

**Prairie Creek Center – Region 13**

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## **Business Profile of Prairie Creek Center**

1. **Center Name:** Prairie Creek Center

2. **Consortium of Operators ----Contact Info:**

WorkSource Oregon – Training and Employment Consortium (TEC) and Oregon Employment Department (OED), 104 Litch Street, PO Box 585, Enterprise, OR 97828

Phone: 541-426-4972 FAX: 541-426-6224

Lead Agency: Training and Employment Consortium

3. **Hours and Days Open to Customers:**

8:00 AM to Noon and 1:00 PM to 5:00 PM Monday through Friday

Other hours by appointment

4. **List of Partners On-Site:**

OED, TEC - Title I B, JOBS and Senior Community Service Employment Program, DHS- Self Sufficiency, DHS- Seniors and People with Disabilities, DHS- Child Welfare, Vocational Rehabilitation, Wallowa County Veteran's Services, Child Care Resource and Referral.

## **Defining the Business of Prairie Creek Center**

**1. What communities are served through the Prairie Creek Center under this plan?**

The Prairie Creek Center services all communities of Wallowa County, which includes the cities of Wallowa, Lostine, Enterprise, Joseph, Imnaha and Troy.

**2. Other than regulatory requirements, what was the reason for the establishment of the Prairie Creek Center as it currently exists?**

To provide improved and centralized workforce and social services for Wallowa County citizens. Prairie Creek Center was the first location that TEC and OED were co-located in Region 13. Access to over 30 workforce and social service programs is available at the Prairie Creek Center. For services not available at Prairie Creek Center a system of enhanced referral has been developed to ensure customers gain access to off site services.

**3. How will the Prairie Creek Center benefit the customer rather than the organizations?**

Centralized workforce and social services make it possible for individuals to access over 30 workforce and social services in one location. For services off site, enhanced referral system has been developed to ensure easy access.

**4. What is the Prairie Creek Center vision and mission?**

To contribute to the vitality of Wallowa County by being a valuable resource to business and the job seeker by providing:

- ◆ Career assessment/counseling
- ◆ Vocational training
- ◆ Labor market information
- ◆ Child care resources and referral
- ◆ Job matching and referrals
- ◆ Resource room for work search assistance
- ◆ GED testing
- ◆ Enhanced Referrals

**5. What is the Prairie Creek Center primary business objective?**

The primary business objective of Prairie Creek Center is to be the primary provider of quality workforce services to business and the job seeker in a one stop/seamless environment in Wallowa County. Continue to analyze the needs and make service delivery changes to ensure our services to business and job seeker are relevant and valuable.

**6. What is the Prairie Creek Center relationship to other community service providers?**

The relationship is a developed network with an enhanced referral system. This allows customers a seamless entry to all services/resources.

## **Leadership of Prairie Creek Center**

The consortium of operators is vital to any Center's success. The leadership of management operationalizes the direction set by the RWIB, sets expectations and is responsible for assuring value for customers.

**1. List the management personnel within the consortium of operators. Explain the role of each including who will exercise primary leadership responsibilities.**

Executive Director of TEC – Teri Simonis, located offsite, oversees all TEC administration and programs for Region 13. Fiscal agent for the Resource Sharing Agreement.

Workforce Development Supervisor – Marilyn Dalton, located onsite, oversees Wallowa County TEC programs. Design and integration of systems and coordination of services for the site and partners; respond to community needs; market one stop services ;); Design and integration of systems and coordination of services for site and partners; evaluate customer needs and satisfaction data to continually refine and improve service strategies;

Region Manager of OED – Deb Singer, located offsite, oversees OED for Region 13.

OED Staff – Peggi Kite-Martin – respond to community needs; market one stop services; ): Design and integration of systems and coordination of services for site and partners; ; evaluate customer needs and satisfaction data to continually refine and improve service strategies;

OED & TEC (Deb Singer & Teri Simonis): Evaluate performance and implement required actions to meet standards; evaluate customer needs and satisfaction data to continually refine and improve service strategies; act as liaison with the RWIB and center; monitor adherence to the provisions of the Memorandum of Understanding; recruit additional partners; define and provide means to meet common operational needs; facilitate the sharing and maintenance of data; define clearly and communicate the strategic objective of the RWIB to the One-Stop center partners; assess continuously customer needs and recommend to the RWIB on the need for additional access points or specialized centers; facilitate groups/teams on common issues.

