



W. H. A.  
LANE WORKFORCE PARTNERSHIP  
300 Country Club Road • Suite 120 • Eugene, OR 97401

## AGENDA MEMORANDUM

**DATE:** June 2, 2008

**ORDER DATE:** June 18, 2008

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**TO:** Board of County Commissioners

**DEPARTMENT:** Lane Workforce Partnership

**PRESENTED BY:** Chuck Forster, Executive Director

**AGENDA ITEM TITLE:** ORDER/IN THE MATTER OF MODIFYING THE LOCAL STRATEGIC UNIFIED WORKFORCE TWO-YEAR PLAN FOR TITLE I-B OF THE WORKFORCE INVESTMENT ACT OF 1998

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### **I. MOTION**

ORDER/IN THE MATTER OF MODIFYING THE LOCAL STRATEGIC UNIFIED WORKFORCE TWO-YEAR PLAN FOR TITLE I-B OF THE WORKFORCE INVESTMENT ACT OF 1998

### **II. AGENDA ITEM SUMMARY**

The purpose of this agenda item is to receive approval by the Lane County Board of Commissioners to approve modification of service delivery under the Strategic Unified Workforce Two-Year Plan (2007-09) for Title I-B of the Workforce Investment Act of 1998 and to delegate authority to the Chair of the Lane County Board of Commissioners to sign the Statement of Concurrence to the Plan modification.

The focus of this modification is on the delivery of services through The Workforce Network. The Workforce Network is dedicated to assisting employers recruit and retain employees, and to helping individuals learn new skills, find employment and progress in their careers.

In order to submit a plan modification to the State, the modification must be approved by the Local Elected Official (Lane County Board of Commissioners) and the Lane Workforce Partnership Board of Directors and a Statement of Concurrence must be signed by the Lane County Board of Commissioners.

### **III. BACKGROUND/IMPLICATIONS OF ACTION**

#### **A. Board Action and Other History**

On May 16, 2007, the Board of County Commissioners approved a Local Unified Workforce Development Plan under the Workforce Investment Act of 1998 covering the period July 1, 2007 through June 30, 2009.

The approved plan outlined the Lane Workforce Partnership's commitment to strengthening Lane County's competitiveness in a global economy by preparing the current and future workforce to meet the skill needs of employers. To accomplish this, the Lane Workforce Partnership board of directors developed a system of services with four categories of customers in mind: *businesses, the universal job seeker, the low-income adult, and the dislocated worker*. All of these customers are served through the Lane Workforce Partnership's comprehensive service delivery center, The Workforce Network, and through a contract with Lane Community College.

Recently, the two State Workforce governing departments, the Department of Community Colleges and Workforce Development (DCCWD) and the Oregon Employment Department (OED) have developed an integrated service delivery model which enhances the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. *As a result, the Department of Community Colleges and Workforce Development is requiring all local workforce boards to submit a modification to their Two-Year Plan.*

It is anticipated that integration will systematically improve the coordination of Workforce Investment Act funds (funds managed by DCCWD) and Wagner-Peyser Act funds to achieve improved customer outcomes and more efficient and effective customer service. *(Wagner-Peyser federal funds support job matching services provided by the Oregon Employment Department).*

The Lane County Board of Commissioners is being asked to approve modification of the service delivery model of the Two-Year Plan (2007-09) for Title I-B of the Workforce Investment Act of 1998, and to delegate authority to the Chair of the Lane County Board of Commissioners to sign the Signature Page/Statement of Concurrence to the Plan modification.

#### **B. Policy Issues**

In order for states to receive workforce appropriations, the United States Department of Labor's Employment and Training Administration requires the submission of two-year state Plans. In response to this request, the DCCWD asked the local workforce investment boards to also submit a Two-Year Plan spanning July 1, 2007 through June 30, 2009. The plan for Lane County was approved by the Local Workforce Investment Board (Lane Workforce Partnership), as well as, the Board of County Commissioners in May 2007. However, significant changes are being made to the service delivery model of the Plan; therefore, an amendment to the Plan has been developed which outlines the new service delivery model.

### **C. Board Goals**

The local Strategic Unified Workforce Two-Year Plan (2007-09) addresses the following Board of County Commissioners' goal: *Work for a strong regional economy to expand the number of family wage jobs available in Lane County.* This goal is advanced through targeting of resources to growing industry clusters in Lane County, as well as through occupational skill training of current and emerging workers. This goal continues to be met under the amended Plan.

### **D. Financial and/or Resource Considerations**

There is no financial and/or resource considerations to the modification of service delivery of the Two Year Plan.

