

QUALITY SYSTEMS SECTION

Q-1 Given the continued decline in WIA Title 1B funding describe how your organization has attempted to maintain services with fewer resources.

The presence and work of the Skills Team has continued to be constant at WorkSource Clackamas. Training dollars have decreased, but workshops have remained robust and targeted services to job seekers with barriers have improved. In addition, the combination of resources at the WorkSource Clackamas Annex has helped buffer significant cuts to many providers of WorkSource services in the county.

The Workforce Investment Council has made a conscious effort to maintain strong partnerships in our region, to work closely with our partners to combine resources in order to do more with less, and to not duplicate services. Partnerships include:

- Oregon Employment Department
- Oregon Department of Human Services
- Clackamas County Economic Development
- Clackamas County Health, Housing and Human Services
 - Community Solutions for Clackamas County
 - Clackamas County Community Corrections
 - Social Services
 - Housing Authority
 - Clackamas County Jail
- Clackamas Education Service District
- Clackamas Community College
- Clackamas County Juvenile Justice Department
- Oregon Youth Authority
- Office of Vocational Rehabilitation Services
- Job Corps - Timberlake
- Labor's Community Service Agency
- Clackamas County school districts
- Immigrant and Refugee Community Organization
- Board of County Commissioners
- local unions,
- community based organizations,
- organizations focused on the Hispanic population, and
- local employers.

Staff members also host and attend a variety of local meetings where the objective is to find more resources for our participants. A recent addition to the community is a Workforce Partner Team. Any agency or organization looking to explore Clackamas County resources for entered employment are welcome to attend a soon-to-be monthly meeting. As a result of the partner engagement, a list serve will be developed to share resources, events and program changes.

The Workforce Investment Council is diligent about applying for other funding, many in conjunctions with our partner regions, WorkSystems Inc and Southwest Washington, receiving several competitive federal grants as a result. This has resulted in being awarded a DOL Innovation and a H1B grant. This partnership with our neighboring WIBs allows for different perspectives, pooling resources and stronger, collaborative proposals. There are a couple of opportunities in the pipeline and more discussions are happening to seek out additional funds. The Back-to-Work Oregon and other State funding has been a great addition to the array of resources. Also, as a 501c3 we have increased efforts to acquire private donations including sending out mailings and accepting donations on our website. Our goal is to maintain services with fewer resources, but to continue to search for alternatives to declining federal funding.

Q-2 What other funding sources have become available to maintain and/or increase services to your client base?

The Clackamas Education Services District was awarded a CTE Revitalization Grant PY2013. A portion of this funded a new position with Workforce Investment Council, the CTE Manufacturing Liaison. This position has allowed for a stronger relationship between the LWIB and local school districts, as well as manufacturing employers in the regional area.

The Workforce Investment Council will also be receiving funding through the State NEG to serve long-term unemployed in partnership with DHS.

Region 15 has been very successful in securing competitive grants for the Region. Through the work of the Columbia Willamette Workforce Collaborative, several grants have been received for the Portland Metro/SW Washington area. While each of these grants identifies targeted populations to serve with specific industry engagement expectations, the offerings enhance the work done at WorkSource Clackamas. Even though the funding isn't as flexible as WIA formula funds, these grants have helped ease the service cuts resulting from formula funding cuts. These combined resources are close to \$1.3 million over the next three years. Many of these are ending sometime in the calendar year 2015.

In addition to the grants received through the Columbia Willamette Workforce Collaborative, the Workforce Investment Council received a grant specific to Region 15 called Solutions to Work. This \$1.5 million grant serves ex-offenders in gaining work place skills to help reduce recidivism. The grants goal is to target female ex-offenders, but it is also available to men. This program has received a no-cost extension through June, 2015.

The Collaborative is waiting to hear about the awards of the most recent iteration of the H1-B grant serving long-term unemployed. There is also an Innovation Grant proposal Clackamas County will be involved in; the opportunity was submitted by Job Growers. The 21st Century Apprenticeship DOL opportunity, a grant released by the Department of Transportation with TriMet, and DHS SNAP 50/50 E&T Program are being discussed as options for Clackamas County to seek out additional competitive grants, as they are available.