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

The lead staff of TEC and OED will provide management oversight.

**3. How is the vision and direction set by the RWIB communicated to the staff, and what specifically does the management do to ensure that its values are being implemented throughout the Center?**

The strategies of The Oregon Workforce Alliance were presented to and reviewed by the Region 13 WSO, from that list the R13 WSO selected which strategies it would incorporate as part of its strategic plan for the next two years. These strategies have been shared with Prairie Creek Center staff and will be incorporated with the goals of Prairie Creek Center.

R13 WSO also provides direction to Prairie Creek Center through the certification process. During the certification process, the R13 WSO meets line staff who works at Prairie Creek Center, hears a presentation about the services available and takes a tour of the facility. The committee provides feedback on current services and areas they see as room for improvement. During previous certifications, R13 WSO members have recommended curriculum additions, etc..

**4. How is the effectiveness of the management measured?**

Effectiveness is measured by performance reports, hires, placements, retention and customer satisfaction surveys.

**5. Describe how the management will define and strengthen itself regarding customers, the environment, financial risks, organizational capacity and partners' capacity?**

Customers: Input received on comment cards and verbal feedback are staffed and when appropriate and feasible, changes in service and facility are implemented.

Environment: ADA reviews are done to make sure we are in compliance with accessibility. Staff participates on the building safety committee, which holds monthly meetings, evacuation drills and organizes trainings. Staff and management do a periodic review of the facility to analyze for efficiency. Recently we moved the resource area into a classroom that gave customers more space and quieter environment.

Financial risks: Yearly renewal of Resource Sharing Agreement to ensure that all partners are contributing their equal share to the one stop. The RSA also requires quarterly conciliation statements from all RSA partners.

Organization capacity: As part of the Resource Sharing Agreement negotiations, we also review organizational capacity to reflect changes that have been made during the previous year.

Partner Capacity: Is determined by the yearly review of Resource Sharing Agreement and Memorandum of Understanding/Partner Agreement.

**6. Summarize how the management will operationalize the LWIBs strategic plan?**

With direction from The Oregon Workforce Alliance strategic plan, the Region 13 Worksource Oregon develops regional strategic goals. Through guidance and projects R13 WSO works to accomplish goals that have been established.

**7. Describe how leadership uses customer data?**

Prairie Creek Center gathers data through the card swipe system. The data is reviewed to determine which core services are most frequently used so staff can ensure capacity. Comment card data is also reviewed to note areas for possible improvement and expanded services.

Data from partners is also shared and reviewed to anticipate future trends and to ensure resources are available to meet emerging needs.

Prairie Creek Center staff review local labor market trends to ensure workforce resources and services are in place to meet the employer needs.

## Relationships & Roles of Prairie Creek Center

### 1. On-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
Training & Employment Consortium-Title I B, JOBS and Title V	Fiscal agent for Resource Sharing Agreement. Provides management staff to oversee One Stop location and Resource Room. Provider of: Title 1B, Senior Community Services Employment Program, JOBS, Independent Living Program, GED Testing,
Oregon Employment Department	
Department of Human Services-Self Sufficiency Program	Temporary Assistance to Needy Families, Food Stamp, Child Care Assistance, Oregon Health Plan
Office of Vocational Rehabilitation Services	The DHS-OVRS program is funded through a federal-state partnership with the US Department of Education-Rehabilitation Services Administration. The Rehab Act of 1973, as amended, defines the model for public vocational rehabilitation services. The Rehab Act was incorporated as Title IV of WIA in 1998. The program serves individuals with disabilities to maximize employment, economic self-sufficiency, independence and inclusion and integration into society, as such OVRS provides a unique service within Oregon's Worksource System.
Northeast Oregon Housing Authority	Housing assistance, home ownership and Self Sufficiency Program.
Child Care Resource & Referral	Provides child care referrals, education on how to select child care, provider recruitment, provider education and assistance in establishing their business.

