

DRAFT – July 13, 2007

WorkSource Klamath
801 Oak Ave
Klamath Falls, OR 97601

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

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Executive Summary

WorkSource Klamath 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 Klamath One Stop Center include Oregon Employment Department, Klamath Community College, Central Oregon Intergovernmental Council, and Vocational Rehabilitation Services. The WorkSource Klamath One Stop System also includes Oregon Human Development Corporation and Department of Human Services who contracted out the Jobs portion to Klamath Lake Employment Training Institute.

WorkSource Klamath is strategically located downtown one block away from Department of Human Resources potentially serving all who reside in Klamath County. Services are also available to Lake County. 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. The Region Eleven Workforce Investment Board has opted to certify their one-stop center under a consortia arrangement pursuant to the Workforce Investment Act. The consortium consists of six agencies: Oregon Employment Department (OED), Central Oregon Intergovernmental Council (COIC), Klamath Community College (KCC), Oregon Vocational Rehabilitation Services (OVRs), Oregon Human Development Corporation, Department of Human Services (DHS) and Klamath Lake Employment Training Institute (KLETI) contracted by DHS for the Job Opportunity and Basic Skills (JOBS) program. We are currently building new and strong partnerships. Most of the current and new partners have a track record of proven performance, providing the infrastructure for successful implementation of integrated services.

Each partner agency of WorkSource Klamath One Stop Center employs a manager and front-line 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 Training Services. The One Stop Agreement Manager 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 Agreement Manager is the Oregon Employment Department.

This consortium has responsibility to assure the processes within the Center and the System reflect the intent of the Workforce Investment Act and the Region Eleven Workforce Investment Board as agreed upon by the partnership in the Memorandum of Understanding.

1. Business Profile

WorkSource Klamath 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 Klamath 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 Klamath are literally able to walk into one location to access a wide variety of services. Partners at the One Stop Center include the Klamath Community College, Central Oregon Intergovernmental Council, Vocational Rehabilitation Services and the Oregon Employment Department. Department of Human Services is just located across the street; Oregon Human Development Corporation one block away provides services at their location and staff one day a week at the center for One Stop customers. The Klamath Tribes has contracted with the Oregon Employment Department and provides staff one day a week as a hosted worker.

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 Region Eleven Workforce Investment Board, The Oregon Consortium 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 Region Eleven Oregon Workforce Investment Board, The Oregon Consortium 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 Intergovernmental Council
Klamath Community College
Oregon Employment Department
Vocational Rehabilitation Services

One-Stop Agreement Manager:

Oregon Employment Department
Roberta Lewis
875 Union Street NE
Salem, OR 97311

Hours of Operation:

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

WorkSource Klamath Center Partners:

Central Oregon Intergovernmental Council
Klamath Community College
Oregon Employment Department
Vocational Rehabilitation Services

WorkSource Klamath System Partners:

Central Oregon Intergovernmental Council
Department of Human Services
Klamath Community College
Klamath Lake Employment Training Institute
Oregon Employment Department
Oregon Human Development Corporation
Organization of The Forgotten Americans
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 Klamath Cost Sharing Agreement is attached to this document showing how the partners share various costs at WorkSource Klamath.

Physical Facilities

WorkSource Klamath is located at 801 Oak Ave Klamath Falls, Oregon (owned by the Oregon Employment Department). WorkSource Klamath is strategically located downtown one block away from Department of Human Resources within walking distance from one another for public and customer ease. System partners provide services at their place of business. WorkSource Klamath building is ADA compliant and offers access to services through alternative formats for those customers with special needs.

All other service providers located at various locations throughout Region Eleven, 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 Klamath Falls and primarily serving Klamath Falls businesses and residents, WorkSource Klamath is the only certified One Stop Center in Klamath and Lake Counties, and therefore serves entire Region Eleven.

WorkSource Klamath 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 Klamath benefits the customer by providing convenient “one-stop” access to services to businesses and job seekers, referrals to appropriate organizations, and other information.