### **E. Analysis**

Lane Workforce Partnership's Strategic Unified Workforce Two-Year Plan (2007-09) supports the overall goal of building a demand-driven, seamless workforce delivery system. **This modification to the current Plan focuses on the service delivery system, The Workforce Network.** The Workforce Network serves all adults regardless of income or employment status. The Workforce Network is a partner of WorkSource Oregon, the State of Oregon's one stop delivery system.

**The modification to the current Plan was developed in an effort to address the following needs:**

1. A lack of solid information on the knowledge and skills of Oregon's workforce
2. A continuous and significant decrease in WIA title 1B and Wagner Peyser funds over the last seven years
3. The inability to verify the skills of all job candidates prior to making a job referral
4. The inability to effectively address the basic skills shortages of the local workforce with declining resources

**Under the modified service delivery model, four significant changes will be made:**

1. All job seeker customers will be asked to complete a basic skills assessment, which will test their abilities in math, reading, and problem solving.

*Prior to this modification, only a limited number of job seekers completed a basic skills assessment. Now, all individuals will receive this service. This assessment will lead to the development of a job search/training plan for all individuals.*

2. All job seeker customers who complete the basic registration and assessment will be eligible to receive services from both WIA 1B and Wagner-Peyser funded program services.

*Prior to this modification eligibility was restricted to either WIA 1B or Wagner-Peyser funded services. (Wagner-Peyser federal funds support job matching services provided by the Oregon Employment Department).*

3. A significant menu of skill upgrade services will be made available to all customers through a newly constructed contract between Lane Workforce Partnership and Lane Community College.

*Skill upgrade services have been limited to individuals registered in Workforce Investment Act Title 1B. This modification will provide the opportunity for all individuals to receive skill upgrade services to enhance their ability to find a new job or better job.*

4. All staff will have the knowledge and ability to serve all customers regardless of which program (WIA 1B or Wagner-Peyser) funds their position.

*Prior to this modification, staff were limited to providing services based only on their respective funding sources. Now staff can serve all customers regardless of which program (WIA 1B or Wagner-Peyser) funds their position.*

Under the new service delivery model, The Workforce Network will continue to emphasize and target resources toward higher skilled, higher wage demand occupations, particularly those in targeted clusters. The Workforce Network will also continue to provide and improve accessibility to all customers with a special emphasis on the untapped labor pool, e.g. older workers and people with disabilities.

Through this new service delivery model the State of Oregon and Lane County will have readily available information on the knowledge and skills of its adult workforce. The new system design effectively brings together two workforce agencies under one service delivery model. Currently, the programs are together under one roof; however, each still maintains its own customer base and service delivery process, which creates duplication in efforts and gaps in communication around customer service plans.

The Workforce Network has two locations in the Eugene area. The Workforce Network center at 2510 Oakmont Way was established as the comprehensive service delivery center serving businesses and job seekers. Established through a contract with the Lane Workforce Partnership Board of Directors and Lane Community College (LCC), a satellite site was located on the college campus to deliver job seekers services. Over 9,900 job seekers have accessed services through The Workforce Network system this past year.

**Program Performance Goals:** Workforce Investment Act programs are performance driven. There are three performance measures for adults and dislocated workers under the current delivery system. These measures include: Entered Employment, Targeted Wage gains & Job Retention for each population. Performance on each of these measures will still be captured and reported under the new service delivery model; however additional system-wide performance measures are currently under development. It is anticipated that at a minimum, the effectiveness of the new model will be measured by calculating the number of individuals that are assessed at the One-Stop and the number of individuals who achieve a skill gain. Exact measures and performance calculations are still under development.

**F. Alternatives/Options**

To not approve modification of the Strategic Unified Workforce Two-Year Plan (2007-09) would result in loss of federal Workforce Investment Act funds and services to Lane County citizens.

**IV. TIMING/IMPLEMENTATION**

Upon approval by the Lane Workforce Partnership board of directors, Lane County Board of Commissioners and the Governor, the service delivery modification to the Strategic Unified Workforce Two-Year Plan (2007-09) will become effective July 1, 2008 - June 30, 2009.

**V. RECOMMENDATION**

To approve the modification of service delivery under the Strategic Unified Workforce Two-Year Plan (2007-09) for Title I-B of the Workforce Investment Act of 1998 as required by the Department of Community Colleges and Workforce Development and to delegate authority to the Chair of the Lane County Board of Commissioners to sign the Statement of Concurrence.