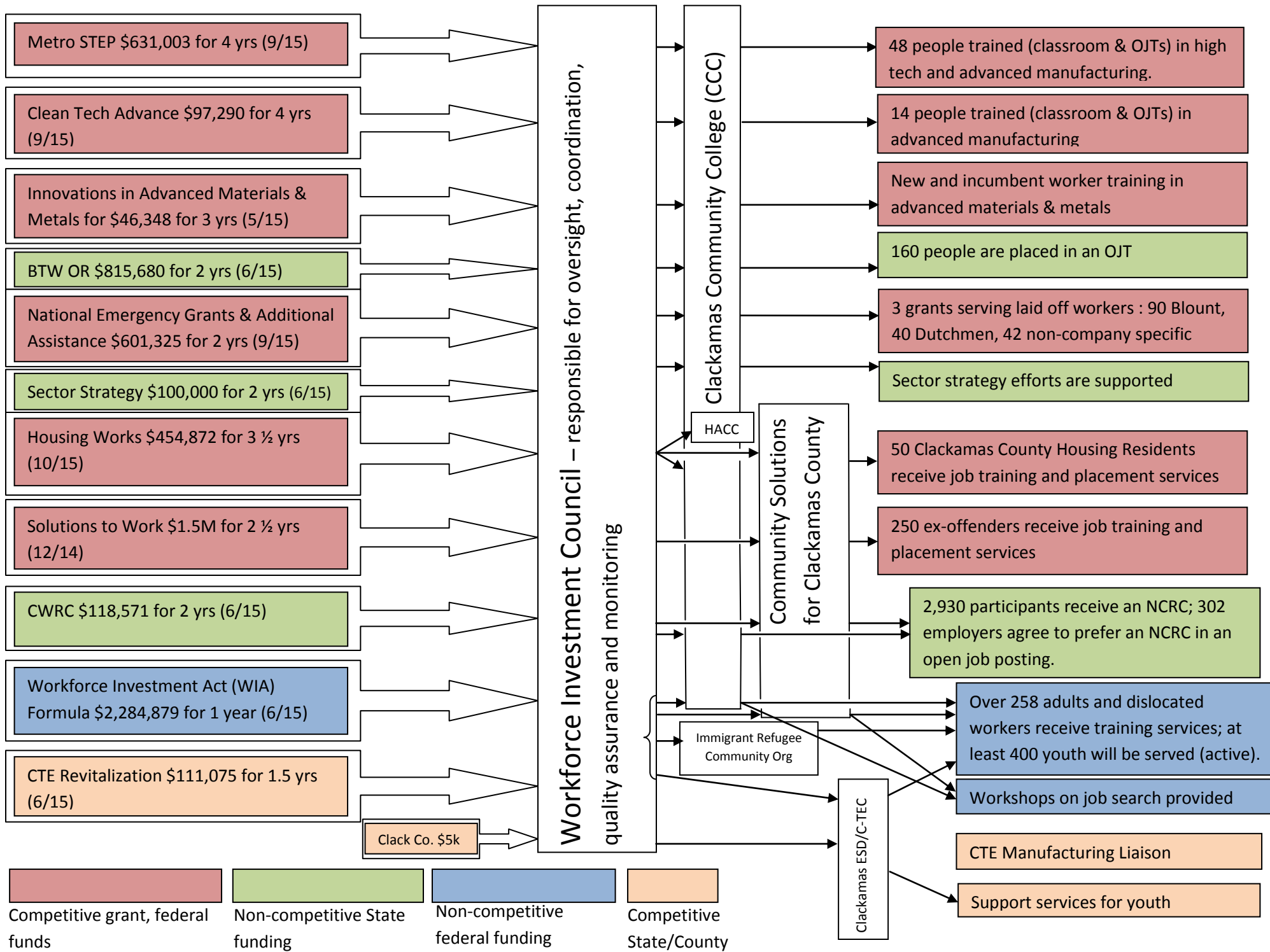
Although financially not as significant, a small grant has been submitted to Clackamas County to pay for \$5,000 of supportive services for youth.

We have begun accepting donations on our website and through sponsorships of activities.

Please see attached document for our other funding sources. (Sources and Uses Document).

Source

Use



Q-3 During this program year what other new entities have you been able to partner with to maintain and/or increase services to your client base?