WorkSource Klamath Vision: WorkSource Klamath will stimulate job growth by connecting businesses and workers with the resources they need to succeed. WorkSource Klamath 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 Klamath Mission: Our mission is to provide education, training and supportive service to improve regional employment opportunities, to individuals and the business community.

WorkSource Klamath provides customer-based services to adults, youth and businesses throughout Klamath and Lake Counties. Businesses benefit from recruitment and retention services as well as through customized training for current workers. WorkSource Klamath’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 Klamath 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 Klamath center. Management Team members:

Oregon Employment Department	Teresa Carroll
Central Oregon Intergovernmental Council	Perry Andrews
Klamath Community College	Fred Smith
Oregon Department of Human Services	Greg Chandler
Oregon Vocational Rehabilitation Services	Angela Ewing

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

- Seamless delivery system;
- 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 Region Eleven Workforce Investment Board to the One-Stop center partners;
- Continuously assess customer needs and recommend to the Region Eleven Workforce Investment Board on the need for additional access points or specialized centers;
- Respond to community workforce needs; and
- Facilitate groups/teams on common issues – what works, what doesn't;
- Develop additional funding.

Central Oregon Intergovernmental Council serves as the WorkSource Klamath fiscal agent, and was appointed by the County Commissioners and approved by The Oregon Consortium and The Oregon Workforce Alliance. As Resource Sharing Agreement Management, the Oregon Employment Department 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 Region Eleven Workforce Investment Board Staff.

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

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

C. How is the vision and direction set by the Region Eleven 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 Region Eleven Workforce Investment Board (RWIB) vision and direction are communicated to staff through the One Stop Management Team, whose members also serve as RWIB members or alternates. The One Stop Management Team will meet monthly to discuss issues of common concern, to plan for service delivery, to identify opportunities for improved integration of services, and to discuss RWIB strategic planning actions and visions. Additionally, the bi-annual One-Stop certification process serves as a review point for RWIB to determine how and to what extent the RWIB vision is implemented throughout the center.

D. How is the effectiveness of the management measured?

The One Stop Management Team effectiveness is measured at the organization level through each agency's internal performance measurement systems, and collectively through WorkSource Klamath 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?

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

Strategy #1: Ensure all Klamath and Lake County employers have a competitive workforce advantage in the state and global markets...

Strategy #2: Prepare an agile, innovative workforce with the skills needed to succeed in the skill and knowledge-based economy. Focusing on Trades Skills, such as electrician, welder, plumbers and any others identified by RWIB, The Business Resource Network (BRN) and partners.

Strategy #3: Build a flexible, unified workforce education and training system that consistently exceeds customer expectation. This will be accomplished with active participation of all partners on the Pathways program and specific goals outlined in that program.

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

F. Describe how leadership uses customer data?

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

- Traffic is being counted to determine staffing requirements and customers served.
- Customers registered in iMatch Skills and GEO Solutions are reviewed and compared against common intake form to determine which services need to be expanded or decreased.
- Customer feedback is gathered to determine customer service and which services or procedures need corrective action. This feedback is communicated to the entire Center and partnership as appropriate.
- Partner data, received from staff meetings and other feedback is used in the decision making process.
- Business Employment activity data is gathered and reviewed with board management (RWIB One Stop Subcommittee) for alignment with board priorities.

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
Klamath Community College	Serves on One Stop Management Team Serves on RWIB
Central Oregon Intergovernmental Council	Serves on One Stop Management Team Serves on RWIB Fiscal Agent
Department of Human Services	Serves on One Stop Management Team Serves on RWIB
Oregon Employment Department	Serves on One Stop Management Team Serves on RWIB Owner of WorkSource Klamath buildings
Oregon Vocational Rehabilitation Department	Serves on One Stop Management Team Serves on RWIB

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

The WorkSource Klamath 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; monthly One Stop Management Team meetings; weekly “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 by One Stop Coordinator and/or staff 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 and a local is currently under development to fill in for the interim period.

