

Local Workforce Strategic Plan
Section I – Strategy
January 1, 2013 to June 30, 2015



Local Workforce Strategic Plan
Section II – Compliance
January 1, 2013 to June 30, 2014

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Local Workforce Strategic Plan Section I – Strategy January 1, 2013 to June 30, 2015

Introduction

The Linn, Benton, Lincoln Workforce Investment Board (LBL WIB) is a business-led organization dedicated to identifying and meeting the workforce skill needs of employers in our region. Workforce Investment Boards (WIBs) are public/private partnerships comprised of representatives from business, labor, education, economic development, state and local government, and community-based organizations. These partners bring a wealth of knowledge, skills, and experiences to the workforce system. As a result, the LBL WIB is uniquely positioned to serve as an investor, convener, coordinator, and evaluator of the workforce system in our region.

Governor Kitzhaber charged the Oregon Workforce Investment Board (OWIB) and WIBs across Oregon to develop strategic plans to build a sustainable, systemic approach to workforce development that produces a highly-skilled workforce, advances more people into family-wage jobs, and helps our businesses and workers succeed in the fundamentally transformed economy after the Great Recession. The Governor challenged all WIBs to coordinate the development of a system that will result in:

- Greater benefit for businesses and job seekers by eliminating programmatic silos and promoting greater coordination, transparency, and accountability to assure Oregon has the skills to compete.
- Increased opportunities for all Oregonians, including minorities, people of color, and those with disabilities.
- Increased decision making about how to use public resources to solve problems at the level closest to Oregon's people – the local level – to the greatest extent possible.
- Expanded public/private partnerships to assure the relevance and long-term sustainability of workforce programs.

The Governor's charge resulted in Oregon's workforce development strategic plan for 2012-2022: *Oregon at Work: Quality Jobs – Skilled Workers Contributing to a Strong State Economy and Local Prosperity, Oregon's Workforce Development Strategic Plan 2012-2022*. The Oregon plan included three goals:

- GOAL 1: Oregonians have the skills they need to fill current and emerging high-wage, high-demand jobs.
- GOAL 2: Employers have the skilled workforce they need to remain competitive and contribute to local prosperity.
- GOAL 3: The workforce system is aligned, provides integrated services, and makes efficient and effective use of resources to achieve better outcomes for businesses and job seekers.

This local strategic plan for the LBL WIB is the first step in an ongoing and evolving process to achieve the Governor's vision for Linn, Benton, and Lincoln counties. It includes three cross-cutting strategies consistent with those expressed in *Oregon at Work*.

- Industry Sector Strategies
- Work Ready Communities
- System Innovation

Sector Strategy

Background

Sector strategy is a key element of Oregon's Workforce Development Strategic Plan. The Oregon Plan describes sector strategy as follows:

Industry sector strategies are employer-driven partnerships to meet the needs of key industries within a regional labor market. Partners include business, labor, economic development entities, education and training providers, and other stakeholders. Sector partnerships are intended to remove bottlenecks that inhibit recruitment, hiring, training, and worker advancement within an industry. These simultaneously address the needs of workers by creating formal career paths to good jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs.

Sector strategy provides an opportunity to focus in on a prioritized industry, understand their workforce needs deeply, and create strategies across multiple partners to address those needs. Typically, they are led by the industry and efforts are coordinated by a workforce intermediary who can be a neutral broker, work across multiple funding streams, and work with multiple workforce partners. Sector strategies are a proven-approach to make the most out of limited workforce development resources.

The LBL WIB has not worked extensively with industry sectors. The best example of prior work relates to sector priorities used to award Employer Workforce Training Funds (EWTF). The priorities assigned favored manufacturing, healthcare/life-sciences, computer or software design, and construction trades. However, during this same period, much good work has been accomplished by the community colleges in our region, Linn-Benton and Oregon Coast Community College.

The LBL WIB recognizes the long-term value of investing in sector strategy and this strategic plan is a first step. Overall, the LBL WIB will continue to develop industry and partner relationships, assess industry needs, and build capacity during the term of the plan.

Process

A variety of group and individual meetings were held to solicit input regarding sector strategies including representatives from:

- LBL WIB Executive Committee representing a variety of private employers, public partners, and community-based organizations
- Employers in the healthcare sector including Samaritan Health Services, the Corvallis Clinic, and Mennonite Village Continuing Care Retirement Community
- Linn-Benton Community College, Oregon Coast Community College
- Albany-Millersburg Economic Development Corporation, Oregon Cascades West Council of Governments, Economic Development Alliance of Lincoln County
- Oregon Department of Community Colleges and Workforce Development, Oregon Employment Department, and the Oregon Department of Human Services.

Staff to the LBL WIB synthesized input from all of these meetings to develop current and future sector strategies.

Healthcare Sector

Description:

The healthcare sector includes Ambulatory Health Care Services (offices of physicians, dentists, chiropractors, optometrists, mental health practitioners, medical labs, imaging and dialysis centers, ambulance services, etc.), Private Hospitals, and Nursing and Residential Care Facilities. Healthcare currently comprises about 10% of the local workforce and is projected to grow 29% (2,760 new jobs) between 2010 and 2020. Total new employment by 2020 will nearly double (1,988 new jobs) when considering employment due to replacement jobs created by normal turnover and a growing number of retirements. It has significant employment in each of the region's counties including major hospitals in Corvallis, Albany, and Newport, community hospitals, and an array of clinics, offices, and labs, and a growing number of assisted living, residential care, and nursing home facilities. An Oregon Veterans Affairs 100-150 bed facility is planned. Another indicator of the strength of healthcare is that the College of Osteopathic Medicine of the Pacific is currently building a new campus in the region.

Economic Size and Scope:

Employment is fairly evenly divided between each of the three industry types, but is concentrated in either large or small firms.

The following table is a breakdown of the size of the healthcare sector by type of industry:

Healthcare	Number of Employer Firms	Number of Employees	Percent of Sector Employment
Ambulatory Healthcare Services	332	2,863	30%
Private Hospitals	6	3,952	41%
Nursing and Residential Care Facilities	148	2,811	29%
	486	9,626	100%

Source: Oregon Employment Department

The following table is a breakdown of the healthcare sector by the size of the employer:

Healthcare Employer Size Range	Number of Firms	Number of Employees	Percent of Sector Employment
50 or Less	469	3,700	38%
51-200	10	813	8%
201 or More	8	5,113	53%
	487	9,626	100%

Source: Oregon Employment Department

Job Demand:

Healthcare was stable through the recession. The short-term projected growth rate for healthcare is 4.5% and the sector is projected to grow 29% overall between 2010 and 2020. As a combined industry sector, this growth rate is among the highest compared with other industries in the region. Total new employment by 2020 is projected to be 4,748. Almost 60% of this new employment is projected to be growth openings, the remainder are replacement openings.

Census data for 2010 describes the characteristics of the current healthcare workforce:

- Female, 78% and Male, 22%
- Overall, age is distributed fairly evenly between age 25 and 65
- However, almost 19% of the current healthcare workforce is 55 or older
- Almost 91% of the current healthcare workforce is white
- About 4% are Hispanic followed by other ethnicities

Supply and Demand Alignment:

Healthcare represents 10% of all jobs in the region and has a very high growth rate among other large industry sectors in Linn, Benton, and Lincoln counties. Demand has been stable through the recession, expected to grow modestly over the next two years, and expected to experience significant overall growth between 2010 and 2020. The following table shows selected healthcare occupations expected to experience the highest growth.

Occupation	Employment		2010-2020 Openings			2011 Median Wage	Minimum Education
	2010	2020	Growth	Replacement	Total		
Social and Human Service Assistants	320	397	77	78	155	\$18.89	Moderate term on-the-job training
Registered Nurses	1,464	1,885	421	303	724	\$35.99	Associate degree
Dental Hygienists	215	263	48	48	96	\$39.64	Associate degree
Nursing Aides, Orderlies, and Attendants	777	1,079	302	120	422	\$12.05	Short term on-the-job training
Dental Assistants	247	303	56	58	114	\$17.89	Moderate term on-the-job training
Medical Assistants	333	392	59	56	115	\$15.62	Moderate term on-the-job training
Healthcare Support Workers, All Other	166	214	48	29	77		Short term on-the-job training
Cooks, Institution and Cafeteria	147	203	56	37	93	\$11.66	Moderate term on-the-job training
Maids and Housekeeping Cleaners	171	233	62	34	96	\$9.43	Short term on-the-job training
Personal and Home Care Aides	471	608	137	43	180	\$10.80	Short term on-the-job training
Medical Secretaries	681	837	156	102	258	\$14.45	Moderate term on-the-job training

Source: Oregon Employment Department

In addition to growth in employment, healthcare has numerous higher wage opportunities and more numerous career pathways. There are a large number of job opportunities that require less than a bachelor's degree providing significant entry-level opportunity for young people or those transitioning to a new career. Some examples of these entry-level opportunities include

Medical Assistants, Dental Assistants, Nursing Aides, Orderlies, and Attendants among others. New jobs and career pathways will be created out of Coordinated Care Organizations and healthcare reform more broadly. Intuitively, this should create significant interest among job seekers for healthcare careers resulting in a significant supply to meet or exceed demand.

One measure that helps to quantify demand is the number of healthcare job seekers registered in iMatchSkills® (the WorkSource Oregon online labor exchange tool) compared with projected employment growth. There is likely duplication in the count since job seekers can indicate more than one occupation in iMatchSkills®. Taking this into consideration, the results are mixed, ranging from current supply exceeding all of the projected 2020 employment growth (oversupply) to current supply more in line with projected growth. A likely implementation step is a comprehensive and updated healthcare needs assessment to better assess the supply-demand alignment.

Population Served:

A Healthcare Sector Team will be convened to develop a comprehensive sector plan. In general, the strategies developed as a part of this plan will serve the current, transitioning, and emerging workforce and pay particular attention to veterans, minority populations, those with disabilities, and other disenfranchised groups. The specific interventions to address and support different population groups will be informed by the results of a comprehensive and updated healthcare workforce needs assessment. Priorities identified in the needs assessment will be evaluated alongside different population groups by the Healthcare Sector Team to determine appropriate implementation steps. These will be reflected in the comprehensive plan for the healthcare sector that will be completed between January and June 2013 and incorporated into a revised and updated local strategic plan

Potential Impact:

A foundation for healthcare sector effort has been developed somewhat independently by both community colleges in the region. Linn-Benton and Oregon Coast Community Colleges have developed numerous healthcare career pathways and have convened industry groups in healthcare to assess skill and employment needs particularly to align career pathways and certificate and degree programs with expected future demand. This work will continue and the LBL WIB will work toward better alignment and coordination of healthcare sector activities in the region through the Healthcare Sector Team primarily where both community colleges are represented and also through other partner meetings (e.g. One-Stop Operator quarterly meetings).

The LBL WIB can develop a broader approach to workforce development in the healthcare industry by coordinating efforts across the region geographically. In addition, the LBL WIB can align the efforts of partners with community college initiatives to support additional healthcare sector work through WorkSource Oregon. Finally, the LBL WIB can develop or support the development of additional resources for sector work and invest resources in research, industry surveys, needs assessment, and sector analysis that will compliment community college efforts.

Implementation Plan:

Sector strategy is a new initiative for the LBL WIB. As a result, significant groundwork must be completed as a part of this local strategic plan. A Healthcare Sector Team (HST) will be formed to further identify work that is planned or underway by partners and to begin to formulate future strategy. The HST will include at least the following representatives:

- Healthcare Employers

- Linn, Benton, Lincoln Workforce Investment Board
- Linn-Benton Community College
- Oregon Coast Community College
- Economic Development
- Community Services Consortium
- Oregon Employment Department
- Labor
- Oregon Department of Human Services
- Oregon Office of Vocational Rehabilitation Services

The LBL WIB will be responsible for convening and coordinating the Healthcare Sector Team. It is expected that the HST will meet regularly at a frequency determined by the members of the HST. A comprehensive plan for the healthcare sector will be completed between January and June 2013 and incorporated into a revised and updated local strategic plan. This plan will include more specific definitions of the roles and responsibilities of each partner to the plan, more specific identification of the population(s) to be served by the plan, as well as more specific identification of commitments for future initiatives and activities to support workforce development in the healthcare sector.

In general, the strategies developed will serve the current, transitioning, and emerging workforce and pay particular attention to veterans, minority populations, those with disabilities, and other disenfranchised groups. Some of the potential commitments, programs, and initiatives that may be undertaken include:

- Complete a comprehensive and updated healthcare workforce needs assessment that will provide information to prioritize training and will inform the discussion of each partner's responsibility to address and support the priorities identified in the assessment
- Design and coordinate employer surveys to update or enhance the information in the healthcare workforce needs assessment so that workforce strategies can be adjusted as appropriate to reflect changing needs
- Continue to assess the need for new healthcare career pathways working closely with local community colleges
- Develop sector career workshops in the One-Stop potentially bringing community college staff into the One-Stops to provide the workshops
- Develop a sector information "hub" in each One-Stop
- Develop and implement sector networking exchange events for employers and job seekers in the One-Stop based on the priorities established in the needs assessment and the immediate needs of local healthcare employers
- Prioritize healthcare in WIA scholarships, on-the-job training, JOBS work experience and JOBS Plus
- Provide job placement and job retention support for healthcare graduates (CASE, HOPE)
- Explore feasibility of YouthBuild-like program for healthcare
- Explore expanding the pre-apprentice programs, particularly in Corvallis School District high schools, to include healthcare

Sectors for Further Review

Healthcare is the priority for the life of the plan. However, there are a number of other potential industry sectors or clusters that may provide opportunities in the future. They are areas of interest that have been prioritized locally but cannot be fully evaluated in the timeframe of the

development of this local strategic plan. The following is a list of those that will be given further attention (information-gathering and fact-finding) over the life of this strategic plan to potentially expand or modify future LBL WIB sector strategy initiatives:

- Advanced Manufacturing – Continues to be a large employer in the region despite recent layoffs and plant closures and is a priority in local economic development strategic plans particularly in Linn County.
- Building Performance/Construction – Significant past and ongoing investment in training capacity regarding building energy performance assessment and weatherization has resulted in the region being a statewide leader in this area. Construction, more broadly, continues to be a large employer in the region despite the downturn in building activity.
- Professional, Technical, Scientific, Research – A broad, skills-based concept across several sectors connected with various high tech and scientific initiatives connected with Oregon State University, National Oceanic and Atmospheric Administration (NOAA), Hatfield Marine Science Center, bioscience and biotechnology efforts coordinated by Linn-Benton Community College, and others.
- Value-Added Beverage – More of a cluster potentially including agriculture, manufacturing, processing, distribution, and service to support the growing local craft wine, beer, and distillery business.
- Materials Handling – More of a cluster potentially including warehousing and storage, truck transportation, water transportation, and waste management, among others.

Work Ready Communities

Background

The work ready communities strategy is a key element of Oregon's Workforce Development Strategic Plan. The Oregon Plan describes work ready communities as follows:

A work ready community is a community, county, or regional partnership certified by a third party as having a skilled and talented workforce. In Oregon, certification as a Work Ready Community indicates that a community is taking steps to ensure its citizens have the talent necessary to staff existing jobs, master new technologies, and embrace innovation. Certification signifies that a community wants to transform its economic base and gain a competitive edge in attracting new businesses and jobs.

Certification is based on realizing specific thresholds of National Career Readiness Certificate (NCRC) holders and businesses who have committed to prefer the NCRC in hiring. These thresholds are established by ACT and based on the population of different groups within the local workforce and the population of local businesses. The following table describes the threshold criteria for Linn, Benton, and Lincoln counties.

Certified Work Ready Communities	Current Workforce	Transitioning Workforce	Emerging Workforce	Businesses
Linn County	0.05%	10.00%	15.00%	2.50%
Benton County	0.15%	12.00%	25.00%	5.00%
Lincoln County	0.15%	12.00%	25.00%	5.00%
	Current: Currently employed by a private, public, or nonprofit employer			
	Transitioning: Currently unemployed, pursuing adult education/GED, or active military			
	Emerging: Currently in high school or college or recent graduate			

In addition, there will be a soft skills assessment tool added to the NCRC as a part of the Certified Work Ready Communities initiative. A soft skills assessment tool has been a consistent request from businesses throughout the region. Twenty-five percent of the Transitioning and Emerging Workforce targets and 25% of Businesses supporting the NCRC must include the soft skills assessment. These soft skills targets for both the workforce and businesses are included in the total NCRC and Letters of Commitment goals.

Based on these thresholds, the following table describes the targets to be Certified Work Ready Communities for the region.

Certified Work Ready Communities	Linn County	Benton County	Lincoln County	Total
Current Workforce	19	56	26	101
Transitioning Workforce	804	403	332	1,539
Emerging Workforce	223	200	112	535
Total NCRC Goal	1,046	659	470	2,175
Transitioning Soft Skills	201	101	83	385
Emerging Soft Skills	56	50	28	134
Total NCRC's with Soft Skills	257	151	111	519
Total Business Letters of Commitment to Prefer NCRC	74	116	91	281
Total Business also Preferring Soft Skills	19	29	23	70

The LBL WIB, through its program provider Community Services Consortium, was a pilot for the NCRC beginning in 2009 and has continued testing to the present. This sustained commitment demonstrates the value placed on NCRC locally. However, there continues to be some concern among employers regarding the benefits of the NCRC tool in the recruitment process balanced by employer, local government, and WorkSource Oregon partner champions. The LBL WIB will continue to address these concerns through the implementation plan described below.

Implementation Plan

In support of the champions, the LBL WIB plans to begin working toward Certified Work Ready Communities targets in Phase II of the statewide initiative beginning July 1, 2013 for Linn, Benton, and Lincoln counties.

The Certified Work Ready Communities Lead is:

Clay Martin
Linn, Benton, Lincoln Workforce Investment Board
Workforce & Education Director
545 SW 2nd Street, Suite A, Corvallis, Oregon 97333
(541) 758-2615
cmartin@communityservices.us

The following table outlines the implementation team and the roles each will play in implementation:

Team Member	Organization	Role
Clay Martin	Linn, Benton, Lincoln WIB Community Services Consortium	Overall Coordination, Employer Outreach, Communication
Sharee Cooper	Community Services Consortium	One-Stop Coordination, Testing, Remediation, Employer Outreach
Sean Larsen	Community Services Consortium	Youth Outreach
Tom Erhardt	Oregon Employment Department	Employer Outreach, Communication, Veterans Outreach
Ed Campbell	Linn-Benton Community College	LBCC Outreach
Jane Hodgkins	Oregon Coast Community College	OCCC Outreach
Tanarae Greenman	Oregon Department of Human Services	DHS Outreach
Peter Norman	Office of Vocational Rehabilitation	OVRS Outreach
Economic Development	To be determined	Economic Development Strategy Coordination, Employer Outreach

It is important to note that the team identified above includes only known partners to this strategic plan. A minimum of three local employers supportive of the NCRC will be added to the team as they are identified.

The LBL WIB will be responsible for convening and coordinating the Work Ready Communities Team. It is expected that the WRCT will meet regularly at a frequency determined by the members of the WRCT. A comprehensive plan for the achieving the local targets will be completed between January and June 2013 and incorporated into a revised and updated local strategic plan.

Overall, the major emphasis for the LBL WIB will be on employers. A significant number of employer contacts have been made regarding the NCRC through presentations to the LBL WIB, Employer Councils, Society of Human Resource Management, Chamber of Commerce, and Economic Development, and others meetings. An inventory of these contacts will be developed by the team along with other likely businesses. One-on-one outreach to this list will occur to secure letters of commitment.

Among all employers, local champions will be identified who are willing to lend support to both written materials distributed and presentations provided by those charged with employer outreach on the WRCT. In addition, local marketing/promotional/informational material will be developed highlighting local employers who publicly support the NCRC and Certified Work Ready Communities. This material will be distributed in one-on-one employer meetings and continuing presentations. This material will also be highlighted on the LBL WIB website.

Another opportunity to increase employer involvement will be the addition of the soft skills component to the NCRC. It is anticipated that achieving the soft skills letters of commitment from employers target of 25% will not be difficult because employers have been consistently asking for such a tool. This support from employers is expected to leverage support from job-seekers and provide a strong selling point within the One-Stops and through partners in the region working with the emerging and transitional workforce. Achieving the 25% target for these populations is not expected to be difficult with employer support.

On the testing side, every program among WorkSource Oregon partners will be leveraged to promote the NCRC including and especially all training programs. A brief NCRC curriculum will be developed for workshops in the WorkSource Oregon One-Stop Centers to promote and connect more job-seekers with the NCRC in addition to active promotion of the initial skills review and the NCRC during the WSO Welcome Process. Locally, training will be provided to staff to better prepare them to describe the value of the initial skills review and the NCRC. Expansion into education is being explored at the community college level and will be explored in local high schools.

Alignment with Sector Strategy and System Innovation

A comprehensive plan for work ready communities will be completed between January and June 2013 and incorporated into a revised and updated local strategic plan. Included in this plan will be more detailed discussion of the alignment of work ready communities tasks with sector strategy and system innovation.

The NCRC will be appropriately incorporated into all One-Stop activities supporting sector strategy including healthcare workshops, career information, employer networking events, and healthcare training among others. More importantly, NCRC will be an important part of the Healthcare Sector Team's work particularly around outreach to healthcare employers regarding the NCRC. Community Colleges are also exploring how to best incorporate NCRC including students pursuing healthcare degrees or certificates.

There are a number of connection points with the system innovation priorities of career pathways, work-based/experiential learning, and job placement. There are points along many career pathways where the NCRC adds value especially with the soft skills component. The NCRC is designed to demonstrate elements of work readiness which is wholly compatible with the goals of work-based experiential learning. And finally, all job placement activity must include promotion of the NCRC everywhere it is appropriate.

System Innovation

Background

System innovation is an important element of Oregon's Workforce Development Strategic Plan. The Oregon Plan describes the need for system innovation as follows:

[T]he workforce development system in Oregon is fraught with barriers to achieving better outcomes for customers. Multiple funding streams with sometimes contradictory requirements, administrative fragmentation, lack of consistency in coordinated planning and delivery, and a lack of system-wide accountability conspire to reduce the effectiveness of the system.

There are a number of statewide elements that contribute to consistency, alignment, and accountability and the LBL WIB acknowledges that these are being addressed at a state level. The expectation of local WIBs is that they work toward greater alignment and integration regarding a small number of focused program elements and regarding services and facilities infrastructure.

Greater Program Alignment and Integration

Local Menu of Options:

Among nine system innovation elements, the LBL WIB has prioritized three:

- Career Pathways and Career Technical/Professional Education (e.g. career pathways, dual enrollment, apprenticeship, enhanced STEM skills)
- Work-Based/Experiential Learning (e.g. job shadowing/mentoring, internships, sheltered work)
- Job Placement (e.g. coordinated job development and placement)

These priorities were identified in the LBL WIB meeting to provide feedback on the statewide strategic planning framework on May 9, 2012 and confirmed at subsequent LBL WIB and partner meetings. These priorities will form a backdrop for sector strategies and work ready communities and vice versa.

Community colleges will continue to assess the need for new career pathways including those that may result from health care reform in Oregon. The One-Stops will support healthcare career pathways by providing significantly more information to job seekers through workshops and a healthcare information hub in each Center. Training scholarships will be prioritized for high-demand occupations particularly supporting healthcare career pathways.

Work experience opportunities will be expanded with particular emphasis on healthcare work experience. NCRC will be promoted or required in all projects and programs. Some examples include:

- On-the-Job Training
- JOBS Work Experience and JOBS Plus
- Community College Internships
- Youth Mentoring

- Youth Healthcare Work Experience
- High School Pre-Apprentice Programs

Job placement effort will be coordinated and focused to support the healthcare sector where appropriate and the NCRC. A key strategy will be the development and implementation of sector networking exchange events for employers and job seekers in the One-Stop. Better communication within the One-Stop will be a priority to inform job placement staff of clients completing programs including the NCRC to create awareness of successful clients and open the door to client promotion. More work will occur with the community colleges, Oregon Department of Human Services, and the Office of Vocational Rehabilitation to align job placement efforts.

System Inventory:

The certification of WSO One-Stop Centers and Affiliate Centers is consistent with local policy and the approved evaluation tool (see Exhibit 1).

The LBL WIB has certified three comprehensive WSO One-Stop Centers:

- Albany-Linn Workforce Development Center, 139 4th Avenue SE, Albany, is a comprehensive WSO One-Stop. The Certification review took place on November 16, 2011.
- Corvallis-Benton Workforce Development Center, 545 SW 2nd Street, Corvallis, is a comprehensive WSO One-Stop. The Certification review took place on November 8, 2011.
- Newport-Lincoln Workforce Development Center, 120 NE Avery Street, Newport, is a comprehensive WSO One-Stop. The Certification review took place on November 23, 2011.

The LBL WIB approved certification for all three comprehensive One-Stops on February 14, 2012. All centers will be recertified by February 2014 and biannually thereafter.

All WIA Title 1B and Wagner Peyser staff and services are completely integrated. Each One-Stop includes the Oregon Department of Human Services as a co-located partner either in the same building or in a building immediately adjacent. The Corvallis-Benton Workforce Development Center also includes the Oregon Office of Vocational Rehabilitation Services.

Staff in the One-Stops continue to operate according to the Local Integrated Services System Plan. This Plan will be revised in 2013 to conform and align with this local strategic plan. Issues of operation are considered and resolved weekly in integrated meetings in each One-Stop Center or monthly in integrated Leadership meetings.

In addition, the LBL WIB acknowledges an affiliate One-Stop Center: Lebanon-East Linn Workforce Development Center, 44 Industrial Way, Lebanon. The building that houses this affiliate center has Oregon Employment Department, Oregon Department of Human Services, and Linn-Benton Community College co-located staff and services. The Lebanon-East Linn Workforce Development Center will be certified as an affiliate center before June 30, 2013. It will be recertified in February 2014 and biannually thereafter.

Finally, the Oregon Employment Department operates an outreach office in Lincoln City.

It is important to recognize that there is a strong connection with the local Community Action Agency, Community Services Consortium (CSC), who provides a workforce, food bank, housing, energy assistance, Head Start and other services. CSC also serves as a hub for information and referral to other programs offered by other social service organizations. CSC offices are co-located or very near regional One-Stops. Workforce staff are trained and encouraged to connect job-seekers with wrap-around services to address more than employment and training. For example, a comprehensive social service resource guide developed and maintained by CSC is provided to all customers during the Welcome Process.

A great deal of effort went into increasing integration and co-location of partners and services over the past 18 months and there has been a significant shift locally. There may be more work that can be done with additional partners who have a similar or aligned mission. These opportunities will be assessed as they come up during the term of the plan. However, facility infrastructure is more complicated in Linn, Benton, and Lincoln counties due to limited resources that create challenges for maintaining the current infrastructure and continuing integrated services in all locations.

Conclusion

Governor Kitzhaber and the Oregon Workforce Investment Board have set a high bar for expected local outcomes. This is particularly true for the Linn, Benton, and Lincoln county region. The following bullet point lists some barriers or challenges that may present problems implementing this strategic plan.

- The Linn, Benton, Lincoln county region receives the lowest Workforce Investment Act Title 1B allocation in Oregon. This results in limited LBL WIB resources that can be dedicated toward achieving plan outcomes. This is particularly evident in limited LBL WIB staff capacity. This has been a concern for years and as a consequence the LBL WIB is challenged on many levels to be recognized as the workforce development leader in the region. SOLUTION: The LBL WIB will continue to develop business and partner relationships and build capacity during the term of the plan. In addition, some limited resources will be reallocated to provide some additional contract/consultant resources to support the priorities of this strategic plan.
- Related to the first bullet point, the LBL WIB supports a significant current facility infrastructure to serve three counties and diffuse population centers. Facilities cost has been a significant issue over the past 18 months and much progress has been made working to reduce cost wherever possible while supporting services to job seekers without creating an undue transportation burden. This work will continue, SOLUTION: In the long term, the Oregon Workforce Investment Board and state leadership can support more robust online tools and remote access to One-Stop resources to allow for some additional infrastructure consolidation.
- There is a lack of incentives to collaborate and partners and stakeholders to the local strategic plan have their own challenging workload and expectations that make it difficult for them to consistently participate and engage in the process. SOLUTION: The Oregon Workforce Investment Board and state leadership can provide and/or promote the support needed identified in the Workforce Investment Boards – Roles and Responsibilities document prepared by the Oregon Workforce Partnership.

- The three county nature of the region can present difficulty in developing focused and unified strategies and approaches since each has its own unique character and economic realities.

Despite these challenges, all of the partners to the plan have been engaged in numerous meetings and work sessions as groups, teams, and individually beginning with the LBL WIB meeting to provide feedback on the statewide strategic planning framework on May 9, 2012. These meetings are more specifically described in Section II – Compliance.

There is commitment and enthusiasm to complete, implement, monitor, and evolve this local strategic plan. The LBL WIB and Executive Committee will have specific responsibility to assure the implementation plan is followed and the outcomes are achieved. This will be accomplished through a standing report on implementation of the plan on all future agendas in order to guide planning and monitor progress. This will include at least two more detailed presentations/discussions in the spring and fall of each year. Issues identified and efforts to address them will be formally tracked in the minutes of these meetings. Successes will also be tracked and celebrated. All of this information will be reported and promoted through the LBL WIB website (www.region4wib.org), social media, and press releases as appropriate.

