

WorkSource Oregon Region 14  
One-Stop Business Plan  
6/11/07

**1. LEADERSHIP**

- a. Management Personnel for the Region 14 One-Stop  
The Region 14 One-Stop Regional Investment Board comprised of Workforce Investment mandated partners, Treasure Valley Community College (TVCC), Oregon Human Development Corporation (OHDC), the local community college, WorkSource Oregon Employment Department, (OED), Dept. of Human Services, and Office of Vocational Rehabilitation, DHS/SS OVRs, and Training and Employment Consortium (TEC) WIA 1B/Title V entity, County Commissioners from all three local counties, Grant, Harney, and Malheur, as well as business representatives from the local areas.

The center management team is comprised of Chad Freeman, Director of TEC, John R. Hall, Chairman of the RWIB board, and Nancy Alvarado, Manager of OED Region 14.

Attached is the Region 14 Workforce Investment Board Roster, **Fig 1-1**.

- b. The primary onsite partner manager, is Nancy Alvarado, who has an onsite Supervisor, Jeanette Gerulf, who is in charge when she is off the premises. TEC has representation onsite, and will be moving their supervisor onto the premises in September 07. Both organizations, TEC and OED have chain of command policy, Chad Freeman, TEC Director will spend approximately 10 hours a month onsite and his supervisor, Loni Debban, is in charge of his onsite staff on a day to day basis.
- c. Vision Statement of Region 14 is part of the Region 14 Bylaws, *“To develop, initiate, and facilitate training and employment opportunities that improve the quality of the workforce and meet the needs of the employers in Region 14.”* Marketing of the vision has been mostly through word of mouth and presentations to employers and the local chambers.
- d. One-Stop currently conducts a monthly survey by phone and in person with applicants and employers to measure customer satisfaction. Surveys are random and all information is input into the OED Database **Fig 1-2 & Fig 1-3**. See **Fig 1-4**. Ten customer and 5 employer surveys are conducted a month to gauge customer satisfaction.

TEC conducts customer surveys after classes are completed by the clients they have referred to training. They will begin to conduct the same customer feedback surveys upon completion of internal TEC conducted trainings at the One-Stop.

- e. Directives for the One-Stop  
 The RWIB currently meets once a quarter to discuss the One-Stop and issues facing the area. In the past, the RWIB contributed a level of its mandated funding to fund a Resource Area Specialist to help with resumes and assist walk-in customers with their ImatchSkills registrations. The balance of the funds were spent on providing funds for local businesses to utilize for training their incumbent workforce.

The One-Stop partners have determined that during the next biennium that a formalized marketing plan would be developed for the One-Stop to better educate the local community of the work and benefits of the One-Stop. The Resource Coordinator has left the position and it will not be replaced. The board is currently trying to determine if it makes sense to discontinue the funding for local businesses as a number of applicants are repeat users.

The One-Stop is currently evaluating software, Prove-It to be used to screen candidates for specific positions that will provide a higher quality, better matched candidate for proposed hire. This web-based software package provides skills based testing for industry and vocation positions from healthcare to plumbing. The tests are utilized to ensure matched applicants have the correct skills necessary for the employer. The employer benchmarks the tests and sees candidates that achieve that benchmark.

**Relationships & Roles- Consortia of One Stop Operators**

f. On-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
Oregon Employment Department	Manages day to day operation of One Stop. This includes marketing the services of the One Stop, designing integrated systems for One Stop partners, evaluating customer needs and service strategies, work directly with the RWIB, and facilitating the share of common data.
Training and Employment Consortium	Fiscal manager for the One Stop. TEC administers the fiscal elements of the RSA, as well as working with other partners to implement required actions for the One Stop, work to design integrated systems, evaluating customer needs and service strategies, facilitate groups and team on common issues and as a liaison with the RWIB.
Oregon Human Development Corporation	Works to market the services of the One Stop, evaluate performance, acts as a liason with the RWIB, and respond to community needs.

Department of Human Services	Works to market the services of the One Stop, evaluate performance, acts as a liason with the RWIB, and respond to community needs.
Vocational Rehabilitation	Markets the service of the One Stop as well as providing for customer needs, work directly with the RWIB, and respond to community needs.

g. Off-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center
Treasure Valley Community College	Works to market the services of the One Stop, evaluate performance, acts as a liason with the RWIB, provide training if appropriate, and respond to community needs.
Job Corps	Works to market the services of the One Stop and evaluate performance.

**2. Strategic Planning Process**

- a. Region 14 is a member of TOCOWA and as such receives a strategic plan written by the region which outlined 11 mandated strategies that the RWIB board needed to endorse and select three areas with which to promote services for the 07-09 biennium.

Our Regional Board met and selected three areas to concentrate services on:

**Existing Strategy no. 9** - Invest workforce system funds to support High School completion and attainment of diploma, GED or equivalent to prepare youth for successful entry into the workforce.

**Existing Strategy no. 11** - Continue to pursue additional resources to increase investments in rural communities, workforce and business as the RWIB sees fit to apply.

