



WorkSource Redmond
S.E. College Loop
Redmond, OR 97756

**Business Plan
July 1, 2007 – June 30, 2008**

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Executive Summary

WorkSource Redmond is a “One Stop Job & Career Center” whose purpose is to develop and deliver a wide variety of services to job seekers, employees (incumbent workers) and businesses. The concept of the “One Stop” was created through the Workforce Investment Act of 1998 which called for government, private business and other organizations to join forces to more efficiently and effectively deliver needed services, reduce the duplication of services and provide them under one roof. Partner Agencies of the WorkSource Redmond include Central Oregon Community College, Central Oregon Intergovernmental Council, Department of Human Services, Oregon Employment Department and Vocational Rehabilitation Services.

WorkSource Redmond is strategically located near the Redmond Airport and Business Center at 2158 and 2030 SE College Loop, potentially serving all who reside in Crook, Deschutes and Jefferson Counties. Each partner agency receives its funding through federal and state funding streams to provide the programs and services they offer. The Cost Sharing Plan attached to this document identifies some costs to be shared among partner agencies to help facilitate true integration of services. There exists a history of strong partnerships and a track record of proven performance of the individual agency partners, providing the infrastructure for successful implementation of integrated services.

Each partner agency of WorkSource Redmond employs a manager, front-line and administrative staff. The Consortium of Program Operators (One Stop Management Team), serves as the One Stop Operator, manages the planning and implementation of day-to-day operations among partner agency managers. The One Stop Partners agree that Central Oregon Intergovernmental Council is responsible for and has the authority to manage the progression of WIA Title IB customers from Core to Intensive Services. The One Stop Fiscal Agent is responsible for the billing tracking and payment of shared costs, oversight and review of shared costs, monitoring the allocation methodology and funding information, contract execution and MOA Administration. The current One Stop Fiscal Agent is the Central Oregon Intergovernmental Council.

1. Business Profile

WorkSource Redmond is a partnership of employment, education and training providers whose purpose is to provide education, training and supportive services to improve regional employment opportunities to individuals and the business community utilizing a “One Stop” concept. WorkSource Redmond combines educational, social and employment services, offering one-stop convenience and promising smoother access for people seeking jobs and businesses with workforce needs. Customers of WorkSource Redmond are literally able to walk into one location to access a wide variety of services. Partners include the Central Oregon Community College, Central Oregon Intergovernmental Council, Department of Human Services, Vocational Rehabilitation Services and the Oregon Employment Department.

This business plan document is a roadmap for the FY July 2007 – June 2008 and identifies a number of goals and action plans requiring attention. The business plan will be reviewed and approved by the Central Oregon Workforce Investment Board and The Oregon Workforce Alliance. Once approved, the business plan will be distributed internally to key management staff to be utilized in the One Stop re-certification process through the Central Oregon Workforce Investment Board and The Oregon Workforce Alliance. The business plan will be updated annually to identify future goals and actions.

One Stop Consortium of Operators (One Stop Management Team):

Central Oregon Community College
Central Oregon Intergovernmental Council
Department of Human Services
Oregon Employment Department
Vocational Rehabilitation Services

One-Stop Fiscal Agent:

Central Oregon Intergovernmental Council
Karen Friend
2363 SW Glacier Place
Redmond, OR 97756

Hours of Operation:

Monday through Friday, 8:00 AM to 5:00 PM

WorkSource Redmond Partners:

Central Oregon Community College
Central Oregon Intergovernmental Council
Department of Human Services
Oregon Employment Department
Vocational Rehabilitation Services

Financing

Each partner receives individual funding through federal and state funding streams to fund the programs and services they offer. A WorkSource Redmond Cost Sharing Agreement is attached to this document showing how the partners share various costs at WorkSource Redmond.