Logic Model

Strategy	Agency/ Program	Resources	Activities	Outcomes
Establish Healthcare Sector Team (HST)	LBL WIB	WIA Title IB	(1) Form HST including healthcare employers, community colleges, CSC, economic development, OED, DHS, OVRs. (2) Convene and support ongoing regular meetings. (3) Develop comprehensive strategies based on input from team members, industry research, and an updated needs assessment.	(1) Build employer and partner relationships. (2) Develop depth of workforce knowledge in healthcare. (3) Deliver comprehensive plan including specific strategies, committed resources, expected outcomes, and delivery timelines by June 30, 2013 for the period beginning July 1, 2013 to June 30, 2015.

Assess long-term sector strategy.	LBL WIB	WIA Title IB	(1) Gather information regarding the workforce needs of identified local sector priorities. (2) Review and assess data for opportunities to expand or change sector strategy over the long-term.	(1) Provide reports to LBL WIB. (2) Reevaluate sector strategy as necessary.
Establish Work Ready Communities Team (WRCT)	LBL WIB	WIA Title IB	(1) Form WRCT including employers, community colleges, CSC, economic development, OED, DHS, OVRs. (2) Convene and support ongoing regular meetings. (3) Develop comprehensive strategies based on input from team members and outreach to businesses.	(1) Build employer and partner relationships. (2) Deliver comprehensive plan including specific strategies, committed resources, expected outcomes, and delivery timelines by June 30, 2013 for the period beginning July 1, 2013 to June 30, 2015.
Engage Employers in Work Ready Communities	LBL WIB, CSC, OED	WIA Title IB, WIA Title III, SEDAF	(1) Continue to meet with employer groups. (2) Follow up with one-on-one contact to those attending to promote employer commitment.	(1) Develop local champions of NCRC.

Career Pathways and Career Technical/ Professional Education	LBL WIB, LBCC, OCCC, OED	WIA Title IB, WIA Title III, SEDAF	(1) Develop healthcare sector information "hub" in each One-Stop. (2) Explore healthcare sector career workshops including career pathway and employment information. (3) Prioritize healthcare career pathways for WIA training scholarships.	(1) Increase alignment between WSO and community colleges, particularly in healthcare.
Work-Based/ Experiential Learning	All Partners	All Sources	(1) Integrate healthcare sector strategies into work experience. (2) Require/promote NCRC into all work experience. (3) Explore aligning youth work experience and pre-apprentice programs with healthcare sector strategies and Work Ready Communities.	(1) Increase alignment between all partners.
Job Placement	All Partners	All Sources	(1) Develop networking exchange events for employers and job seekers in the One-Stop prioritizing healthcare. (2) Develop better communication systems within WSO locally to align job placement efforts with job seekers who have accessed training and other services.	(1) Increased alignment between all partners. (2) Increased placements (e.g. training-related, sector-related, and others).

System Innovation	All Partners	All Sources	<p>(1) Apply strategies from HST and WRCT to system innovation tools.</p> <p>(2) Develop additional system innovation strategies through the local One-Stop Operators Group.</p>	<p>(1) Build partner relationships.</p> <p>(2) Deliver comprehensive plan including specific strategies, committed resources, expected outcomes, and delivery timelines by June 30, 2013 for the period beginning July 1, 2013 to June 30, 2015.</p>
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OUTCOMES MEASURES TABLE

Directions: For each measure, please provide performance targets only for the programs that are not highlighted. Submit these with your strategic plan. At this time, do not provide targets for either the yellow or green highlighted programs. You will be asked to provide targets for the items highlighted in yellow by March 2013. (Data for these will be provided by January 2013.) Directions for completing performance targets for the items highlighted in green will be forthcoming.

Measure	Program	PY2013 Target	PY2014 Target	PY2015 Target
<p>1. Placement: percent of customers employed the quarter when the individual completed services from the workforce system or the quarter after. (Source: PRISM)</p> <p><input type="checkbox"/> Submit targets with strategic plan</p> <p><input style="background-color: yellow;" type="checkbox"/> Set targets when data becomes available</p> <p><input style="background-color: #90EE90;" type="checkbox"/> Do not set targets until notified</p>	WIA Title 1B (adult, youth and dislocated worker combined)	69.8%	70.4%	70.9%
	WIA Title II	32.0%	32.2%	32.5%
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	66.9%	67.4%	67.9%
	WIA Title IV - Vocational Rehabilitation	56.2%	56.7%	57.2%
	Temporary Assistance for Needy Families (TANF)/JOBS	36.4%	36.7%	37.0%
	WIA Title I-B Youth			
	WIA Title I-B Adult			
	WIA Title I-B Dislocated Workers			
	WIA Title I/National Programs – Veterans			
	WIA Title I/Migrant Seasonal Farm Workers			
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances			
	Youth Conservation Corps			
	Commission for the Blind			
	Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)			
Food Stamp Employment Program (SNAP)				
<p>2. Retention: Percent of customers employed in four continuous quarters after completing services. (Source: PRISM)</p> <p><input type="checkbox"/> Submit targets with strategic plan</p> <p><input style="background-color: yellow;" type="checkbox"/> Set targets when data becomes available</p> <p><input style="background-color: #90EE90;" type="checkbox"/> Do not set targets until notified</p>	Program	Target for 2013	Target for 2014	Target for 2015
	WIA Title 1B (adult, youth and dislocated worker combined)	60.0%	60.4%	60.9%
	WIA Title II	74.7%	75.3%	75.9%
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	64.0%	64.5%	65.0%
	WIA Title IV - Vocational Rehabilitation	58.5%	59.0%	59.4%
	Temporary Assistance for Needy Families (TANF)/JOBS	30.7%	30.9%	31.2%
	WIA Title I-B Youth			
	WIA Title I-B Adult			
	WIA Title I-B Dislocated Workers			
	WIA Title I/National Programs - Veterans			
	WIA Title I/Migrant Seasonal Farm Workers			
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances			
	Youth Conservation Corps			
	Commission for the Blind			
Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)				
Food Stamp Employment Program (SNAP)				

OUTCOMES MEASURES TABLE

Measure	Program	Target for 2013	Target for 2014	Target for 2015
3. Wage gain: Fifth quarter average hourly wages minus first quarter average hourly wages. (Source: PRISM) <input type="checkbox"/> Submit targets with strategic plan <input type="checkbox"/> Set targets when data becomes available <input type="checkbox"/> Do not set targets until notified	WIA Title 1B (adult, youth and dislocated worker combined)	\$0.88	\$0.88	\$0.88
	WIA Title II	\$2.48	\$2.48	\$2.48
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	\$0.89	\$0.89	\$0.89
	WIA Title IV - Vocational Rehabilitation	\$0.49	\$0.49	\$0.49
	Temporary Assistance for Needy Families (TANF)/JOBS	\$0.73	\$0.73	\$0.73
	WIA Title I-B Youth			
	WIA Title I-B Adult			
	WIA Title I-B Dislocated Workers			
	WIA Title I/National Programs - Veterans			
	WIA Title I/Migrant Seasonal Farm Workers			
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances			
	Youth Conservation Corps			
	Commission for the Blind			
	Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)			
Food Stamp Employment Program (SNAP)				

Directions: Measure 4 is in development for January 2013. Do not set goals for this measure. This measure is included only for your information and future planning purposes.

Measure	Program	Target for 2013	Target for 2014	Target for 2015
4. Long term wage gain: 13 th quarter average hourly wages minus first quarter average hourly wages. (Source: PRISM) <input type="checkbox"/> Submit targets with strategic plan <input type="checkbox"/> Set targets when data becomes available <input type="checkbox"/> Do not set targets until notified	WIA Title 1B (adult, youth and dislocated worker combined)	-	-	-
	WIA Title II	-	-	-
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	-	-	-
	WIA Title IV - Vocational Rehabilitation	-	-	-
	Temporary Assistance for Needy Families (TANF)/JOBS	-	-	-
	WIA Title I-B Youth			
	WIA Title I-B Adult			
	WIA Title I-B Dislocated Workers			
	WIA Title I/National Programs - Veterans			
	WIA Title I/Migrant Seasonal Farm Workers			
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances			
	Youth Conservation Corps			
	Commission for the Blind			
	Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)			
Food Stamp Employment Program (SNAP)				

OUTCOMES MEASURES TABLE

Directions: Measures 5 & 6 are in development for January 2013. Do not set goals for these measures. These measures are included only for your information and future planning purposes.

Measure	Program	Target for 2013	Target for 2014	Target for 2015
5. Business Customer satisfaction. Percent of employers who report satisfaction with new employees who completed workforce system programs.	WIA Title I-B Youth	-	-	-
	WIA Title I-B Adult	-	-	-
	WIA Title I-B Dislocated Workers	-	-	-
	WIA Title II	-	-	-
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	-	-	-
	WIA Title IV - Vocational Rehabilitation	-	-	-
	Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)WIA	-	-	-
	Title I/National Programs – Veterans	-	-	-
	WIA Title I/Migrant Seasonal Farm Workers	-	-	-
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances	-	-	-
	Temporary Assistance for Needy Families (TANF)/JOBS	-	-	-
	Youth Conservation Corps	-	-	-
	Commission for the Blind	-	-	-
	Food Stamp Employment Program (SNAP)	-	-	-
6. Job Seeker customer satisfaction.	Program	Target for 2013	Target for 2014	Target for 2015
	WIA Title I-B Youth	-	-	-
	WIA Title I-B Adult	-	-	-
	WIA Title I-B Dislocated Workers	-	-	-
	WIA Title II	-	-	-
	WIA Title III Wagner-Peyser Employment Service (includes SEDAF funded services)	-	-	-
	WIA Title IV - Vocational Rehabilitation	-	-	-
	Older Americans Act/Title V – Senior Community Service Employment Program (SCSEP)WIA	-	-	-
	Title I/National Programs – Veterans	-	-	-
	WIA Title I/Migrant Seasonal Farm Workers	-	-	-
	Trade Adjustment Assistance (TAA) & Trade Readjustment Allowances	-	-	-
	Youth Conservation Corps	-	-	-
	Commission for the Blind	-	-	-
	Food Stamp Employment Program (SNAP)	-	-	-

OUTCOMES MEASURES TABLE

Directions: The following measures are to be developed over the course of the next year. Do not set goals for these measures. These measures are included only for your information and future planning purposes.

Measure	Program	Target for 2013	Target for 2014	Target for 2015
Skills Gain: skill credential based on administrative records.		-	-	-
Net Impact: cost of services compared to numbers placed, earnings, taxes generated.		-	-	-
System Improvement Measure		-	-	-



**Local Workforce Strategic Plan
Section II – Compliance
January 1, 2013 to June 30, 2014**

A. TRANSPARENCY

1. Please include documentation that provides opportunity for public comment on, and input into the development of the local workforce investment plan, was provided prior to its submission to the state.

Public Notice was provided for each of the LBL WIB's open meetings as follows:
August 2, 2012, LBL WIB Executive Committee meeting
September 6, LBL WIB Executive Committee meeting
September 24, LBL WIB Executive Committee meeting
October 1, LBL WIB Youth Council meeting
October 22, LBL WIB meeting

Additional meetings (without public notice, but open to the public) were held to discuss Section I and/or II of the Local Workforce Strategic Plan:
July 11, 2012, meeting with partners
July 12, meeting with partners
July 31, meeting with stakeholders regarding sector strategy
August 1, meeting with partners
August 7, meeting with partners
August 9, meeting with stakeholders regarding work ready communities strategy

2. Please include documentation that copies of the proposed local plan were made available to the public (through such means as public hearings and local new media).

Copies of the proposed local plan were available to the public on the LBL WIB's website (www.region4wib.org). In addition, all partners and stakeholders who participated in the planning process received the plan at least once by email. Finally, a public notice was placed in the Albany Democrat-Herald, Corvallis Gazette-Times, and the Newport News-Times.

3. Please provide documentation that the LWIB provided at least a 30-day period for comment by the local board and members of the public, including representatives of business and labor organizations, prior to its submission to the Governor.

A public notice was placed in the Albany Democrat-Herald, Corvallis Gazette-Times, and the Newport News-Times (see Exhibit 2).

4. Please show that information about the plan was made available to the public on a regular basis through open meetings.

Please refer to the list of open meetings in Question 1 above.

5. If applicable, please submit any comments received that express disagreement with the plan to the Governor along with the plan.

A variety of comments were provided before and during the public comment period that were editorial in nature. These came from multiple sources and served to improve the plan.

The only substantive comment that could be construed as disagreement was a comment made at the LBL WIB meeting suggesting that the Leisure and Hospitality sector be added to the “Sectors for Further Review” because it is a large employer and an economic driver particularly in Lincoln county. This will be further evaluated and potentially included in the plan revision anticipated in June 2013.

B. GOVERNANCE (20 CFR 661.350)

1. Local Board Description

- a) Describe your local Workforce Investment Board: composition; membership and organizations they represent; structure, including any sub-committees; legal status; how staffed; etc. Who are the Chief Local Elected Officials and how do they interact with governance of the Board?

The LBL WIB is a business-led organization dedicated to identifying and meeting the workforce skill needs of employers in our region. It is a public/private partnerships comprised of representatives from business, labor, education, economic development, state and local government, and community-based organizations (see Exhibit 3). It includes an Executive Committee, Youth Council and Green Jobs Task Force (see Exhibit 4). The LBL WIB is governed by its Bylaws (see Exhibit 5).

The Chief Local Elected Officials are the nine county commissioners representing Linn, Benton, and Lincoln counties. Each county designates one Commissioner, or their designee, to represent them on the WIB and the WIB’s Executive Committee.

In 2012, the LBL WIB was incorporated into Community Services Consortium (CSC) who had previously only served as fiscal agent (see Exhibit 6a and 6b). This included approval by the Oregon Community Colleges and Workforce

Development Department for the LBL WIB to provide core and intensive services for adults and dislocated workers and appropriate youth services (see Exhibit 7).

- b) Describe the relationship and the functional separation between the board/board staff and service delivery providers. Please include any organization charts if available.

On January 12, 2012, the Oregon Community Colleges and Workforce Development Department, approved an agreement to allow the Linn, Benton, Lincoln Workforce Investment Board to provide and manage the delivery of Workforce Investment Act Title I-B Adult, Dislocated Worker and appropriate youth Core and Intensive services through the WorkSource Oregon system. This decision allowed the LBL WIB to reduce the administrative costs of services, ensure more funding for training and retraining activities for eligible participants, and manage direct outcomes of the program.

Training services are provided by local community colleges and other private/public training institutions whose courses are approved by the LBL WIB for inclusion on the Eligible Training Provider List (ETPL), as well as other vendors on the ETPL. Youth services are contracted out to Community Services Consortium. Youth services are procured every three years with an option to renew at the end of each year. The LBL WIB will be procuring youth services again for Program Year 2014.

Please refer to Exhibit 8 for the organization chart.

- c) If your board was certified by the governor as an alternative entity, describe how mandated partners who are not members will access the board.

The LBL WIB is not an alternative entity.

- d) Describe your youth council, its membership, and how it will carry out its responsibilities for the coordination of local youth services and programs.

The LBL WIB's Youth Council is implemented consistent with the Workforce Investment Act of 1998.

The Youth Council meets every other month to carry out the following tasks and responsibilities:

- **Participating in developing local plans and making recommendations to the LBL WIB, particularly regarding youth services.**
- **Selecting the youth services provider(s).**
- **Reviewing youth program performance and making recommendations to the LBL WIB.**
- **Develop, review, and recommend youth policies.**

- e) Describe the process your L/RWIB utilizes to assure that the one stop system meets the intent, rules, regulations and requirements of the WIA Title IB program. (e.g. monthly performance, fiscal reports to board, etc.).

The following is a list of processes and reports used by the LBL WIB to assure performance:

- **The LBL WIB administers a biannual one-stop certification process.**
 - **The LBL WIB receives an annual performance report from the Title IB program providers and a mid-year performance update.**
 - **The LBL WIB receives monthly program updates for WorkSource Oregon operations and performance including Title IB and the Oregon Employment Department.**
 - **The LBL WIB receives monthly financial reports.**
 - **The LBL WIB approves the Title IB budget annually.**
- f) Discuss how the local board will be educated on their role, engaging all the local partners, and providing guidance to the local workforce system.

A comprehensive board member orientation is provided to each new member. This orientation includes an overview of the role and responsibilities of board members and a discussion of the LBL WIB Bylaws, policies, priorities, and programs. Reference material is provided at each orientation.

On an ongoing basis, LBL WIB members meet regularly to discuss strategy, performance, and policies and to stay abreast of new and relevant information. The LBL WIB website provides opportunities outside of meetings to receive information. LBL WIB members are alerted to changes on the website through email or the LBL WIB's Facebook page.

2. Partnerships

- a) Describe any special characteristics of the partnerships (e.g. consortia).

The One-Stop Operators Group includes representatives from the LBL WIB, Community Services Consortium, Oregon Employment Department, Linn-Benton Community College, Oregon Coast Community College, Oregon Department of Human Services, and the Office of Vocational Rehabilitation Services (see Exhibit 9). The Operators are charged with developing implementation strategies, providing direction, and resolving problems among partners for the workforce system.

The local Integrated Leadership Team consists of management representatives from Community Services Consortium and the Oregon Employment Department. The Leadership Team is charged with coordination of the day-to-day operations of the one-stops.

- b) Please describe and attach any board issued policies, memoranda, or directives that require and support integration of workforce services (both strategic and service delivery oriented).

The LBL WIB approves the local strategic plan. In addition, the LBL WIB approves the One-Stop Operators Memorandum of Understanding (MOU) which also includes the Integrated Services System Plan (see Attachment F). The MOU has been extended by the LBL WIB for two years (see Exhibit 10). A signed document reflecting this extension is in process.

- c) Describe how all the local partners were engaged in the development of this plan. include:
- i. Business;
 - ii. Labor;
 - iii. Education;
 - iv. Community and Economic Development; and
 - v. Local Tribal Nations.

Please refer to the list of meetings in Question 1 above. All partners have been a party to one or more of these meetings as well as frequent distribution of information by email. A number of individual meetings occurred to encourage support and participation and to share information.

C. DESCRIPTION OF ONE-STOP DELIVERY SYSTEM (20 CFR 661.350 – 661.355, 20 CFR 662)

1. Describe your local area delivery of core, intensive and training services. Please provide documentation of your system showing all service delivery sites and how core, intensive and training services are delivered at each site and by workforce partners (see Attachments A, B, and C).

Core, intensive, and training services are provided through WorkSource Oregon (WSO) in Linn, Benton, and Lincoln counties. It includes Title IB (provided by Community Services Consortium) and the Oregon Employment Department as primary partners. The Department of Human Services is a co-located partner at all one-stops and the Office of Vocational Rehabilitation is co-located at one location. Please see Attachments A, B, and C.

A broad menu of resources and services are available through WSO including:

- **Resource room with available computers, phones, printer/copiers, and other tools along with staff assistance in the use of these tools.**
- **Welcome/Registration process**
- **Skills assessment and National Career Readiness Certificate**
- **Workshops providing job search strategies and highlighting training opportunities**
- **iMatchSkills® and staff assisted job search and referral**
- **Career exploration and navigation**
- **Training (OJTs, scholarships, and other)**
- **Career pathways**
- **Financial aid information**
- **Labor market information and other employer services**

2. Describe the process for selection and designation of the one stop operator.

In accordance with the Workforce Investment Act (WIA), Section 121 (d) (2), the Linn, Benton, Lincoln Workforce Investment Board has designated a consortium of operators including Community Services Consortium (Title IB), Linn-Benton Community College, Oregon Coast Community College, Oregon Employment Department, Oregon Department of Human Services, and the Office of Vocational Rehabilitation (see Exhibit 9). Coordination of the One-Stop Operators Group is handled by LBL WIB staff.

3. Describe how the local board will ensure the continuous improvement of eligible providers of services through the system.

Through the one-stop certification process, the LBL WIB has an opportunity to review, assess, and recommend improvements to the local WSO centers and, by extension, all partners to the WSO one-stops. The LBL WIB receives monthly reports from the major partners to the One-Stop, Community Services Consortium and Oregon Employment Department and can recommend improvements. Finally, the LBL WIB will regularly address continuous improvement as a part of the system innovation strategic priority.

4. Describe how the local board will ensure that such providers meet the employment needs of local employers and participants.

The LBL WIB is led by employers and includes a broad array of public and private partners who can speak to the needs of employers and participants. The initiation of sector strategies in Linn, Benton, and Lincoln counties will provide an opportunity to assess employer and participant needs in the healthcare sector and create specifically tailored strategies to address identified needs. In addition, the LBL WIB will produce a state of the workforce report each year that will inform discussion at the board level.

5. Describe and provide an assessment of the type and availability of adult and dislocated worker employment and training activities in the local area, including a description of the local ITA system and the procedures for ensuring that exceptions to the use of ITAs if any are justified.

The Eligible Training Provider List in Linn, Benton, and Lincoln counties includes a number of offerings from both Linn-Benton and Oregon Coast community colleges. A significant number of program offerings are available in healthcare among others. In addition, there are a variety of private vocational schools. There are no significant concerns with the availability of training in the region.

The local ITA system operates in accordance with local policy (see Exhibit 11). Exceptions to the use of ITAs do not occur. Should they be needed, they would follow appropriate policy and procedure.

6. Describe how customers access core, intensive and training services in your local one-stop system, including non- and limited-English speakers, people with disabilities, TANF clients and others with barriers to employment, by site.

All WSO centers in Linn, Benton, and Lincoln counties provide accessible resources and tools for people with disabilities. Staff in the centers are trained to help customers who have challenges navigate the centers and utilize tools and services provided by the center. In addition, there are a number of bilingual staff, principally English/Spanish. Other language requirements can be accommodated using the language line service.

- a) Describe the criteria used for determining whether Title I funds are limited for adult employment and training activities, and the process by which any priority will be applied by the One-Stop Operator.

The Workforce Investment Act (WIA) requires that in the event that funding is limited for WIA Title IB Adult Intensive and Training services, the local area must apply priority of service to recipients of public assistance and other low-income individuals. In addition, the Department of Labor has provided direction that veterans and eligible spouses must also receive priority.

If the demand for training through local scholarships exceeds funds available, after screening to assure that applications are complete and meet minimum requirements, then priority will be given to veterans and eligible spouses first, low-income individuals second, and then all others based on ranking.

- b) Describe any populations prioritized for services, other than those required for Title I, and the process used to determine the need/ eligibility for prioritization.

Currently, no other populations are prioritized for services other than those identified above. To date, a Priority of Service Policy has not been developed. As a part of a broader review of local policies, a Priority of Service Policy will be developed before June 30, 2013.

7. Describe your local system's integrated service strategies to meet the needs of specific population groups or customers. These can be populations targeted through your local strategic planning process, local priority customers, or any specific populations receiving an integrated set of services. Populations to be included are:

- a) Non English and Limited-English speakers
- b) People with disabilities
- c) People with low basic skills
- d) Migrant and seasonal farm workers
- e) TANF clients
- f) Other Populations targeted by the LWIB

Section I – Strategy of this Local Workforce Strategic Plan describes further planning that will occur during the period beginning January 1 through June 30,

2013. Part of this planning effort will be to better identify specific populations that will be targeted/prioritized and specific outreach and service strategies for each.

In general, the local system's integrated service strategies address all of these populations through one or more partners. Staff are trained to work with individuals in each of these groups and/or to connect them within the one-stop to those who can work with them. For example:

Non-English, Limited-English Speakers – there are a number of bilingual staff among all partners, principally English/Spanish, to assist limited English speakers. Staff are aware of bilingual staff and can make a seamless connection even to other partner staff when needed. If there is another language requirement, staff are familiar with using the language line service.

People with Disabilities – staff are trained annually to successfully assist people with disabilities and in the use accessible tools and equipment. The Office of Vocational Rehabilitation (OVR) is located in the region and is a resource to One-Stop staff. OVR also regularly participates on the LBL WIB and One-Stop Operators Group.

People with Low Basic Skills – people who demonstrate low basic skills through the initial skills review are identified and connected with on-line remedial tools and courses. Staff are also aware and can make referrals to WIA Title II programs through local community colleges.

Migrant and Seasonal Farm Workers

TANF Clients – Community Services Consortium and the Employment Department are JOBS providers to TANF clients in different capacities. A number of opportunities are provided to TANF clients for staff-assisted job search activities, and adult work-experience/sheltered work. The Department of Human Services participates on the LBL WIB and One-Stop Operators Group.

8. Describe the tactics and methods adopted by the LWIB to assure that the service delivery system meets the needs of businesses, jobseekers, and workers in the local area.

- a) Describe how job seekers and job seeker service providers are:
 - i. Engaged and continually re-engaged with services, and connected to the labor exchange system; and,

Through the WorkSource Oregon system, job seekers are connected to the labor exchange system primarily through iMatchSkills®. This is an online system that matches the workforce needs expressed by business to the job seeker's identified skills. There are abundant tools and resources available through WSO to supplement and enhance job seeker services. Staff in the one-stop are available to assist either in the use of the tools or in the job matching. For specific populations, specific outreach may occur to assure job seekers are aware of job matches. Finally, job and career fairs provide a broader, generalized outreach.

- ii. Made aware of specific employer needs, requirements and opportunities.

For the job seeker, employer needs, requirements, and opportunities are primarily expressed in iMatchSkills®. In addition, information is shared through workshops and resource material in the one-stops. These workshops and resources are informed by business outreach through the Oregon Employment Department Business Services, outreach to business to support OJT's or the NCRC, and participation in Chambers of Commerce or Economic Development meetings and events, among others.

- b) Describe how employers are:

- i. Engaged and continually re-engaged with services, and connected to the WSO system; and,

Employers are also connected to the WSO system through iMatchSkills®. The Oregon Employment Department conducts outreach to business for the purpose of posting job listings to iMatchSkills® among others. Staff work with businesses to support OJT's and the NCRC also connecting business with WSO. At a higher level, The LBL WIB is business led and provides monthly feedback to the WSO system through meetings and biannual feedback to the WSO system through one-stop certification.

- ii. Made aware of specific employer services, resources and workforce development opportunities.

Staff work together within WSO to identify target audiences for specific employer services, resources, and opportunities. Outreach can occur through meetings and personal contact through phone calls or email. Advertisement in the newspaper is sometimes used. Finally, the WSO, partner, and the LBL WIB websites are another avenue for outreach along with brochures and other general distributed materials. Finally, we are laying the groundwork for the beginning of social media outreach.

- c) Describe any barriers to service delivery for job seekers and businesses.

The primary barriers to both job seekers and businesses are as follows:

- The slow recovery from the Great Recession continues to present challenges as the job seeker demand continues to be extremely high and available jobs are still far from keeping pace.
- In the face of unprecedented demand on the broader workforce system, resources have been significantly cut through the Workforce Investment Act. It is a challenge to have the capacity for meaningful engagement.
- This is compounded by the chronic effects of being a low resourced region more generally.

- d) Describe how the local board will focus on building and sustaining relationships with businesses.

Please refer to the LBL WIB Local Workforce Strategic Plan that includes some specific steps toward building and sustaining relationships with businesses.

As the LBL WIB moves more toward sector strategy and Work Ready Communities, a broader business engagement strategy is expected to result from the LBL WIB and partners as appropriate. In addition, the LBL WIB will continue to work to actively support business relationships through WIB membership and participation in the board, committees, etc.

- e) Describe how the local board will engage the business community in the design and improvement of business services.

Please refer to Question 8.d) above. Information can be gathered through each of these business contacts both current and future. In addition, the LBL WIB anticipates implementing business surveys that will include questions related to business services design and improvement. In general, numerous interactions with businesses occur through LBL WIB meetings, economic development, Employer Council, Chamber of Commerce, and personal contacts that inform design and improvement strategies.

- f) Describe how the local board will enhance services to job seekers.

Please refer to the LBL WIB Local Workforce Strategic Plan. Within the context of each of the three strategies, sectors, work ready communities, and system innovation will be a more specific consideration of potentially underserved populations. Each of these strategies carries with it enhancements to job seeker services. For example, it is expected that sector strategy efforts will provide job seekers interested in health care a much broader and deeper understanding of opportunities along with better tools and resources to access those opportunities. Another example is our greater emphasis on work-based experiential learning through OJTs and other programs where the long-term unemployed can better access limited job openings.

- g) How does your workforce system ensure that all job seekers connect with the labor exchange system?

All job seekers served through WSO are required to register in iMatchSkills® including all individuals receiving Unemployment Insurance. iMatchSkills® is the primary labor exchange tool in WSO. More broadly, job seekers are encouraged to access iMatchSkills® and other labor exchange tools through staff contact, workshops, job fairs, and brochures.

- h) Discuss how the apprenticeship community will be engaged, and the plans to bring apprenticeship opportunities to job seekers.

The LBL WIB has two labor representatives on the board representing the International Brotherhood of Electricians and the Laborers International Union of North America. Both represent training centers in the region and actively engage local staff regarding apprenticeship opportunities for both adults and youth. Job seekers are engaged in events hosted by the two training centers. Community Services Consortium, providing Title IB services, is actively engaged in discussions regarding the prospect of trade status for weatherization workers and local apprenticeship applications. In addition,

staff are trained to work with job seekers interested in other apprenticeship opportunities through other trades.

9. Discuss how the Board anticipates further coordination of services and elimination of duplication in service delivery to maximize resources available to support training and other business services.

Please refer to the LBL WIB Local Workforce Strategic Plan. The system innovation strategies expressed in the Plan and the overarching emphasis on coordination will reduce duplication of service delivery.