**VI. ATTACHMENTS**

1. Attachment 1 – Board Order
2. Attachment 2 - Signature Page/Statement of Concurrence
2. Attachment 3 – Services Delivery Plan

**IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON**

**}ORDER/IN THE MATTER OF  
}MODIFYING THE LOCAL STRATEGIC  
}UNIFIED WORKFORCE TWO-YEAR  
}PLAN FOR TITLE I-B OF THE  
}WORKFORCE INVESTMENT ACT  
}OF 1998**

**ORDER NO.**

**WHEREAS**, Title I-B of the Workforce Investment Act of 1998 requires the development of a workforce Plan by workforce investment boards; and

**WHEREAS**, the State Department of Community Colleges and Workforce Development requires local workforce investment boards submit a modification of service delivery; and

**WHEREAS**, the State Department of Community Colleges and Workforce Development has asked local workforce investment boards to move to an integrated workforce delivery system and to submit modifications to their Strategic Unified Workforce Two-Year Plan (2007-09) for Title I-B of the Workforce Investment Act of 1998; and

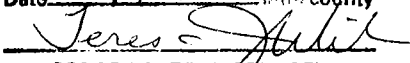
**WHEREAS**, modification of service delivery under the Strategic Unified Workforce Two-Year Plan (2007-09) will achieve improved customer outcomes, and more efficient and effective customer service for Lane County citizens; and

**WHEREAS**, the State Department of Community Colleges and Workforce Development requires the Statement of Concurrence to the Plan modification be signed by the local elected official; and

**WHEREAS**, the Lane County Board of Commissioners is designated as the Chief Elected Official for purpose of the Workforce Investment Act of 1998, it is hereby,

**RESOLVED AND ORDERED** that the Lane County Board of Commissioners approve the modification of service delivery under the Strategic Unified Workforce Two-Year Plan (2007-09) for Title I-B of the Workforce Investment Act of 1998 as presented by the Lane Workforce Partnership board of directors, and delegate authority to the Chair of the Lane County Board of Commissioners to sign the Statement of Concurrence to the Plan modification.

Dated this \_\_\_\_\_ day of June 2008

**APPROVED AS TO FORM**  
Date 6/12/08 Lane County  
  
**OFFICE OF LEGAL COUNSEL**

\_\_\_\_\_  
Chair, Lane County Board of County Commissioners

**ORDER/IN THE MATTER OF MODIFYING THE LOCAL STRATEGIC UNIFIED WORKFORCE  
TWO-YEAR PLAN FOR TITLE I-B OF THE WORKFORCE INVESTMENT ACT OF 1998**

**SIGNATURE PAGE**

**ATTACHMENT 2**

Program Year 2008  
WIA Title I-B Statement of Concurrence for the  
Local Workforce Investment Area known as

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***Statement of Concurrence***

We, the undersigned, do hereby approve and submit this Local Plan Modification for the Workforce Investment Act Title I-B Adult, Youth, Dislocated Worker and Wagner Peyser Programs.

Lane Workforce Partnership will be the subrecipient under this Plan.

Lane Workforce Partnership will be the Administrative Entity under this Plan.

The length of this modified Plan will be July 1, 2008 through June 30, 2009.

We assure that all activities entered into by the subrecipient and/or administrative entity with funds provided under this Plan will be subject to the assurances and confined to the described activities contained in this Implementation Services Plan modification.

**Submitted on behalf of the Local Workforce Investment Board and Local Elected Officials for this Local Workforce Investment Area.**

\_\_\_\_\_  
(Signature- Local Elected Official)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
(Signature- Workforce Investment Board Chair)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
Signature – Executive Director,  
Lane Workforce Partnership (LWIB)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
(Signature – OED WIB Representative)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

**Accepted on behalf of the State of Oregon:**

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Cam Preus, Commissioner  
Department of Community Colleges and  
Workforce Development

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(Date)

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Laurie Warner, Director  
Employment Department

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(Date)



**ALIGNING THE OREGON WORKFORCE SYSTEM  
LOCAL INTEGRATED SERVICES SYSTEM PLAN  
INSTRUCTIONS**

**Summary and Background**

The Oregon Employment Department (OED), the Department of Community Colleges and Workforce Development (CCWD), and the Local Workforce Investment Boards (LWIBs) have defined minimum requirements for the delivery of a demand-driven, skill-based integrated service system. These definitions can be found in the Compass Policy that has been jointly developed and adopted.

A realigned and integrated Oregon Workforce System (OWS) which specifically includes the OED, CCWD, and LWIBs will:

- ✓ Operate and depend upon state and local policies which are aligned;
- ✓ Be a progressive system not stymied by federal legislation, action or in-action; and
- ✓ Incent and sanction based on achievement of performance metrics that go beyond US Department of Labor Common Measures.

Integration will enhance the use of limited and declining funding through a more efficient use of resources and an elimination of program duplication and requirements. Integration will systematically improve the coordination of Workforce Investment Act and Wayner-Peyser Act funded services to achieve improved customer outcomes and more efficient and effective customer service.