Physical Facilities

WorkSource Redmond is located on SE College Loop in Redmond, Oregon. WorkSource Redmond is strategically located near the Redmond Airport and the Airport Business Center. The Manufacturing and Applied Technology Center, the High Desert ESD and Central Oregon Community Action Agency are technically not part of WorkSource Redmond but are included in maps of the area as all provide services to customers. All buildings are within walking distance from one another. For public and customer ease, all buildings together are referred to as “The Redmond WorkSource Campus”.

The physical addresses of each partner within the Redmond WorkSource Campus are as follows:

Building #1 (owned by Central Oregon Community College)

- COCC classrooms

Building #2 (owned by Central Oregon Community College)

- Oregon Employment Department – 2158 S.E. College Loop, Suite B
- Vocational Rehabilitation Services – 2158 S.E. College Loop, Suite A
- Department of Human Services 2158 S.E. College Loop, Suite A
- Central Oregon Intergovernmental Council 2158 S.E. College Loop, Suite C

Building #3 (owned by Central Oregon Community College)

- COCC Manufacturing and Applied Technology Center – 2030 S.E. College Loop
- COCC Student Services
- COCC Adult Basic Education

WorkSource Redmond buildings are ADA compliant and offer access to services through alternative formats for those customers with special needs.

All other service providers located at various locations throughout Central Oregon, regardless of what each agency or organization is called individually, will be referred to as “Affiliated Sites” for One Stop services.

2. Defining the Business

Though located in Redmond and primarily serving Redmond area businesses and residents, WorkSource Redmond is the only certified One Stop Center in Crook,

Deschutes and Jefferson Counties, and therefore serves the entire Central Oregon region.

WorkSource Redmond connects job seekers with employers. Our strategic partnerships with business, economic development agencies, community organizations, educational institutions, and labor groups support a workforce development system that responds quickly to the skill needs of local employers. WorkSource Redmond benefits the customer by providing convenient “one-stop” access to services to businesses and job seekers, referrals to appropriate organizations, and other information.

WorkSource Redmond Vision: WorkSource Redmond will stimulate job growth by connecting businesses and workers with the resources they need to succeed. WorkSource Redmond is a network of public partners working together for businesses and workers to:

- Ensure businesses have a ready supply of trained workers whose skills and talents are aligned with the expectations and needs of business and industry;
- Connect businesses with the resources they need to grow their workforce and their business; and
- Provide the resources to help Oregon’s unemployed and underemployed get connected with the employers that are right for them, find the jobs they’re looking for and get trained for jobs they want.

WorkSource Redmond Mission: Our mission is to provide education, training and supportive service to improve regional employment opportunities, individuals lives and the business community.

WorkSource Redmond provides customer-based services to adults, youth and businesses throughout the Redmond area and the Central Oregon region. Businesses benefit from recruitment and retention services as well as through customized training for current workers. WorkSource Redmond’s core business is identifying and bridging the gap between the job seeker need for living wage employment and the business need for skilled and reliable workers. WorkSource Redmond serves as a resource to the community, and a broker of information and resources.

3. Leadership

A. List the management personnel within operator or consortium of operators. Explain the role of each including who will exercise primary leadership responsibilities.

The One-Stop Management Team exercises primary leadership over the WorkSource Redmond center. Management Team members:

Oregon Employment Department	Laurel Werhane
Central Oregon Intergovernmental Council	Ann Delach
Central Oregon Community College	Carol Moorehead

Oregon Department of Human Services	Julie Weigel
Oregon Vocational Rehabilitation Services	Roger Lemstrom

The duties of a One-Stop Management Team include, but are not limited to the following:

- Design the integration of systems and coordination of services for the site and partners;
- Evaluate performance and implement required actions to meet standards;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Plan and report responsibilities;
- Act as liaison with the Oregon Workforce Alliance and center;
- Monitor adherence to the provisions of the Memorandum of Understanding;
- Market One-Stop services;
- Recruit additional partners;
- Define and provide means to meet common operational needs – i.e. training, technical assistance, additional resources, etc.;
- Facilitate the sharing and maintenance of data – primarily the center, secondary the state system overall;
- Define clearly and communicate the strategic objectives of the Central Oregon Workforce Investment Board to the One-Stop center partners;
- Assess continuously customer needs and recommend to the Central Oregon Workforce Investment Board on the need for additional access points or specialized centers;
- Respond to community needs; and
- Facilitate groups/teams on common issues – what works, what doesn't.