10. All labor exchange services to be delivered as part of the One Stop delivery system via One Stop Centers or affiliate sites are required by the Workforce Investment Act 20 CFR 652.202. If Wagner-Peyser services are currently delivered outside either of these means in the LWIA, the Board must identify strategies which will bring the LWIA into compliance with the regulations.

Wagner-Peyser services are currently offered in Lincoln City through an office that is neither a one-stop nor an affiliate center. It is not anticipated that this will be certified as a one-stop or affiliate. The Oregon Employment Department is currently considering the prospect of consolidating this office with the Newport office which is a certified one-stop. The LBL WIB will continue to monitor this circumstance and encourage the Employment Department to consolidate.

- a) Describe the local board plan for co-locating partners within the One Stop Centers.

Please refer to the LBL WIB Local Workforce Strategic Plan, System Innovation, System Inventory.

D. INTEGRATION (Compass Policy/WSO Joint Policy)

1. Please provide narrative that describes the methods and processes used to ensure all customers are registered using a common intake and a standard welcome process.

All customers are greeted by a Welcome Team member and asked to fully complete the online integrated registration process. Staff work with customers to assure to resolve problems and answer questions. Finally, customers participate in a one-on-one conversation with Work Source staff to identify their next steps and complete the welcome process. Staff have been trained on the common intake and welcome process and regularly participate in follow-up training.

2. Please describe how the design of the customer intake process and integrated customer flow will promote continual re-engagement of returning participants, and the capture of services and results leading to positive outcomes and performance.

The emphasis of the initial “next steps” conversation upon completing the welcome process and subsequent staff contacts is shifting toward providing customers with only their individual next, most important steps. This design facilitates early customer success and limits information overload both encouraging re-engagement. In addition, staff contact is coordinated within the one-stops so customers receive clear direction.

E. SERVICE GAPS

1. Identify workforce needs for the area; then describe whether or not the present workforce system is meeting those needs. If not, indicate the extent of the gap in services needed but not provided. Such gaps may include, but are not limited to: specific skills needed by employers, language issues, ESL services, drug & alcohol treatment, support services, services to the disabled, education/training needs not provided locally, service to remote areas, space for providing services, etc.

Please refer to the LBL WIB Local Workforce Strategic Plan. Also please refer to the LBL WIB State of the Workforce report:

- [http://region4wib.csc.gen.or.us/Publications/Linn-Benton-Lincoln%20State%20of%20the%20Workforce%20\(2\).pdf](http://region4wib.csc.gen.or.us/Publications/Linn-Benton-Lincoln%20State%20of%20the%20Workforce%20(2).pdf)

The State of the Workforce Report is planned to be updated within the next 12 months.

There continue to be skill gaps that are difficult to address with limited training resources. Under consideration is a shift of Title IB resource more toward adult basic education/skills to better prepare adults and dislocated workers for employment or training (funded through financial aid, other sources, and limited Title IB scholarships).

Transportation continues to be a challenge for low-income individuals. Past strategy has been to locate offices close to population centers, but this strategy carries a high cost that offsets resources that might otherwise go to training.

F. STRENGTHS AND IMPROVEMENT OPPORTUNITIES

1. Describe how the local board will ensure the continuous improvement of services through the system and ensure that providers meet the employment needs of local employers and job seekers/participants.

The Executive Committee of the LBL WIB provides oversight to the WSO system. The Executive Committee receives a report on the WSO system performance at each meeting and has an opportunity to discuss concerns and improvement opportunities. The LBL WIB is also responsible for certifying one-stop centers every two years to assure that all required standards are met.

G. RESOURCES

1. Identify, using the forms in **ATTACHMENTS B and C**, the resources dedicated to achieving the goals in the Plan. You should include, as much as possible, the public and private resources in the local workforce system.

Please see Attachments B and C. Attachment C refers to funding for July 1, 2013 through June 30, 2015. It will be completed after January 1, 2013 when more is known about federal and state budgets.

H. PERFORMANCE OUTCOMES AND NEGOTIATIONS

1. Please include using the format in **ATTACHMENT E** your performance targets.
 - a) **ATTACHMENT E** must be (re) submitted following performance negotiations and plan modification reports.

Please see Attachment E.

2. Using **ATTACHMENT E**, identify the levels of performance negotiated with the State for the program years covered by the Plan. Provide the proposed performance levels for each of the core indicators of performance for the adult, dislocated worker and youth programs, respectively. **Negotiations will take place (pending receipt of state performance targets from DOL) for the local performance targets for Programs Year 2012 and 2013.**
3. What barriers does your L/RWIA have which prevents you from integrated performance?

Please refer to the Conclusion of the LBL WIB Local Workforce Strategic Plan. The two barriers listed that affect integrated performance are the lack of incentives to collaborate, particularly for partners other than the Oregon Employment Department, and the difficulty in crafting unified strategies with shared outcome definitions.

I. Budget and Participant Plan

1. Using the format provided in **ATTACHMENT E**, Budget, Participant and Performance Plan, identify the funding and participants planned to be served for each year of this Plan.

Please see Attachment E.

2. Include enrollment data showing enrollment information for those individuals that are “carried-in” from previous program years.

Please see Attachment E.

J. Identification of Entity Responsible for Disbursement of Grant Funds

1. Identify the fiscal agent, or entity responsible, for the disbursal of grant funds as determined by the chief elected official or the Governor for Title I of the WIA and describe how that fiscal agent or responsible entity was selected and its legal status.

The fiscal agent for Title IB of the Workforce Investment Act is Community Services Consortium. Community Services Consortium has legal status as an ORS 190 organization (see Exhibit 6a and 6b).

K. Description of Local Individual Training Account (ITA) System and Procedures

1. Describe the local ITA system including:

- a) How it is determined an individual will receive an ITA.

All customers who are interested in receiving WIA training funds are required to complete a WIA Scholarship application. The application is designed to capture the following information:

- all program eligibility requirements,
- individual employment plan,
- training duration,
- cost of training,
- prosperity plan (documentation of opportunity to prosper in new occupation),
- budget,
- labor market data related to the occupation, and;
- documentation that the applicant has the ability to successfully participate in the training program (usually demonstrated by earning a National Career Readiness Certificate).

Applications that are submitted are evaluated for their completeness and then scored based on how they answer questions about their need for retraining, knowledge of the occupation, and plans for successful completion.

- b) How an individual who receives an ITA selects a training provider.

Individuals must identify a training provider as part of the scholarship application process prior to being awarded an ITA.

- c) How payments from ITAs will be made.

Payments are made directly to training providers.

- d) Whether there are limits imposed on ITAs (e.g., dollar amount and/or duration) by the Local Board.

The local board currently does not impose limits on ITAs. The program staff are responsible for managing training costs within budget limitations. The costs associated with training are reported to the board on an annual basis so that the board remains informed of the average training costs of program participants.

- e) If limits are imposed on ITAs, how does the local board assure that customer choice in the selection of an eligible training provider is not diminished?

Not applicable.

2. Describe the procedures for ensuring that exceptions to the use of ITAs are justified, including:

Strict adherence to the ETPL is followed.

- a) A discussion of how customer choice in the selection of an eligible training provider is maximized;

Customers are provided with access to the ETPL and are encouraged to explore training in neighboring areas as well as locally.

- b) A discussion of the local board's intent to use contracts for services in lieu of ITAs for the following exceptions: on-the-job training (OJT) or customized training services; when the local board determines there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs; and when the local board determines there is a training services program of demonstrated effectiveness offered in the area by a community-based organization or another private organization to serve special participant populations that face multiple barriers to employment;

Currently the only contracted training exception to the ETPL is for OJT. The OJT program is not used in lieu of ITAs but is a separate program altogether. By definition the OJT service is provided by an employer rather than a certified training provider. OJTs can be an effective way of delivering training while providing for employment.

- c) The process to be used in selecting the providers under a contract for services when the local board determines there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs. Address whether the process includes a public comment period for interested providers of at least 30 days;

The board has not determined that we have an insufficient number of eligible training providers in our region.

- d) A brief description of the Local Board criteria to be used in determining "demonstrated effectiveness" for those programs referenced in 2.b (above).

Training completion and placement rates are reviewed prior to awarding ITAs.

L. Description of Competitive Process to Award Grants and Contracts

1. Describe the local area's competitive process for awarding grants and contracts carried out including WIA IB providers. Include a discussion of the procedures for solicitation, selection and award. Identify the procurement requirements that guide the local area's actions, whether Federal, State, or local.

The LBL WIB follows the procurement procedures of Community Services Consortium (see Exhibit 12). These have consistently been found to comply with state and federal procedures. Should a conflict arise, state and federal procedures will take precedence, the conflict will be noted in the file, and CSC procurement procedures will be reviewed to determine if adjustments are needed.

M. Description of Local Board Coordination of Local Activities with Statewide Rapid Response Activities

1. Describe how the local board ensures coordination of rapid response activities with the state dislocated worker unit. Include policy or procedures which describes:

- a) How collaboration between the local board, the State, One-Stop partners, and other applicable entities will occur;

LBL WIB has a primary point of contact for all rapid response activities in the region. This individual ensures that all partners are notified and coordinates the efforts among and between the State, One-Stop partners, and any other applicable entities in the delivery of rapid response services.

- b) How core services are integrated as part of rapid response assistance, and how delivery on site will be implemented;

Core services, such as orientation to services and eligibility information are provided on-site at every location where rapid response services are delivered. When feasible, on-site resource rooms, and or workshop services are made available to workers provide rapid re-employment to individuals.

- c) How timely decisions will be made to request additional funding through such resources as National Emergency Grants and additional assistance projects.

Surveys are distributed to affected worker groups to immediately determine the needs of the worker group. When it is determined that our allocated formula dislocated worker funds will not be sufficient to serve the number of individuals who indicate they will seek re-employment and training services we immediately work with the State to apply for National Emergency Grant funding.

N. Description of the Youth Program Design Framework

1. Describe the design framework for the local area's youth program including how the design encompasses the following strategies:

The focus of LBL WIB's youth program is to prepare young people for the future workforce. Youth services are provided through a contract with Community Services Consortium (CSC). Youth must be eligible for WIA services in order to participate in WIA funded youth services.

The framework for LBL WIB's youth program includes the following:

- **Comprehensive academic and occupational skills assessment**
- **Development of individualized plan based on assessment results**
- **Education completion**
- **Identification of career goals and post-secondary training opportunities**
- **Work readiness skill development**
- **Work experience and internships**
- **Employment**
- **Ongoing evaluation and modification to individual service strategy.**

- a) Preparation for postsecondary educational opportunities;

All youth receive support to complete high school or obtain a GED. Youth who are basic skills deficient receive support to improve their basic skills giving them a foundation from which to pursue postsecondary educational opportunities. Youth will identify a career goal and explore related career pathways.

- b) Strong linkages between academic and occupational learning;

CSC operates a number of programs that directly link occupational and academic learning. Programs such as YouthBuild connect youth with work based learning opportunities as well as an opportunity to complete secondary education while preparing for postsecondary training.

- c) Preparation for unsubsidized employment opportunities; and

All programs including natural resource crews, YouthBuild, Youth Garden, and even our Career Tech Charter High School include a work readiness training component. Internships and work experiences not included in the programs cited above also provide youth with valuable experience in employment situations. These experiences provide youth with the opportunity to learn workplace expectations and demonstrate work readiness skills.

- d) Effective linkages with intermediaries with strong employer connections.

CSC has strong links with employers, schools, labor unions, and other community organizations. These connections provide for:

- **Career pathway research**
- **Job shadows**
- **Career fairs**
- **Internships**
- **Work experience**
- **Pre-apprenticeship programs**
- **Other activities that expose youth to the world of work**

2. Describe how the following ten program elements required in 20 CFR 664.410 are provided within the local youth program design:

CSC, as the youth contractor, is required to provide the ten mandated services to meet the needs of individual youth. The schedule of services provided is based on assessment results which determine the sequence and priority of services. Every youth will have an Individual Service Strategy based on the assessment results and goals of the youth. The plans are regularly reviewed and updated to accommodate emerging needs.

- a) Tutoring, study skills training, and instruction leading to secondary school completion including dropout prevention strategies;

- **Individualized subject instruction**
 - **Coordination with school staff regarding student progress**
 - **Summer education activities to assist youth with academic achievement**
 - **Individualized drop-out prevention problem-solving**
- b) Alternative secondary school offerings;
- **Individualized subject instruction**
 - **Referrals to GED programs at local high schools and community colleges**
 - **In-house alternative education and/or charter school programs**
- c) Summer employment opportunities directly linked to academic and occupational learning;
- **Paid summer crew work**
 - **Work experience**
 - **Internship opportunities**
- d) Paid and unpaid work experiences, including internships and job shadowing;
- **Work experiences are paid or unpaid employment-based educational opportunities for youth**
 - **Internships are employment related educational experiences for youth which are usually connected to the ability to earn academic credit and may or may not be paid**
- e) Occupational skill training;
- **Pre-apprenticeship and apprenticeship programs**
 - **Industry recognized credential completions**
 - **Connection to community colleges**
- f) Leadership development opportunities which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities;
- **Community and service learning projects**
 - **Peer leadership opportunities**
 - **Work experiences and Internships**
 - **Exposure to postsecondary educational opportunities**
- g) Supportive services;
- **Transportation assistance**
 - **Referrals to medical services**
 - **Uniforms/ work attire**
 - **Work related supplies**
 - **Child care and dependent care**
 - **Housing costs**

- h) Adult mentoring for a duration of at least 12 months that may occur both during and after program participation;
 - **Mentoring services may be school, community, employment, or program based**
- i) Follow-up services; and
 - **Supportive Services**
 - **Assistance with employment related issues**
 - **Career development**
 - **Educational research**
 - **Mentoring**
 - **Tutoring**
 - **Follow-up services are provided for 12 months after the youth has exited the program**
- j) Comprehensive guidance and counseling, including drug and alcohol abuse counseling and referrals to counseling, as appropriate to the needs of the individual youth.
 - **Employment/career counseling**
 - **Referrals to mental health and drug and alcohol abuse counseling**
 - **Pregnancy prevention information**
 - **Referrals to other forms of counseling, based on the individual needs of the participant**

O. Local Board Approval Process

1. Describe the approval and documentation process that will be utilized to obtain formal Board approval of any modification or changes to **ATTACHMENT E**, Budget, Participant and Performance Plan per CCWD policy.

Any changes to the information in Attachment E, Budget, Participant, and Performance Plan will subject to formal LBL WIB approval. Changes will be discussed as part of a regular agenda item at a meeting that has been publicly noticed. Changes will be voted on by the full LBL WIB or the Executive Committee prior to implementation.

P. Notice of Fund Availability

1. Since funding allocations are provided annually, it is anticipated that the information for the subsequent years will be based on estimated figures when initially submitted. (Areas should use the same funding allocation for planning the subsequent years and be aware this is subject to change when final allocations are issued.) The allocation figures will be revised when they are finalized for the subsequent program years.
 - a) For WIA Title I-B subrecipients, a Notice of Fund Availability (NFA) will be issued upon approval of the Plan or modification if needed. The NFA serves as an obligation of funds to the subrecipient, not the Local Plan or modifications to the Plan.

Q. Reporting of Civil Rights Compliance Review, Complaint Investigation, Administrative Enforcement Actions, and/or Lawsuits Regarding Discrimination: METHODS OF ADMINISTRATION

1. If applicable, please provide the name of the Federal agency (other than the Directorate of Civil Rights, Department of Labor) that conducted a civil rights compliance review or complaint investigation during the two preceding years in which the Area was found to be in noncompliance; and

The LBL WIB has not been out of compliance.

2. If applicable, please identify the parties to, the forum of, and case numbers pertaining to, any administrative enforcement actions or lawsuits filed against the Area during the two prior years which allege discrimination on the ground of race, color, religion, sex, national origin, age disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in JTPA or WIA.

There has not been any action filed.

3. Please provide copies of any local area policies that demonstrate compliance with the state Methods of Administration.

Please see Exhibit 13, WIA Grievance Policy and Procedures and Methods of Administration.

R. MEMORANDUM OF UNDERSTANDING AND ATTACHMENTS

1. Please attach your LWIA's Memorandum of Understanding as **ATTACHMENT F**.

Please see Attachment F. The MOU has been extended by the LBL WIB for two years (see Exhibit 10). A signed document reflecting this extension is in process.

S. RESOURCE SHARING AGREEMENT

1. Please attach your LWIA's Resource Sharing Agreement as **ATTACHMENT G**.

Please see Attachment G. The Resource Sharing Agreement (RSA) is currently out of date and in need of revision and reauthorization. However, it is recognized that the RSA that has been used in the recent past is too narrow and limited. It does not reflect the broader intent of integration and the greater alignment anticipated in statewide workforce strategic planning. The LBL WIB is requesting technical assistance to revise the process, document, and reconciliation of our RSA for July 1, 2012 through June 30, 2013 and beyond.

T. WIA TITLE I-B ASSURANCES AND DISCLOSURE OF LOBBYING ACTIVITIES

1. **ATTACHMENT H**

U. WIA TITLE I-B STATEMENT OF CONCURRENCE

1. Please submit completed and signed Statement of Concurrence as **ATTACHMENT I.**

Please see Attachment I.

V. WIA Title I-B Partners Statement of Agreement

1. Please submit the completed and signed Partners Statement of Agreement as **ATTACHMENT J.**

Please see Attachment J.

W. LOCAL WORKFORCE INVESTMENT BOARD RECERTIFICATION REQUEST

1. Please submit the completed and signed Local Workforce Investment Board Recertification Request as **ATTACHMENT K.**

Please see Attachment K.



**Local Workforce Strategic Plan
ATTACHMENTS**

ATTACHMENT A (Form Updated 8-20-12)

Local Workforce Area/Region: Linn, Benton, Lincoln (Region 4)

WorkSource Oregon Center/Affiliate Site: Corvallis-Benton Workforce Development Center, 545 SW 2nd Street, Corvallis

Please note which workforce partner(s) provide(s) the following services at each site. If not applicable, please note “N/A”.

Services	WIA Title 1B	WIA Title 1-D Vets	WIA Title 1I	WIA Title III	VR	DHS	Other State
Eligibility Determination for WIA Title IB Services	X		N/A				State
Outreach, intake, and orientation to the information and services available through the WorkSource Oregon delivery system	X	X	N/A	X			
Initial Assessment of Skills	X	X	N/A	X	X	X	
Initial Assessment of Need for Support Services	X	X	N/A	X	X	X	
Referral to Unemployment Insurance	X	X	N/A	X	X	X	
Labor Market Information	X	X	N/A	X	X		
Provide referral to TANF	X	X	N/A	X	X	X	
Help access federal Financial Aid	X	X	N/A	X	X		
Job Search and Placement Assistance	X	X	N/A	X	X	X	
Career Exploration	X	X	N/A	X	X		
Provide Information on Availability of Support Services	X	X	N/A	X	X	X	
Performance Outcomes and Cost Information on Eligible Training Providers	WIB		N/A				
Tracking of Local Performance Measures	X		N/A	X	X	X	
Services to Veterans	X	X	N/A	X	X		
Business Engagement	X	X	N/A	X	X		
Claimant Reemployment			N/A	X	X		
Migrant Seasonal Farm Worker (MSFW) Services			N/A	X			
Reemployment Eligibility Assessment (REA)			N/A	X			
Self-Employment Assistance (SEA)	X		N/A	X	X		
WIA Title 1B Follow-up Services (after Exit)	X		N/A				
Intensive Services (indicate what service)	X						
Case Management		X	N/A		X	X	
Staff-Assisted Job Search	X		N/A		X		
Training Services (indicate what service)							
OJTs	X		N/A				
Training Scholarships	X		N/A				
Career Training and Workshops	X		N/A		X		
Work Readiness Work Crews (JOBS)	X		N/A			X	
Support Services (indicate what service)							
Training Supplies and other supportive services	X		N/A				
Transportation, Daycare			N/A			X	
Counseling			N/A		X		

ATTACHMENT A (Form Updated 8-20-12)

Local Workforce Area/Region: Linn, Benton, Lincoln (Region 4)

WorkSource Oregon Center/Affiliate Site: Albany-Linn Workforce Development Center, 139 4th Avenue SE, Albany

Please note which workforce partner(s) provide(s) the following services at each site. If not applicable, please note “N/A”.

Services	WIA Title 1B	WIA Title 1-D Vets	WIA Title 1I	WIA Title III	VR	DHS	Other
Eligibility Determination for WIA Title IB Services	X		N/A		N/A		State
Outreach, intake, and orientation to the information and services available through the WorkSource Oregon delivery system	X	X	N/A	X	N/A		
Initial Assessment of Skills	X	X	N/A	X	N/A	X	
Initial Assessment of Need for Support Services	X	X	N/A	X	N/A	X	
Referral to Unemployment Insurance	X	X	N/A	X	N/A	X	
Labor Market Information	X	X	N/A	X	N/A		
Provide referral to TANF	X	X	N/A	X	N/A	X	
Help access federal Financial Aid	X	X	N/A	X	N/A		
Job Search and Placement Assistance	X	X	N/A	X	N/A	X	
Career Exploration	X	X	N/A	X	N/A		
Provide Information on Availability of Support Services	X	X	N/A	X	N/A	X	
Performance Outcomes and Cost Information on Eligible Training Providers	WIB		N/A		N/A		
Tracking of Local Performance Measures	X		N/A	X	N/A	X	
Services to Veterans	X	X	N/A	X	N/A		
Business Engagement	X	X	N/A	X	N/A		
Claimant Reemployment			N/A	X	N/A		
Migrant Seasonal Farm Worker (MSFW) Services			N/A	X	N/A		
Reemployment Eligibility Assessment (REA)			N/A	X	N/A		
Self-Employment Assistance (SEA)	X		N/A	X	N/A		
WIA Title 1B Follow-up Services (after Exit)	X		N/A		N/A		
Intensive Services (indicate what service)	X						
Case Management		X	N/A		N/A	X	
Staff-Assisted Job Search	X		N/A		N/A		
Training Services (indicate what service)							
OJTs	X		N/A		N/A		
Training Scholarships	X		N/A		N/A		
Career Training and Workshops	X		N/A		N/A		
Work Readiness Work Crews (JOBS)	X		N/A		N/A	X	
Support Services (indicate what service)							
Training Supplies and other supportive services	X		N/A		N/A		
Transportation, Daycare			N/A		N/A	X	
Counseling			N/A		N/A		

ATTACHMENT A (Form Updated 8-20-12)

Local Workforce Area/Region: Linn, Benton, Lincoln (Region 4)

WorkSource Oregon Center/Affiliate Site: Newport-Lincoln Workforce Development Center, 120 NE Avery Street, Newport

Please note which workforce partner(s) provide(s) the following services at each site. If not applicable, please note “N/A”.

Services	WIA Title 1B	WIA Title 1-D Vets	WIA Title 1I	WIA Title III	VR	DHS	Other State
Eligibility Determination for WIA Title IB Services	X		N/A		N/A		State
Outreach, intake, and orientation to the information and services available through the WorkSource Oregon delivery system	X	X	N/A	X	N/A		
Initial Assessment of Skills	X	X	N/A	X	N/A	X	
Initial Assessment of Need for Support Services	X	X	N/A	X	N/A	X	
Referral to Unemployment Insurance	X	X	N/A	X	N/A	X	
Labor Market Information	X	X	N/A	X	N/A		
Provide referral to TANF	X	X	N/A	X	N/A	X	
Help access federal Financial Aid	X	X	N/A	X	N/A		
Job Search and Placement Assistance	X	X	N/A	X	N/A	X	
Career Exploration	X	X	N/A	X	N/A		
Provide Information on Availability of Support Services	X	X	N/A	X	N/A	X	
Performance Outcomes and Cost Information on Eligible Training Providers	WIB		N/A		N/A		
Tracking of Local Performance Measures	X		N/A	X	N/A	X	
Services to Veterans	X	X	N/A	X	N/A		
Business Engagement	X	X	N/A	X	N/A		
Claimant Reemployment			N/A	X	N/A		
Migrant Seasonal Farm Worker (MSFW) Services			N/A	X	N/A		
Reemployment Eligibility Assessment (REA)			N/A	X	N/A		
Self-Employment Assistance (SEA)	X		N/A	X	N/A		
WIA Title 1B Follow-up Services (after Exit)	X		N/A		N/A		
Intensive Services (indicate what service)	X						
Case Management		X	N/A		N/A	X	
Staff-Assisted Job Search	X		N/A		N/A		
Training Services (indicate what service)							
OJTs	X		N/A		N/A		
Training Scholarships	X		N/A		N/A		
Career Training and Workshops	X		N/A		N/A		
Work Readiness Work Crews (JOBS)	X		N/A		N/A	X	
Support Services (indicate what service)							
Training Supplies and other supportive services	X		N/A		N/A		
Transportation, Daycare			N/A		N/A	X	
Counseling			N/A		N/A		

ATTACHMENT A (Form Updated 8-20-12)

Local Workforce Area/Region: Linn, Benton, Lincoln (Region 4)

WorkSource Oregon Center/Affiliate Site: Lebanon-East Linn Workforce Development Center, 44 Industrial Way, Lebanon

Please note which workforce partner(s) provide(s) the following services at each site. If not applicable, please note “N/A”.

Services	WIA Title 1B	WIA Title 1-D Vets	WIA Title 1I	WIA Title III	VR	DHS	Other
Eligibility Determination for WIA Title IB Services	N/A		N/A		N/A		State
Outreach, intake, and orientation to the information and services available through the WorkSource Oregon delivery system	N/A	X	N/A	X	N/A		
Initial Assessment of Skills	N/A	X	N/A	X	N/A	X	
Initial Assessment of Need for Support Services	N/A	X	N/A	X	N/A	X	
Referral to Unemployment Insurance	N/A	X	N/A	X	N/A	X	
Labor Market Information	N/A	X	N/A	X	N/A		
Provide referral to TANF	N/A	X	N/A	X	N/A	X	
Help access federal Financial Aid	N/A	X	N/A	X	N/A		
Job Search and Placement Assistance	N/A	X	N/A	X	N/A	X	
Career Exploration	N/A	X	N/A	X	N/A		
Provide Information on Availability of Support Services	N/A	X	N/A	X	N/A	X	
Performance Outcomes and Cost Information on Eligible Training Providers	N/A		N/A		N/A		
Tracking of Local Performance Measures	N/A		N/A	X	N/A	X	
Services to Veterans	N/A	X	N/A	X	N/A		
Business Engagement	N/A	X	N/A	X	N/A		
Claimant Reemployment	N/A		N/A	X	N/A		
Migrant Seasonal Farm Worker (MSFW) Services	N/A		N/A	X	N/A		
Reemployment Eligibility Assessment (REA)	N/A		N/A	X	N/A		
Self-Employment Assistance (SEA)	N/A		N/A	X	N/A		
WIA Title 1B Follow-up Services (after Exit)	N/A		N/A		N/A		
Intensive Services (indicate what service)							
Case Management	N/A		N/A		N/A	X	
Training Services (indicate what service)							
Support Services (indicate what service)							
Transportation, Daycare	N/A		N/A		N/A	X	

ATTACHMENT B

Local Workforce Area/Region: Linn, Benton, Lincoln (Region 4)
 WorkSource Oregon Center/Affiliate Site: All Centers

Direct Services Plan

Complete the following tables displaying how core and intensive services will be delivered and funded by the partners within the One-Stop Centers and affiliate sites identified. These tables should aggregate WIA Title1-B, Wagner-Peyser and other workforce partner staffing and infrastructure costs, at a minimum.

Systems Investments (Current)

<i>One Stop Centers and Affiliate Sites (Identify by Location)</i>	<i>Infrastructure Costs includes: Rent, Utilities, Maintenance, Technology, Marketing, etc.</i>	<i>Personnel Costs</i>	<i>Services</i>		<i>Other (Veterans Services)</i>	<i>Total Costs</i>
			<i>Core</i>	<i>Intensive</i>		
ALBANY						
WIA Title IB (CSC)	117,527	179,921	Infra + Pers	341,083*		658,531
LEBANON						
WIA Title IB (CSC)	0	0	0			0
CORVALLIS						
WIA Title IB (CSC)	120,567	187,137	Infra + Pers			307,704
NEWPORT						
WIA Title IB (CSC)	100,299	157,551	Infra + Pers			257,850
TOTAL						

* *Training and support services available to all locations*

Total Staff Levels in FTEs (Current)

<i>One Stop Centers and Affiliate Sites (Identify by Location)</i>	<i>WIA Core Services</i>			<i>WIA Intensive Services</i>			<i>Other</i>		
	<i>Wagner-Peyser Staff</i>	<i>WIA Title I-B Staff</i>	<i>Other Partners (identify)</i>	<i>Wagner-Peyser Staff</i>	<i>WIA Title I-B Staff</i>	<i>Other Partners (identify)</i>	<i>Wagner-Peyser Staff (Veterans Services)</i>	<i>WIA Title I-B Staff</i>	<i>Other Partners (identify)</i>
ALBANY		1.61							
LEBANON		0							
CORVALLIS		1.72							
NEWPORT		1.30							
TOTAL		4.63							

Management & Administrative Staffing Across All One Stop Centers and Affiliate Sites (Current)

<i>Management/Administrative Staff (Identified by Partner, i.e., Wagner-Peyser, Title I-B, TANF, etc.)</i>	<i>Total FTEs</i>
WIA Title IB Management Staff	0.88
WIA Title IB Administrative Staff	1.76
Wagner-Peyser Management Staff	
Wagner-Peyser Administrative Staff	
TOTAL	

ATTACHMENT E

**WORKFORCE INVESTMENT ACT TITLE I-B
BUDGET, PARTICIPANT and PERFORMANCE PLAN for PY 12 (2012/13)**

Service Categories	Projected Number of Participants Who Will Receive at Least One Staff-Assisted Service*	Participant Carry-In by Program Year (e.g. X# = PY 10; X# = PY 11)**	Funding Allocation	Indicator of Performance (TEGL 17-05)	LWIA Performance Target
Adults	10,650	676	\$602,981	Entered Employment Rate	45.6
				Retention Rate	64.0
				Average Earnings	\$10,000
Dislocated Workers	8,250	2,837	\$601,489	Entered Employment Rate	45.6
				Retention Rate	64.0
				Average Earnings	\$10,000
Youth	150	104	\$736,372	Placement in Employment or Education	56.0
				Attainment of a Degree or Certificate	55.2
				Literacy and Numeracy Gains	24.8

Adults and Dislocated Workers

*This is the total projected number of Adults (or DWs) who will receive services funded under Title I other than self-service or informational activities.