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 RWIB 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 Klamath One Stop System 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, Bilingual staff, Migrant Seasonal Farm Workers, Unemployment Insurance, Labor Market Information, Help in establishing eligibility for Welfare to Work, Help in determining 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 and Vocational Rehabilitation 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 done by individual agencies. WorkSource Klamath is in the process of developing a Center customer satisfaction survey measuring 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 Klamath 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 will be conducted weekly at the One Stop Center by the One Stop Coordinator.

The customer satisfaction surveys collected at the One Stop Center will be collected and reviewed by the Region Eleven Workforce Investment Board. Assessment and modification recommendations are made to the One Stop Management Team for implementation. Additionally, the Klamath 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, Labor Market Information, salary & benefits surveys), Information (i.e. Tax Credit information, Unemployment insurance, Workers Comp, ADA compliance), Special Programs (i.e. JOBS), Small Business Development Center (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 RWIB members, economic development organizations (SCOEDD, OECDD and KCEDA), and through monitoring outcomes.

The Business Resource Network (BRN) serves as the region's targeted outreach program for businesses. The BRN comprises front line service delivery professionals, which include the WorkSource Klamath One Stop System Partners; Small Business Development Center, Chamber of Commerce, Southern Central Oregon Economic Development District (SCOEDD) and Central Southern Oregon Goodwill 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 of Commerce events

- Participation with various professional, service and community organizations.
- The Region Eleven 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 Klamath Partners will utilize four methods for gathering information to evaluate the effectiveness of WorkSource Klamath 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 Klamath 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 RWIB. The RWIB One Stop subcommittee will analyze, identify and discuss issues, along with the reasons or factors leading to the deficiencies. 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 RWIB determines that the gap or issue has been resolved adequately.

B. Partner Outcome Monitoring

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

- Placement Rate: 68% with a goal of finding employment who found jobs during the year
- Employment Retention Rate: 57% who found work and were still employed a year later.
- Average Wage Gain: Increase in Quarterly 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 Region Eleven 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 Quality Information (Labor Market Information also know as 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 Region Eleven 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:

- Monthly One Stop Management Team meetings.
- Each partner organization hosts “Agency 101” trainings onsite at WorkSource Klamath One Stop Center. 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” consisting of all organizations that may have customers that use the One Stop for discussion of common issues, and to highlight new services or programs. Each partner will take turns facilitating. The One Stop Coordinator will set up the agenda, take notes and coordinate the meeting.
- 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 Klamath 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.

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 Klamath 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 Klamath staff for communicating training, program announcements, and other critical information; interagency database access (PRISM); and through web-based labor market information via OLMIS. Additionally, iMatch provide web-based job match services.

WorkSource Klamath ***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, self service 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 available.
- Resource center contains a computers, reference library , typing test at no cost, resume software and internet access.

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

WorkSource Klamath **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 and OVRS uses other testing tools.
- 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 for job seekers intended to inform, educate and build the skills necessary for a successful job search.
- Orientation to One Stop and OED services.
- 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 Klamath **Intensive Services** include:

- Comprehensive Assessment - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
- 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 Klamath **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 can be provided by KCC and other eligible training providers, in some cases with support and financial assistance from COIC and KLETI.
- 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 skills to successfully enter, retain or regain employment.

- Customized Training – provide educational opportunities to develop new skills, broaden the knowledge base, and increase proficiencies which will assist clients 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 Klamath partners measure customer and business satisfaction.

WorkSource Klamath Falls Customer Satisfaction Survey Results								
July 2007 to July 2008								
		Jul - Sep 07	Oct - Dec 07	Jan - Mar 08	Apr - Jun 08			
Total Surveys:								
1. Why did you come in today?								
Employment/Job Search Activities								
Job Training								
Education (KCC)								
Job Related/Computer Workshop								
Unemployment Insurance								
Veteran’s Information								
Disability Related Services								
2. How were you treated by WorkSource Klamath Staff								
Great, they were friendly and helpful								
Staff was unfriendly/not helpful								
I didn’t ask for or need assistance								

The WorkSource Klamath 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?

Region Eleven RWIB has expressed a desire for Partner collaboration and a seamless delivery system. The WorkSource Klamath 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.

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APPENDIX A

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