The Plan must address the following minimum requirements for every physical location in your local area. See questions below.

An original plan is due to CCWD no later than **May 30, 2008**.

## LOCAL INTEGRATED SERVICES SYSTEM PLAN

1. Identify the local area leadership team(s) charged with development and implementation of the integrated services system.

Chuck Forster, LWIB – Lane Workforce Partnership  
Kristina Payne, WIA 1B  
Judy Juhola, OED  
Jim Pfarrer, OED  
Kim Thompson, OED  
Julie Davidson, OED  
Dawn DeWolf, Adult Education/LCC  
Dennis Clark, Adult Education/LCC  
Kate Barry, LCC  
Patsy Raney, WIA/LCC  
John Radich, DHS  
Elizabeth Lindbloom, DHS  
Sue Hauck, Vocational Rehabilitation  
Marque Haeg, Office of Community Colleges and Workforce Development

2. Complete an integrated service flow chart and narrative for each physical location that clearly defines an integrated service delivery process. (Attachment 1 – Integrated Services Flow)

**See Attached Flow Chart and Narrative**

3. Provide narrative that describes the process for: **See Attached Flow Chart Narrative**
  - a. An integrated customer pool so that all customers are registered using a common intake process;
  - b. Conducting an initial, standardized skill assessment;
  - c. Co-enrolling customers in multiple programs for which they are eligible; and
  - d. Development of the comprehensive menu of demand-driven skill enhancement products including but not limited to occupational training.

4. Describe how you will ensure participation using the integrated services flow by all individuals that walk into the physical locations.

**All WorkSource Lane (WSL) customers will be asked to register into an on-line shared intake system that collects the required WIA elements. Once customers complete the intake process and the initial assessment they will receive a center membership card. Upon intake and assessment completion, each customer will sit down with a WSL staff person to review his/her assessment results and to receive instructions on how to access additional full-service products. Customers who either refuse or do not have the time to fully complete the intake and assessment process will still have access to self-service products in the center, such as self-referral job listings.**

5. Present an organizational chart for each physical location and identify multi-disciplinary staff by job title, number of hours to be provided, assigned by function rather than funding/program.

**See Attached Org Chart**

6. Please provide narrative describing supervisory function and management of functional teams. List specific team structures which may differ from one physical site to another.

**WorkSource Lane will be made up of three teams: 1) Welcome/Assessment Promotion; 2) Employment/Talent Marketing; & 3) Talent Identification & Development. Each team will have a team lead that will assist with customer flow and communication among and within teams. In addition, each team has a team manager who will be responsible for coordinating and organizing staff training and who will also be responsible for their team's outcomes/performance. Staff from WIA 1B and Wagner Peyser will be placed on teams based on their skills and talents and staff will receive information and guidance from team leads and team management. However, Wagner Peyser funded staff will continue to receive direct supervision from their assigned Wagner Peyser supervisor and WIA 1B funded staff will continue to receive direct supervision from their assigned WIA 1B funded supervisor. The overall center management will be shared by both Wagner Peyser and WIA 1B under an Integration Services Management team. The Integration Services Management team will be lead by the local Employment Department Manager, Jim Pfarrer and the Workforce Investment Manager, Kristina Payne and will also include all team leads and managers.**

7. Describe your integrated employer services team that has shared responsibilities for connecting local employers to the one-stop system.

- a. What is the shared process for referral of job candidates to suppressed job listings?  
**All staff in the Employment/Talent Marketing team, who are responsible for job listings will have access to iMatchSkills. All listings will be entered through iMatchSkills and divided among industry pods. All team members will be expected to share information and responsibilities for connecting employers to the one-stop system.**
- b. What is the shared process for verifying the skills of job candidates to employers?  
**The Employment/Talent Marketing team will review the skills assessment and work history of each job candidate to determine if they qualify for a referral. A standard process for determining job qualifications will be developed based on the assessment tool that is chosen by the state and based on the type of results that the assessment produces. Additional testing/assessments may need to be administered based on the type of qualifications requested by the Employer – additional applicant testing that is not already available in the product box may need to be offered on a fee-for-service basis. Once job applicants are determined to be qualified for a specific job listing they will be referred to the job using iMatchSkills.**
- c. What is the shared process for posting job listings for employers?  
**All job listings are referred to the appropriate group that handles the industry for which there is a job. There are five industries groups within the Employment/Talent Marketing Team. The industry groups are: 1)\*manufacturing, forestry; 2)\*healthcare, state, county, and education; 3) construction, janitorial, food services; 4) retail and; 5) placement agencies.**

**As job listings come in they are directed to one of the five groups based on the industry of the employer. This group will manage the listing from start to finish. Each business receives a personal contact/representative from the team; however the entire team takes full responsibility for serving the employer.**

(\*indicates that this industry has also been selected as a cluster industry focus by the Local Workforce Investment Board, Lane Workforce Partnership)

8. Attach your integrated services timeline which identifies benchmarks, roles and responsibilities. (Attachment 2) **Attached.**
9. Describe the process that has been implemented to encourage early identification of ineffective practices, problem resolution and continuous quality improvement to reflect the changing needs of your customers.