** Total number of Adults (or DWs) enrolled in previous year/s carried forward, by Program Year.

Youth

* This is the total projected number of Youth planned to be enrolled in the Program Year.

** Total number of Youth enrolled in previous year/s carried forward.

NOTE: This attachment must be submitted for each year of the plan and attached to any modification request to CCWD.

One-Stop Operator's Memorandum of Understanding Region 4

July 1, 2010 to June 30, 2012

A. PURPOSE

This Memorandum of Understanding (MOU) is entered into between the Linn, Benton, Lincoln Workforce Investment Board (WIB), the Governing Board of Community Services Consortium made up of the county commissioners of Linn, Benton, and Lincoln Counties, and the following WIA required workforce development signers, service providers, and/or organizations:

Principal Providers:

Community Services Consortium (CSC)
Linn-Benton Community College (LBCC)
Oregon Coast Community College (OCCC)
Oregon Employment Department (OED)
Oregon Department of Human Services: Children, Adults, and Families (DHS)
Office of Vocational Rehabilitation Services (OVRS)

The purpose of this MOU is to establish an agreement between the above listed Principle Providers which identifies their respective roles and responsibilities for implementation of the provisions of section 121(c)(2) of Title I of the Workforce Investment Act of 1998.

This agreement is intended to reduce unnecessary duplication and ensure the effective and efficient delivery of workforce services in Linn, Benton, and Lincoln Counties (Region 4). In addition, this agreement will establish joint processes and procedures that will enable providers to integrate the current service delivery system resulting in a seamless and comprehensive array of education, employer, human service, job training, and other workforce development services for Region 4.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of federal and state laws and administrative rules governing the parties' respective programs, services, and agencies.

B. INTRODUCTION

The parties enter into this agreement to ensure that the following principles of the Workforce Investment Act of 1998 are implemented:

Universal Access – All customers, including those with special needs and barriers to employment, will have access to a core set of services at each One-Stop Career Center, designed to provide information to make career and labor market decisions. Core, intensive, training, and support services will be made available on-site and through multiple off-site locations.

One-Stop Approach – All customers may explore work preparation and career development services and have access to information on a range of employment, training, and adult and occupational education programs. Employers will have access to a wide range of employer services, programs, and organizations that will meet their workforce development needs. Services will be made available through the one-stop centers, through multiple off-site locations, and/or through electronic access.

Individual Choice – Customers will have access to a multitude of career, skill, employment, and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs.

Greater Local Flexibility – With the integration of services through a one-stop delivery system, the state and local entities will have the flexibility to implement innovative and comprehensive workforce investment systems in each local community.

Greater Role for Elected Officials - State and local one-stop providers in concert with the elected officials, and the Linn, Benton, Lincoln Workforce Investment Board have the flexibility to tailor delivery systems to meet the particular needs of individual communities.

Greater Accountability – The region, centers, and training providers will be accountable for their performance. The design and management of the one-stop center system, individual centers, and the delivery of services must be responsive to the needs of the customer and within the limitations of each of the service providers. Customer satisfaction will be one key measure of accountability.

C. PERIOD OF PERFORMANCE

This agreement shall commence on July 1, 2010, and terminate on June 30, 2012, unless otherwise terminated and/or extended by agreement of all parties. The agreement is renewable with the agreement of the providers and with State approval for a time frame of up to one additional year.

D. ONE-STOP CAREER CENTER SYSTEM GOALS

The establishment of a One-Stop centered Workforce Development System in Region 4 is designed to accomplish the following:

- To eliminate unwarranted duplication of services, reduce administrative costs, and enhance participation and performance of customers served through the system.
- To establish guidelines for creating and maintaining a cooperative working relationship, to facilitate joint planning and evaluation of services, and to develop more efficient management of limited financial and human resources.
- To build a workforce development system that will dramatically upgrade the workplace skills of the residents of Region Four and to economically benefit the region's workforce, employers, and the region overall.

E. COLLABORATION

The providers, through continued collaboration, will demonstrate partnership and participation in the one-stop system that has been developed in Region 4. Descriptions of participation are included with this MOU as attachments:

Attachment 1: Resource Sharing Agreement

Each provider must contribute a fair and equitable portion of the shared costs of the one-stop system based on an agreed-upon methodology. There are a number of methods that may be used for allocating costs among providers that are consistent with this principle and outlined in the circulars promulgated by the Office of Management and Budget. The circulars identify a number of methodologies, including cost pooling, indirect cost allocation, and activity-based cost allocation methods that may be used. This attachment will delineate what resources the provider will make available to the system and will include costs associated with items such as personnel, rent, equipment, utilities, janitorial, etc. Information will be supplied in such a way as to make it possible to determine the proportionate costs to be shared by each provider. It is not the intent of this provision to reduce funding for services currently being provided by each partner. The Resource Sharing Agreement may be modified, amended, or re-negotiated independent of the Memorandum of Understanding.

Attachment 2: Integrated Services System Plan

This attachment describes the type of core, intensive, support, and training services that will be provided by providers and how those services will be funded and integrated into the one-stop system.

Attachment C: Dispute Resolution

Should any disputes or grievances amongst providers require resolution, the steps outlined in the State of Oregon's "MOU Impasse Resolution" document, which is attached, will be followed.

F. RELEASE OF INFORMATION

Parties to this agreement will comply with the provisions of the Workforce Investment Act and other applicable federal and Oregon laws, regulations, and administrative rules governing the confidentiality of customer records.

G. GENERAL PROVISIONS

The aforementioned Principal Providers and affiliate providers agree to participate in the Region 4 One-Stop Career Center System as a service provider and key stakeholder. In so doing the Principle Providers agree to the following:

- Providers will use co-location as the preferred method of service delivery on a full-time/part-time basis in at least one physical site in the provider's service area as space and leasing obligations allow.
- Functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center providers.
- All providers will participate in the development of one-stop career center/system procedures, policies, and operational agreements.
- A one-stop delivery system will be available to customers for self-service or assisted service with access to a range of labor market and career development services.
- All providers will participate with the state in developing a client tracking system to operate through the one-stop delivery system, subject to confidentiality constraints.
- Technology and client information with other system providers will be jointly shared, subject to confidentiality constraints and other program limitations.
- A joint one-stop planning process, both at the local and regional levels, will be developed and will require participation by all one-stop providers. This process will assist the providers in identifying the needs of the local workforce and the business community, and help set priorities for services based on those needs.

- All providers will participate in a regular review of program and continuous improvement to offer the best possible services and secure opportunities for further integration.
- All providers will survey system customers to obtain feedback on customer satisfaction to assure that services are responsive to the needs of the community.
- All providers will be responsible for compliance with existing laws and regulations.
- All providers will jointly negotiate processes for one-stop client flow, assessment/case management, job development, referrals and placements, staff capacity building, space requirements, standards of operations, and resolution of disputes with other system providers.

H. LIABILITY AND INDEMNIFICATION

The political jurisdiction(s) of the chief elected official(s) in a local workforce investment area is liable for any misuse of the Workforce Investment Act (Act) grant funds allocated to the local area under sections 128 and 133 of the Act. 20 CFR § 667.705.

Responsibility for Funds Provided Under Title I of the Workforce Investment Act

In addition to any other remedies available for recovery of funds, if such jurisdiction is a county subject to Article XI, section 10 of the Oregon Constitution, provision for payment of such potential liability shall be made by purchase of \$100,000 of insurance, at the jurisdiction(s) own expense, which may not be cancelled, materially changed, reduced or not renewed without 30 days prior written notice from the political jurisdiction to the Governor's office. If insurance is purchased, the political jurisdiction(s) shall furnish acceptable insurance certificates to the Governor's Office at the commencement of this Agreement. If requested, complete copies of insurance policies, trust agreements, etc. shall be provided to the Governor's office. The local jurisdiction(s) shall be financially responsible for all pertinent deductibles.

Responsibility for Other Funds

Each party is liable for any misuse of funds caused by or resulting from its or its officers', employees', or agents' actions or omissions under or relating to this Agreement. Each party is liable for, and shall indemnify the other parties for, any misuse of funds caused by or resulting from its or its officers', employees' or agents' actions or omissions under or relating to this Agreement.

Responsibility for Torts

Each party shall be responsible only for the tortious acts, omissions or negligence of its own officers, employees or agents. Subject to Article XI, section 7 or 10 of the Oregon Constitution, if the party is the state or a county, it is responsible only to the extent required by the Oregon Tort Claims Act, ORS 30.260 to 30.300. If the party is any other "public body," as defined in ORS 30.2609 it is responsible only to the extent required by the Oregon Tort Claims Act.

Responsibility for Comprehensive Liability Insurance and Property Damage Insurance

Each party to this Agreement shall obtain, and at all times keep in effect, comprehensive liability insurance and property damage insurance covering it and its officers', employees' or agents' tortious acts, omissions, or negligence under this Agreement. Any "public body," as defined in ORS 30.260, may satisfy these requirements in any manner allowed by ORS 30.282. Such public body liability and property damage insurance, whatever the form, shall be in an amount not less than the limits of public body tort liability specified in ORS 30.270. For all other parties, the insurance shall have a combined single limit per occurrence of not less than \$500,000. Insurance coverage may not be cancelled, materially changed, reduced, or not renewed without 30 days prior written notice from the party to the local board. In the event of unilateral cancellation or restriction by the insurance company of the insurance policy, the public body or other party shall immediately notify the local board verbally and in writing.

I. RESPONSIBILITY FOR EMPLOYMENT AND OTHER RELATED BENEFITS AND DEDUCTIONS

Each party shall perform under this Agreement as an independent contractor. Each party, with respect to its officers and employees, shall be exclusively responsible for providing for employment-related benefits and deductions that are required by law, including, but not limited to, federal and state income tax deductions, workers' compensation coverage, unemployment insurance coverage, and contributions to the Public Employees Retirement System, if contributions are required.

J. NO THIRD PARTY BENEFICIARIES

The parties signing this Agreement are the only parties to the Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement.

K. TERMINATION/WITHDRAWAL

Any party to the agreement may withdraw from the agreement upon ninety calendar day's written notice to the other parties and thirty calendar days in the event of a major financial shortfall or non-appropriation of funds. Upon receipt of notice of withdrawal any remaining party to the agreement may request initiation of negotiations to amend the agreement to cover the services and costs contributed by the party withdrawing from the agreement.

L. AMENDMENTS AND MODIFICATIONS

The MOU can be modified by mutual agreement of all parties participating in this agreement. Any such modification will be preceded by written notice of intent to modify and the purpose of such modification.

Any party to the MOU can request a modification to the agreement by making such request in writing to the WIB. If such a request affects any other party to the agreement, the WIB will follow notification procedures specified above for notifying the other parties in the event the modification request is to be approved.

The MOU can be modified at any time to add additional one-stop providers who will sign the agreement in its current form at the time they are being added. All parties to the MOU will be notified in writing of additional parties joining the agreement.

Any amendment to the MOU must be reviewed by the state to insure the amendment complies with WIA and state law and policy.

M. CONFIDENTIALITY AND COMPLIANCE WITH THE LAW

Parties to this agreement warrant that they will comply with the provision of the Workforce Investment Act and other applicable federal and Oregon laws, regulations and administrative rules including, but not limited to those relating to confidentiality of customer records.

N. CERTIFICATION

By signing this agreement, all parties agree that the provisions contained herein are subject to all applicable, federal, state and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to one-stop customers.

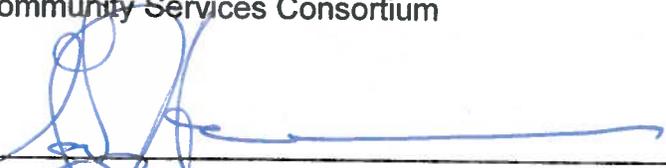
Principal Providers:
One-Stop Operator's
Memorandum of Understanding

By signatures affixed below, the parties attest to their agreement:

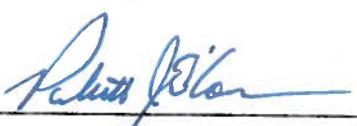
Principal Providers:



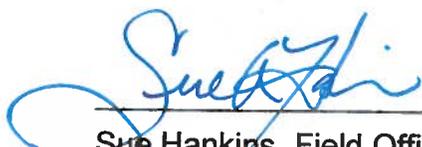
Martha Lyon, Executive Director
Community Services Consortium
8/24/10
Date



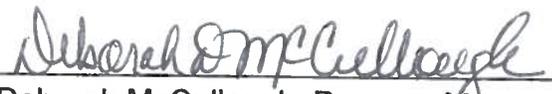
Greg Hamann, President
Linn-Benton Community College
10/20/10
Date



Patrick O'Connor, President
Oregon Coast Community College
12/1/10
Date



Sue Hankins, Field Office Manager
Oregon Employment Department
7/30/2010
Date



Deborah McCullough, Program Manager
Oregon Department of Human Services: Children, Adults, and Families
11/08/10
Date



Peter Norman, Branch Manager
Office of Vocational Rehabilitation Services
11/10/10
Date

Linn, Benton, Lincoln Workforce Investment Board:
One-Stop Operator's
Memorandum of Understanding

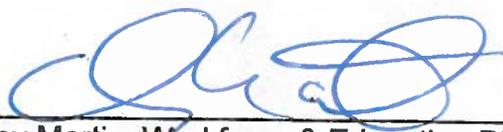
By signatures affixed below, the parties attest to their agreement



Carolyn Gardner, Chair
Linn, Benton, Lincoln Workforce Investment Board
Date

See Attachment

Don Lindly, Governing Board Chair
Community Services Consortium
Date



Clay Martin, Workforce & Education Director
One-Stop Operator's Designee
Date *7/2/10*

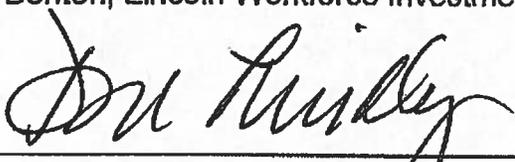
Linn, Benton, Lincoln Workforce Investment Board:
One-Stop Operator's
Memorandum of Understanding

By signatures affixed below, the parties attest to their agreement



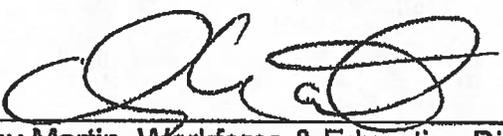
Carolyn Gardner, Chair
Linn, Benton, Lincoln Workforce Investment Board

Date



Don Lindly, Governing Board Chair
Community Services Consortium

Date



Clay Martin, Workforce & Education Director
One-Stop Operator's Designee

Date

INTEGRATED SERVICES SYSTEM PLAN
Region 4
Serving Linn, Benton, and Lincoln Counties

- 1. Identify the local area leadership team(s) charged with development and implementation of the integrated services system.** The Region 4 Integrated Services System Leadership Team consists of the following members: Clay Martin (CSC), Sean Larsen (CSC), Sue McGuire-Thompson (CSC), Sharee Cooper (CSC), Carol Zekan (CSC), Judy Fontanini (OED), Tracy Moreno (OED), Alan Rowe (OED) and Sue Hankins (OED).

- 2. Complete an integrated service flow chart and narrative for each physical location that clearly defines an integrated service delivery process. (Attachment 2 – Functional Flow Chart)**

Services in the three counties will be delivered from two locations in Albany, two in Lebanon, one in Corvallis, one in Lincoln City, and one in Newport.

Our service flow will be the same in each office. Staffing variations may occur based on staffing levels, customer demand, and service provided. The overall concept is the same.

Region 4 locations will:

- Promote common intake, initial skills review, and staff-assisted services to all customers
- Make available information to every customer on high growth/high wage industries and careers in the respective local area.
- Provide a menu of self-assisted services for both walk-in and on-line customers.
- Ensure the value of full registration and basic skills assessment.
- Have a professional/business look and feel.
- Be staffed by friendly and professional individuals
- Emphasize to job seekers that they are always welcome to our centers and will encourage them to pursue career pathways, life-long learning, and promotional opportunities.
- Businesses are encouraged to use the system to find qualified candidates to fill their workforce needs.

- 3. Provide narrative that describes the process for:**

- a. An integrated customer pool so that all customers are registered using a common intake process:**

- All Region 4 Workforce Development Center sites will use a common intake tool comprised of a State developed log-in screen to enter joint program required data elements. This intake registration tool will be installed in all the resource room computers.

- b. Conducting an initial, standardized skill assessment:**

- All new job search customers at the Region 4 Workforce Development Centers will be encouraged to participate in an initial skills review. This will define customer skill levels in: reading for comprehension and applied math.
- Following the skills review, customers will receive a debriefing of their results at which time remediation will be offered or the option to continue to the advanced skill assessment which could lead to a Career Readiness Certificate (CRC).

c. Co-enrolling customers in multiple programs for which they are eligible:

- All customers will be co-enrolled using a common intake process (WOMIS), encouraged and assisted to enroll in iMatchSkills , and participate in the initial skills review. After completion of the skills review they will be provided information about other services that may be appropriate.

These programs include but are not limited to:

Dislocated Workers & the Claimant Reemployment Program

Vets

TAA

MSFW

d. The development of a comprehensive menu of demand-driven skill enhancement products including but not limited to occupational training.

The Region 4 leadership team identified, and will continue to update tools emphasizing skill development, with an emphasis on meeting local labor market needs : current and projected.

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

- The welcome team members will greet customers as they enter the Resource Room.
- The welcome team members will check whether the customer is currently registered and active in the system using the WorkSource Oregon Registrant Program (WORP), iMatchSkills (iMS) and i-Trac.
- If the customer is already enrolled in iMS or Title IB, they will be encouraged to complete the co-enrollment process and the initial skills review. They will be given a 'debrief' of their skills and how those provide information relating to the current labor market and their career interests. They will also be encouraged to use the resource room for job search activities, including menu of resources (MRS).
- New customers to the system will be encouraged to complete the registration process and the initial skills review. Upon completion of this process, they will be given a "debrief" of their skills and how those provide information relating to the current labor market and their career interests.
- Staff will assist these job seekers to evaluate their needs and bring attention to the services available to bring their skill levels up to meet the qualifications of specific occupations.
- Staff will assist the job seeker to identify, clarify, and determine their needs and next steps. Using the MRS, activities will be selected that best meet the job seekers' remediation and/or job goals.
- Job seekers will be encouraged to utilize services in person and on-line. Many products will be available electronically, enabling the job seekers to work from remote areas.
- Under certain circumstances, staff may reset a customer in WIN so that they may retake a part or all of the assessment.
- The expectation is that job seekers will be able to gain a step up in their job search goals each time they utilize a service, until they succeed in obtaining employment.

- 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 attachment 5, Region 4 Organizational Charts, 5a through 5g.**

Due to limited resources in Region 4, staff will serve on multiple functional teams.

The Albany, Lebanon and Corvallis OED employs 14.5 FTE/15 individuals distributed between the three offices. In Corvallis there are 4 FTE/4 individuals. All four will be employed full time on functional teams, with their time divided between the three teams. There will be 1.5 FTE/4 individuals who will provide services on the Welcome Team, 2.3 FTE/4 individuals on the Employment Team, and .1 FTE/4 individuals on the Skills team. One of the staff also has .1 FTE dedicated for the MSFW program.

The Lebanon office (East Linn Center) has 3 FTE/3 individuals, who will also be employed full time on the functional teams. There will be 1.2 FTE/3 individuals who will provide services on the Welcome Team, 1.7 FTE/3 individuals providing services on the Employment Team, and .1 FTE/3 individuals on the Skills team.

The Albany office has 7.5 FTE/8 individuals who will be employed on the functional teams. Of that FTE, 4 FTE/8 individuals will be providing services on the Welcome Team, 3.3 FTE/8 individuals will be providing services on the Employment Team, and .2 FTE/8 individuals will be providing services on the Skills Team. In addition, there are several staff working with targeted populations. Two individuals (2 FTE) work in the Trade Act program, and will provide services on all three teams. We have two full time Veterans staff additionally. Our LVER will be on the Employment and Skills team, but will focus on services to Veterans. Our DVOP will provide services on the Employment and Skills Teams in all three offices, with his time divided as follows: .3 FTE in Corvallis, .3 FTE in Lebanon/Sweet Home, and .4 FTE in Albany. The DVOP provides outreach services to Disabled Veterans. We also have one individual (full fte) that performs the functions of the Employer Representative, doing outreach to businesses and schools in the local community.

The Newport and Lincoln City OED employs 7.9 permanent FTE/9 individuals distributed between two offices. One of those individuals is a full time Disabled Veterans Outreach Program (DVOP) representative who provides services to job seekers eligible for veteran's program services. In Lincoln City there is 1 FTE full time B&ES staff person. The DVOP provides .2 FTE services in that office one day per week. In Newport there are 5.9 FTE/7 individuals, plus the .8 FTE DVOP. One of the Newport staff devotes .1 FTE to MSFW program duties. All staff will provide services associated with all teams.

Region 4, CSC employs 10.95 FTE, 20 individuals, assigned to seven different WorkSource sites.

- Corvallis 2.75 FTE (Org. chart 5a)
- Albany Site A 1 FTE (org. chart 5b)
- Albany Site B 3.85 FTE (org chart 5c)
- Lebanon Site B 1.7 FTE (org chart 5e)

- Newport 1.4 FTE (org chart 5f)
- Lincoln City .25 FTE (org chart 5g)

Because CSC is a CAP agency, with multiple funding streams, the ratio of individuals to Title 1B FTE is high. Most staff is funded and works in multiple program areas. The FTE directly associated with providing integrated workforce programs will be trained in and serve on all functional teams as outlined in attached organizational charts 5a-5g.

- 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. Teams may include a:**
- Welcome and Assessment Team**
 - Skill and Career Development Team**
 - Employer Services Team**
- Due to the many Workforce Center sites in Region 4, all staff will be trained in functional services.
 - Integrated functional supervision will be provided for functional workforce teams. (attachment 5)
 - The functional supervisor will provide daily oversight and technical assistance while coordinating with the supervisor of record any training or scheduling issues that are identified.
 - Supervisors will conduct quarterly meetings with staff to maintain coordination of services.
- 7. Describe your integrated employer services team that has shared responsibilities for connecting local employers to the one-stop system.**
- What is the shared process for referral of job candidates to suppressed job listings?**
All Employer Service Team members will have access to iMatchSkills. The shared process for referral of job candidates to job listings involves the Employer Services Team members sharing information and responsibility for determining and referring the best qualified applicants to the job listing. Customer information will be available to team members for the purpose of making appropriate recommendations for job referrals. The referral process is established locally to best meet the needs of the employer listing the job.
 - What is the shared process for verifying the skills of job candidates to employers?**
The Employer Services Team members will analyze results of the skills review, and iMatchSkills registration information of each job candidate to determine if they qualify for a referral to a job listing. A standard process for determining job qualifications will be developed based on the assessment tool that is chosen by the State (Career Readiness Certificate) and based on the type of results the assessment produces. Additional testing/assessments may need to be administered based on the type of qualifications requested by the Employer. Once a job candidate is determined to be qualified for a specific job listing they

will be referred to the job using iMatchSkills. Staff will market the CRC to employers as a tool to determine the best qualified candidate for their job openings.

- c. What is the shared process for posting job listings for employers?**
Employers contact the office and team members list jobs in iMatchSkills. Team members will have direct on-line access to iMatchSkills. Each team member will use appropriate information for purposes such as job listings, screening and referral of job seekers to job listings, and follow-up with employers. The Employer Services team will also assist in coordinating local events such as job fairs, WorkNet, Local Employer Council events, and Rapid Response. Participation in Chamber of Commerce and other appropriate employer organizations will be utilized to market services to businesses.

- 8. Attach your integrated services timeline, which identifies benchmarks, roles, and responsibilities. (Attachment 8)**

All items complete with ongoing review and update.

- 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.**

The Integration Services Leadership Team (see response #1) will meet monthly to review feedback from all constituents, implement changes regionally, and schedule cross-training to meet the needs of each local team.

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

The following items have been completed, as appropriate for each site. There are no new needs at this time.

Linn Workforce Development Center (LWDC) – Albany Site A

- To provide a quiet space for conducting Skills Reviews we plan to build an area that will be relatively quiet, near the welcoming counter and close to the entrance of the resource room. We will need panels (10' X 12' X 86" H), work surfaces (2' W X 12'), and chairs for 6 computer work spaces. "Musak" white noise would be helpful in providing a less distractive environment. We have the speakers but need to purchase Musak.
- There are two classrooms in the Linn Workforce Development Center. One is reserved for in-person type workshops. The other we want to make into a computer lab and are hoping to have the Community College provide basic skills and ESOL classes, among other on-line tutorial type training. The room is wired for computers. We will need 12 computers, surfaces with panels to support them (20' plus 14' = 34' total, either 39" or 47" high) and chairs to accommodate the computer stations.
- To provide confidential space for one-on-one customer service we Will need to reconfigure resource room and surrounding staff area to accommodate

appropriate confidential cubicles. We may have enough existing Herman Miller but will need to have movers to reconstruct the layout. "Musak" as mentioned before would help to stifle office noise.

- Our existing counter will need to be moved. We have the Herman Miller but will need movers and new electrical, phone and data wiring to accommodate the move. We may need a pole to house the wiring.

Benton Workforce Development Center (BWDC) - Corvallis Office

- In resource room we will need a quiet area to conduct Skills Reviews. It needs to be near the welcoming counter and close to the entrance to the resource room. To sufficiently handle the demand of Skills Review and On-line Product Menu Services (and the space for those computers) we will need panels (10' X 12' X 86" H), work surfaces (2' W X 12'), and chairs for 6 computer work spaces. "Musak" white noise would be helpful in providing a less distractive environment. There are no speakers wired in this resource room.
- There are no classrooms available in the BWDC resource room. It is possible CSC has space available upstairs in the building, although they have indicated that they do not have space for classroom type activities.
- To provide a more confidential space for one-on-one customer service, the Benton Workforce Development Center is a challenge. We have limited space and the resource room is shared with DHS. We do need "white noise to stifle the noise and provide confidentiality. If we can make a space we may be able to make do with existing Herman Miller.
- We will need to build a welcome counter. We will need panels 6' long with 2' counter surfaces to accommodate 2 computers. We will need electrical, phone and data lines, plus a pole to house the wiring. Also will need 2 desk chairs.

Benton Workforce Development Center (BWDC) – CSC

Remodel to accommodate group assessments. Upgrade hardware and software. Staff training; confidentiality, technical training of automated systems, cross training on functional services.

Lincoln City

We are requesting one more (there are currently 2) public computer station to use for skills reviews.

Lincoln Workforce Development Center (LWDC) - Newport

There are currently 6 pc's designated for job and career center (jcc) use in the quietest section of the resource room that can be used for the skills reviews. (They contain Word, WinWay, and Mavis Beacon programs also.) We will need a Herman Miller panel to separate the area from the job search pc's. Eventually, we may want to add Word, WinWay, and Mavis Beacon programs to additional pc's to accommodate all customers. The 12 computers available in the resource room should be sufficient. There may be access issues to some websites due to firewalls and security programs that will require help from IT.

The training room located upstairs in the CSC office is well suited to conducting scheduled tutorial "study halls." The Hilan Castle Room is available for scheduling orientations and workshops. It is a room shared with DHS partners, though. The CSC training room is also suited to workshops that may be offered in our local menu of services. For confidential interview/debriefing we have one interview cubicle in the resource area and will probably want another one. To facilitate the welcoming functions and customer flow, we will need to reconfigure the OED front counter and combine it with the current greeter station in the resource room.

East Linn Workforce Development Center (ELWDC) - Lebanon Site A

- The resource room in the ELWDC will need an area that is relatively quiet, near the welcoming counter and close to the entrance to the resource room. We will need panels (10' X 12' X 86" H), work surfaces (2' W X 12'), and chairs for 6 computer work spaces. We would need to bring in electrical and data lines to this assessment area. "Musak" white noise would be helpful in providing a less distracting environment. The building does not have speakers.
- There is a classroom that is currently used for the JOBS program, however it is co-leased and we would negotiate other public workshop uses on a scheduled basis. This room is not wired for computer use. 2) There is also a small computer room adjacent to the resource room with 7 LBCC computers that we can schedule for small computer related workshops or tutorials. If we need to have the computers in our network, we will need to negotiate with LBCC to make that change.
- In order to provide confidential one-on-one customer service there is a need to build two confidential cubicles for confidential one-on-one services. These would be 8' X 8' cubicles with surfaces, computers, phones and printer/s. They may not need to be wired if we can split the existing electrical, data and phone lines...however, only an expert could determine that.
- Our existing counter will need to be moved. We have the Herman Miller but will need movers and new electrical, phone and data wiring to accommodate the move. This will also require a pole to house the wiring.