Central Oregon Intergovernmental Council serves as the WorkSource Redmond fiscal agent, and was appointed by the County Commissioners and approved by The Oregon Consortium and The Oregon Workforce Alliance. As fiscal agent, COIC is responsible for the billing, tracking and payment of shared costs, oversight and review of shared costs, monitoring the allocation methodology and funding information and contract execution. MOA Administration is coordinated by the Central Oregon Workforce Investment Board Staff.

B. Please explain who will be in charge when management is offsite.

Each WorkSource Redmond partner has identified lead managers and sub-lead managers who assume responsibility in the absence of managers.

C. How is the vision and direction set by the Central Oregon Workforce Investment Board communicated to the staff, and what specifically does the management do to ensure that its values are being implemented throughout the Center?

The COWIB vision and direction are communicated to staff through the One Stop Management Team, whose members also serve as COWIB members or alternates. The Management Team meets bi-monthly to discuss issues of common concern, to

plan for service delivery, to identify opportunities for improved integration of services, and to discuss COWIB strategic planning actions and visions. Additionally, the bi-annual One-Stop certification process serves as a review point for COWIB to determine how and to what extent the COWIB vision is implemented throughout the center.

D. How is the effectiveness of the management measured?

Management Team effectiveness is measured at the organization level through each agency's internal performance measurement systems, and collectively through WorkSource Redmond performance outcomes, customer satisfaction surveys, and through the One Stop certification process.

E. Summarize how the management will support the Oregon Workforce Alliance strategic plan?

COWIB's strategic plan identifies three strategies of regional focus, which were adopted directly from the Oregon Workforce Alliance strategic plan:

Strategy #1: Provide feedback to Oregon Department of Education on existing high school graduation requirements and core curriculum, and suggest appropriate changes.

Strategy #2: Develop and maintain One Stop Centers to assure the availability of high quality and consistent services in support of employer recruitment and labor exchange, work search, work readiness, training and placement services for new, transitioning and current workers.

Strategy #3: Strengthen focus on responsibilities under WIA sec. 117, (d), (8) to promote participation of private sector employers in the statewide workforce investment system and ensure the effective provision, through the system, of connecting, brokering and coaching activities, through intermediaries such as the one-stop operator in the local area or through other organizations, to assist such employers in meeting hiring needs.

Specific WorkSource Redmond roles in the implementation of the strategic plan will be identified by COWIB through their implementation planning process. The strategic plan's implementation plan will include specific actions, timelines, outcomes and measurements. The One Stop Management Team will participate in the implementation planning process, and will work toward the implementation of plan actions through the bi-monthly One Stop Management Team meetings.

F. Describe how leadership uses customer data?

The One Stop Management Team uses customer data to design and implement specific services and programs for businesses and job seekers.

4. Relationships & Roles

A. On-Site Center Partners and Roles

On-Site Center Partners and Roles:

Partner	Role in Management and/or Organization of Center
Central Oregon Community College	Serves on One Stop Management Team Serves on COWIB Owner of WorkSource Redmond buildings
Central Oregon Intergovernmental Council	Serves on One Stop Management Team Serves on COWIB Fiscal Agent
Department of Human Services	Serves on One Stop Management Team Serves on COWIB
Oregon Employment Department	Serves on One Stop Management Team Serves on COWIB
Oregon Vocational Rehabilitation Department	Serves on One Stop Management Team Serves on COWIB

B. Describe how “seamless” service delivery is accomplished among on and off site partners.

The WorkSource Redmond Partners’ service integration strategy focuses on 1) cross training of One Stop staff, and 2) customer referrals to partners. One Stop staff cross training components include regular email notices regarding classes, workshops and trainings; bi-monthly One Stop Management Team meetings; “all staff” meetings; participation as partners in Job Fairs and Chamber events; and development of multi-agency brochures and website.