**Each team will hold regular meetings to discuss issues and identify solutions to recommend to the Integration Services Managers.**

**The Integration Services Management will meet regularly together with all of the team Managers. Team Managers will have the opportunity at these meetings to bring forth recommendations from their teams which address ineffective practices and/or quality improvement suggestions.**

**In addition, our area will continue to Mystery Shop center services. The standards will be changed to address the new integration model and the system will be tested against these new standards. The results from the mystery shops will be used to identify customer flow issues and to train staff on new procedures.**

10. For each physical location, identify any needs for technical assistance, cubical reconfiguration, computer programming, T1 communication lines, etc.

**Under this new model, we believe that we will need assistance re-configuring our office to accommodate for the new customer service flow. In addition, we will need additional funding for the purchase of additional computers, office furniture etc., to develop a new assessment testing and skills review area within the center.**

**Send your completed plan to CCWD signed by the WIA Title I B and Employment Department representatives. After approval of the plan by the Director of ED and the Commissioner of CCWD it will be returned to the Board Chair and Staff for the LEO and LWIB signatures.**

**Signature Page**  
**Program Year 2008**  
**WIA Title I-B Statement of Concurrence for the**  
**Local Workforce Investment Area known as**

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**Submitted on behalf of the Local Workforce Investment Board and Local Elected Officials for this Local Workforce Investment Area.**

\_\_\_\_\_  
(Signature- Local Elected Official)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
(Signature- Workforce Investment Board Chair)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
Signature – Executive Director,  
Lane Workforce Partnership (LWIB)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

\_\_\_\_\_  
(Signature – OED WIB Representative)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name and Title)

**Accepted on behalf of the State of Oregon:**

\_\_\_\_\_  
Cam Preus, Commissioner  
Department of Community Colleges and  
Workforce Development

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Laurie Warner, Director  
Employment Department

\_\_\_\_\_  
(Date)

Attachment 2

Planning Timeline For Integrated Services – Region 5

Task	Local Leadership Team	Completed	Compass Policy has been shared with all center staff	Integration Metrics are still being discussed at the State Leadership level
Review State Policy and Framework	Local Leadership Team	Completed with the exception of metrics	See Flow-Chart & Narrative	
Adopt Vision; Rationale; Principle; Metrics	Local Leadership Team	Completed	Meetings held and attended by team members	
Determine Scope for Centers/Satellites	Local Leadership Team	Completed	Submitted to State by May 30, 2008	
Name Leadership Team	Local Leadership Team	Completed	Submitted to State by May 30, 2008	
Design Integrated Services Flow	Local Leadership Team	Completed	Procedures manual developed	
Form Functional Teams	Local Leadership Team	Completed	Submitted to State by May 30, 2008	
Develop Processes	Center Team Leads/Managers	October 1, 2008		
Design Integrated Organizational Chart	Local Leadership Team	Completed	Submitted to State by May 30, 2008	
Present Parameters, Design, and Team Membership to All Staff	Jim Pfarrer & Kristina Payne	Staff Trainings to be held throughout August & September 2008	First integrated staff training held in August	
Develop Procedures Manual	Team Leads/Managers	Will be completed prior to first training held in August	Presented at first staff training in August	
Design Integrated Employer Services Team	Jim Pfarrer & Kristina Payne	Will be completed before first training in August and included in the procedures manual	Information on all new teams will be included in staff trainings	

05/29/08 Region 5 Final

Support the Launch	Local Leadership Team	ongoing		
Launch	Integration Management Team	October 1, 2008	Common Bridge & Assessment tool is in place and staff identify with their new teams and the functions they perform rather than by their funding streams	





# LANE WORKFORCE PARTNERSHIP

## Region 5 Service Integration: Roles and Responsibilities Flow Chart

- As Operations**
- Convene partners for the delivery of workforce services.
  - Develop/manage continuous improvement plan
  - Ensure policies and procedures are communicated and carried out.
  - Negotiate and monitor contract/MCO for services.
  - Negotiate performance goals.
  - Compile/report performance.
  - **Compass Policy:**
  - Convene partners and accountable for integrated service delivery
  - Adopt, implement and improve local demand driven, skill based integrated services system (Wagner-Payne/MHA 1B)
  - Owns the success of local integrated system
  - Revise MCO, MHA, LIP to include elements of Compass Policy
  - Approve and submit final plan to state