**New Strategy no. 6** – Support the Governor’s legislative concept for a Skill-Up Oregon Fund as a tool to help prepare Oregonians for high-demand jobs and help Oregon businesses compete globally.

- b. Awareness of Organization

The RWIB has determined that the consortium will be better served by developing a marketing plan that all of the partners will contribute to. The objective will be to ensure the community is aware of the resources available at the One-Stop.

- c. Communication

The One-Stop has weekly staff meetings of Oregon Department employees. The One-Stop Partners are invited on a monthly basis to share information and informational programs that are being used.

The WorkSource One-Stop Consortium meets quarterly to discuss business and how operations are conducted. During the next year, as part of the marketing plan, we will solicit feedback twice a year and ensure that progress metrics are reviewed. Identified metrics are discussed later in this plan.

### **3. Customer and Market Focus**

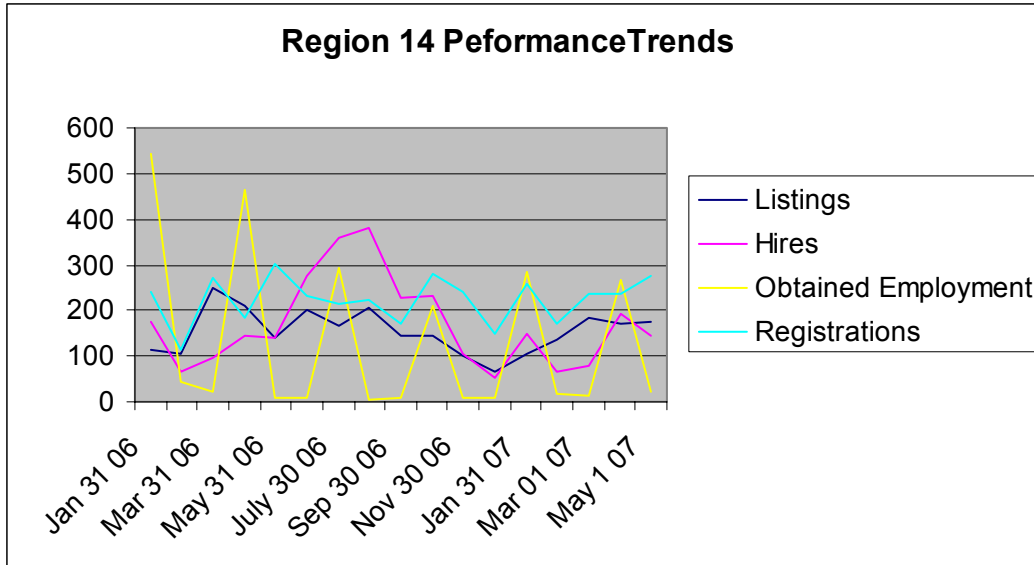
- a. The One-Stop has bilingual staff in order to serve the Spanish speaking population which make up around 40% of the local population. A part-time Migrant Seasonal Farm Worker representative is also on staff to ensure that our office reaches this specialized population with information regarding our services. The One-Stop is also staffed with a disability navigator trained to assist workforce with disabilities find accommodations they might require to return them to work. We also provide a veterans representative who spends 50% of his time helping veterans find workforce or provide referral to veterans programs for which the customer qualifies.
- b. The One-Stop has a formal complaint system and coordinator to document customer complaints with the One-System or complaints as they relate to wage and hour issues. All staff are trained to offer referral to the Bureau of Labor and Information for additional help in discussing their claims or other agencies are needed to resolve the complaint.
- c. The One-Stop is continually looking to make improvements in its services offered to customers. The local manager reports on monthly input to improvement in services. The ideas can range from helping make veterans feel more comfortable in the area, to reminding staff to input their services into the computer on a monthly basis.

### **4. Information & Analysis**

- a. The One-Stop currently monitors its performance on hires, obtained employment, enrollments and job listings. The services pertaining to obtained employment and employer services are monitored on a monthly basis.

Employment in this rural area appears to be very cyclical and the numbers reflect these cycles. Performance on top level metrics are shared with employees on a monthly basis and discussion of services are brought up periodically to remind employees of the definitions and important of marking the services. **See Figure 1-5.**

**Figure 1-5**



## 5. Human Resource Focus

- a. Attached is a copy of the OED training plan schedule for B&ES I employees.  
**Fig 1-6**
- b. There are a number of new courses that come out annually designed to improve the quality of service to business and walk-in customers utilizing the One-Stop Services. The center recently held a class regarding improving our process for working with local business customers utilizing IMatchSkills. Many of our training classes are open enrollment for our partners and we can participate in training together.

## 6. Process Management

- a. The One-Stop System utilizes IMatchSkills, a web access based tool, which is designed to match employee skills to open job listings and allow employers access to a database of available workforce. Although the partners have access to the database, it is used in varying degrees, dependent upon the direction provided by the agreement between the agencies.