2. Off-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
Blue Mountain Community College	Provider of ABE/GED Prep and post secondary education.

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

All on site and off site partners of the Prairie Creek Center have agreed to provide Enhance Referrals, so there is a no wrong door in Wallowa County. Partners will ensure customers are referred to appropriate services, have an address, phone number and contact name. If a customer agrees, staff will call the referral to make an appointment.

Service providers in Wallowa County participated in a cross training of all agencies to ensure staff have the most recent information on local services. Each partner gave a presentation on their services and provided written information.

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

Wallowa County has formed a Community Resource Team to coordinate services and plan development of mutual customers. For customers who CRT is not appropriate, either formal or informal staffings are held to coordinate services.

## Customer and Market Focus of Prairie Creek Center

This section examines how your Center determines the expectations, requirements and needs of customers and markets.

### 1. Customer demographics and special populations

Customer Category	Demographics
Total Population of Wallowa County	7,226
Low Income	1,002
Unemployed	409
Veterans	1,009
Minority	253
Disabled	1,327

2000 Census for Wallowa County

### 2. Please describe the region's overarching initiatives/objectives for providing services to job seekers?

The total population of Wallowa County is about 7,226, and 5,471 are over 18 years of age. Due to the small population the Prairie Creek Center strives to meet the needs of all job seekers.

For job seekers with disabilities Prairie Creek Center staff will provide accommodations (i.e. extended time, separate room, staff assistance etc.). Prairie Creek Center has the following assistive equipment available on site:

#### **Height Adjustable Table**

Designed for persons who use wheelchairs, the height adjustment also provides access for individuals who stand or use standing aids while working. The height adjustment is accomplished using the built-in hand crank. The hand crank is located underneath the tabletop and folds out of the way when not in use.

#### **Trackball Mouse**

For those who experience pain while “mousing”, a Trackball may be the solution. Designed to eliminate fatigue, the large ball is designed to reduce hand and wrist movement. Most users find the best way to handle a trackball is by using the fingertips to control the ball while using the thumb and pinky, or ring finger, to click the buttons. Rest the heel of your hand on the wrist rest, relax your wrist and fingers. Your forearms should be parallel or almost parallel to the floor and your wrists and hands should be in line with your forearms. Your wrist should not be flexed or extended. If you have problems using this device, please request assistance.

## **JAWS Software**

JAWS for Windows works with your PC to provide access to today’s software applications and the Internet. With its internal software speech synthesizer and the computer’s sound card, information from the

screen is read aloud, providing technology to access a wide variety of information, education and job related applications. Also outputs to Braille displays. Quick reference guide in Braille is available on request.

## **WYNN Literacy Software**

Designed for people who struggle with reading and writing, this state-of-the-art software allows you to scan documents such as textbook passages, memos, or magazine articles, into WYNN and save them. You can then open the document or a Web page and have WYNN read it aloud to you. You can also easily change the way the text looks to make it easier to read, use writing tools to make writing assignments easier, and use study tools to help you learn. WYNN uses a series of color-coded toolbars to help you do almost everything using the buttons on the toolbars that appear across the top of the screen. A User Guide is available, as well as additional assistance, upon request.

## **Auto Focus CCTV**

Magnifiers make for easy reading of a wide variety of printed materials, including bills, letters, prescription bottles, the newspaper, magazines, textbooks, and more. Simply place the material on the movable slide table and the camera automatically focuses on all your reading material. Please let us know if you need assistance.

## **TTY Phone**

WorkSource Oregon Prairie Creek Center has a dedicated TTY line for the hearing impaired. The telephone number is

(541) 962-0693.

For job seekers who have veterans' status, Prairie Creek Center recognizes them as having priority service for many of our programs. Staff outreached to the local veterans representatives to encourage referral to services and coordinate services. Last year a job fair was held in La Grande for the returning National Guard unit that had been deployed to Iraq. Partners of Prairie Creek Center attended the job fair to share information with the returning vets and their families.