**Planning/convening/oversight**  
Lane Workforce Partnership  
Chuck Forster  
Executive Director

### WHA:

- Provide job search, skill development, labor exchange/employer services as described in the act
- **Compass Policy:**
- Develop process for providing skills enhancement to all integrated customer pool registered through a common intake process.
- **Staggered functional teams to implement the process**
- **Staggered locally designed employer liaison team that has responsibility for connecting employers to WSO**
- Monitor performance/provide data for performance analysis and continuous improvement
- Provide training to staff

**Planning/Operational/Managing**  
WorkSource Lane

<b>WSO</b>	<b>WSO</b>
<b>Employment</b>	<b>Title 1B</b>
Jim Pfanner Manager	Kristina Payne Manager

**WorkSource Lane**  
The Workforce Network  
One-Stop Center

**Functional Supervision**  
Staff from WHA 1B and Wagner Payor will be placed on teams based on their skills and talents and staff will receive information and guidance from team leads and team management. However, Wagner Payor based staff will continue to receive direct supervision from their assigned Wagner Payor supervisor and MHA 1B based staff will continue to receive direct supervision from their assigned WHA 1B local supervisor. The overall center management will be shared by both Wagner Payor and MHA 1B under an integration Services Management team. The integration Services Management team will be lead by the local Employment Department Manager, Jim Pfanner and the Workforce Investment Manager, Kristina Payne and will also include all team leads and managers.

**WorkSource Lane - The Workforce Network**  
 Oregon Employment Department & WIA Title IB  
 Functional Teams

For The  
 Delivery of Integrated Services



**Welcome/Assessment Promotion  
 Manager  
 Julie Davidson OED**

**Welcome/Assessment  
 Promotion**  
 Team Lead - 1 BES FTE  
 - 1 OS1 FTE  
 - 2 WIA FTE  
 - 1 WIA FTE @ LCC site  
**Welcome + Employment/  
 Talent Marketing Team**  
 Team Lead - 1 BES FTE  
 - 16 BES FTE  
 - 1 WIA FTE  
 - 5 WIA FTE @ LCC site

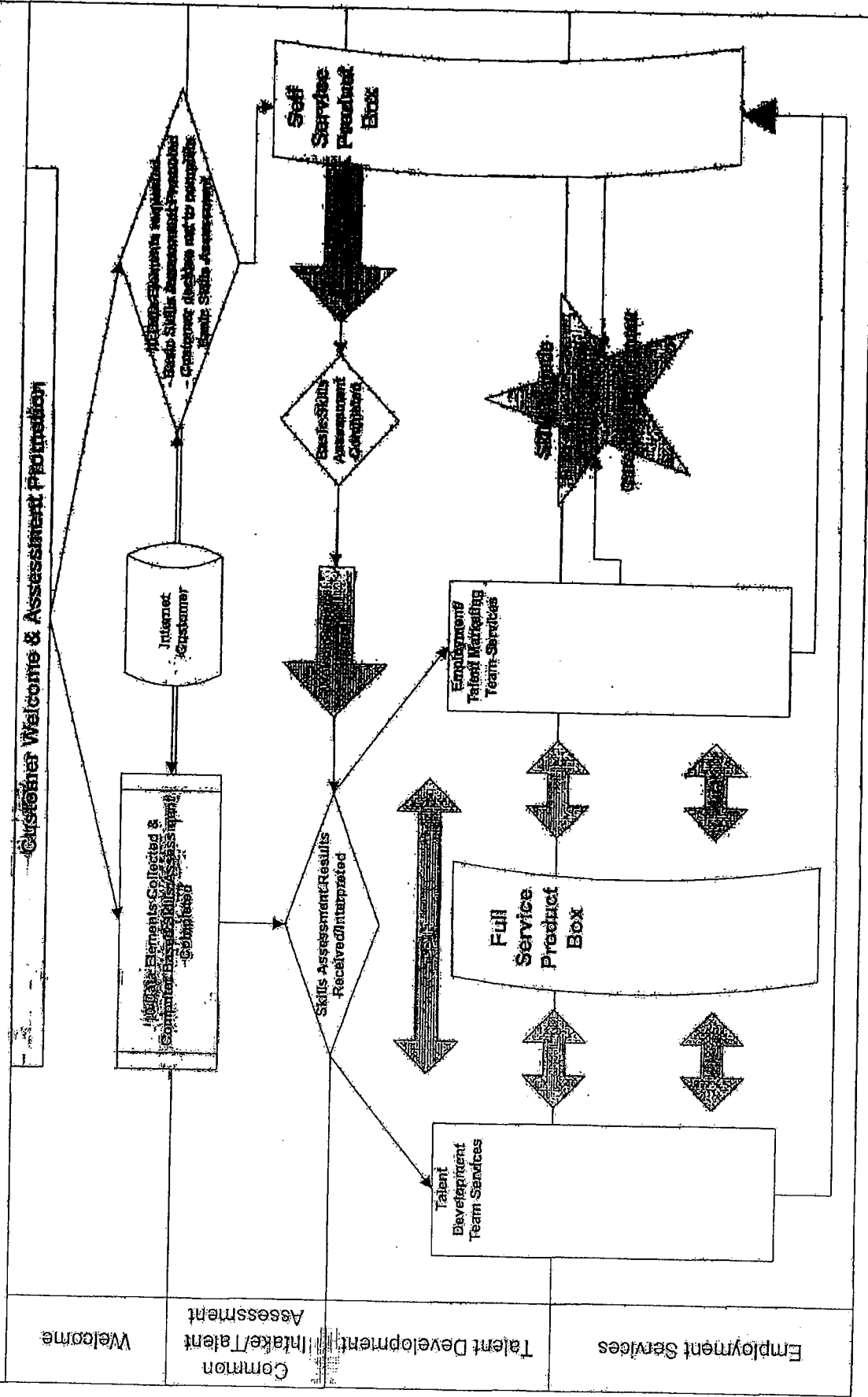
**Employment/Talent Marketing  
 Manager  
 Kim Thompson - OED**

