For additional information, contact Jason Yohannan at Jason.J.Yohannan@state.or.us or (541) 963-7111 ext. 27

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