OED has a Vets Rep who is out stationed in the Prairie Creek Center several times a month.

We do not have a research based statistical satisfaction rate for the center. Our informal surveys show a high rate of satisfaction.

**3. Please describe the region's overarching initiatives/objectives for providing services to employers?**

Our objectives towards business is to provide them with the best qualified workers, assist them with training incumbent workers, expanding their business and improving their bottom line; thereby, improving the county economy and providing more job and training opportunities for job seekers.

We have identified industry targets and training needs to provide those industries with qualified workers.

Our employer strategies/service design is based on an analysis of successful businesses already in the region, what business would compliment those industries and what they have told us are the barriers to expanding. With this knowledge we can strategize with economic development and our training partners to help existing business to expand and attract new businesses as well, benefiting the regional economy. We are also able to identify training and information businesses want and need and respond.

**4. How do you create value and ensure continued relevance of your service offerings for your customers (both job seeker and employer)?**

Through written and verbal feedback from customers we are able to identify areas of strength and areas that could use improvement. We then make adjusts as necessary and appropriate.

**5. Describe any targeted program outreach efforts for businesses and jobseekers. How were these specific targets determined?**

Currently we are making a concerted effort to ensure workforce services are available to all the veterans of the armed forces. This was selected as a target due to the high numbers of local citizens who served in Iraq and Afghanistan.

## **Information Gathering and Decision Making of Prairie Creek Center**

### **1. What benchmarks and measures did you select and why did you select them?**

Prairie Creek Center has chosen two system benchmarks, both are customer satisfaction – employer & job seeker. These goals were chosen as primarily as a starting point in setting system goals. With data collected from these two benchmarks the system can set future goals.

### **2. How will you gather the information against the benchmarks and measures? Describe the type of information collected, when, who often and the measurement tools used?**

#### **EMPLOYER SATISFACTION**

The One Stop System will contact all employers posting job listings and ask to provide feedback on the process, quality of referred applicants and suggestions for improvement.

The One Stop System will hold employer focus groups twice a year to get input on the local needs of business.

#### **JOB SEEKER SATISFACTION**

The One Stop System will provide all job seekers using the center a feedback card asking for their assessment on the services they received, suggestions for improvement and gaps in services.

The One Stop System will hold job seeker focus groups twice a year to get input on the local needs of job seekers.

### **3. Explain how the information against the benchmark and measures will be used to improve services to customers?**

One Stop System partners will meet after each focus group to review the focus group input and the feedback from One Stop employer and job seeker customers. One Stop System partners will staff all suggestions and make pertinent changes and additions to One Stop services.

### **4. Describe how all levels of staff will be involved in continuous quality improvement process and how improvement data will be used from the desk level to the policy level?**

Line staff will be the primary collectors of information from the employer and job seeker customer. Line staff will compile the information and present to the One Stop line and

management staff, line and management staff will participate in developing new strategies and program design of services.

## **Human Talent of Prairie Creek Center**

This section examines how your one-stop center motivates and enables staff to develop and utilize their full potential. Additionally this section reviews the center's efforts to build and maintain a work environment conducive to performance excellence.

### **1. How does your Center organize and manage work to promote interagency cooperation, problem-solving and innovation?**

The Prairie Creek Center works with a "no wrong door" plan of operation. All staff is cross trained so they can assist all customers. The staff maintains open communication and proactive problem solving. Ideas from all staff are given equal consideration and evaluated for implementation.

### **2. How is it decided what training is needed to assist staff in achieving Center goals? Are there new or ongoing training needs identified and an interagency plan for implementation in place?**

Training needs are determined by changes in regulations, operational procedures or customer demographics. The staff brings recommendations to the management or visa versa. Currently we are arranging training for staff to learn how to operate new assistive equipment.

### **3. How does the staff evaluation system support improved performance?**

During yearly performance evaluations of staff the management reviews performance and sets goals. Goals are set for staff improvement/growth and for service enhancement. Goals are modified during the year to meet an unforeseen event.