One Stop Customer referrals focus on providing the customer with information needed to effectively access all One Stop services. On-going emphasis on One Stop staff cross training will build the knowledge needed to convey value added referrals to the One Stop customer. A value added referral provides the customer with a listing and description of services available, sets an appointment for the customer to receive the service or provides appropriate on-site assistance for customers to do so on their own.

A common intake system has not yet been determined. A “paper” method of gathering and distributing information is under development. All partners track customers who register for services. A method for “counting all One-Stop customer traffic” could be developed for future funding and legislative purposes. A common intake system will need to be established at the state level before it can be implemented at the local level.

C. What process is in place for partners to determine and reach consensus on joint goals?

The One Stop Management Team meetings, facilitated by the COWIB Staff, provide an ongoing structure for discussing and achieving consensus on joint partner goals. The

MOU provides for a dispute resolution process should consensus not be accomplished through the management team.

5. Customer and Market Focus

A. Customer demographics and special populations

See Appendix A – Data Evaluation.

B. Please describe the region's overarching initiatives/objectives for providing services to job seekers and businesses?

WorkSource Redmond partners provide a number of services and resources for job seekers and businesses:

Job Seeker Services:

iMatch, WIA Title I Eligibility (adults), Outreach, Intake & Orientation to available services, Initial Assessment of Skills & Special Needs, Initial Assessment of Need for Support Services, Unemployment Insurance, Labor Market Information, Help in establishing eligibility for Welfare to Work, Help in establishing eligibility for Financial Aid, Job Search, Placement Assistance and Career Counseling, Accurate information regarding availability of Support Services, Information on Eligible Training Providers, Follow Up services – Title IB dislocated worker, Basic Skills Literacy, Education, Labor Exchange, Occupational Training, Job Finding Skills, Case Management, Resources & Referrals, Veterans Services, as well as a Disability Navigator helping to address the needs of job seekers as they pursue employment.

Employee Services (Incumbent Worker)

Job Development, Orientation to Available Services, Initial Assessment of Skills & Special Needs, Initial Assessment for Support Services, Labor Market Information, Help in establishing Financial Aid, Job Search, Placement Assistance and Career Counseling, Information on Eligible Training Providers, Basic skills Literacy, Education, Labor Exchange, Occupational Training, Support Services (i.e. Food Stamps, Child Care), Job Finding Skills, Case Management, Resource & Referral, Veterans Services.

Ensuring Continued Value and Relevance of Services:

The customer satisfaction rate for these services has been high, according to periodic customer surveys. WorkSource Redmond customer satisfaction survey measures satisfaction of job seekers and employees (incumbent workers) and will focus on continuous improvement on responses to the following questions: 1) Why did you come in today? 2) How were you treated by WorkSource Redmond Staff? 3) Did you get the help you needed – if no why not? 4) Did you receive information about or referrals to other agencies for assistance? Surveys are conducted (1) week in January and (1) week in June and is all staff directed.

The customer satisfaction surveys are collected and reviewed by the Central Oregon Workforce Investment Board. Assessment and modification recommendations are

made to the One Stop Management Team for implementation. Additionally, the Central Oregon Community College, Central Oregon Intergovernmental Council, Oregon Employment Department and Vocational Rehabilitation are obligated through their funding streams to provide accountability reports within their individual information collecting systems. The Oregon Consortium and The Oregon Workforce Alliance requests and reviews these reports annually.