East Linn Workforce Development Center (ELWDC) - Lebanon Site B

Upgrade (new) 6 computers, tables/stations to accommodate, chairs. One printer, additional bandwidth needed to run multiple CRC tests simultaneously. Staff training: confidentiality, technical training on automated systems, cross training on functional services.

Linn Workforce Development Center (LWDC) – Albany Site B

Enhanced Comcast Cable or additional T1 line. Six additional computers to improve access to customers completing the skills review and enabling larger group testing for the CRC. Noise cancelling panels. Relocation assistance to better integrate workforce operations. Staff training; confidentiality, technical training of automated systems, cross training functional services. Communications plan and marketing materials to promote integrated system.

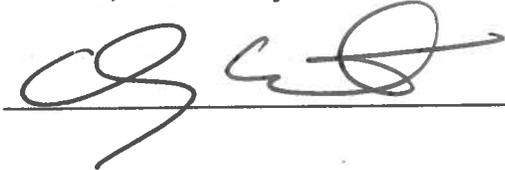
By signature of their authorized representatives below, the parties to this agreement acknowledge that they have read this agreement, understand it, and attest to their agreement.

WorkSource Oregon Employment Department:



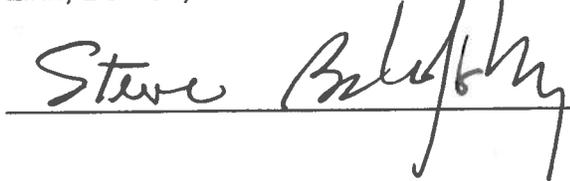
8/3/10
Date

Title 1B, Community Services Consortium



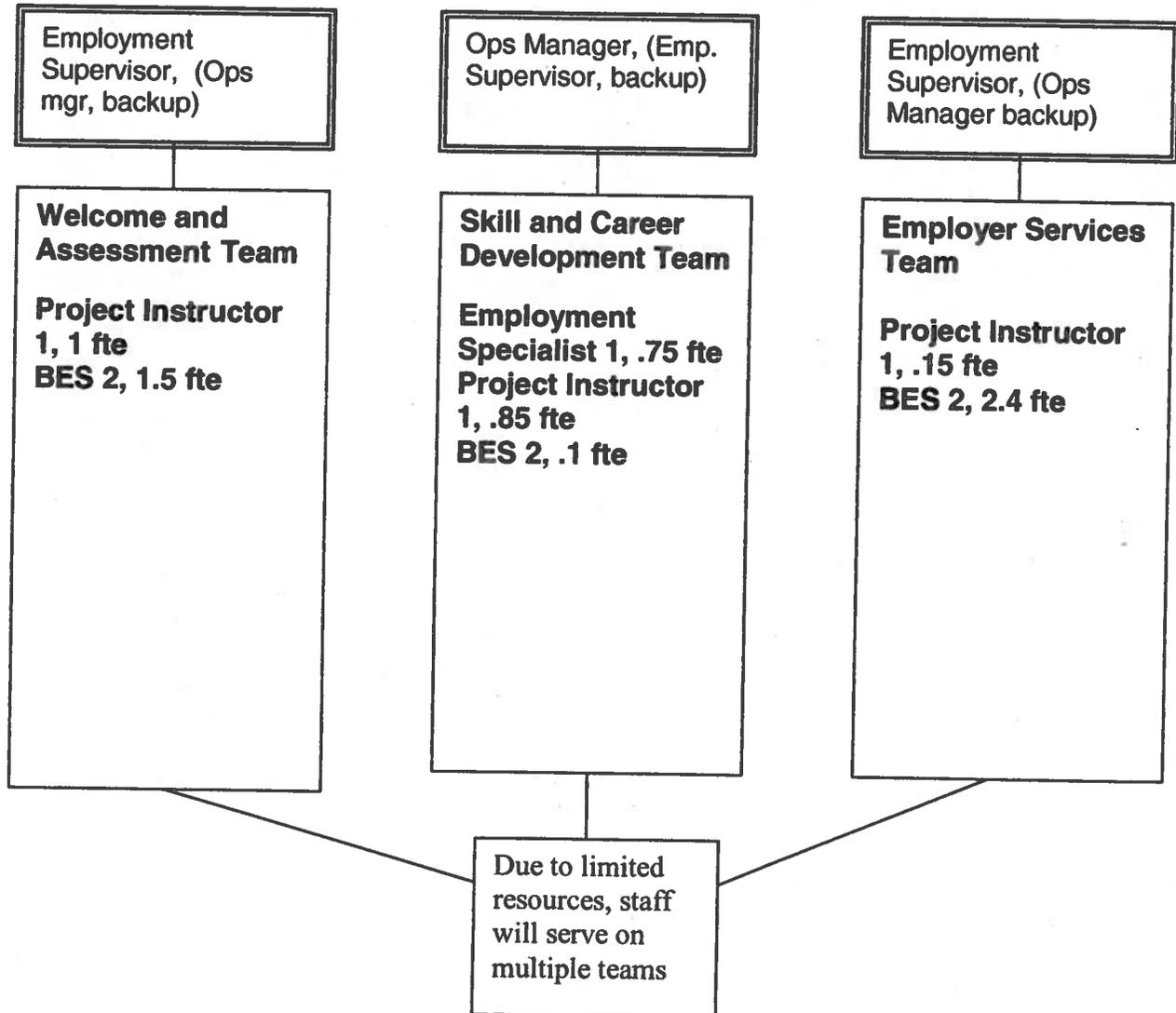
8-19-10
Date

Linn, Benton, Lincoln Workforce Investment Board



8-19-10
Date

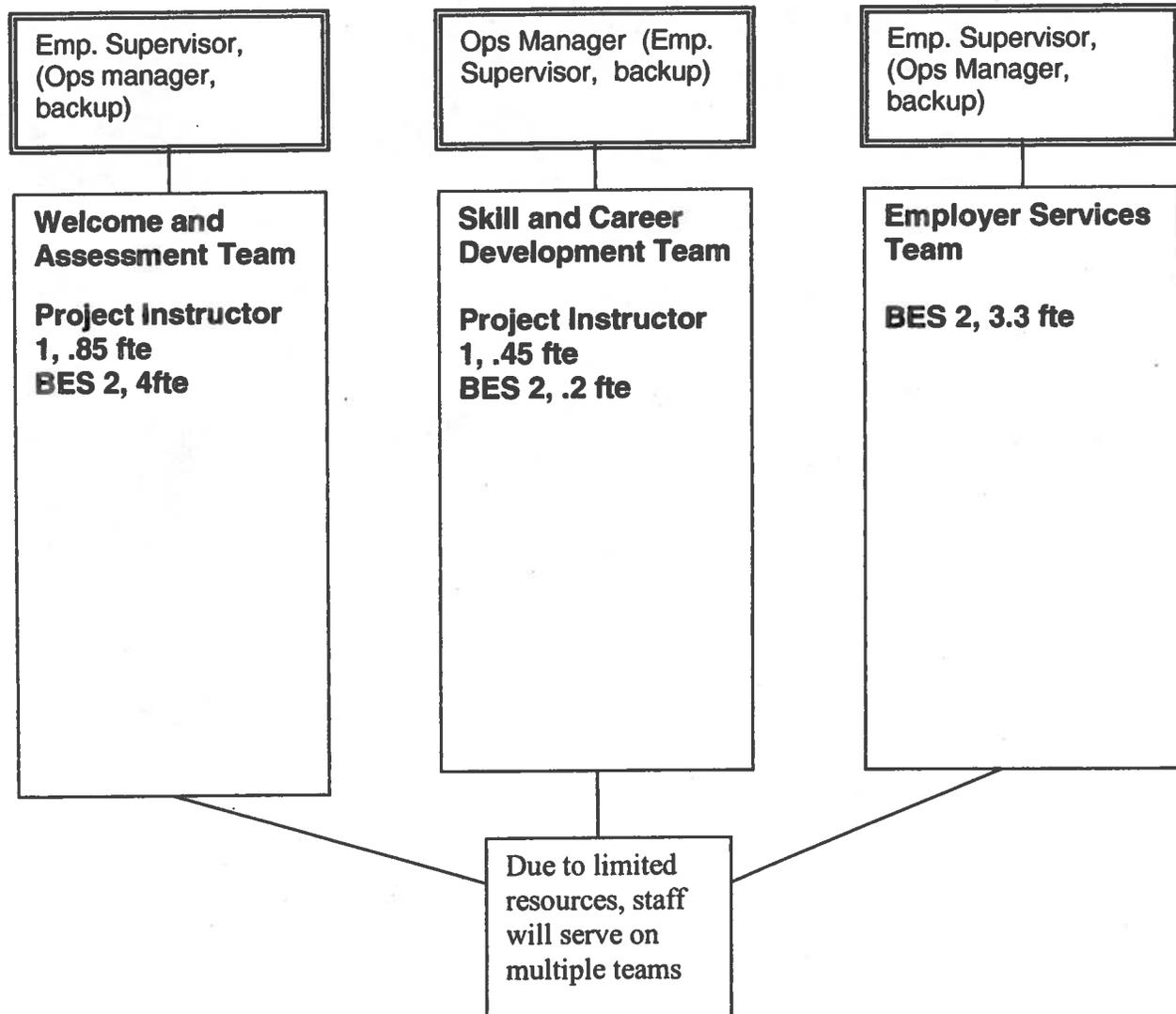
ATTACHMENT 5a
CORVALLIS INTEGRATED SERVICES TEAMS ORGANIZATIONAL CHART



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

** Limited

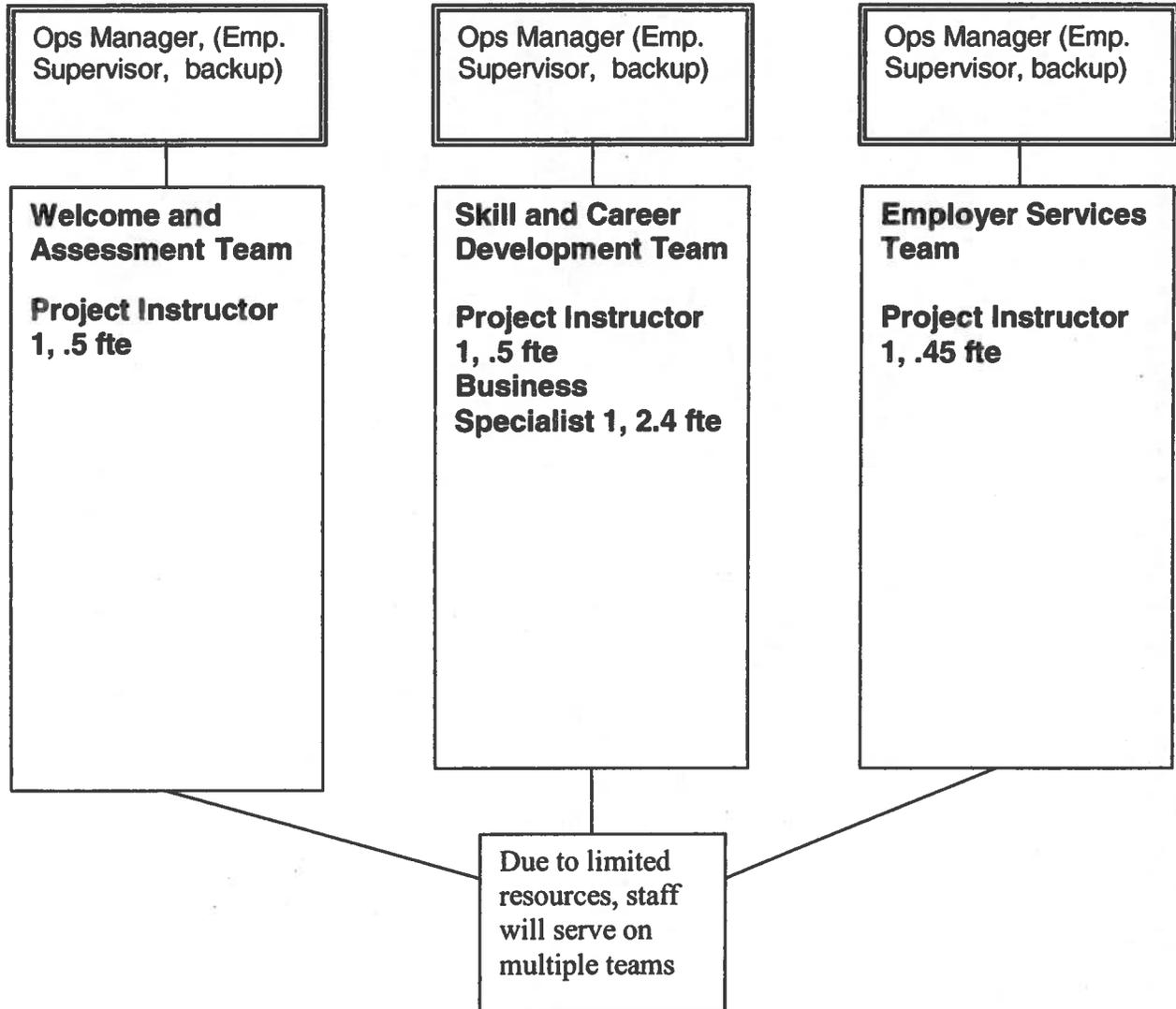
**ATTACHMENT 5b
ALBANY SITE A INTEGRATED SERVICES TEAMS
ORGANIZATIONAL CHART**



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

** Limited

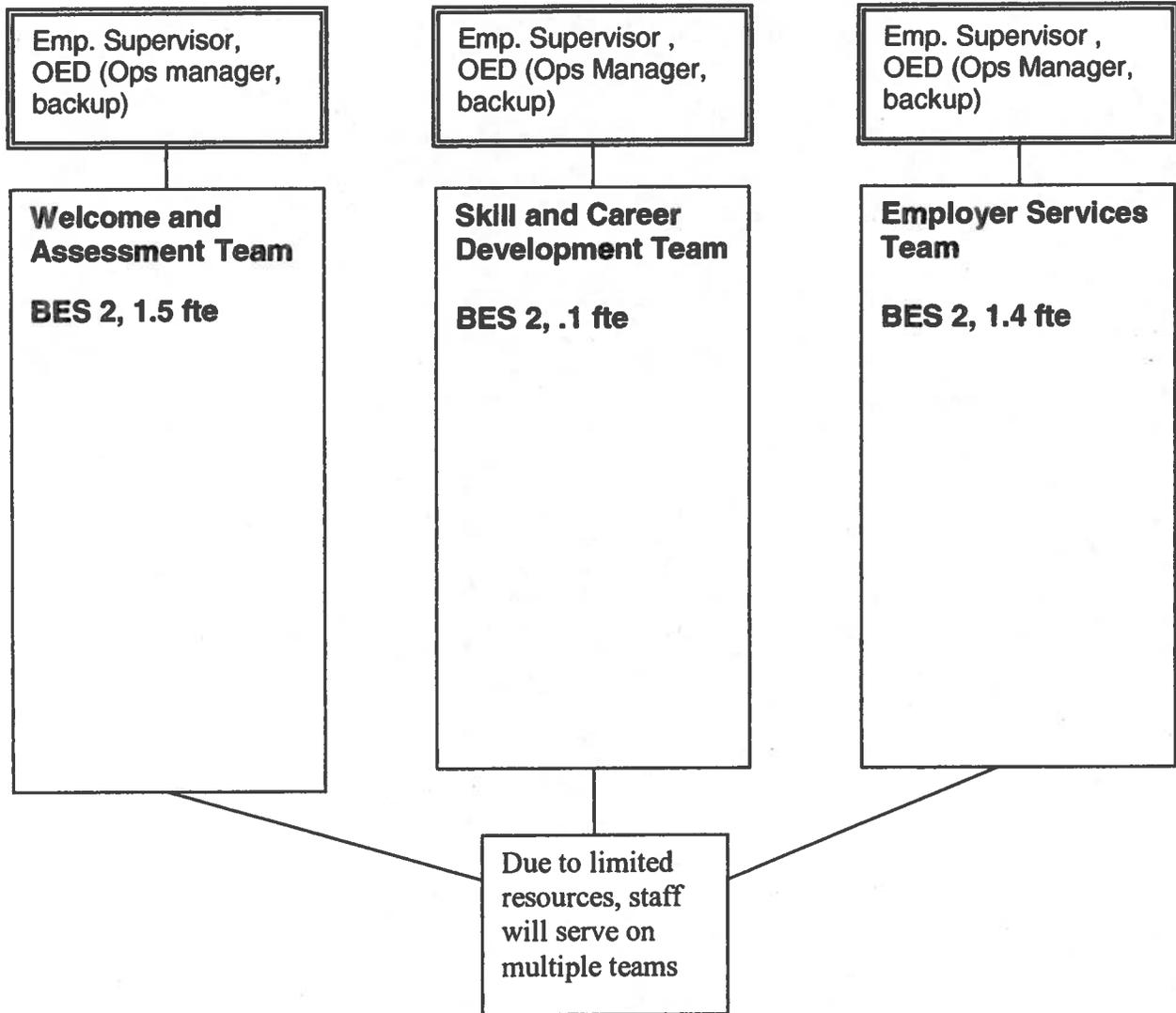
**ATTACHMENT 5c
ALBANY SITE B INTEGRATED SERVICES TEAMS
ORGANIZATIONAL CHART**



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

** Limited

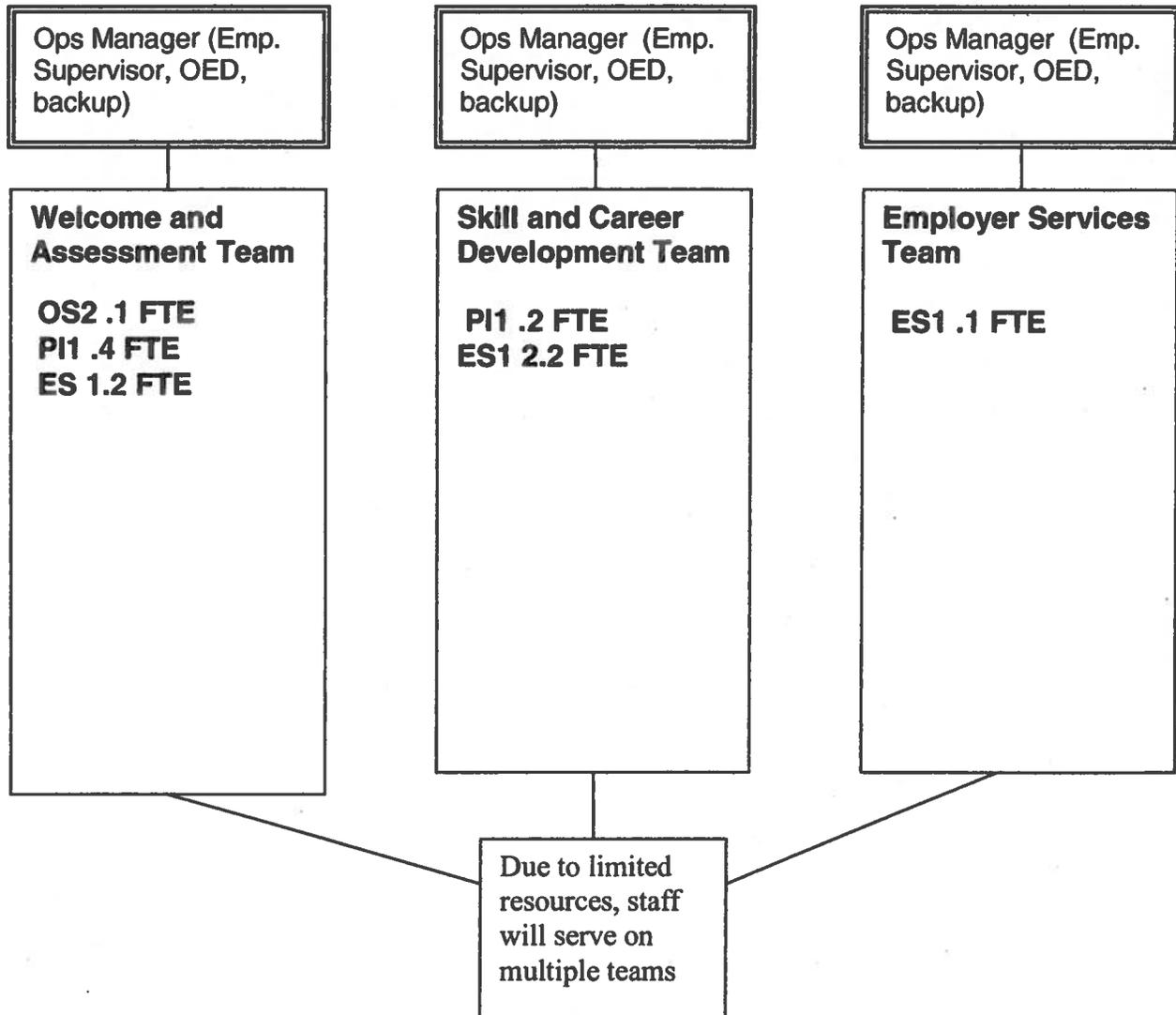
**ATTACHMENT 5d
LEBANON SITE A INTEGRATED SERVICES TEAMS
ORGANIZATIONAL CHART**



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

** Limited

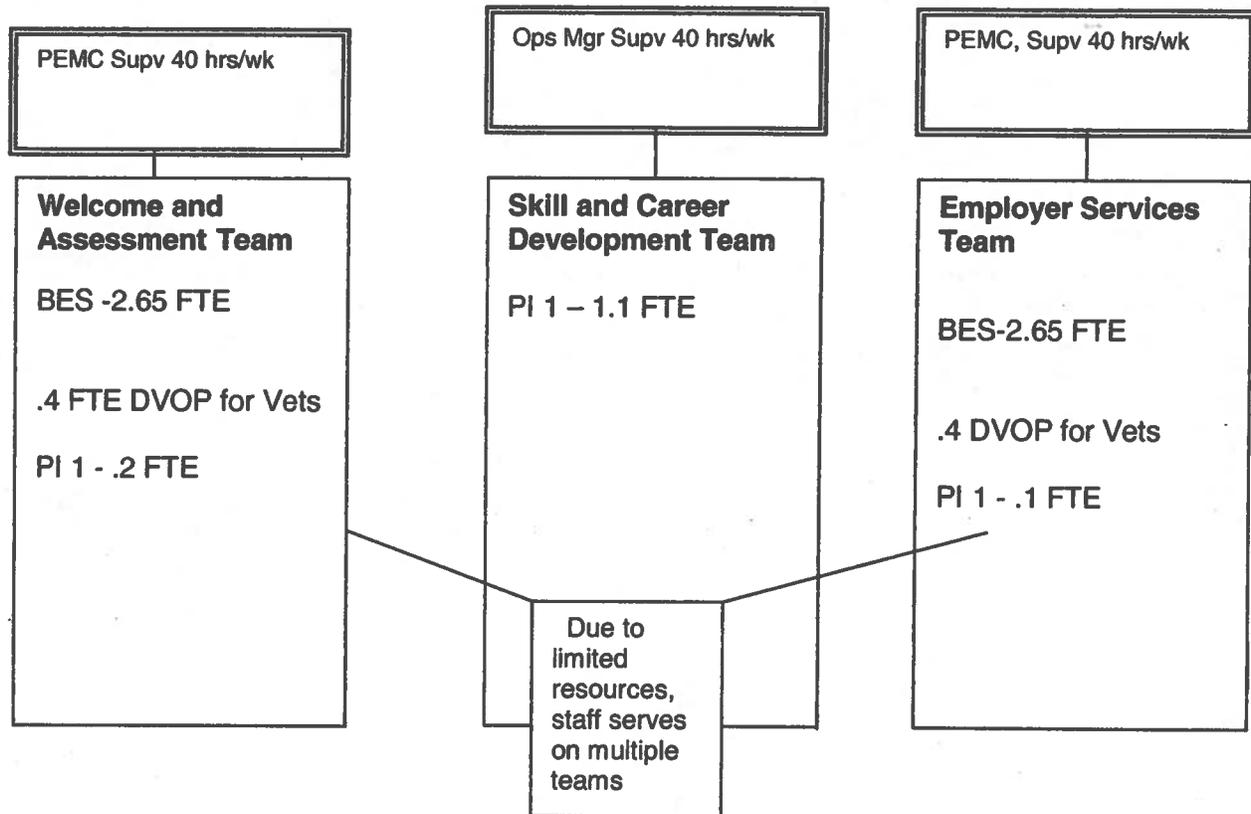
ATTACHMENT 5e
LEBANON SITE B INTEGRATED SERVICES TEAMS
ORGANIZATIONAL CHART



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

** Limited

**Lincoln Workforce Development Center
Region 4-Newport
Integrated Services Teams Organizational Chart**

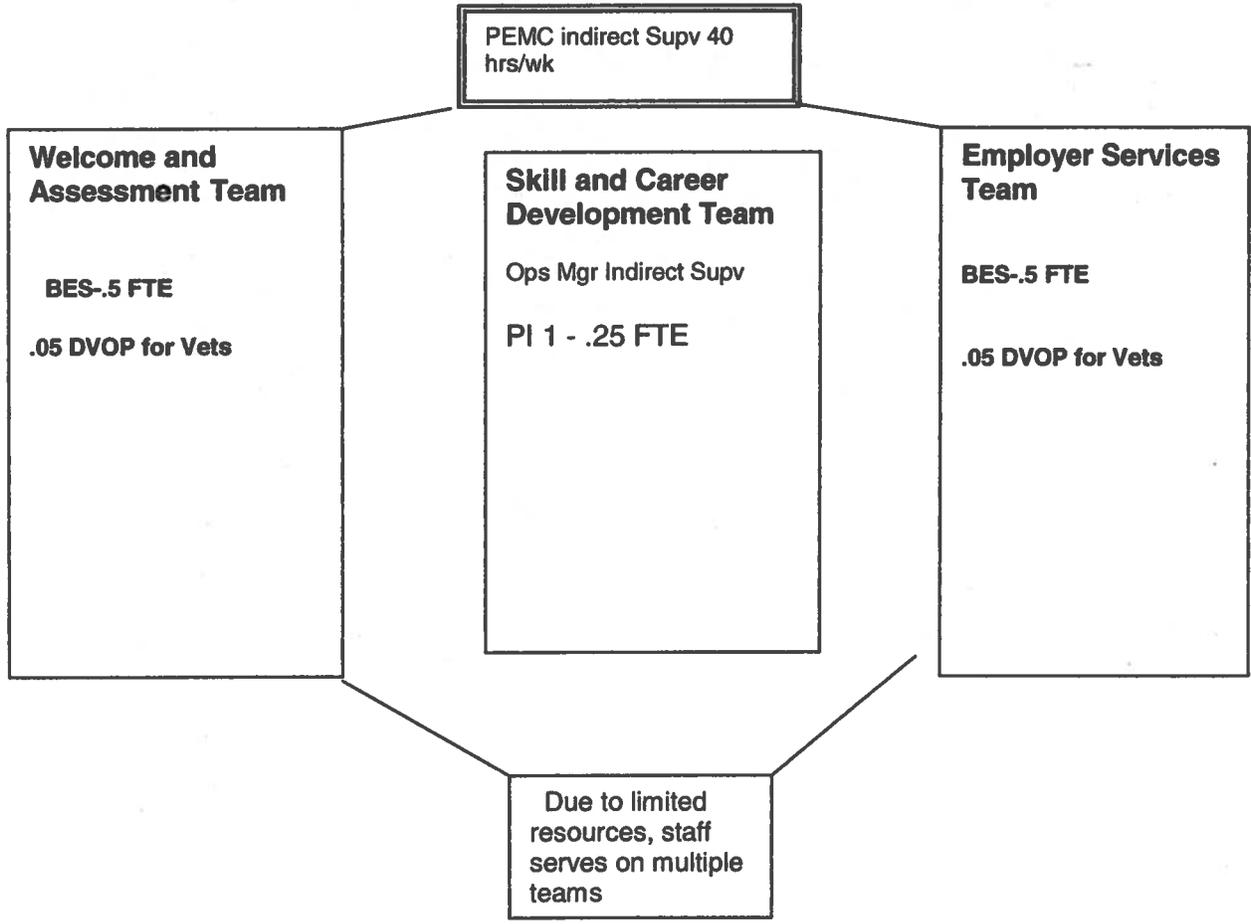


All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

ES=Employment Specialist
BES=Business & Employment Specialist
DVOP=Disabled Veterans Outreach Program Rep
PEMC=Principal Executive Manager C
Ops Mgr=Operations Manager

LMI=Labor Market Information
JL=Job Listing
JS=Job Seeker
JN=Job Notification
CRE=Claimant Reemployment

Region 4-Lincoln City Integrated Services Teams Organizational Chart



All staff will be trained in and serve on multiple functional teams. This will allow for demand driven staffing that can accommodate a range of customer need, flow, and demand patterns. Staff will be deployed to the team that requires assistance without regard to employer of record.