**Talent Identification &  
 Development Manager  
 Penny Roney - WIA TB**

**Talent Identification &  
 Development Team  
 Leader  
 Dennis Clark - Title II & LCC  
 Hubert - WIA TB**

**Talent Identification &  
 Development Team  
 - 1 BES FTE  
 - 4 WIA FTE  
 - 2.5 WIA FTE @ LCC**

# WorkSource Lane Integrated Customer Flow For The Workforce Network Centers



## **WORKSOURCE LANE INTEGRATED SERVICE FLOW NARRATIVE**

**Preamble:** This integrated service delivery flow chart describes how services will be delivered by the two main partners in the One-Stop system – The **Oregon Employment Department** and the local **Workforce Investment Act Title 1B** provider: **Lane Workforce Partnership**. This delivery model will serve a large quantity of customers with high quality services, resulting in increased employment opportunities in high demand/high wage occupations in Lane County.

### **Welcome – (Welcome Team)**

The Workforce Network Centers of WorkSource Lane (WSL) will:

- Promote common intake, basic skills assessment and staff assisted services to all customers via verbal and written communication
- Make available information to every customer on high growth/high wage industries and careers in Lane County via written material
- Issue Customer a membership card
- Market product box services via verbal and written material
- Provide a menu (1 page list) of self services for all customers
- Promote the value of full registration and basic skills assessment via verbal communication
- Behave in a friendly, professional, and business like manner
- Emphasize to each customer that they are always welcome in our centers and encourage them to pursue career pathways, life-long learning, and promotional opportunities.

### **Staff Assisted Services & Common Intake/Assessment Process**

#### **(Welcome + Employment/Talent Marketing Team)**

When a customer requests a service from the product box that requires staff assistance, the following steps will be taken:

- WSL staff will check the customer's basic registration information (10 elements) in the database to ensure completeness and collect any necessary additional information and/or verify existing information for program co-enrollment
- WSL staff will further promote the advantages of completing the assessment to each customer
- WSL staff will ask the customer to further complete the registration process by completing a basic skills assessment.
- WSL staff may review the basic skills results with the customer and recommend next steps (next step recommendations will be outlined in a procedures manual)

**(Talent Identification & Development Team)**

When a customer requests a service from the product box that requires staff assistance, the following steps will be taken:

- WSL staff will check the customer's basic registration information (10 elements) in the database to ensure completeness and collect any necessary additional information and/or verify existing information for program co-enrollment
- WSL staff will further promote the advantages of completing the assessment to each customer
- WSL staff will ask the customer to further complete the registration process by completing a basic skills assessment.
- WSL Talent Identification & Development team members will review the basic skills results with the customer and recommend next steps (next step recommendations will be outlined in a procedures manual)