Targeted outreach efforts for job seekers include:

- Veterans outreach program through Oregon Employment Department
- The Disability Navigator for the region targets increased participation for persons with disabilities
- The Title V program provides outreach and services to senior populations

Business Services

Pre-Screening Applicants, Interviewing Skills, Job Skills Assessment (Basic to Advanced), Statistics (i.e. demographics, salary & benefits surveys), Information (i.e. Unemployment insurance, Workers Comp, ADA compliance), Special Programs, Small Business Administration (i.e. business plans, grants & loans, employer training), Single Source Resource Guide, Incumbent Worker Services, Business Library, Job Fair, Employment Placement, Retention & Wage Gain information for regional area, as well as a Disability Navigator helping to address the needs of businesses who employ or seek to employ those with disabilities.

The One Stop Management Team creates value and ensures continued relevance through customer satisfaction surveys, and through dialogue with COWIB members, economic development organizations (EDCO, RED, COIC), and through monitoring outcomes.

The Business Resource Network (BRN) serves as the region's targeted outreach program for businesses. The BRN is made up of front line service delivery professionals, is a committee of the Central Oregon Workforce Investment Board and collaborates with WorkSource Redmond to deliver custom workforce solutions to business and industry in the area. BRN members identify specific targets through their strategic planning efforts, utilizing criteria such as size of the business, level or extent of growth, and issues/needs related to workforce.

Other business outreach efforts include:

- One Stop participation in Job Fairs & Chamber events
- Participation in Cascade Business News Workforce Forecast Resource Guide & Workforce Forecast Breakfast
- The Central Oregon Workforce Investment Board is business-led, and provides a forum for the interconnection and communication between WorkSource partners and the private sector.

6. Information Gathering and Decision Making

The WorkSource Redmond Partners will utilize four methods for gathering information to evaluate the effectiveness of WorkSource Redmond services and outreach, and/or to implement service improvement practices.

A. Benchmarks

The One Stop Management Team has identified two benchmarks for 2007-2008 to evaluate and monitor the effectiveness of WorkSource Redmond services and resources:

Benchmark A: Customer Satisfaction – Job Seeker

Benchmark B: Customer Satisfaction – Business

The One Stop Management Team will develop the Benchmark measurement metrics, develop goals and targets, refine the data collection methodology, collect data, and identify gaps and strategies to address any gaps.

Through the benchmark measurement system, gaps or issues will be identified by COWIB. These issues will be analyzed, and the reasons or factors leading to the deficiencies will be identified by COWIB and the One Stop Management Team. Action plans will be developed to address the reasons/factors for deficiencies, and the One Stop Management Team will take collective action, in partnership with businesses and/or other stakeholder organizations, to implement the action plans. Measurements will continue until COWIB determines that the gap or issue has been resolved adequately.

B. Partner Outcome Monitoring

The WorkSource Redmond Partners provide information individually to the State PRISM database to track Universal Performance Measures which are:

- Placement Rate: % with a goal of finding employment who found jobs during the year
- Employment Retention Rate: % who found work and were still employed a year later
- Average Wage Gain: Increase in hourly wage gain in a year's time.

C. Data Evaluation – Demographics

The One Stop Management Team will develop a demographic monitoring and tracking system as a means to evaluate the effectiveness in serving certain population groups. See appendix A – Data Evaluation summary. This information will be used to determine if special population groups are being served by the center. If the analysis shows that certain populations are underserved, the WorkSource partners will tailor outreach efforts to address deficiencies.

The Central Oregon Workforce Investment Board solicit and collect community demographic data and information through a variety of sources, including quarterly

updates from Oregon Employment Department regional economist, and through the use of the OLMIS website to review local and regional trends.

D. Ongoing staff training

All levels of staff will participate in the continuous quality improvement process through a strong system of cross training, information sharing, and interagency cooperation. See Appendix B – Action Plan Timeline.