ES=Employment Specialist
 BES=Business & Employment Specialist
 DVOP=Disabled Veterans Outreach Program Rep
 PEMC=Principal Executive Manager C
 Ops Mgr=Operations Manager

LMI=Labor Market Information
 JL=Job Listing
 JS=Job Seeker
 JN=Job Notification
 CRE=Claimant Reemployment

Attachment 8

Planning Timeline For Integrated Services

What	Who	When	Benchmark	Comments
Review State Policy and Framework	Leadership Team and LWIB Director	On-going	N/A	Waiting for final Compass Policy
Adopt Vision; Rationale; Principle; Metrics	Leadership Team, Staff, LWIB, LBEC	Before 9/1/08	Discussions with staff, Cross Trg, Sharing the vision	Think about C of C
Determine Scope for Centers/Satellites	Leadership Team, One-stop operators, LWIB	Before MOU/RSA 10/1/08	MOU/RSA	State Template would be useful
Name Leadership Team	OED and CSC reps WIB Director exofficio	March 2008	First Meeting	
Design Integrated Services Flow	Leadership plus leadworkers (staff)	May 1, 2008	Plan designed and circulated - Open Season - Submit to WIB	
Form Functional Teams	Leadership plus leadworkers (staff)	May 1, 2008	Form teams - identify one-stop coverage needs	Team needs to know product box and service flow - cross trg Form service team, product box team
Develop Processes	Leadership plus leadworkers (staff)	May 1, 2008	Functional Teams and Leaders develop process plan	Refining will continue on-going after May 2008 - will need integrated staff meetings/newletter to share ideas - need communication vehicle that is short and clear - WIN training for staff
Design Integrated Organizational Chart	Leadership Team	May 1, 2008	Chart is completed	

Present Parameters, Design, and Team Membership to All Staff	Leadership, Leadworkers, functional teams, One-Stop Operator	July 1, 2008	Meetings in each one-stop,	
Develop Procedures Manual	Leadership plus leadworkers (staff)	Draft by Sept. 1, 2008 – Finalize by 7/1/09	Training manual and procedure manual	Start with training manual
Design Integrated Employer Services Team	Leadership plus leadworkers (staff)	Currently in process need to develop draft strategic plan by 9/1/08	Strategic Plan – presentation to WIB	Career Fairs, OED Placement – job listings and other goal metrics – Keep in mind career pathways
Support the Launch	Leadership plus leadworkers and all staff	Planning in Aug 08	Soft launch Oct.08	WIB meeting at one-stop, LBEC event in each one-stop, C of C, schools?
Launch	Leadership plus leadworkers (staff)	Public launch in Spring 09	Spring 09	WIB, School to Work, C of C, Targeted recruiting, LBEC – concern equipt / space setup

WorkSource Oregon One-Stop Center
Resource Sharing Agreement
July 1, 2011 – June 30, 2012
(Addendum to MOU)

I. STATEMENT OF PURPOSE

The purpose of this agreement is to establish the terms and conditions under which the WorkSource Oregon Partners will allocate costs and share resources at the WorkSource Oregon Centers located at:

120 NE Avery Street, Newport, Oregon 97365 (OED, DHS, CSC)
400 SE College Way, Newport, Oregon 97366 (OCCC)
545 SW 2nd Street, Corvallis, Oregon 97333 (OED, DHS, CSC, OVRS)
139 4th Avenue SE, Albany, Oregon 97321 (OED, CSC)
250 SW Broadalbin, Suite 2A, Albany, Oregon 97321 (CSC)
118 2nd Avenue SE, Albany, Oregon 97321 (DHS)
6500 Pacific Boulevard SW, Albany, Oregon 97321 (LBCC)
44 Industrial Way, Lebanon, Oregon 97355 (OED, DHS, LBCC)
380 Market Street, Lebanon, Oregon 97355 (CSC)

II. PARTIES TO THE AGREEMENT

The following partner organizations have agreed to provide services through the Region 4 WorkSource Oregon Centers and to share such costs that are of mutual benefit:

ORGANIZATION	PRIMARY FUNDING STREAM	PARTNER CONTACT INFORMATION
Community Services Consortium (CSC)	Workforce Investment Act	Clay Martin 545 SW 2 nd Street, Suite A Corvallis, OR 97333 (541) 758-2615 cmartin@communityservices.us
Linn-Benton Community College (LBCC)	Carl D. Perkins Vocational and Technical Education Act	Gary Price 6500 Pacific Boulevard SW Albany, OR 97321 (541) 917-4948 priceg@linnbenton.edu
Oregon Employment Department (OED)	Wagner-Peyser Act	Tom Erhardt 139 4 th Avenue SE Albany, OR 97321 (541) 812-8638 thomas.m.erhardt@state.or.us

III. DEFINITIONS

Agreement Manager: The person named by the partnership and LWIB to be responsible for the oversight, monitoring, reconciliation and review of fiscal functions of the Resource Sharing Agreement in accordance with WIA 662.300 and 662.310.

System Shared Costs: Those cost that benefits all One-Stop partners even if they are not co-located.

Center Shared Costs: Those costs of the One-Stop Center that benefit multiple partners co-located at the Center and are incurred in support of the services delivered through a One-Stop. (DOL One Stop Comprehensive Financial Management Technical Assistance Guide July 2002)

IV. SHARED COSTS AND BENEFIT

The Region 4 One-Stop partners will use the system shared cost method to determine shared costs. System costs that benefit all One-Stop partners are:

SYSTEM COSTS	ANNUAL COST	BENEFIT
Outreach: LBCC 2012 Career and Community Resource Fair	\$1,050	All One-Stop partners participating agree that they benefit from the costs associated with outreach to the residents of the Region.
TOTAL	\$1,050	

V. ALLOCATION METHODOLOGY

The partners agree that System Costs equally benefit all the partners participating therefore each partner participating will share an equal portion of the costs depending on their involvement.

System Shared Costs

PARTNER	%	\$
CSC	33.3%	\$350
LBCC	33.3%	\$350
OED	33.3%	\$350
TOTAL	100%	\$1,050

VI. RESOURCE SHARING PLAN

Each Region One-Stop partner participating agrees to pay an equal share of the agreed upon costs by contributing cash, or goods and services as follows:

System Resources Sharing Plan

Cost Category	CSC	LBCC	OED	Totals
Marketing	\$300	\$0	\$300	\$600
Outreach	\$0	\$100	\$0	\$100
Supplies	\$50	\$180	\$50	\$280
Other Costs	\$0	\$70	\$0	\$70
Total	\$350	\$350	\$350	\$1,050

AGREEMENT MANAGEMENT

The Agreement Manager responsible for oversight and review of shared costs for the WorkSource Oregon Center, billing and reconciliation of shared costs, as well as monitoring of the allocation methodology and funding information is:

Clay Martin, Workforce & Education Director
 Community Services Consortium
 545 SW 2nd Street, Suite A, Corvallis, Oregon 97333
 (541) 758-2615
 (541) 752-2348
 cmartin@communityservices.us

VII. MODIFICATIONS, RECONCILIATION AND ADJUSTMENTS

The partners recognize that modifications may be necessary during the period that the Resource Sharing Agreement is in effect. Any modification to the Resource Sharing Agreement will be undertaken collaboratively. Any modifications to this agreement must be in writing and signed by all the parties as identified in Section II. Oral modifications shall have no effect. If any provision of the agreement is held invalid, the remainder of the agreement shall not be affected.

In the event program income is earned at the WorkSource Oregon Center as a result of shared costs or activities, that income must be distributed to all partner organizations that participated in the activity and must be allocated using the same basis as described in section V of this document. Program income will be used to reduce each party's share of costs or resources needed to fund the shared costs identified in this agreement so long as it is allowable under the party's organization authorizing statutes and regulations.

Reconciliation to actual costs and resource sharing will occur quarterly. Final reconciliation can be realized through the payment of cash or goods and services. Each partner is responsible to provide supporting documentation for each quarter.

VIII. DISPUTE RESOLUTION PROCESS

The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of the WorkSource Oregon Center partners or additional parties involved to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Local Workforce Investment Board within 15 days, who shall place the dispute upon the agenda of a special meeting of the Board's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved in accordance with LWIB by-laws unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the WorkSource Oregon Center partner agencies.

IX. TERMINATION

Withdrawal from the agreement requires ninety calendar days written notice to the other parties and thirty calendar days in the event of a major financial shortfall or non-appropriation of funds. Furthermore, upon the withdrawal of any party, the future costs associated with this agreement shall be reallocated among the remaining agencies, and this agreement shall be modified in writing, accordingly.

ATTACHMENT H

Cover Page for

**WIA TITLE I-B
ASSURANCES
AND
DISCLOSURE OF LOBBYING ACTIVITIES**

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**WIA TITLE I-B
ASSURANCES
AND
DISCLOSURE OF LOBBYING ACTIVITIES**

FEDERAL GRANT ASSURANCES

Each Grantee should carefully read and review the WIA Statute and Regulations related to this Assurances form. For purposes of this Grant Contract, "Contract" shall mean "Grant Contract" and "Contractor" shall mean "Grantee."

The Contractor identified below, through its duly authorized representative, hereby assures and certifies that throughout the period of the grant /contract award and at all times while this Contract is in effect, it will comply with (as they may be amended from time to time), all applicable federal, state and local laws, regulations, ordinances, executive orders, administrative rules and directives, including without limitation: the Title IB of the Workforce Investment Act of 1998 (PL 105-220 29 USC Sec 2801 et seq) and corresponding WIA Regulations (20 CFR 660.300) OMB Circulars A-87 and A-133; all regulations and administrative rules established pursuant to the foregoing, all applicable Oregon Revised Statutes; and all applicable Oregon Administrative Rules.

Without limitation, Contractor assures and certifies that it:

1. Has the legal authority to apply for and receive funds, including federal and state funds, under the grants and programs covered by this Contract, and the institutional, managerial and financial capability (including funds sufficient to pay the non-federal share of project cost) to ensure proper planning, management and completion of the projects, grants and programs covered by this Contract.
2. With respect to Federal funds received by Contractor under this Contract, will comply with the cost principles determined in accordance with the provisions of OMB Circular A-87, "Cost Principles for State, Local and Indian Tribal Governments," or A-21. "Cost Principles for Educational Institutions" or A-122, "Cost Principles for Non-Profit Organizations" as applicable based on the status of the entity receiving the Contract, and the cost related provisions of the corresponding regulations found in 29 CFR part 97, 29 CFR Part 95 or 48 CFR Part 31.
3. Will maintain and will permit the Agency, the Oregon Secretary of State's Audit Division, the Oregon Department of Justice, the Federal Department of Labor, Employment and Training Administration through any authorized representative, access to and the right to examine and audit all records, books, papers or documents related to the awards or programs, to satisfy audit and program evaluation purposes and for all other lawful purposes; will establish a proper accounting system in accordance with generally accepted accounting standards and directives of the Federal awarding agencies; and will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

4. Will not permit any person or entity to receive grant or program funds if the person or entity is listed on the non-procurement portion of the General Service Administration's list of parties excluded from federal procurement or non-procurement programs in accordance with Executive Order No. 12,549 and Executive Order No. 12,689 of the President of the United States.

5. Contractor will comply with the following:

A. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC section 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

B. The lobbying provisions of 34 CFR Part 82.

Contractor certifies, by signing this agreement to the best of his or her knowledge and belief, that no Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this Contract, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

C. Contractor shall require certification of the foregoing from all recipients of grant or program funds by including it in and requiring that it be included in all contracts pursuant to which grant or program funds are paid.

6. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

7. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding Agency.

8. Will comply with all federal, state and local laws, regulations, executive orders, ordinances, administrative rules and directives relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U. S. C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U. S. C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S. C. §§6101-6107), which prohibits discrimination on the basis of age; (e) The Americans with Disabilities Act

of 1990 (42 U.S.C §§12131 et seq.), which protects qualified persons with disabilities from discrimination in employment opportunities and imposes requirements for construction, remodeling, maintenance and operation of structures and facilities; (f) Implementation of the Nondiscrimination and equal Opportunity Provisions of the Workforce Investment Act of 1998 (29 CFR Part 37); (g) ORS Chapter 659, as amended; (h) any other nondiscrimination provisions in the specific statute(s) under which application for federal assistance is being made; and, (i) the requirements of any other nondiscrimination laws, regulations, executive orders or ordinances which may apply to Applicant or the award or programs.

9. Will comply, as applicable, with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7326) which limit the political activities of employees whose principal employment activities are funded in whole or in part with federal funds, unless exempt by the Hatch Act exclusion for individuals employed by an educational or research institution, establishment, agency, or system which is supported in whole or in part by a state or political subdivision thereof, or by a recognized religious, philanthropic, or cultural organization, as provided in 5 U.S.C. §1501(4) (B).

10. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.

11. Will comply with the applicable requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA) (42 U.S.C. §§1320d et seq.) and the implementing regulations, 45 CFR 160, which relate to health information privacy and security and the transmission of such information

12. Will comply with the following additional requirements in accordance with WIA:

- A. All proposals, evaluations, periodic program plans, and reports relating to each program will be available for public inspection.
- B. No grant funds will be used for the acquisition of real property or for construction unless specifically permitted by the authorizing statute or implementing regulations for the program.
- C. No grant funds will be used in violation of the prohibitions against use of such funds for religious worship, instruction, or proselytization.
- D. Contractor will cooperate in any evaluation of the program by the Secretary of the United States Department of Labor.
- E. Contractor will use fiscal control and accounting procedures that ensure proper disbursement of and accounting for federal funds.
- F. Contractor will obligate funds in accordance with the timing and other requirements of 29 CFR Part 97.21 or 29 CFR 95.22.
- G. Contractor will furnish reports that the Agency requests or that may reasonably be necessary for the Agency to carry out its responsibilities under the program, and will furnish all annual and other reports required by applicable laws and regulations.
- H. Contractor will keep records that fully show: (1) the amount of funds; (2) how the funds are used; (3) the total cost of the project; (4) the share of that cost provided from other sources; and (5) other records to facilitate an effective audit.
- I. Contractor will keep records to show its compliance with program requirements.

- J. Records will be retained for three years after completion of the projects and Work covered by this Contract and access will be provided as deemed necessary by the Department or the United States Department of Labor.
- K. Contractor will comply with the protection of the rights and privacy of parents and students in accordance with, the Family Educational Rights and Privacy Act of 1974, (20 U.S.C. §1232g).
- L. None of the funds will be used to acquire equipment (including computer software) in any instance in which such acquisition results in a direct financial benefit to any organization representing the interests of the purchasing entity or its employees or any affiliate of such an organization.

14. Will comply with all applicable requirements of all of the foregoing and all other federal, state and local laws, regulations, ordinances, executive orders, administrative rules and directives applicable to the grants, awards, programs and Work covered by this Contract

15. Debarment, suspension, ineligibility and voluntary exclusion – lower tier covered transactions: As required by Executive Order 12549, Debarment and Suspension, and implemented at 15 CFR Part 26, Section 26.510, Participants Responsibilities, for prospective participants in lower tier covered transactions (except subcontracts for goods or services under the \$25,000 small purchase threshold, unless the subtier recipient will have a critical influence on or substantive control over the award), as defined at 15 CFR Part 26, Sections 26.105 and 26.110:

- A. The prospective lower tier participant certifies, by submission of these assurances, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- B. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participants shall attach an explanation to this proposal.

16. The Contractor also agrees by signing this Contract that he or she shall require that the language of these assurances be included in all subagreements, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

ATTACHMENT I

Cover Page for

Signature Page

**WIA Title I-B Statement of Concurrence for the
Local Workforce Investment Area**

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Signature Page

WIA Title I-B Statement of Concurrence for the Local Workforce Investment Area known as Linn, Benton Lincoln Workforce Investment Board

Statement of Concurrence

We, the undersigned, do hereby approve and submit this Local Plan, including the Local Strategic Plan, Compliance Section, and Attachments A-K for the Workforce Investment Act Title I-B Adult, Youth and Dislocated Worker Programs.

Linn, Benton, Lincoln Workforce Investment Board will be the subrecipient under this Plan.

Community Services Consortium will be the Administrative Entity under this Plan.

The length of this Plan will be January 1, 2013 through June 30, 2014.

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 attached assurances and confined to the described activities.

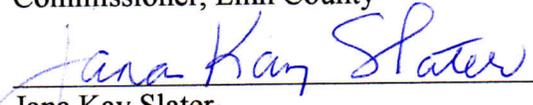
Submitted on behalf of the Local Workforce Investment Board and Chief Elected Officials for this Local Workforce Investment Area:


Annabelle Jaramillo
Commissioner, Benton County

10/29/2012


Will Tucker
Commissioner, Linn County

10/29/12


Jana Kay Slater
Chair, Linn, Benton, Lincoln Workforce Investment Board

10/29/12

Accepted on behalf of the State of Oregon:

Cam Preus, Commissioner (Date)
Department of Community Colleges and
Workforce Development

Laurie Warner, Director (Date)
Employment Department

ATTACHMENT J

Cover Page for

Signature Page

**WIA Title I-B Partners Statement of Agreement
for the Local Workforce Investment**

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Signature Page

WIA Title I-B Partners Statement of Agreement for the Local Workforce Investment Area known as Linn, Benton, Lincoln Workforce Investment Board

Partners' Statement of Agreement

We the undersigned do hereby approve and submit this Local/Regional Strategic Plan representing the following programs:

- WIA Title I-B
- WIA Title II (Adult Education and Family Literacy Act)
- Employment Department
 - WIA Title III (Wagner-Peyser)
 - Migrant and Seasonal Farmworkers
 - UI
 - Veterans
 - TAA
- Community College
- Economic Development Organization
- Carl Perkins (Post-secondary)
- Department of Human Services
 - TANF
 - Food Stamps Employment and Training Program
- Department of Human Services
 - WIA Title IV (Vocational Rehabilitation Act)
- Job Corps

The length of this Plan will be January 1, 2013 through June 30, 2014.

We agree with the contents of this Plan.

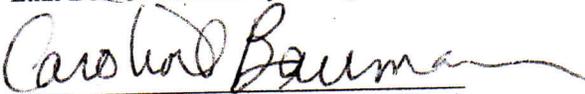
Submitted on behalf of the partners for this Workforce Investment Area.


Martha Lyon (Date) 10/26/12

Community Services Consortium

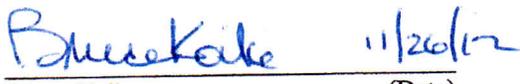

Greg Hamann (Date) 11/3/12

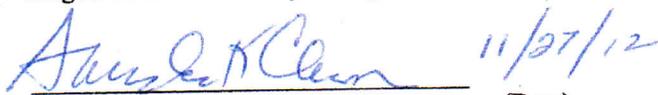
Linn-Benton Community College


Caroline Bauman (Date)
Economic Development Alliance of Lincoln County


Peter Norman (Date) 11/25/12
Oregon Office of Vocational Rehabilitation Services


Tom Erhardt (Date) 10/31/12
Oregon Employment Department


Bruce Koike (Date) 11/26/12
Oregon Coast Community College


Sandy Chase (Date) 11/27/12
Oregon Department of Human Services

Accepted on behalf of the State of Oregon

(Signature)

(Date)

(Name and Title)

ATTACHMENT K

Cover Page for

**LOCAL WORKFORCE INVESTMENT BOARD
RECERTIFICATION REQUEST**

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**LOCAL WORKFORCE INVESTMENT BOARD
RECERTIFICATION REQUEST**

We certify that we are authorized to request recertification of the Linn, Benton, Lincoln Workforce Investment Board, Region 4.

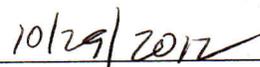
This recertification is for the Workforce Investment Act two-year period beginning July 1, 2012 and ending June 30, 2014.

This request includes documentation demonstrating the Local Workforce Investment Board Membership composition (see Exhibit 3).

Submitted on behalf of the Local Elected Official(s) for this Local Workforce Investment Area.

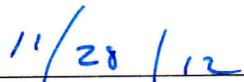


Annabelle Jaramillo
Commissioner, Benton County





Will Tucker
Commissioner, Linn County





Local Workforce Strategic Plan
EXHIBITS



**THE LINN, BENTON, LINCOLN WORKFORCE INVESTMENT BOARD
POLICY MEMORANDUM**

- DATE:** November 1, 2011
- SUBJECT:** WorkSource Oregon Center Certification and re-Certification and WorkSource Oregon Affiliate Office Charters
- REFERENCE:**
- OWIB Policy No. 11-01: WorkSource Oregon Definitions and Center Certification
 - CCWD and OED Joint Policy 02-10: Compass Policy for Alignment and Integration of the WorkSource Oregon System
 - WIA § 111(d)(2)
 - WIA § 134(d)(2)

PURPOSE:

To establish guidelines for WorkSource Oregon (WSO) Center Certification and Recertification as well as WSO Affiliate Center certifications. The purpose of these guidelines is to:

1. Ensure baseline consistency among WorkSource Oregon (WSO) Centers throughout the Linn, Benton, Lincoln local WIA area, so that business and job seeker customers can expect the same basic services regardless of which WSO Center they utilize.
2. Utilize the one-stop certification process to further support service integration as described in joint policies adopted by the Oregon Employment Department, the Department of Community Colleges and Workforce Development and the Local Workforce Investment Boards and required in OWIB Policy No. 11-01.
3. Recognize the expanded role of WSO Centers to provide skill development services for all Oregonians registering at WSO centers by implementing a common intake, initial skills review and debrief process leading WSO job seeker customers to an expanded menu of products and services.

BACKGROUND:

The Workforce Investment Act requires one-stop service centers (at least one per local workforce area – the State of Oregon requires a one-stop center in every workforce region) and gives the Local Workforce Investment Board, in this case the Linn, Benton, Lincoln Workforce Investment Board (LBL WIB), the authority to develop standards and certify centers in the WIA region, within criteria established by State Workforce Investment Boards. These standards ensure WSO Centers are businesslike places where every service is focused on two goals:

1. assuring that businesses receive the most highly qualified job candidates; and,
2. assuring job seekers have an opportunity to know and understand their skills through a standardized initial skills review and become better job candidates by developing their skills.

WSO Centers feature pro-active partners that fully utilize the resources within the One-Stop, as well as those of community partners, to better understand the workforce needs of businesses, to provide appropriate services to businesses and job seekers and to prepare qualified applicants who are competitive for jobs.

WSO Center Certification

WSO Center Certification is a formal designation similar to a license or a franchise. It requires display of the WorkSource Oregon brand name and signage. The Certification requires an agreement between partners that establishes conditions under which a Center is operated (Resource Sharing Agreement/RSA).

Oregon's workforce system has developed an integrated services model guided by three partners: the Oregon Employment Department (OED), the Department of Community Colleges and Workforce Development (CCWD), and the Local Workforce Investment Boards (LWIB). The integrated services model guides the majority of the specific Certification criteria in the current policy. The model is described in CCWD OED Joint Policy 02-10, a foundational document agreed to by the three partners. Because the integration work is still underway, this policy could change, although major changes are not envisioned. Consequently, CCWD OED Policy 02-10 is incorporated into this policy by reference.

The Workforce Investment Act requires the one-stop system to engage in continuous improvement. In order to ensure continuous improvement and to achieve the standardized objectives, each WorkSource Oregon center shall be evaluated by a team consisting of no less than two (2) WIB business sector members representing the county in which the WSO Center being evaluated is located. These members will visit the designated center, meet with appropriate center staff and complete the WSO Evaluation Checklist (Attachment #1).

WSO Affiliate Center Certification

A WSO Affiliate Office, like a WSO Center, is expected to be a businesslike place where every service is focused on two goals:

1. assuring that businesses receive the most highly qualified job candidates; and,
2. assuring job seekers have an opportunity to know and understand their skills through a standardized initial skills review and become better job candidates by developing their skills

A WSO Affiliate Office will be expected to meet certain minimum criteria to ensure baseline consistency across all WorkSource Oregon centers in the Linn, Benton, Lincoln WIA local area. A WSO Affiliate Office is required to display the WorkSource Oregon brand name and signage. If multiple partners are present, the Affiliate WSO certification requires the partners to demonstrate that a process is in place, to include regular meetings between the partners to assure that the partners are working together to provide professional and effective office operations and job seeker and business services. The Affiliate WSO center must provide evidence that a process of referral is in place that directs customers in need of enhanced services to a fully integrated and certified WSO Center.

The OED Regional manager and the WIA Title 1B Manager may complete and sign the Evaluation Checklist, attesting that the affiliate site(s) meets the minimum criteria to be certified.

POLICY:

Each WSO Center and affiliate site must meet the minimum level of requirements as outlined in the WSO Evaluation Checklist. (Attachment #1)

Although each WSO Center will be different, including partners, staffing patterns, a varied customer base, goals and directives, there will be a minimum level of services that must be common to each certified WSO center and affiliate site. For subsequent certification, the Linn, Benton, Lincoln Workforce investment Board must review performance outcomes, including customer satisfaction, and incorporate continuous improvement in its decision to certify. All WSO Centers in the local area must be certified by the LBL WI B in order to display the WorkSource Oregon logo.

WSO centers and affiliate site certification must be renewed *at least once* every two (2) years. Re-Certification will be a similar process as the initial certification process. If the WSO center or affiliate site fails to meet the minimum certification standards, as indicated on the Evaluation Checklist (attachment #1), that site shall have 60 days in which to correct the issues. A re-evaluation shall occur at that point. If the site fails a second time to meet the criteria the LBL WIB may provide a second review and/or place the site on probation until such time as it meets the criteria or in the most extreme case, decertify the site.

ACTION:

The Linn, Benton, Lincoln Workforce Investment Board shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is issued.

Approved:

Jana Kay Slater

3/1/12

Jana Kay Slater, WIB Chair



WorkSource Oregon Center Certification Evaluation Tool

Purpose

This policy was developed by Oregon's Local Workforce Investment Boards to:

1. Assure baseline consistency among WorkSource Oregon (WSO) Centers throughout Oregon, so that customers can expect the same basic types of services regardless of which WorkSource Oregon Center they attend.
2. Better define the goals, purposes, functions and services of WSO Centers.
3. Provide baseline criteria for LWIB chartering/certifying of WSO Centers.

The criteria established in this policy represent a floor, not a ceiling. Oregon LWIBs may add requirements for certification as appropriate based on their community needs and resources.

Under the Workforce Investment Act and Oregon Workforce Investment Board (OWIB) policy, LWIBs are responsible for chartering/certifying and overseeing WSO. Oregon's LWIBs have a strong commitment to assuring quality services are offered through these local WSO Centers. All LWIBs have a certification/chartering processes in place to assure quality service delivery and continuous improvement.

The criteria listed in this document apply only to WSO Centers, which are one of the service delivery strategies employed by LWIBs to meet the business and workforce development needs of the local communities they represent and serve.

Definitions

In September of 2003, the WOIB defined a WSO Center as follows: A One-Stop Center where job seekers and employers can receive a broad range of services and are certified/chartered by the local workforce investment board.

In the interest of developing greater consistency and clarity of purpose among WSO Centers, Oregon's LWIBs propose this expanded definition:

WorkSource Oregon Centers are chartered/certified by Local Workforce Investment Boards to be businesslike places where every service is focused on the end goal of assuring that businesses receive the best possible applicants for their job openings. WSO Centers utilize the resources of those on site and other partners to better understand the workforce needs of businesses, to provide qualified applicants, and to improve the ability of applicants to compete for jobs. Staff at WSO Centers are knowledgeable about:

- Additional services that can provide businesses with workforce solutions.
- Additional services and/or training that can help job seekers become more skilled and competitive.

WSO Center staff are able to make referrals to these services if they are not offered on-site.

Through the chartering process, LWIBs assure baseline consistency of services throughout the state, while making special provision to meet the unique needs of each community in which WSO Centers exist.

Agreement

Oregon's LWIBs voluntarily agree to integrate the criteria listed above into their local center certification/chartering processes. LWIBs will not certify and brand WSO Centers that do not meet these minimum criteria within the timeline defined by the LWIB.

Each LWIB will recertify its local WSO Centers at least once every two years to assure that the baseline is maintained and to encourage continuous improvement.

Each LWIB may choose to add criteria above the baseline criteria in this document.

Each LWIB may select a variety of additional approaches to measure the success of its WSO Center(s). Examples include:

1. Check lists based on the criteria above and any additional local criteria.
2. Secret shoppers.
3. Customer satisfaction surveys of WSO Center customers.
4. Certification visits.
5. Peer reviews coordinated with LWIBs and/or staff from other WSO Centers.

Oregon's LWIBs recognize that these steps are necessary to assure a baseline level of consistency to all Oregonians who utilize WSO Centers throughout the state. Each LWIB will strive also to assure the greatest quality of services within WSO Centers through locally designed recertification processes.

WorkSource Oregon Center Certification Checklist Minimum Requirements

Region: _____

Location of center: _____

Minimum requirements to assure consistency of WorkSource Oregon Centers:

1. A WSO Center is a physical location that:

Is clearly identified as a WorkSource Oregon Center through external signage – whether utilizing WSO as the primary brand, or as a co-brand. External signage will utilize the generic WSO logo rather than a version that identifies the location as the site of a single partner.

No					Yes						
1	2	3	4	5	6	7	8	9	10		Total : _____

Notes: _____

Creates an environment that is businesslike and completely focused on needs of the business community/the importance of preparing individuals to become successful employees.

No					Yes						
1	2	3	4	5	6	7	8	9	10		Total : _____

Notes: _____

Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following:

- Phone(s)
- Internet access
- Staff to assist with job search
- Printer(s)
- Fax(es)
- Copier(s)
- Printed/hard copy resource information

No					Yes						
1	2	3	4	5	6	7	8	9	10		Total : _____

Notes: _____

Provides the following:

- Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.)
- Minimum hours of operation that allow job seekers to access services as conveniently as possible.
- A tracking system to monitor the utilization of services.
- A Welcome Team or Greeter to direct customers to the services they need.
- An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so.
- Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)

No											Yes		
1	2	3	4	5	6	7	8	9	10			Total : _____	

Notes: _____

2. Each chartered/certified WSO Center provides the following minimum level of services:

Job Seeker Services available *on-site* for customers

- An introductory workshop or other mechanism to introduce customers to services available at the center and through referral.
- OED ((iMatch) and Title 1B (WIA) Registration Process
- A skill assessment and debriefing process
- Access to training designed to improve skills. (Reading, Math, Ability to locate information, Occupational training)
- Access to unemployment insurance information/phones
- Labor Market Information
- Computerized, automated and staff assisted job search assistance
- Workshops that help individuals succeed in their job search
- Assessment to identify possible benefit from participation in other services, in order to make a value-added referral.
- Determination of eligibility for Title 1B services, or the services of other partners available on-site.

