

## **INTEGRATION SYSTEMS SECTION**

I-1 Describe OED & WIA Title 1B partners shared management, policy, and operational frame work.

The work between the Workforce Investment Council and the Oregon Employment Department (OED) begins at the WorkSource Clackamas (WSC) Leadership Team table. The WSC Leadership Team is comprised of OED management, Workforce Investment Act (WIA) Title 1B management, and the Oregon State Department of Human Services (DHS). This team meets twice a month to discuss policies, procedures and management of WorkSource Clackamas and WorkSource Clackamas Annex. Together, this group of individuals ensures effective service delivery. Additionally, policy implications are discussed, performance is measured and continuous improvement is the goal. This regular communication assures early detection of potential systemic problems at WorkSource Clackamas and the WorkSource Clackamas Annex. These scheduled meetings also afford time to address implications of statewide policy changes, federal policy changes, and other shifts in service delivery that may occur in the region. In addition, both OED and WIA staff are represented at Workforce Investment Council's WorkSource Clackamas Partner/One-Stop Operator consortium.

An example of a shared management, policy and operations in Clackamas County is the continuation of the WorkSource Clackamas Annex. Contributors include OED, Workforce Investment Council of Clackamas County, DHS, Clackamas County Community Corrections, Clackamas County Housing Authority, and Community Solutions for Clackamas County, which has customized employment and training services to targeted populations. The primary customers served at the Annex experience barriers of long-term unemployment, low socio-economic status, criminal backgrounds, mental health impairments, Housing Assistance recipients, Veterans, seasoned workers with challenges to finding work and individuals with disabilities. By co-locating, and co-investing many economies of scale have been realized and complete services are offered to job seekers with barriers.

The WorkSource Clackamas Partner/One-Stop Operator is a consortium of the partners who work under the WorkSource Clackamas umbrella. This consortium meets semi-annually (or more frequently if needed) to stay informed and current with changes in programs and projects, and to provide input and feedback on the operations of WorkSource Clackamas. This group consists of OED, the Workforce Investment Council, Clackamas Community College, Community Solutions for Clackamas County, Easter Seals, Job Corps, Oregon State Vocational Rehab, Immigrant and Refugee Community Organization, Clackamas Educational Services District, Clackamas County Community Corrections, and the Clackamas County Housing Authority. All partners participate in the WorkSource Clackamas Resource Sharing Agreement and the WorkSource Recertification.

Additionally, training occurs once a month for WorkSource Clackamas staff. All partners are invited to participate in these staff training opportunities.

I-2 Describe cross funding/program functional assignment with in the WSO One-Stop.

PY 2013 response is still applicable. Amy Evans

As per our Integrated Services System Plan, the Employment Services Team is staffed with a combination of OED and WIA staff, and the Welcome Team and Skills Team stay current with the processes and services of each team. Examples of collaboration include the National Career Readiness Certificate, referrals to career exploration and job search workshops, and outreach to businesses. On-the-Job Training (OJT) opportunities are promoted by OED Business Services Team representatives and referred on to WIA funded partners for follow-through. Our Rapid Response Team is another fine example of OED and WIA collaboration, which has contributed to National Emergency Grant enrollments.

The Clackamas Menu of Resources and Services group meets once a month, and is made up of WIA and OED staff. Duties of this group include review of products, marketing, workshops, and training. This group makes funding recommendations to leadership to assure quality services are being offered to job seekers.

Another example of cross funding and shared program function is the WorkSource Clackamas Annex. Contributors include OED, Workforce Investment Council of Clackamas County, DHS, Clackamas County Community Corrections, Clackamas County Housing Authority, and Community Solutions for Clackamas County, which has customized employment and training services to targeted populations. The primary customers served at the Annex experience barriers of long-term unemployment, low socio-economic status, criminal backgrounds, mental health impairments, Housing Assistance recipients, Veterans, seasoned workers with challenges to finding work and individuals with disabilities. By co-locating, and co-investing many economies of scale have been realized and complete services are offered to job seekers with barriers.

I-3 Describe the job getting products and services available through integration in the WSO One-Stop(s).

- I-MatchSkills
- Job Seeker workshops (workshop calendar attached)
  - On-line applications, resumes, interviews, computer basics, Job Search in the 21<sup>st</sup> Century, Career Gateway, social media, Soft Skills, NCRC Prep
  - Partner-funded: Microsoft Office, Explaining Barriers, Job Clubs, Vocational Rehabilitation Orientation, Retail Management Certificate Program, Jobs For Life
- Through specific funding streams, Job Development is available
- WorkSource Oregon Menu of Resources
- Community Outreach sessions – Job Search workshops are taken into four outlying locations across Clackamas County. Each community is visited three times a year.
- On-the-Job-Training
- National Career Readiness Certificate (NCRC)
- Resume assistance
- Veteran Representatives
- Job Corps Representatives
- Labor Market Information and research assistance
- Referrals to Dress for Success and other community resources
- Local Job Fairs
- Job Search engine and online application assistance
- National Emergency Grants
- Clackamas County Special Funds Grant
- Prosperity Planner

I-4 Describe shared goals, objectives, and performance achievements since the beginning of this program year.

Over the last program year, Region 15 met all WIA Adult and Dislocated Worker Performance Goals. Specifically, for those individuals enrolled in training, Region 15 has exceeded entered employment and employment retention rates, performing the very best in these measures Statewide. Region 15's high performance is a result of our local focus on getting a solid return on our WIA investments through increased OJTs and the usage of our Strategic Occupations List. The Strategic Occupations List is a list of demand occupations that we contract with OED to provide us annually so we ensure we are placing job seekers into trainings that will result in a local job.