Collectively, these components will provide the foundation for the One Stop Management Team’s evaluation of the Center’s performance and improvement in key business areas. A chart or table will be developed that displays outcomes, including historical data, and the information and results will be communicated to the Central Oregon Workforce Investment Board.

7. Human Talent

Interagency collaboration and problem solving are critical to the success of WorkSource Oregon. Each partner organization invests significant time and resources on efforts to promote cooperation and collaboration. These efforts include:

- Bi-monthly One Stop Management Team meetings.
- Each partner organization hosts “Agency 101” trainings onsite at WorkSource Redmond. The goal of these trainings is to provide information on each organization’s goals, mission, and services to other partner organization staff (See Appendix B).
- Joint planning of events (such as job fairs) and development of promotional materials (brochures, flyers).
- Monthly “Lobby Meetings” for discussion of common issues, and to highlight new services or programs.
- Common break areas – which promote team building.
- Other common trainings.

Each partner organization identifies and develops trainings specific to their agency’s mission. Joint or collaborative trainings are proposed and developed at the One Stop Management Team level. A basis for individual staff performance evaluations within WorkSource Redmond is the level of cooperation with partners and understanding of partner services and resources.

Staff are recognized and rewarded through performance evaluations, career development opportunities, and through recognition at meetings and events. With staff resources limited, the One Stop Management Team has focused significant attention on recruiting volunteers.

Ethics are promoted by the One Stop Management Team, and through staff training opportunities. Examples of staff training include: fraud training (COIC), ethics training (DHS), confidentiality training (OED), and various Methods of Administration Non-Discrimination trainings.

8. Process Management

The WorkSource Redmond partners communicate effectively and deliver a range of services at the center to ensure customers receive one stop services and information. Communication mechanisms include the interagency email list that includes all WorkSource Redmond staff for communicating training, program announcements, and other critical information; interagency database access (PRISM); and through web-based labor market information via OLMIS. Additionally, High Desert Jobs and iMatch provide web-based job match services.

WorkSource Redmond ***Universal Services*** include:

- Orientation – Introductory workshop to introduce customers to services available at the center and through referral
- UI Information – Access to unemployment insurance information is available by phone
- Labor market information – provides occupational supply and demand information, skills required by occupation, and current average wage information.
- Labor Exchange – iMatchSkills is available on-site.
- Job Search Assistance - Computerized, automated and staff assisted job search assistance is available on-site.
- Workshops – that help individuals succeed in their job search are available.
- Information & referral – to provide information regarding services in support of a self-referral to partnering programs.
- Training and Re-Training Information – to provide information on the availability of training, providers of training, and cost and performance of the training providers in support of a selection of a training program.
- Performance Information – on the One Stop Center or system is available on-site.
- Supportive Services – information on the availability of supportive services through COIC or other partner or community resources are is available.

These services are available to any customer during business hours, with no screening or eligibility requirements. Additionally, an increasing level of services are available online at any time, including iMatch.

WorkSource Redmond ***Core Services*** include:

- Initial Assessment - to evaluate job readiness based on job skills, experience, aptitudes, interests and abilities. COIC uses “3 C’s” assessment tool.
- Eligibility Determination – is available on-site for COIC/WIA 1B services or on-site or by phone for the services of other partners located in the One-Stop center.
- Job Counseling – assists customer in determining services available and best use of information.
- Job Search Assistance – individualized staff assistance for job seekers requiring assistance.

- Staff Assisted Workshops & Job Clubs – staff assisted workshops for job seekers intended to inform, educate and build the skills necessary for a successful job search.
- Job Referral & Placement – allows access to available jobs and posting of resumes.
- Assessment & referral - to provide a value added referral to partnering programs.
- Follow-up services - to assist an exited participant in finding, retaining or acquiring the skills necessary to advance in employment.