- Drug prevention and treatment referral resources. (Drug policy has been approved)

No Yes

1 2 3 4 5 6 7 8 9 10 Total : _____

Notes: _____

Business services available *on-site, via phone, or by referral*:

- Labor exchange (including iMatch Skills)
- Labor Market Information.
- Assistance with worker recruitment.
- Serving a brokerage function to help businesses access other services. Examples include, but are not limited to:
 - Opportunities for incumbent worker training support via the Employer Workforce Training Fund, Regional Investment Boards, etc.
 - Community College customized training departments, etc.
- Early intervention and rapid response activities.

No Yes

1 2 3 4 5 6 7 8 9 10 Total : _____

Notes: _____

3. Chartered/certified WSO Centers have integrated staff teams who work together to support the service delivery of the center, regardless of the organization for which they work:

- OED & WIA Title 1B funded staff are available on site.
- Staff from additional organizations are available on site based on community needs and the availability of space.
- All staff present on-site are committed to providing adequate staffing to deliver services to the community based on customer need.
- Staff are clearly identifiable as part of the WSO Center, rather than separate organizations. (For example, they wear name tags with the WSO logo)
- Staff reflect the demographics of the community to the greatest degree possible.
- Info sharing/confidentiality agreements are in place to allow staffs to work together.
- While it is understood that all staff working on site at WSO Centers must abide by the rules and policies of their host agency, WSO Center staff also abide by a shared policy framework that includes:
 - Common policies that clarify how the staffs will work together and how complaints will be handled (such as the MOU, MOA, Resource Sharing Agreement, etc.).

- Shared performance planning and reporting to assure that all staff are working toward the excellence of the WSO Center, as well as their own organizational performance standards.
- Locally defined means of measuring and reporting customer satisfaction for all customers (job seekers, businesses, etc.)
- Mechanisms for assuring continuous improvement of outcomes.

No Yes

1 2 3 4 5 6 7 8 9 10 Total :_____

Notes: _____

Maximum Score: 70%

Minimum score for certification: 60%

Total score:_____

Name of Evaluator:_____

Agency or organization:_____

Position Title:_____

AFFIDAVIT OF PUBLICATION

PUBLIC NOTICE

PUBLIC NOTICE is hereby given that the Linn, Benton, Lincoln, Workforce Investment Board will post their Strategic Plan for public review and comment at www.region4wib.org on October 1, 2012 at 12 pm. The plan will be available until October 30, 2012 at 5 pm. Please direct comments to admin@region4wib.org.
#3260088 PUBLISH: 10/01/2012

State of Oregon

ss)

County of Linn

I, Pam M. Burreight, being first duly sworn deposes and says, that I am the Legal Clerk of the Democrat-Herald, a newspaper of general circulation, as defined by section 193.010 O.R.S., published at 600 Lyon St S, Albany, OR, in the aforesaid county and state: that the advertisement number 3260088, for the account number 60001854 described as PUBLIC NOTICE PUBLIC NOTICE is, a copy is hereto Annexed, was published in the entire issue of sold newspaper.

Start Date: 10-01-12

Stop Date: 10-01-12

Insertions: 1

Pam Burreight

Cyndi R. Sprinkel-Hart

Subscribed and sworn to before me on **Tuesday, Oct 02, 2012.**

-1 co



AFFIDAVIT OF PUBLICATION

PUBLIC NOTICE

PUBLIC NOTICE is hereby given that the Linn, Benton, Lincoln, Workforce Investment Board will post their Strategic Plan for public review and comment at www.region4wib.org on October 1, 2012 at 12 pm. The plan will be available until October 30, 2012 at 5 pm. Please direct comments to admin@region4wib.org.
#3260087 PUBLISH: 10/01/2012

State of Oregon

ss)

County of Benton

I, Pam M. Burreight, being first duly sworn depose and say, that I am the Legal Clerk of the Gazette-Times, a newspaper of general circulation, as defined by section 193.010 O.R.S., published at 600 SW Jefferson Ave, Corvallis, OR, in the aforesaid county and state; that the advertisement number 3260087, for the account number 60001854 described as PUBLIC NOTICE PUBLIC NOTICE is, a copy is hereto annexed, was published in the entire issue of said newspaper.

Start Date: 10-01-12
Stop Date: 10-01-12
Insertions: 1

Pam Burreight

Cyndi R. Sprinkel-Hart

Subscribed and sworn to before me on **Tuesday, Oct 02, 2012.**

-1 co



PUBLIC NOTICE
 PUBLIC NOTICE is hereby given that the Linn, Benton, Lincoln, Workforce Investment Board will post a Strategic Plan for public review and comment at www.region4wib.org on October 1, 2012 at 12 pm. The plan will be available until October 30, 2012 at 5 pm. Please direct comments to admin@region4wib.org. O-5 (51-05)

AFFIDAVIT OF PUBLICATION
News-Times, Newport, Oregon

COUNTY OF LINCOLN

ss.

STATE OF OREGON

I, Melissa Hansen, being duly sworn, depose and say that I am the legal clerk of The News Times, a newspaper of general circulation, as defined by ORS 193.010 and 193.020; printed and published at 831 NE Avery Street, Newport in the aforesaid county and state and that **Public Notice (51-05)** a printed copy of which is hereto annexed, was published in the entire issue(s) of said newspaper for 1 week(s) in the following issue(s): **10/05/2012**

Melissa Hansen

Subscribed and sworn before me this 5th day of October, 2012

Sara N. Bryan

Sara N Bryan, Notary Public of Oregon
 (My commission expires July 10, 2016)



AFFIDAVIT OF PUBLICATION
News-Times, Newport, Oregon

COUNTY OF LINCOLN

ss.

STATE OF OREGON

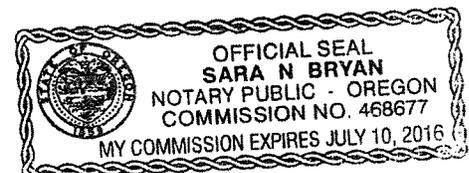
I, Melissa Hansen, being duly sworn, depose and say that I am the legal clerk of The News Times, a newspaper of general circulation, as defined by ORS 193.010 and 193.020; printed and published at 831 NE Avery Street, Newport in the aforesaid county and state and that **Public Notice (51-05)** a printed copy of which is hereto annexed, was published in the entire issue(s) of said newspaper for 1 week(s) in the following issue(s): **10/05/2012**

Melissa Hansen

Subscribed and sworn before me this 5th day of October, 2012

Sara N. Bryan

Sara N Bryan, Notary Public of Oregon
 (My commission expires July 10, 2016)





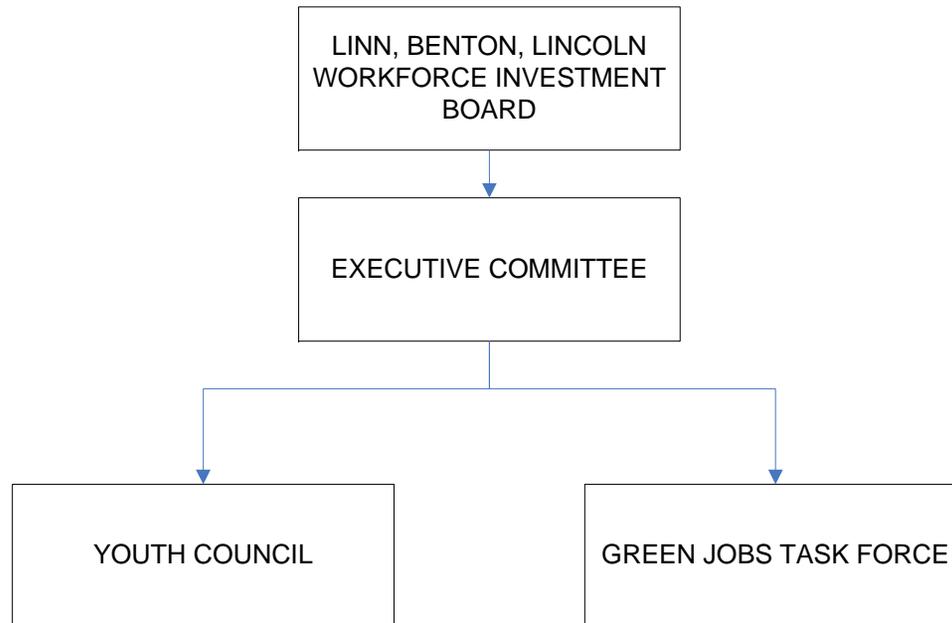
Business Sector Membership

Linn	Business	through June 30
Seth Christensen	MEI, LLC	2013
Janet Steele	Albany Area Chamber of Commerce	2014
Jason Tyner	ATI Wah Chang	2014
Benton		
Jason Pond	Greenberry Industrial	2013
Carolyn Gardner	ViewPlus Technologies	2013
Amanda Morris	Samaritan Health Services	2014
Jana Kay Slater	Samaritan Health Services	2015
Lincoln		
Steve Steenson	Barrett Business Services	2013
Randy Getman	Shilo Inns	2015

Public Sector Membership

Member's Name	Membership Affiliation	Representing
Dave Baker	Central Electrical Training Center	Labor
Caroline Bauman	Economic Development Alliance	Economic
Al DeVita	OSI Laborers and Employers Training Trust	Labor
Doug Hunt	Lincoln County Commissioner	Local Government
Tom Erhardt	Oregon Employment Department	One-Stop Operators
Susan Garner	Angell Job Corps	Education
Martha Lyon	Community Services Consortium	One-Stop Operators
Ann Malosh	Linn Benton Community College	Education
George McAdams	Benton County Natural Areas & Parks Dept.	Local Government
Tanarae Greenman	Department of Human Services	One-Stop Operators
Jim Munger	OED - Veteran's Representative	Veterans
Peter Norman	Office of Vocational Rehabilitation Services	One-Stop Operators
John Pascone	Albany-Millersburg Econ Development Corp	Economic
Carol Shoot	Experience Works	Seniors
Will Tucker	Linn County Commissioner	Local Government
Rebecca Williams	Confederated Tribes of Siletz Indians	Native Americans

LINN, BENTON, LINCOLN WORKFORCE INVESTMENT BOARD Organization Structure





BYLAWS

Linn, Benton, Lincoln Workforce Investment Board

PREAMBLE

The Linn, Benton, Lincoln Workforce Investment Board (WIB) recognizes that the Workforce Investment Act provides the opportunity to build a public-private partnership that is dynamic in nature, far-reaching in scope, and has the capacity to improve the economic well being of its citizens and communities.

The WIB also recognizes that leadership from and by the private-sector is critical to achieving this outcome and further acknowledges that, as a publicly appointed body, it must function efficiently and effectively in conducting the tasks set before them.

ARTICLE I. NAME

The name of the organization is the Linn, Benton, Lincoln Workforce Investment Board (WIB).

ARTICLE II. JURISDICTION

The WIB's area of jurisdiction is Linn, Benton, and Lincoln counties.

ARTICLE III. MISSION AND PURPOSE

The WIB, in cooperation with other appropriate public, private and/or education and training organizations:

- A. Builds and maintains a high quality workforce for Linn, Benton, and Lincoln counties and the state of Oregon by determining current and future workforce needs, and ensuring that those needs are met;
- B. Promotes a high level of awareness between the region's employers and the workforce development system about workforce needs and the importance of investing in the development of their own workforces;
- C. Provides policy and direction related to the appropriate evaluation and training of individuals who meet the criteria for service as prioritized by the Board.

ARTICLE IV. FUNCTION

The WIB builds a high quality workforce by:

- A. Directing the development of and approving an annual and long range strategic workforce plan which responds to the workforce needs of the region;

- B. Overseeing and coordinating the implementation of the plan;
- C. Enhancing the region's workforce development delivery system to meet identified needs and priorities to ensure the most appropriate use of available resources;
- D. Aligning and coordinating workforce priorities of the region, state, and federal government with the priorities of this body;
- E. Serving as a resource to the Governor, the legislature, and state workforce and education agencies on matters pertaining to public investment in workforce-related training, education, employment and support services; and
- F. Following requirements of the Workforce Investment Act (WIA) of 1998.

ARTICLE V. MEMBERSHIP

- A. The membership of the WIB shall comply with section 117(b) of the Workforce Investment Act. Additionally, membership shall include one commissioner from each county in Region 4 (Linn, Benton, and Lincoln counties). It may include other representatives the local elected officials deem appropriate.
- B. The membership of the WIB shall be appointed by the county order. The base membership, including areas of representation, shall not fall below that initially established by county order. Membership changes can be made only in accordance with section 117(c) (1) (A) (B) of the Workforce Investment Act. Changes in base membership shall require an amendment of the county order.
- C. A term of three years shall be assigned by the local elected officials to each private-sector membership position and shall be assigned such that one-third of the terms expire each year. If a private-sector member of the board is appointed to the Youth Council, their term on the Youth Council shall run concurrently with their board term.
- D. Members, including persons appointed to vacant positions, shall serve until the expiration of the term of the position to which they were appointed. Members may apply for reappointment.
- E. Private-sector members may be reappointed to subsequent terms by the board of commissioners from the county of original appointment. All other members may be reappointed by the commissioners to subsequent terms subject to the concurrence of their designation organization.
- F. An honorary member of the WIB may be appointed by the same process as other board members. They may be entitled to discuss motions and all other levels of participation with the exception of voting. They may serve on committees and taskforces of the Board with the same level of participation. Term of office shall be three years from the beginning of the next fiscal year after date of appointment.
- G. A member whose representation changes shall be removed from membership in order for the WIB to maintain conformity to prescribed representation.

- H. Any member may resign upon written notice to the Chair. Vacancies shall be filled in the same manner as original appointments, but terms shall be only for that time remaining in the vacancy.

ARTICLE VI. STRUCTURE AND SCHEDULE

- A. The WIB shall conduct its business at regularly scheduled public meetings, which are to be held no less frequently than twice each program year. The WIB may meet in special session at the call of the chair, or upon request of a majority of the members. All regularly scheduled and special meetings are public meetings and are subject to the requirements of ORS 192.610-192.710. Meetings shall be held within the geographic boundaries of Region 4, except under special circumstances, and meeting locations may rotate among the three counties.
- B. An Executive Committee shall meet between WIB meetings to coordinate activities and, if necessary, to act on behalf of the WIB.
 - 1. The Executive Committee shall consist of the Chair, Vice Chair, and Secretary-Treasurer of the Workforce Investment Board; designated commissioners representing Linn, Benton, and Lincoln counties; three members of the Board representing the non-business sector, one of which shall represent labor as defined in the Workforce Investment Act; and three members of the Board representing the private-sector. The most recent chair shall serve as a member until their current board term expires or the incumbent chair succeeds them, whichever comes first.
 - 2. The WIB Chair shall preside over the Executive Committee. In the Chair's absence, the Vice Chair shall preside.
 - 3. The Executive Committee shall be empowered to act on behalf of the WIB if, in the judgment of the Chair, circumstances arise (agreed to by a majority of the Executive Committee present) that cannot be addressed through a regular or special meeting of the WIB because of time or circumstance. A majority of the Executive Committee members must be present in order for an action to be taken.
 - 4. Action of the Executive Committee, as noted in VI. B. 3. shall be subsequently reviewed by the WIB and approved through a consent agenda.
 - 5. Members of the Executive Committee shall serve as follows: The designated Commissioners shall serve on the Executive Committee for the duration of their appointed terms by the County Board of Commissioners of which they serve; the Chair, Vice Chair, and Secretary-Treasurer shall serve for the duration of their terms in those positions; elected members of the non-business and private-sector shall serve one (1) year terms, but may be re-elected to serve each year with no limit on the terms served. Non-business and private-sector

members shall be nominated and elected by the Workforce Investment Board.

These appointments and/or elections shall occur at the last meeting of the WIB fiscal year. A special election may be held to fill vacancies on the Executive Committee.

ARTICLE VII. ELECTIONS AND OFFICES

- A. The offices of the WIB shall be the Chair, Vice Chair, and Secretary-Treasurer.
 - 1. Chair: The Chair shall preside at all meetings of the WIB, shall appoint taskforces, and ad hoc committee chairs, and serve as chair of the Executive Committee. The Chair shall be elected from among the private-sector membership of the WIB.
 - 2. Vice Chair. The Vice Chair shall assume the duties of the office of Chair in the absence of the Chair. The Vice Chair shall be elected from among the private-sector membership of the WIB. The Vice Chair shall succeed the Chair at the end of the Chair's term. If the Vice Chair's term of service on the board, as indicated by the County Commissioners, does not allow the Vice Chair to succeed the Chair, then the term shall, with the support of the appropriate Board of County Commissioners, be extended for an additional 3 year term to allow for this succession.
 - 3. Secretary-Treasurer. The Secretary-Treasurer shall ensure that records of meetings are recorded and distributed to the membership for approval and shall ensure that an operating budget is developed and a financial report prepared quarterly for the WIB. The Secretary-Treasurer shall be elected from among the private-sector membership of the WIB.
- B. Election of officers.
 - 1. The Executive Committee of the WIB shall be responsible for nominating members for officer positions.
 - 2. The WIB shall elect officers at the last meeting of its fiscal year.
- C. Officers shall be elected for a one (1) year term. No officer shall serve in any one office, consecutively, for more than two (2) years.
- D. If an officer of the board vacates a position, an election shall be held by the members of the WIB to fill this vacancy at the next regularly scheduled board meeting, except in the case of the office of Chair. In this case, the Vice Chair shall fill that position for the remainder of the predecessor's term and an election to fill the position of Vice Chair shall take place at the next regularly scheduled Board meeting. The new Chair shall not only complete the term of office of the vacated Chair but shall also serve as the Chair for a full term as if the normal succession had occurred.

ARTICLE VIII. MEETINGS

- A. Reasonable advance notice of regular and special meetings of the WIB shall be provided to members, interested parties, and appropriate media. This includes meetings conducted electronically or telephonically. In no event shall a meeting be held which does not conform to ORS 192.610 and 192.710.
- B. Voting. Voting rights are restricted to regular members or their alternate as described in VIII. B. 3.
1. In order to conduct official business, a quorum (defined as fifty-one percent of membership) must be present. All rules of conducting business as outlined in House Bill 2989 shall be followed.
 2. Upon request of any WIB member present, a roll call vote shall be taken and recorded on the passage (or failure) of any measure before the WIB. Each member who is within the meeting room when a roll call vote is called for shall vote unless he or she has been excused from voting due to conflict of interest. Passage of any measure requires a simple majority of the quorum.
 3. In an emergency and upon notification of the Chair, a member may designate an alternate to sit as a voting representative at a regular or special meeting of the WIB. Such designation and notification shall be required for each meeting at which a member will be represented.
- C. Conflict of Interest. Any member of the WIB having an interest in any organization receiving or requesting financial support through the WIB shall make such interest known to the WIB at the beginning of the discussion of the relevant issue. As defined in the Workforce Investment Act of 1998, Section 117(3)(g)(1), a member may not vote on a matter regarding the provision of services by such member (or by an entity that such member represents); or that would provide direct financial benefit to such member or the immediate family of such member; or engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the state plan, and the procedures set forth in the Act shall be followed as appropriate. In the event a WIB member has an actual or potential conflict of interest, member shall declare conflict and abstain from the vote.
- D. Attendance. After failure to attend three consecutive meetings without cause and prior notification, members may be removed from WIB by action of their appointing county.
- E. Rules. Meetings shall be conducted in a manner that encourages participation and the full discussion of issues. Consensus decision making shall be permitted where possible. In matters of contention, Robert's Rules of Order will be followed.

ARTICLE IX. INDEMNIFICATION

The WIB shall indemnify its officers, directors, employees, members, and agents in accordance with the Oregon Revised Statutes (ORS) 61.205 to the extent that such a person is not insured or otherwise indemnified.

ARTICLE X. COMMITTEES

- A. The Chair shall appoint ad hoc committee chairs, sub-committees, and taskforces for specific and special purposes. All committees shall consist of WIB members; sub-committees and taskforces may include non-members.
- B. Subcommittees and taskforces shall perform only as recommending bodies.

ARTICLE XI. AMENDMENTS TO THE BYLAWS

These bylaws may be amended, altered, added to, or repealed at any regular or special meeting by a two-thirds majority vote of WIB members present, provided that members shall have received not less than fifteen (15) calendar days written notice of the proposed changes.

Revised on September 28, 2009.

CHARTER
COMMUNITY SERVICES CONSORTIUM
BENTON, LINCOLN AND LINN COUNTIES, OREGON

PREAMBLE

WHEREAS, Benton, Lincoln and Linn Counties desire to cooperate in the planning and delivery of human service programs, and

WHEREAS, Benton, Lincoln and Linn Counties are eligible and have elected to serve as the governing body for a community action program under regulations issued by the Community Services Program and Community Services Consortium, and

WHEREAS, Benton, Lincoln and Linn Counties, independently eligible program agents, desire to continue acting as a consortium to act as a program agent pursuant to the Workforce Investment Act (WIA), and

WHEREAS, ORS Chapter 190 permits units of local government to enter into agreements for such purposes,

NOW, THEREFORE, Benton, Lincoln and Linn Counties, Oregon, hereby jointly establish the Community Services Consortium, hereinafter referred to as CSC, to be governed by the following articles:

ARTICLE 1

NAME, AREAS SERVED, MEMBERSHIP

The organization shall consist of the following parties:

1. BENTON COUNTY - A home rule county with a 2000 population of 78,153.
2. LINCOLN COUNTY - A county with a 2000 population of 44,479.
3. LINN COUNTY - A county with a 2000 population of 103,069.

ARTICLE 2

PURPOSE

CSC shall operate as a community action agency to coordinate the planning and delivery of social services to residents of Benton, Lincoln and Linn Counties. CSC shall address the needs of low income and at-risk persons and shall work toward the goal of alleviating the conditions and causes of poverty.

ARTICLE 3

GOVERNING STRUCTURE

1. Consortium Governing Board.

a. Membership: CSC shall be governed by the Consortium Governing Board consisting of the nine elected commissioners from the three counties.

b. Meetings: The Governing Board shall hold one regular meeting every other month. The time and place of the regular meeting shall be set by the Board at its first meeting in January. Governing Board members shall be sent an agenda for a regular meeting at least ten days prior to the date of the meeting. The Chair may call special meetings from time to time as needed. The Chair shall mail notice of any special meeting at least five days in advance of the meeting date. In case of an actual emergency, a special meeting may be held upon such notice as is appropriate to the circumstances. The minutes of an emergency meeting shall describe the emergency and the notice given.

A majority of the Governing Board members or the governing body of any member county may, by petition to the Governing Board Chair, direct the call of a special meeting subject to the notice provisions contained in this subsection.

All action taken by the Board shall be done by a majority vote, providing that a quorum of five members is present.

c. Powers and Duties: The Governing Board, as a full Board or through its Executive Committee, shall have authority to: Adopt the annual budget and audit; approve concept papers, contracts, and grants pursuant to current approved signature levels; select service providers; approve the compensation and classification plan and any collective bargaining agreement; complete the annual evaluation of the Executive Director; select and appoint the Executive Director; give final approval for all policies; review close-out and monitoring reports; and take such other action as necessary as the Governing Board of CSC.

d. Officers: The Governing Board shall select a chair and a vice chair at its January meeting. The chair and vice-chair shall be from different counties and shall also serve as chair and vice-chair of the Executive Committee.

e. Voting: Each Governing Board member shall have one vote.

2. Executive Committee.

a. Membership: The Governing Board chair and vice-chair, along with the third county's representative, serve as the CSC Executive Committee.

b. Meetings: The Executive Committee shall hold one regular meeting every other month and also shall meet whenever the Governing Board fails to achieve a quorum. The time and place of the regular meeting shall be set by the Governing Board at its first meeting in January. Executive Committee members shall be sent an agenda for a regular Executive Committee meeting at least one week prior to the date of the meeting.

c. Powers and Duties: The Executive Committee shall have authority to make decisions, and the Governing Board may ratify those decisions through approval of the consent calendar. The consent calendar shall be provided to the Governing Board with each regular meeting agenda.

d. Voting: All action taken by the Executive Committee shall be done by a majority vote, providing that a quorum of two members is present.

3. Governing Board Chair.

a. Powers and Duties: The Governing Board Chair shall preside at all Governing Board and Executive Committee meetings. The Chair shall serve as the liaison between the Executive Director and the Governing Board. In this capacity, the Chair shall have chief responsibility to provide leadership to the agency and to ensure that the Governing Board is kept apprised of agency issues.

The Chair shall execute all CSC grants, contracts, and similar documents as approved by the Governing Board or the Executive Committee.

4. Governing Board Vice-Chair.

The Governing Board Vice-Chair shall discharge the duties of the Governing Board Chair during the absence or incapacity of the Chair.

5. Advisory Councils.

Each county participating in the Consortium shall appoint members to the Community Action Advisory Council (CAAC) and the Workforce Investment Board (WIB) from citizens of that member county. Lincoln County shall appoint community representatives to the Head Start Policy Council.

a. Membership: Members of the advisory councils shall be appointed for terms in accordance with each council's bylaws.

b. Powers and Duties: The advisory councils shall advise the Governing Board regarding service needs, CSC policy and procedures, and other matters. Advisory council bylaws shall be adopted by the Governing Board. The Head Start Policy Council shall make recommendations to the Governing Board pursuant to that Council's bylaws and the Governing Board shall have the authority to make decisions based on those recommendations.

6. 501(c)(3) Organizations:

CSC has four 501(c)(3) designations: Linn Benton Food Share, Community Housing Services, Direct Client Services and Head Start in Lincoln County. All four designations are governed by the CSC Governing Board. The business of each of the four 501(c)(3)'s shall be conducted pursuant to its bylaws as overseen by the CSC Governing Board.

7. Budget Committee.

The Governing Board shall appoint a CSC Budget Committee pursuant to ORS 294.900 to 294.930.

The Budget Committee shall discharge the powers and duties relating to the CSC budget as provided in ORS 294.905 to 294.930. Bylaws shall be approved by the Governing Board.

8. Other Committees.

The Governing Board may establish additional committees or subcommittees as necessary to accomplish its purpose or as required pursuant to federal or state directives.

ARTICLE 4

ALLOCATION OF BENEFITS AND LIABILITIES

1. Benefits.

Resources administered by the CSC shall be equitably allocated to the participating counties based on community need, population, funding availability, or as established by federal or state directives.

2. Liabilities.

If liability for misuse of federal and/or state funds which is not covered by the Community Services Consortium can be identified to a specific county, that county shall be held responsible for such liability within the limits of the Oregon Constitution. If such liability can be identified to a specific county or counties, they shall be held responsible for their proportionate share of that liability within the limits of the Oregon Constitution. If liability cannot be identified to a specific county or counties, liability shall be shared, within the limits of the Oregon Constitution, on the basis of population ratios between the counties as defined in Article 1 of this Charter.

ARTICLE 5

AMENDMENT, PARTIAL PARTICIPATION AND DISSOLUTION

This Charter shall take effect at such time as the governing bodies of Benton, Linn and Lincoln Counties have all adopted and executed this Charter and shall be in continuous effect from that date until dissolution of the CSC as herein provided. This Charter supersedes the previous CSC Charter of March, 1994. This Charter may be amended upon the affirmative vote of each county. Any party to this agreement shall have the right to withdraw from a program or programs administered by the CSC upon notification in writing to the Executive Committee and (other) member counties' Boards of County Commissioners sixty (60) days prior to the proposed effective date of such withdrawal.

The withdrawal of any one party hereto shall not have the action of dissolving the CSC. Withdrawal of two or more members will have the effect of dissolution of the CSC.

ARTICLE 6

COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

CSC will operate in compliance with all applicable federal, state and local laws or ordinances.

Dated this 8th day of May, 2003.

Dated this 23rd day of April, 2003.

BENTON COUNTY
BOARD OF COMMISSIONERS

LINN COUNTY
BOARD OF COMMISSIONERS

[Signature]
Chair
[Signature]
Commissioner
[Signature]
Commissioner

[Signature]
Chair, Cliff Wood
[Signature]
Commissioner, John K. Lindsey
[Signature]
Commissioner, Roger Nyquist

Approved as to Form:
[Signature] 5-8-03
Office of County Counsel

Approved as to Form:
[Signature]
Office of County Counsel

Dated this 2nd day of April, 2003.

LINCOLN COUNTY BOARD OF COMMISSIONERS

[Signature]
Chair
[Signature]
Commissioner
[Signature]
Commissioner

Approved as to Form:

Office of County Counsel



Helping People. Changing Lives.