Canby Chamber of Commerce
Canby High School
Children, Youth, and Families Division of Clackamas County
City of Estacada Economic Development
Clackamas Academy of Industrial Sciences
Clackamas County Business and Economic Development Dept.
Clackamas Community College
Clackamas County Community Corrections
Clackamas County Emergency Management
Clackamas County Juvenile Department
Clackamas County Work Release Program
Clackamas Education Services District
Colton High School
Columbia River Economic Development Council
Department of Human Services
Easter Seals Oregon
Estacada Chamber of Commerce
Estacada High School
Gladstone School District (previously partnered; more refined)
Goodwill Industries
Greater Portland, Inc.
Home Forward
Immigrant and Refugee Community Organization
Impact Washington
Labor's Community Service Agency
Love, Inc.
Molalla High School
North Clackamas Chamber of Commerce
NW Family Services
Northwest Trade Adjustment Assistance Center
Office of Developmental Disabilities
Oregon Bureau of Labor and Industry
Oregon City Chamber of Commerce
Oregon Manufacturing Extension Partnership (OMEP)
Oregon Microenterprise Network
Oregon Tech
Oxford House
Pacific Northwest Defense Coalition
Pioneer Pacific College
Portland Development Commission
Portland State University
Providence Hospital
Sabin-Schellenberg High School

Sandy High School
Small Business Development Center
STEM Hub Oregon
STEM Hub-Portland Metro
SW Washington Development Council
Vancouver Housing Authority
Washington County Housing Authority
Wilderness International
Wilsonville School District (previously partnered; more refined)
WorkSystems, Inc.
Private Businesses, sample
Climax
Enoch Machining
Ramsay Signs
Machine Sciences
Orchid Orthopedics
Blount International
OpenFab PDX
Proto Pasta
CRB Manufacturing
Mark's Brothers
Warn Industries
NEW Solutions
Miles Fiberglass
Shimadzu

Q-4 What strategies has your organization instituted to minimize reduction in staff, e.g. reduced staff hours, reduction in pay &/or benefits, etc.?

In the past, the Workforce Investment Council has been very careful and thoughtful about carry forward funds for instances such as this. We also operate with a small staff, where a wide variety of tasks are taken on by each staff member.

As a result of staff attrition, positions were vacant for periods of time. During PY 2013, the Executive Director position was held part-time by an interim director.

The Workforce Investment Council has made a concerted effort to bring more funding into the Region for workforce development and has secured multiple competitive grants.

Q-5 If you organization has considered starting fee for service efforts, what types of services have been considered?

Not applicable.

Q-6 In this environment of declining resources what types of training would be helpful to your staff to enhance their ability to deal with these challenging times?

- Cultural Competency
- Advanced Matching
- Using Social Media for program advancement
- Career Development Facilitator refreshers
- Strategic Planning and Implementation
- Board Recruitment, Orientation and Support
- Seeking addition funding streams in an ever-changing climate
- WIOA

Q-7 In general what has been working well for your organization in delivering work force services to Oregonians in your area of the State?

Our strong collaboration with partners in our Region has allowed WorkSource Clackamas to grow as a workforce resource.

Recognizing that the Workforce Investment Boards representing the Portland – Vancouver Metropolitan Area are one labor shed, our three boards have developed a unified approach to serve industry, support economic development and guide public workforce investments. We have formalized our efforts in engaging industry by creating the Columbia-Willamette Workforce Collaborative. Our partnership aligns our capabilities and resources to improve the region's ability to leverage and layer funding streams, to coordinate ideas and strategies, to pursue resources and fill gaps, to link workforce supply and industry demand, and enable life-long learning and advancement. Collaboration with multiple partners in the region and close connection with businesses in the region allow for a more intimate understanding of the workforce needs. The emphasis of the Collaborative has been sector strategies, predominantly manufacturing and health care, as well as IT/software, Youth and CTE programs, and Work Ready Communities.

Our On-the-Job training program has also been successful in helping out-of-work Oregonians get jobs as well as filling local businesses' job openings. Our OJT staff work doggedly in assisting businesses in training and retaining skilled, productive workers through OJTs.

Our Youth Program engaged a new partner this year, Providence Hospital. Working with Providence Health & Services executive chefs in community partnership, 18 students spent 80 hours over five months being introduced to careers in hospitality and basic culinary skills including barista training, knife skills, seasonings and food choices, basic cooking techniques, patient dining, and how to plate and serve. Just as meaningful, the students learned life and work skills like the importance of showing up on time, that attitude makes a difference, and accountability. Additional classroom time with C-TEC instructors focused on developing work readiness skills and a portfolio to earn college credits through Clackamas Community College.

Our summer youth program, the Summer Youth Academy, was also very successful this year. The youth participated in the 6 day soft skill "Boot Camp", as well as financial literacy classes, and career exposure opportunities. About half of the youth then went on to participate in paid work experiences.

Partners and staff meet regularly to ensure quality communication, problem-solving, and collaboration to the benefit of work force service recipients.