WorkSource Redmond **Intensive Services** include:

- Comprehensive Assessment - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker. COIC uses the “CASAS” assessment tool.
- Development of an Individual Service Strategy - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
- Case Management and Job Search Assistance Counseling – individualized staff assistance for job seekers requiring intensive assistance promoting a successful job search or employment re-entry.
- Case Coordination – individualized case management for job seekers requiring the coordination of services among partners.

Each partner organization has an intake and eligibility process for Core and Intensive services.

WorkSource Redmond **Training Services** Include:

- Occupational Skills Training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment at a self-sufficiency wage. These trainings are provided by COCC, in some cases with support and financial assistance from COIC.
- Skills Upgrading / Re-training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment.
- On-the-Job Training – with a specific employer supporting clients requiring additional employer specific skills to successfully enter, retain or regain employment.
- Customized Training – with a specific employer supporting groups of clients requiring additional employer specific skills to successfully enter, retain or regain employment.

WorkSource partners utilize a number of tools to ensure customers are provided access to programs and information. These tools include posting of classroom calendars; distribution of lists or booklets containing community resources; and direct referrals between partner organizations. To ensure informed customer choice in selecting training providers, customers are provided information on individual training providers through the use of the “Eligible Training Provider List.”

9. Business Results

The business results section examines your Center's performance and improvement in key business areas. This section is where you will document results from the elements in the previous sections in a numerical or graphical format.

A. Describe what outcomes are measured and how. Provide a chart or table of those outcomes, including any historical data available since the initial certification.

WorkSource Redmond partners measure customer and business satisfaction.

WorkSource Redmond Customer Satisfaction Survey Results						
January, 2006 to January, 2007						
	January, 2007		June, 2006		January, 2006	
Total Surveys:	84	100.00%	43	100.00%	101	100.00%
1. Why did you come in today?						
Employment/Job Search	67	79.76%	31	72.09%	64	63.37%
Job Training	6	7.14%	1	2.33%	4	3.96%
Education (COCC)	12	14.29%	1	2.33%	29	28.71%
Job Related/Computer Workshop	12	14.29%	3	6.98%	14	13.86%
Unemployment Insurance	8	9.52%	1	2.33%	12	11.88%
Medical Benefits	1	1.19%	6	13.95%	0	0.00%
Disability Related Services	0	0.00%	1	2.33%	1	0.99%
Basic Living Assistance	1	1.19%	7	16.28%	1	0.99%
2. How were you treated by WorkSource Redmond Staff?						
Great, they were friendly and helpful	83	98.81%	40	93.02%	87	86.14%
Staff were unfriendly/not helpful	0	0.00%	0	0.00%	0	0.00%
I didn't ask for or need assistance	0	0.00%	1	2.33%	7	6.93%
3. Did you get the help you needed?						
Yes	82	97.62%	43	100.00%	91	90.10%
No	2	2.38%	0	0.00%	2	1.98%
4. Did you receive information about or referrals to other agencies for assistance?						
Yes	49	58.33%	22	51.16%	40	39.60%
No	32	38.10%	16	37.21%	51	50.50%

The WorkSource Redmond Management Team will be revising the customer satisfaction survey process to better align with the business plan goals and objectives. Revisions will be implemented in January, 2008.

B. Describe any economic, legislative, funding, policy or organizational influences since the initial certification and how the system responded to it. Describe any anticipated influences and plans for dealing with them.

Policy influences include the reduction in funding particularly for the Department of Labor WIA 1B program. . Additionally, economic influences such as increased cost of living, large layoffs within certain economic sectors, and rapid population growth continually affect the design and delivery of services in the One Stop environment.

WorkSource partners are constantly reviewing the service delivery system to ensure the programs offered provide the greatest benefit to the job seeker and business customers.

C. What does customer (job seeker and business) feedback say about their expectations and changing needs?

The WorkSource Redmond Management Team will be revising the customer satisfaction survey process to better align with the business plan goals and objectives. Revisions will be implemented in January, 2008.