**Full Service Product Box****Employment/Talent Marketing Team Services:**

- iMatchSkills
- Job Match & Referral
- Computer Lab/Technology Room with internet access for job search
- Job Search Assistance
- Workshops:
  - Resume' & Applications
  - Interview Strategies
  - Job Search Strategies
  - Navigating Job Search with a Disability
- Labor Market Information – High Demand/High Wage Jobs
- Worker Profile Services
- Specialized/Customized Recruitment Events
- Specialized/Customized Employer requested applicant testing
  - QWIZ Testing (fee-for-service Microsoft Office Application tests & typing test)
  - R.D. Craig Typing Test
  - Hynix Desk-Top Application
  - Lane County Food Handler's certification test
  - City of Eugene Application
  - Lane County Employment Application
  - State of Oregon PD100 Employment Application
- Referrals to partner agencies for additional employment related services
- Referrals to community organizations/agencies for additional employment related services

### **Talent Identification & Development Team Services:**

- Computer Lab/Technology Room with internet access to skill upgrade sites
- Computer Based Skill Upgrade Tutorials:
  - Learn.Com Microsoft Word
  - Learn.Com Microsoft Access
  - Learn.Com Microsoft Excel
  - Learn.Com Microsoft PowerPoint
  - Learn.Com Microsoft Publisher
  - Learn.Com Microsoft Windows
  - Mavis Beacon Typing Version 12
  - Typing Tutor Version 12
  - Learning QuickBooks tutorial by Intuit
  - Targeting Success Tutorial – Resume, Interviewing, Applications, Goal Setting, Budgeting...etc
  - Math.com
- Workshops:
  - Career & Training Exploration (includes information on: High Demand/High wages jobs, Career Pathways, Education Requirements, Financial Aid, WIA Scholarships)
- LCC Skills Center In-House Training
  - Be a More Valuable Employee – Workplace skills workshops on topics related to success on the job. Topics include Effective Communication, Adapting to change, Managing Stress, Problem Solving, Discovering Workplace Culture, Customer Service, Workplace Ethics, Five Skills Employers Want, Super Size your Skills, and many more...
  - Basic Computer Skills for the Workplace
    - ◆ Microsoft Word & Writing Skills for the Workplace
    - ◆ Microsoft Excel & Math Skills for the Workplace
    - ◆ Reading, Writing, & Math Skills in the Workplace
    - ◆ GED Preparation
- Intensive Assessment Tools
  - CASAS
  - CAPS, COPS, COPES
- One-on-one Career Advising on:
  - High demand/High wage employment
  - Specific occupation education requirements
  - Specific occupational career pathways
  - Education planning & guidance
  - Developing an Individual Employment Plan (IEP)

- Budgeting/Funding Assistance and Information
- WIA Training Scholarship application process and submission guidelines
- Trade Act Training Funds
- Pell Grant/Financial Aid information
- Access to specific employer customized training events
- Access to, and information on, On-the-Job training/Career Progression opportunities
- Referrals to partner agencies for additional skill development services
- Referrals to community organizations/agencies for additional skill development services

**Self Service Product Box:**

- WSL Membership card
- Basic Skills Assessment
- Computer Lab/Technology Room with internet access for job search & skill upgrade sites
- All Technology based tutorials
- iMatchSkills registration
- UI Telephone
- UI Internet Services
- Labor Market Information
- Mass Recruitments
- Job Fair attendance & Job Clubs (i.e. Executive Career Finders)
- Telephones (For job search)
- Fax Machines
- Copiers
- Resume paper
- Printers

**Internet Customer Self Service Product Box:**

- iMatchSkills registration
- UI Telephone
- UI Internet Services
- Labor Market Information

\*Internet Customers will need to come into the center to receive referrals to full-service product box based on skills assessment results.

**Lane Community College Site:**

The new integrated services system will require different work with a higher level of service to more people with the same or less resources. For this system to work each

WorkSource Lane site needs to play to its strengths and have different focuses. Lane Community College's strength is in skills assessment and providing workshops and classes for skill upgrades. Under this new model, Lane Workforce Partnership plans to contract with Lane Community College for a broad menu of basic skill development and employer demand skill development courses. The menu of services will include all aspects of the Welcome Team assignments and all of the self service products. In addition, all of the Talent Development services will be available with a planned phase out of all one-on-one career advising services. However, information on all of the services listed under the one-on-one career advising section will still be made available to customers during the one-on-one skill review session.

Some of the significant program enhancements that are currently being planned include:

- Alignment of the current skills center training curriculum with the state's (CCWD's) criteria for the Career Readiness Certificates
- Development of skills upgrade workshops for diverse populations, e.g., soft skills and computer skills in Spanish
- Development of skills upgrade classes based on specific industry needs
- Development of basic skills workshops contextualized in occupational skills as identified by Lane Workforce Partnership (Local Workforce Investment Board)