- Q-8 Please describe how your organization reminds staff and informs/ trains new employees of their responsibilities concerning:
- a) Confidentiality compliance within WIA and Wagner-Peyser programs
 - b) Conflict of Interest Avoidance within WIA and Wagner-Peyser programs
 - c) Maintaining the Public Trust in the delivery of WIA and Wagner-Peyser programs

Staff is required to complete the Wagner-Peyser confidentiality training annually. In this training all of the above responsibilities are addressed. All WorkSource Clackamas staff, regardless of funding stream, are required to revisit key compliance policies and reinforce prior learning.

Annually the Workforce Investment Council monitors service providers and asks how they inform/train staff regarding confidentiality and conflict of interest responsibilities outlined in Workforce Investment Council policies and contracts as well as in their own policies. Per their responses, all new provider staff are trained in the above responsibilities, verified by signed confidentiality agreements.

Q-9 Please describe any successes and/or challenges you and /or your partners have experienced with a, b, or c, above resulting from the implementation of Integrated Service Delivery.

No challenges or identifiable successes have been experienced with a, b, or c above resulting from the implementation of integrated service delivery.

Q-10 Retired because I-Trac is up and running and responds to issues as needed.

Q-11 Please describe your organization's electronic data management protocol (beyond I-Trac) and what policies/procedures have been instituted concerning:

PY 2013 response is still applicable. Jan Filgas

Region 15 does not create WIA adult or dislocated worker electronic client records. Those client records are created through the WOMIS registration process.

a) Creating electronic client records

Region 15's process of creating WIA youth electronic records is as follows:

- Case manager collects hard copy application and supporting documentation.
- Case file goes to reviewer for review of eligibility.
- If eligible, reviewer signs and dates the hard copy application and attests to the youth's eligibility.
- Case goes to data entry clerk for input into system.
- If data entry errors occur, errors should be discovered during youth program regular 6 month case file reviews, if not by the case manager before then.

b) Individual staff accessing and distributing electronic client data, documents, case notes, etc.

- Staff that have access to electronic client data are controlled through the I-Trac permissions process which the Workforce Investment Council's program managers have control of.
 - All client hard copy data and documents are kept in service providers' locked file cabinets in locked offices.
 - Client data sent via email is protected by passwords. Social security numbers are never sent in electronic communications.
 - All case managers have been instructed and trained to log out of any data management or email system they are logged into, as well as logging off of their computers, before leaving their desk.
 - All staff are trained in the Federal and state and local WIB confidentiality policies. All Clackamas Community College staff are trained in the Family Educational Rights and Privacy Act (FERPA). Additionally staff sign a confidentiality statement once every year in July that says they have read and understand these policies.
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c) Safe guarding electronic client information

Workforce Investment Council electronic client information is secure through the use of computer password protection. At Clackamas Community College, documents are scanned and indexed in Docuware, a document management software system. The system is password protected and backed up daily. Access to the Docuware system is limited to 4 staff members.

Q-12 Retired because the information needed has been revised and is contained in Q-15 & Q-16.

Q-13 Please provide a copy of local area policies and procedures for case file maintenance (TEGL 33-12; 28-11)

PY 2013 response is still applicable. Jan Filgas

Region 15 service providers are trained in and follow CCWD's Youth Participant Eligibility and File Content Standards (589-30.1) and Document Collection and Storage policies (589-30.11) as well as the Workforce Investment Council's Youth Program Eligibility policy (P-05) attached.

Q-14 Please describe how your organization has been using Workforce3one Youth Connections Community of Practice, the TEN 46-11 attachment, tools and resources listed in TEGL 33-12.

PY 2013 response is still applicable. Amy Evans

The TEN 46-11 and TEGL 33-12 have been very useful for youth staff in Region 15.

See <http://www.clackamascareers.com/youth-providers/> for the Region 15's youth program guide developed by C-TEC. Resources such as the Ohio handbook (mentioned in TEN 46-11) were very helpful in developing the latest version of Region 15's youth program guide. In 2010 a monthly training plan was developed for youth contractors using much of the Youth Toolkit materials. These modules have been revisited over time and are posted on the above website for contractors to access. Other resources listed in TEN 46-11 and TEGL 33-12 are used and referred to in regular youth provider meetings and distributed to staff in our region.

Q-15 Please provide the names/contact info of your staff responsible for the program applications (new & updates) to the state Eligible Training Provider List (ETPL) e.g. primary and back up. (New)

Primary (and back up) – Jan Filgas, jan.filgas@wicco.org, 503 657-1730