### **4. How do you recognize and reward staff?**

Staff are recognized and rewarded by, positive and productive comments on performance evaluations, training opportunities for to build skills. certificates and plaques of appreciation /achievement.

### **5. What additional ways can the consortium of operators maximize staff resources available to the Center?**

At this point due to decreasing funding we have reached the point of maximization.

### **6. Describe how ethics is promoted through out the Center. How does staff know these ethical expectations?**

Expectations are clearly defined in evaluations. A system of checks and balances is in place to prevent fraud. Staff is provided training on fraud and ethics, including the

importance of: accountability, honesty, flexibility, respect for customer, co-workers and partners, adherence to all laws, rules and regulations.

## **Process Management of Prairie Creek Center**

This section examines the key aspects of how your Center effectively manages processes including customer focus, product/service delivery and internal support.

- 1. Describe the communication mechanisms, including technology, used to communicate between agencies and workers about customers, services and practice.**

The Workforce staff at Prairie Creek Center is currently 3.1 fte. The office is an open environment and staff is able to observe and all interactions in the center, so typically – communication is not an issue. Staff has email, voice mail, iMatchSkills and GEO access.

- 2. Identify and describe the universal services available and the processes used to ensure access by customers. What new services have been added since initial certification and why. Also describe those services that may no longer be provided or are provided differently since the initial certification.**

Universal services include: Orientation to the One-Stop. Workshops on Basic Computer Skills, Applications, Resumes, Cover Letters, Interviewing Skills, Labor Market Information, iMatchSkills Registration and Job Search Techniques, Referrals to partner services, determination of WIA 1B eligibility, written resource materials, access to internet for filing and claiming weeks of Unemployment Insurance, job search including on-line applications, college information, financial aid including FAFSA applications.

Access by customers is ensured by a welcoming environment, helpful staff, word of mouth referrals and agency referrals.

A new service added since the previous certification is GED testing.

No services previously provided have been discontinued.

- 3. Identify and describe the services beyond universal that are available and the processes used to ensure access by customers.**

Services beyond universal services are available when title specific services are anticipated beyond self-service and informational activities. Such as assessment of skills, education, and career objectives, individual interpretation of assessment results, assist participants in accessing other related services to enhance employability, job search assistance, general career counseling, and placement, assistance with OLMIS, information or receipt of support services. Training services are provided to eligible participants to assist them reach self sufficiency.

Access by customers is ensured by a welcoming environment, helpful staff, word of mouth referrals and agency referrals.

**4. Describe the processes and tools used to ensure customers are provided access to partners' programs and other community programs.**

Referrals, accompanying the customer to the other program and introducing them to the provider, arranging appointments to referred agency, active listening and clear and precise directions to the location.

**5. Describe the process by which customers are provided accurate, timely consumer reports information to assist them in making choices among service and training providers.**

Using Internet technology to research available programs, determine what method of delivery is used, information on successes of others using the service/provider and using the ETP list to determine eligibility for funding.

## **Business Results of Prairie Creek Center**

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.

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

See attachments.

From 2004 to current, the Prairie Creek Center swipe card data shows 55 % increased of distinct users of the system and a 58% increase in the number of activities accessed. The highest used services are: workshops for word processing, use of computer and resource room, workshops for keyboarding,

- 2. Please 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.**

Funding cuts for workforce services has had a negative impact on One Stop Services in Wallowa County. Staffing has been reduced by 25% in the past year and is at risk of further reductions. We anticipate dealing with the reduction by having a larger percentage of our customers only receive core services. Staff are dedicated to being flexible and motivated so that the customer needs are met.

Unemployment Insurance assistance was switched to a call center. A positive staff attitude assisted customers in making the transition to the new processes for filing claims, claiming weeks unemployed and other services.

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

Feedback from customers on services is very positive. Comment cards are complimentary of staff and services and suggestions for improvement typically deal with minor details. Customers say they feel their concerns are listened and responded to.