OED goals and outcomes are shared with WIA and discussed regularly:

- Increase business access to a ready and skilled workforce.
- Enhance contact with employers to identify needs in this business environment to customize service to employer needs.
- The numbers of businesses posting jobs in iMatchSkills in industries are aligned with the Workforce Investment Council's priorities.
- Provide job seekers the opportunity to know their skills, increase their skills, and obtain the best job with their skills.
- Establish and enhance strategic partnerships with economic development organizations to assist them in any way possible with the development and creation of jobs.

Another example of shared goals and performance achievement is the continuation and success of the WorkSource Clackamas Annex over this last program year. The Annex began with discussions how to offset anticipated funding cuts to the DHS JOBS program. Directors from the Clackamas County WIB and DHS met to discuss increased collaboration and sharing of resources. This conversation resulted in the Workforce Investment Council increasing funding to create and support the new WSC Annex and the customers it serves.

Shared goals for all programs include placement, retention and wage gains. An additional common priority is ensuring Region 15's local investments are in alignment with the Governor's strategic workforce focus. We also strive to continuously improving local service delivery strategies with the desired result of increased satisfaction of both business and job seeker customers.

I-5 Describe means of gathering regular and consistent customer satisfaction feedback on services delivered through the WSO One-Stop.

Customer Feedback Forms – WorkSource Clackamas has Customer Feedback forms available for customers to fill out anytime at the Center. Completed forms are reviewed monthly by the Clackamas Menu of Resources and Services Committee, comprised of WIA and OED staff, and then shared with managers.

Workshop Evaluations – At the conclusion of every workshop, an evaluation is distributed to participants and completed evaluations are retrieved. This feedback is used to monitor facilitators, curriculum, workshop design, and ways to improve. Ultimately it helps inform investment decisions.

OED Satisfaction Survey – This is sent out randomly, electronically each month to customers of WorkSource Clackamas.

Customer Satisfaction Survey – This was designed by the One-Stop Operator Consortium and consists of several questions about a variety of services offered at WorkSource Clackamas. The information collected helps inform how WIA and other public dollars are being spent to insure a quality return on investment. This survey is sent out to a random sampling of job seekers who accessed services through WorkSource Clackamas in the prior year.

I-6 Describe how the customer satisfaction feedback is utilized to inform program improvements.

Evaluations are reviewed regionally and flagged for issues and concerns. Improvements are made based on suggestions. OED feedback is also reviewed at the Local Office and Central Office level.

The WorkSource Clackamas One-Stop Operator survey was emailed to 1793 participants in Summer of 2014. 222 customer surveys were completed. 80% of respondents reported positive experiences with WorkSource Clackamas.

Common themes were identified and reported to the One-Stop Operator consortium and to the Workforce Investment Board. The information was used to determine training investments, as well as explore improvements to process and physical locations for the next program year, as well as to improve the Clackamas Menu of Resources and Services.

Additionally, workshop feedback resulted in a special training held in August, 2014 for workshop facilitators. Facilitator workshop objectives included:

1. Create and use a delivery standard (opening, midway, closing)
2. Conduct an assessment and revision of workshop names and descriptions
3. Review, amend and use the current instructor evaluation system
4. Name and practice three classroom management techniques

Region 15's Board members have asked the question, "Are people who are being placed in OJTs retaining those jobs or getting better jobs as a result?" To determine this, surveys are sent out to every job seeker and employer entering into OJTs to find out if OJTs in our region were effective. 10 new employers responded to the survey and all were very satisfied with the services that OJT staff provided. All would recommend the program to other employers because of the many benefits including the development of a training program, the support they received from the OJT staff, the help with the recruitment and selection of the employee and for the wage reimbursement. Employees were also pleased with the services they received. Of the 148 job seekers who started an OJT in PY 13, only 15% returned surveys. Of the 12 respondents, 100% were pleased with staff and their OJT experience. The average hourly wage for all 80 completed OJTs in PY 2013 was \$16.57.

I-7 Describe how your staff are explaining and/or selling the NCRC program services, soft skill certification, and employer letter of support during the local conversation. (Revised)

The National Career Readiness Certificate (NCRC) is strongly promoted to every WorkSource Clackamas participant. Taking the Initial Skills Review (ISR) is still recommended for participants to gauge how well they might do, however is no longer required.

Talent Link is being implemented in Clackamas County October of 2014. This program, created by Worksystems, Inc, will better assess if participants are work-ready by completing a series of activities, which includes completing the NCRC and Soft Skills assessment. When participants have proven they have the skills necessary, they will be coded in iMatchSkills and I-Trac for 'Talent Link' pool. Training for staff will occur in late September, 2014.

It is recommended that WSO staff share the NCRC for customers interested in the following:

- Obtain GED
- Receiving funding for Certification/Training programs
- Interested in On-the-Job-Training opportunities
- Currently seeking work in a high-growth, high-demand industry as defined by the Workforce Investment Council

A team of WorkSource Clackamas staff from Clackamas Community College, the Oregon Employment Department and the Workforce Investment Council continue to discuss and implement targeted training and strategies to meet the Region 15 goal for becoming a certified Work Ready Community. The Soft Skills Review assessments will be embedded in the NCRC Prep workshop and facilitated lab time will be scheduled to assist participants with WIN tutorials.

The NCRC is currently being offered in several Clackamas County high schools. There is more outreach being done to school administrators and district superintendents to incorporate NCRC testing during the school year.

Letters of Support are received from contracted partners and the Oregon Employment Department. Presentations have been done to local Chambers of Commerce, Knights of Columbus, and other business associations. Discussions with businesses include discussing the benefits of NCRC to the hiring process, the community and the local economy.