For federal reporting purposes, the individual partners utilize their own databases. Long term it would be useful to have a software interface written that would allow for transfer of customer information that is duplicated in all systems. This would be addressed in the next biennium if time and money permit.

- b. Communication Mechanisms
  - Email is used regularly to convey information and communicate regarding business processes and feedback

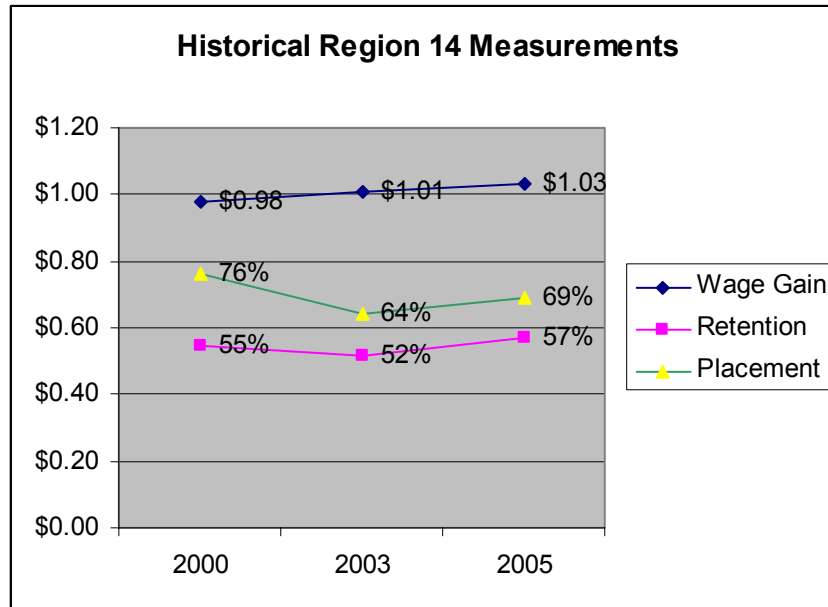
- Weekly staff meetings are used to discuss operation issues, goals, and identify areas to work on for improvement. The meeting minutes are drafted and sent out to staff
  - Quarterly forums are held to reach out to MFSW and discuss and describe available services to customers
  - Calendars with upcoming events and schedules are available
  - Consolidated List is being developed of local social services
- c. Core One-Stop Services
- Core One-Stop Services are listed as **Fig 1-7**
  - Process for helping assess customer needs and assessing their eligibility are listed in **Fig 1-8** (These will be updated in Sept, after TEC staff moves into the One-Stop)
  - The center encourages referral from one agency to another as part of base services.
- d. Partner Staff Integration
- Partner Staff are invited to attend weekly staff meetings and monthly meetings between the agency management and staff have begun.
  - Partner TEC intake has been documented in flow chart format **Fig 1-9** and OHDC utilizing ImatchSkills to help determine eligibility for customers. Referral Services are documented in ImatchSkills as they occur.
  - The One-Stop Resource Partnership all have disparate data entry processes for qualified applicants. Long term the board would like to have the ability to share duplicate information electronically. The funds and scope for this project are not identified.
  - One-Stop is currently developing a chart that will identify all local service providers in laminate form for walk in traffic.

## 7. Business Results

### a. Measured Outcomes

- Performance has traditionally been measured in terms of wages, retention, and placement. See **Fig 1-10** which shows historical trending for the region. During the next biennium the One-Stop will begin measuring and monitoring market share of business customers and target growth in specific areas of employment such as manufacturing or agriculture, for example. A baseline of marketshare performance is shown in **Fig 1-11**.

**Fig 1-10**



b. Policy Changes and Funding Streams

- The One-Stop has not received a finalized budget for the 05-07 biennium. Currently, the One-Stop Partnership has determined that due to all agency funding cuts, the RSA (Resource Sharing Agreement) will be modified from \$2500 per partner, to \$1000 per partner. The Resource Coordinator position will be eliminated. This work will continue by rotation of One-Stop Employees designated time to work in this area.
- TEC will be moving into the One-Stop in September 2007 to consolidate services and save on operating costs. The One-Stop will allow customers to benefit from ease of referral and increased usage of classroom and resource space.
- The Workforce Investment Act reauthorization with subsequent changes is always a real possibility. The One-Stop will react and evaluate potential legislative changes as they occur and as needed.

c. Access to Services Information

- WorkSource Oregon continues to be an under recognized resource. Most community members think of the One-Stop as the unemployment department. The One-Stop will be implementing a concerted marketing branding effort at the local level to increase awareness of services.
- Businesses in the community are currently utilizing the system primarily for recruitment needs.
- The One-Stop attends the local Chamber and has made presentations to businesses regarding local services and information.

- The One-Stop is currently working with Economic Development to develop an new development group comprised of Chamber, WorkSource, City & County officials, education and businesses to drive a consistent, concerted plan and sources for the community.
- Businesses have access to the One-Stop services via the web, email, phone, and personal visits.
- As accounts are added, an account representative is assigned to manage the services delivered for the directed account.