CSC FULL GOVERNING BOARD MEETING

SEPTEMBER 26, 2011 – 10:00 to 12:00

CSC Newport office – 120 NE Avery Street – Hilan Castle Room, 1st Floor

MINUTES

Attending

Governing Board: Don Lindly, Bill Hall, Terry Thompson, Will Tucker, Linda Modrell; and, via telephone conference: Annabelle Jaramillo, Jay Dixon, Roger Nyquist, John Lindsey,
CSC: Martha Lyon, Tom Hatley, Heidi Henry, Suzanne Miller, Sally Schwartz and, via video conference:

Clay Martin, Debbie Jackson, Terry Knoll

Guests: CSC AmeriCorps Vista Leader, Lauren Berentes; Head Start Policy Council members Joshua Mies and Rachelle McMaster; Head Start Community Representatives Lois Cameron and MaryAnn Reynolds

PUBLIC BUSINESS MEETING

1. OPEN PUBLIC MEETING - The meeting was called to order at 10:10 a.m. by Chair, Don Lindly..
2. INTRODUCTIONS – Everyone introduced themselves
3. HEARING OF THE CITIZENS – None attending
4. CLOSE PUBLIC MEETING – The Public Meeting was closed at 10:14 a.m.

REGULAR CSC GOVERNING BOARD BUSINESS MEETING

5. **CALL TO ORDER** – The meeting was called to order at 10:15 a.m..

CHANGES / ADDITIONS TO AGENDA - Agenda heading corrected to FULL Committee; location corrected to CSC office NEWPORT.

6. **MINUTES from June 27 meeting**

Action Requested: Approval of minutes

- Commissioner Hall moved to approve the minutes as written,
- Commissioner Tucker seconded;
- Motion carried unanimously.

7. **WORKFORCE INVESTMENT BOARD (WIB) PROPOSAL** - Steve Bekofsky – CSC WIB Director
 (handout)

Since 2000, when the Workforce investment Act of 1998 took effect in Oregon, the Workforce investment Board (WIB) has contracted with CSC, as the Title 1B service provider and fiscal agent, to provide WIA services to adult, dislocated workers and youth. WIB Director Steve Bekofsky was asked to develop a succession plan because of his potential retirement within the next 6-12 months. The WIB has requested that, as part of that plan, the director apply for a Governor's waiver to allow the WIB to deliver WIA services. In order to accomplish that, CSC needs to accept the WIB as part of its organizational structure. This eliminates the contract, allowing the WIB, as part of CSC, to directly

deliver the services. The oversight of the WIB does not change under this waiver. If the waiver is approved, the proposal goes back to the WIB board for final approval in January 2012. If approved, when current director Steve Bekofsky retires, Workforce and Education Director, Clay Martin, may take over as WIB director along with his W&E directorship.

Q. Commissioner Nyquist asked about other WIA options.

A. Without the governor's waiver, a new director would have to be trained to replace Steve; the board could join another region; or form its own 501(c)3 and let RFPs to subcontract services. Coming under CSC's structure is the preferred choice financially.

This proposal has been approved by the WIB Executive Committee, and the full membership of the WIB. If it is approved by the governing board, the WIB will submit an application for a waiver to the Department of Community Colleges and Workforce Development (CCWD). It then goes back to the WIB Executive Committee for a final review. CSC would then proceed with the organizational change.

Action Requested: Approval of recommendation

- Commissioner Hall moved to authorize the chair to submit the plan to incorporate the Linn Benton Lincoln Workforce Investment Board as a part of CSC's Workforce and Education department as endorsed by the board members to CCWD..
- Commissioner Tucker seconded
- Motion carried unanimously

8. EXECUTIVE DIRECTOR'S REPORT - Martha Lyon

PHYSICAL CHANGES

CSC operations have been consolidated with some Workforce & Education and Emergency Services programs moving from the Lebanon office to Albany and some to Corvallis. Administration, Community Development, Human Resources, Finance staff moved from Corvallis to Albany.

SERVICE CHANGES

Workforce & Education, Emergency Services and Housing programs continue to be offered in Newport, Albany, and Corvallis. Lebanon still has youth workforce programs and YouthBuild but no full time WIB adult services and no emergency services (except during the peak energy assistance season); Albany offers a full scope of services except for adult workforce services that are now located in the Albany Oregon Employment Department office.

The Corvallis receptionist has moved to the Albany reception area. There are no longer on-site receptionists at Lebanon, Newport and Corvallis offices. Walk-ins will be greeted by an employee answering a buzzer, but not a receptionist. This procedure will be revisited periodically to see how it is affecting clients.

With the new VoiceOver IP phone system to be installed in October, it will be possible for one receptionist to answer incoming calls from all locations. This will provide increased customer service as well as coverage if and when phones are down in one location.

STAFF – Human Resources Director, Melissa Vigil, has taken a position at OSU. Recruitment for the position is in process.

CAAC RECRUITMENT - Recruitment for the Community Action Advisory Council (CAAC) is underway. This group has become increasingly important to the agency as well as to our funders. CAAC volunteers need to be active community supporters, advocates for CSC issues, community educators about CSC and to support CSC fund raising. Two positions are open in each county. Recruitment will continue through fall. New members will be presented to the board for approval at the December meeting. They will begin their terms in January by attending the Financial Stewardship Resources training. Head Start policy and parent council members should also attend this training, if possible, and should contact Martha Lyon or Suzanne Miller for details.

LOGO – The final version of the new logo is due soon, after which we can move ahead with new printed material and final web design.

DONATION -CSC has received \$20,000 from the Simple Actions Family Foundation, a private donor that specifically stated the donation was in response to media coverage of the work we do and the funding cuts we have experienced. They are a long-time supporter of Linn-Benton Food Share and, after reading about the 2011 funding cuts, wanted the *agency* to have this *unrestricted* gift. Commissioner Lindsey asked if we will let the donor know how the money was used. Martha Lyon confirmed that we will thank the donor and advise them about how the money will be used. Martha is considering how to use the funds including support for an all-staff meeting, staff training, VoiceOver IP, etc. Community Relations Director, Heidi Henry, will be the donor contact for this gift.

9. NEW BUSINESS

RESOLUTIONS:

A. LOAN FORGIVENESS RESOLUTION

Whereas, Pat and Geree George of Toledo, Oregon came before the Housing Rehab Loan Committee to ask for forgiveness of a \$12,078.00 no-interest loan that paid for the drilling of a well and the attendant construction in 2004.

Whereas, the loan committee recommends as follows:

1. *Loan #LI016D-1 to Pat and Geree George should be forgiven entirely;*
2. *CSC should hire Corvallis Drilling to decommission and cap the well at rehab program expense.*

Resolved that the Governing Board of Community Services Consortium authorizes the Pat and Geree George loan #LI016D-1 be forgiven and the well be decommissioned and capped at CSC's Rehab Program expense.

Martha Lyon explained that a housing rehab client had asked that a loan be forgiven primarily because they think the contractor's work was substandard. The request was taken to the rehab loan committee that oversees rehab loans. Both sides were heard and the committee's recommendation was to forgive the loan and decommission and cap the well.

The Loan Committee's decision must be approved by the CSC governing board.

Commissioner Lindsey requested an executive session before voting. (That executive session was moved to the end of the meeting and is reported below.)

B. EDWARD-JONES RESOLUTION.

Background information: CSC maintains an investment account with Edward Jones for the sole purpose of being able to accept stock donations from donors. After a

donation of stock is received, it is liquidated into cash and disbursed by check to the designated recipient/purpose within CSC. The signers on this account will have transactional authority solely to reflect the intentions of the donor.

Resolved, that the individuals indentified below shall have the power and authority on behalf of Community Services Consortium to enter into an agreement on behalf of the organization; open a brokerage on behalf of the organization; do and perform every act to be done in conjunction with the account, including, but not limited to, being able to transfer, endorse, sell, assign, and deliver any and all certificates of stock, bonds, debentures, notes, subscriptions, warrants, stock purchase warrants, evidences of indebtedness, or others securities now and hereafter registered in the name of or owned by Community Services Consortium; and make, execute and deliver any and all written instruments necessary to effectuate the authority hereby granted.

Authorized Representatives:

Martha Lyon, Executive Director

Debbie Jackson, Finance Director

Finance Director Debbie Jackson explained that CSC has an Edward Jones account used occasionally to receive and liquidate stock donations. There have been no transactions since 2005. The officers designated on the account are no longer with the organization so new ones should be appointed to act as the transactional authority to honor a donor's request. Whatever stock is donated CSC will liquidate and ask for funds for the designated program.

- Q. Commissioner Modrell asked if we immediately liquidate donated stock.
 A. Debbie Jackson said yes and the donor gets the market value for tax purposes.
 Q. Commissioner Modrell noted it might be smart to hold on to the stock for awhile.
 A. Debbie Jackson stated that CSC does not have the internal expertise to manage investments.

Commissioner Tucker commented that perhaps CSC should look into the best way to handle stock donations for the benefit of the agency.

- Commissioner Dixon moved to approve the resolution.
- Commissioner Thompson seconded,
- The board voted unanimously to approve the resolution...

C. **VOICEOVER IP (VoIP)** (*handout*)

Martha Lyon explained that

- This system allows our computer network to be used for telephone service.
- Moving to VoIP would save \$30,000 to \$50,000 a year on long distance charges.
- VoIP allows one receptionist to answer the phones for any CSC office;
- VoIP eliminates the cost of upgrades the emergency services department would have required this season.
- The supplier is our existing provider. We have a good working relationship with them, they provide excellent customer service. They were the least expensive and the only company to provide truly what we required.

- The current system is 20 years old; no longer maintained by the original provider and phones (reconditioned) are only available through eBay.
- There are limited monthly user fees with the VoIP system..
- The system maintenance costs should be lower as the phones are newer and the system technology is more like that of a computer. All of our IT staff can maintain the system, not just the department director.
- The savings from the change-over will pay for the new system by the end of the 2012-13 fiscal year.

Head Start Policy Council member Joshua Mies asked what happens if the internet goes down. Martha said the IT department looked at previous service outages and feels the number of outages would be less than or equal to the number of outages with phone lines down. If one location goes down, calls are automatically routed to another location. In addition, we have emergency land lines at each site.

Questions and answers between Commissioner Nyquist and Martha Lyon:

Q: What is the capital outlay?

A. About \$70,000 inclusive. Long distance charges last year were more than \$50,000. \$50,000 is built in to this year's budget, most of which will be saved. After the initial purchase, there is no additional equipment to be purchased. The new phone lines simply plug into the computers.

Q. Did we aggressively shop the long distance carriers?

A. Yes. We have 3 or 4 different carriers and have shopped every year looking for ways to save on long distance. There is no way better than VoIP.

Q. What is the chance the VoIP system will be obsolete in 18 months.

A. We try to be conservative, not on the cutting edge of technology. We are closer to the cutting edge here than we have been before, but we think it is the right position given the good history with the service provider, the reliability of the old phones, and the good reviews this technology has received. Future Improvements are expected to be software upgrades rather than costly phone purchases.

Don Lindley said Finance Director Debbie Jackson and Executive Director Martha Lyon assured him the money is in the budget; that infrastructure expense will take nothing from other departments and next year the new system will probably show substantial savings.

Martha clarified there will be a contribution from the emergency services department to defray part of the cost. They would have had to invest in upgrading technology and adding additional lines to the old system for their department to handle heavy calls this year. These are not funds that would have gone toward client payments.

Action Requested: Approval of recommendation

- Commissioner Hall moved to approve the recommendation as written
- Commissioner Tucker seconded
- The vote was unanimous for approval.

D. SERC FUNDS – REMOVE FROM AGENDA -. We will not need approval to advance funds for the SERC (Solar Energy Program).

E. LABOR AGREEMENT - TABLED. The labor agreement is expected to be ratified by the the bargaining unit this week. The agreement will then come to the commissioners for signature.

10. DEPARTMENT UPDATES

FINANCE

Director Debbie Jackson went over the "Statement of Activity" handouts. The unaudited June 30 statement shows the 2 largest revenues are Food Share - mostly unrestricted donations - and Housing – mostly from loan repayments.

The September 2011 Statement of Activities is self-explanatory

The ARRA dashboard handout shows our total funding is excess of \$11,000,000 retroactive to April 2009. We are approximately 74% spent out. The International Paper layoff National Emergency Grant is ongoing, and there is still about \$120,000 in the OJT NEG (On The Job Training National Emergency Grant). It has been awhile since we have received new ARRA funding.

HEAD START

Director Suzanne Miller noted that Head Start is mandated to conduct an annual board training that is federally monitored. Directors received a full training packet with materials to review prior to the meeting. Dr. Miller reiterated the responsibilities of governing boards as presented with each monthly or bi-monthly report highlighting some salient points from the training packet:

Points included in the packet were highlighted –while acknowledging that the board is fully aware of its full responsibility to review materials received and reviewed. Highlighted points were:

- The Board should not have conflicts of interest with a Head Start agency.
- The Board should not receive compensation or be employed by or members of their immediate family by employed by a Head Start agency - there are exceptions which were explained.
- The Board is responsible for
 - fiscal matters including knowledge of credit card expenditures as reported monthly
 - assuring compliance with federal, state, tribal and local laws
 - oversight of established procedures for recruitment, collection and enrollment
 - approval of personnel policy changes
 - approval of program changes
 - Board members should be aware of the Head Start Policy Council elected by the parent body.
 - New council members are selected in October

Dr. Miller further explained that, while the Governing Board received a full training last year, every year they would also review the full training documents, discuss salient points and any questions, and each meeting would highlight a part of training so that there is ongoing awareness.

The board had no questions.

The new 4-day model year has begun with fully enrollment at 160.

Dr. Miller discussed the Head Start Financial Report May 2011 and Board Report (*handouts*). Both were accepted without any questions.

- Commissioner Lindly expressed his thanks to the policy council chair and vice chair, who were present for the meeting, for the work the council does and its importance to the success of the program.

HOUSING – Tom Hatley

Director Tom Hatley talked about the solar photovoltaic program installations, elaborating on the photos he circulated of the Pelican Place and Fish of Albany projects.

Bids are out for the Albany Helping Hands building, and other potential projects we are looking at for feasibility:

- Samaritan Village in Corvallis, an 84 unit apartment building,
- Home Life, Corvallis - units for the disabled
- Partners Place in Benton County,
- Shangri La – Benton and Lincoln County units for the developmentally disabled
- Benton Plaza in Corvallis

Tom explained the federal government no longer allows interim draws for this program. Everything needs to be approved and finalized before payment is issued. CSC circulated an addendum to our RFP contract to reflect this and Tom believes it will reduce the bidding competition.

MPA PROGRAM – 242 clients, 74% of the total Lincoln and Benton slots, have had their mortgages modified and payments have begun. Monthly income verification is required for continuing eligibility in this program. The balance of the 327 total slots are still in process for various reasons, 15 applicants dropped out of the program.

We have a foreclosure housing counselor at the Albany office and have applied to Wells Fargo for \$30,000 funding for this program.

We received \$58,582 in rural development housing preservation funds for Linn County.

COMMUNITY RELATIONS AND DEVELOPMENT – Heidi Henry

Director Heidi Henry said Lauren Berentes, the regional Vista representative, has been and will continue to be spending time at the 3 county government offices looking at what each is working on with regard to the homeless plan to see what can be incorporated into a model for the 3-county regional plan and where some of the gaps might be.

Lauren talked about the contacts she has made to date and the information she has collected.

Updated grant pipeline (*handout*).

11. EXECUTIVE SESSION

An Executive Session was called to discuss Resolution Item A.

The loan committee's recommendation was approved by the CSC governing board.

- Commissioner Hall moved for approval of the recommendation
- Commissioner Tucker seconded the motion

- Commissioner Lindly made a friendly amendment to the motion to forgive the loan and decommission the well at program expense in exchange for a release of all claims against CSC.
- The board voted unanimously to approve the resolution as amended.

12. ADJOURNMENT

The meeting was adjourned at 12:10 p.m.

NEXT SCHEDULED MEETINGS

Monday, November 28, 2011 2:00 to 4:00

Executive Committee -

CSC Albany office – Small Conference Room

Video conferencing available from CSC office in Corvallis and Newport

Monday, December 19, 2011 2:00 to 4:00

Full board

CSC Corvallis office – Small Conference Room

Video conferencing available from CSC office in Albany and Newport



Public Service Building

255 Capitol Street NE

Salem, Oregon 97310

Phone (503) 947-2401

Fax (503) 378-3365

www.oregon.gov/CCWD

DATE: January 12, 2012

TO:  Steve Bekofsky, Director
Linn Benton Lincoln Workforce Investment Board

FROM:  Cam Preus, Commissioner

RE: Request for the Linn Benton Lincoln Workforce Investment Board (LBL WIB) to become a Workforce Investment Act (WIA) service provider

This letter serves as approval for the Linn Benton Lincoln Workforce Investment Board to provide Core and Intensive services for adults and dislocated workers and appropriate youth services through the WorkSource Oregon system, in accordance with the provisions and limitations of WIA Section 117(f) and 20 C.F.R. 661.310, and as follows:

Core and Intensive Services:

The Linn Benton Lincoln Workforce Investment Board may provide core services described in section WIA 134(d)(2) or intensive services described in section 134(d)(3) through a one-stop delivery system described in section 134(c).

Training Services:

No local board may provide training services described in section 134(d)(4) without a Waiver of Training Prohibition – this document does not constitute such a waiver.

Services to Youth:

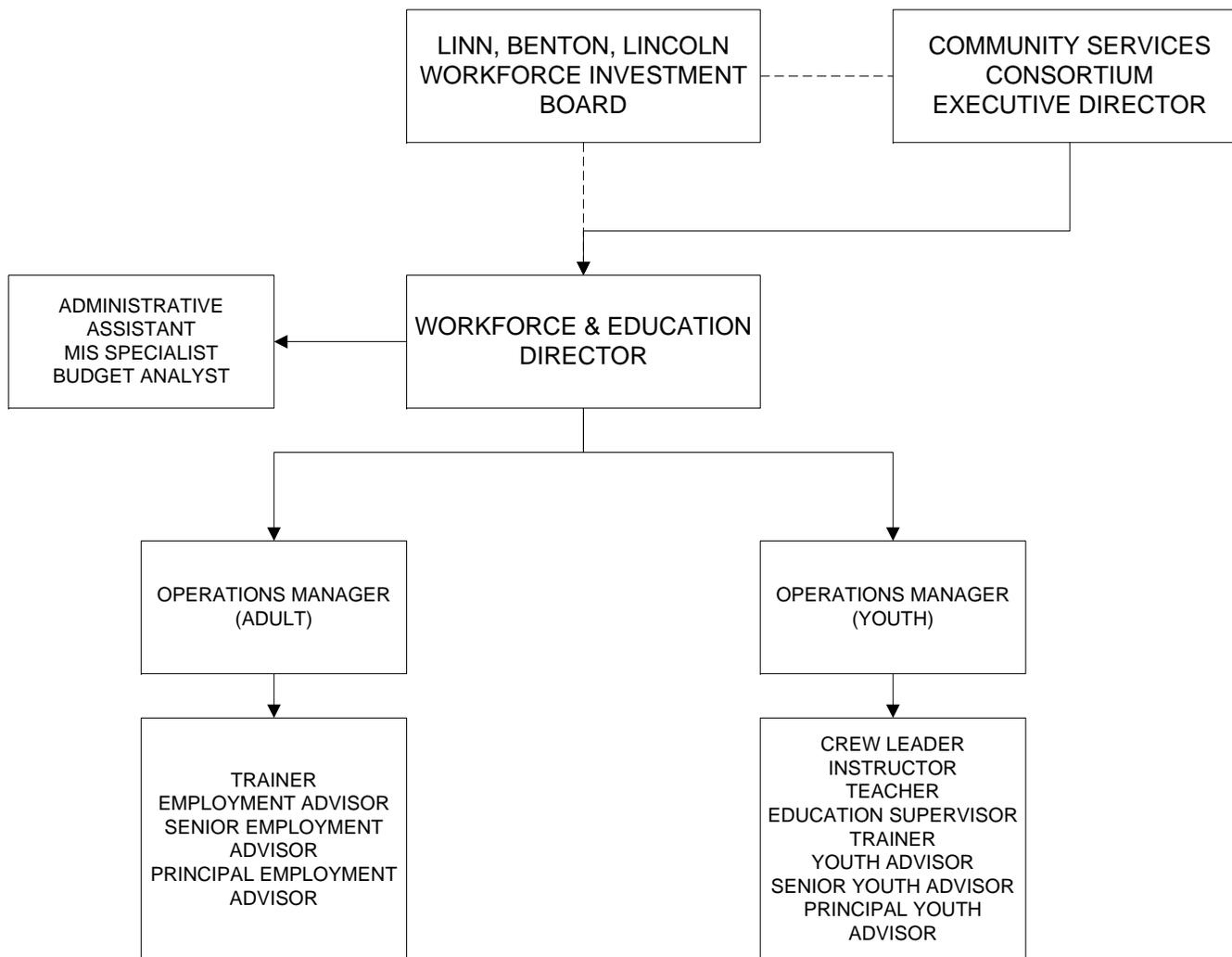
Consistent with section 123, the local board shall identify eligible providers of youth activities in the local area by awarding grants or contracts on a competitive basis, based on the recommendations of the youth council. Further clarification of roles, responsibilities, and limitations are detailed in 20 C.F.R., Subparts E, F, and G.

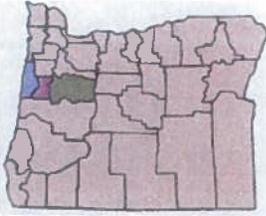
This document will be incorporated into the region's Local Unified Plan (LUP) and the above approval is in effect for the duration of the current LUP. All other terms and conditions of the original local plan remain in full force and effect. Please file this correspondence with the local plan documents.

If you have any questions, please contact me at 503-947-2433.



WORKFORCE & EDUCATION





Linn, Benton, Lincoln Workforce Investment Board



One-Stop Operator's Agreement Region 4

July 1, 2010 to June 30, 2012

In accordance with the Workforce Investment Act, Section 121 (2) (d), the Linn, Benton, Lincoln Workforce Investment Board (hereafter known as R4WIB) has designated the six principle providers in the region's WorkSource One-Stop Center system to serve as the One-Stop Operator (hereafter referred to as the Operator). This six principle providers include:

Community Services Consortium (hereafter known as CSC)
Linn-Benton Community College
Oregon Coast Community College
Oregon Employment Department
Oregon Department of Human Services: Children, Adults, and Families
Office of Vocational Rehabilitation Services

1. PURPOSE OF AGREEMENT

The purpose of this agreement is to provide services necessary for the operation of the Region 4, WorkSource Oregon One-Stop Center system as authorized by the Workforce Investment Act of 1998 (hereafter referred to as the Act).

2. AGREEMENT PERIOD

This agreement becomes effective July 1, 2010 and continues in effect, unless amended, terminated or extended, through June 30, 2012.

3. LIMITATIONS

This agreement is limited to those reasonable and necessary activities required for effective and efficient performance of the agreed upon services. Currently,

there are no funds provided under this agreement. However, if any WIA (Workforce Investment Act) funds are provided, those funds will be used for the costs associated with the staffing and support necessary for coordination of the operation of the One-Stop Center System in Linn, Benton and Lincoln County's (hereafter known as Region 4) and to accomplish the work identified in the statement of work. The parties acknowledge that any consideration does not support such items as a system-wide tracking system; technology for the one-stop system; overall liability insurance for the system; staffing of the R4WIB; and other associated systems development, administrative, and operational costs of the WorkSource One-Stop Center System.

4. BILLING

Currently, there are no planned funds that will be exchanged as per the services rendered in this agreement. However, if funds are provided as appropriate and necessary, the Operator shall submit a full billing at least once during each year. The complete billing is due to the R4WIB's Fiscal Agent (Community Services Consortium), not later than April 30th of 2011 and 2012. The R4WIB will act upon this billing within 15 working days of receipt.

5. STATEMENT OF WORK

The Operator shall perform those duties and provide those services necessary for the operation and administration of the WorkSource Oregon, One-Stop Center system in Region 4 as stated in the Memorandum of Understanding (see attachment A).

6. OPERATOR AUDITS

If required, funds under this contract will be audited as part of the Operator's Fiscal Agent's annual audit. If required, the Operator shall provide all assistance required by R4WIB in establishing and enforcing corrective actions that might be required as a result of the annual audit or monitoring by the R4WIB or its agents. Operator's audit must comply with the Single Audit Act.

7. COMPLIANCE WITH LAW

The Operator and CSC as the Fiscal Agent agree to comply with the Workforce Investment Act and any other applicable state and federal laws, statutes and/or regulations.

The Operator and CSC as the Fiscal Agent certifies, by signature on this agreement, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this contract by any federal department or agency.

8. AMENDMENTS/MODIFICATIONS

Any amendments to or modifications of the terms of this agreement shall be effective only when they are reduced to writing and duly signed by all parties to this agreement.

Request for amendments to this contract must be submitted in writing to the R4WIB thirty calendar days in advance of the desired effective date. The R4WIB will act upon these requests within 15 calendar days of receipt. Requests for amendments with less than 30 calendar days advance notice will be considered by the R4WIB on a case-by case basis.

9. TERMINATION

This agreement may be terminated by mutual consent of the parties, or by an individual party upon sixty calendar days' notice in writing and delivered by certified mail or in person.

10. HOLD HARMLESS PROVISION

To the extent permitted by the Oregon Constitution and the Oregon Tort Claims Act, the Operator and CSC as the Fiscal Agent agrees to indemnify, defend, and hold harmless the R4WIB their offices, agents, and employees from all claims, lawsuits, and actions of whatever nature brought against those parties which arise from the Operator's performance of the provision of this contract. These indemnity provisions shall not require the Operator defend or indemnify the State against any action based solely on the alleged negligence of the R4WIB.

11. TAX STATUS

CSC, acting as the fiscal agent for the Operator, is a government corporation. Federal Taxpayer ID number is 93-6118438.

12. MERGER CLAUSE

This document constitutes the entire agreement between the parties. No waiver, consent, amendment, or change of terms of this contract shall bind any party unless in writing and signed by all parties. Such waiver, consent, amendment, or change, if made, shall be effective only in the specific instance and for the specific purpose given. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this agreement.

Signatures:



Carolyn Gardner, Chair
Linn, Benton, Lincoln Workforce Investment Board

Date



Martha Lyon, Executive Director
Community Services Consortium: Fiscal Agent

8/24/2010

Date



Clay Martin, Workforce & Education Director
One-Stop Operator's Designee

7/2/10

Date



MINUTES - DRAFT
Workforce Investment Board Meeting
May 9, 2012 1:30 pm
Linn County Expo Center, Albany, Oregon

1. WELCOME: Jana Kay Slater

2. INTRODUCTIONS:

Members and guests introduced themselves by name and position.

PRESENT:

Members: Bill Hall, Will Tucker, George McAdams, Susan Garner, Ann Malosh, Bob Warren, Caroline Bauman, Janet Steele, John Pascone, Jim Munger, Tom Erhardt, Deb McCullough, Martha Lyon, Carol Shoot, Amanda Morris, Carolyn Gardner, Jana Kay Slater, Jason Tyner, Steve Steenson

Staff: Clay Martin, Steve Bekofsky, Jennifer Duffy

Guests: Pam Silbernagel, Judy Fontanini, Alan Rowe, Tracy Moreno, Will Summers, Jesse Berkey (proxy for Peter Norman), Sean Larsen, Sharee Cooper, Carie Tribble, Cathy Wilkins, Julie Manning, Margo Dryden, Maggie Underwood, Rachel Barrand

3. ADDITIONS TO AGENDA:

None

4. PUBLIC COMMENT:

None

5. APPROVAL OF MINUTES: February: 14, 2012

MOTION TO APPROVE FEBRUARY 14, 2012 WIB MINUTES: Martha Lyon

SECOND: Steve Steenson

MOTION PASSED

6. BUSINESS:

MOTION TO PULL ITEMS OFF OF THE CONSENT AGENDA TO VOTE ON THEM INDEPENDENTLY: Martha Lyon

SECOND: Jason Tyner

MOTION PASSED

▪ **Executive Committee Members and Officer Elections**

Nomination Slate:

Chair - Jana Kay Slater

Vice-Chair – Steve Steenson

Secretary/Treasurer – Jason Tyner

MOTION TO APPROVE NOMINATION SLATE: Bill Hall

SECOND: Deb McCullough

MOTION PASSED

▪ **One-Stop Operators Agreement and Memorandum of Understanding –**

MOTION TO EXTEND ONE-STOP OPERATORS AGREEMENT AND MEMORANDUM OF UNDERSTANDING FOR TWO YEARS BEGINNING JULY 1, 2012 THROUGH JUNE 30, 2014: George McAdams

SECOND: Bill Hall

MOTION PASSED

7. STRATEGIC PLANNING DISCUSSION/PLANNING SESSION:

- Reviewed and discussed statewide strategic planning framework for workforce development.
- Watched a video introduction from Governor Kitzhaber

Discussed:

- Plan objectives
- Statewide Goals
- Benchmarks
- Sector Strategies – opportunities and challenges
- Work Ready Communities
- Outcomes
- Areas of focus
- System Innovation – focus areas

8. ADJOURN

UPCOMING MEETINGS: Youth Council – June 4, 2012
Executive Committee – June 28, 2012
Green Jobs Taskforce – July 12, 2012



POLICY

Adults and Dislocated Workers Individual Training Accounts

Date: Revised February 23, 2010

Subject: Adults and Dislocated Workers Individual Training Accounts (ITA's)

Purpose:

To establish guidelines for the issuance of Individual Training Accounts for participants engaged in approved training. An individual who seeks training services and who is eligible, may, in consultation with a workforce staff, select an eligible training provider from the approved training list. A dated copy of the ETP list must be included in the file. The training must be in a demand occupation.

Background:

Issuance of the ITA as defined in the WIA Section 134 (d)(4)(G).

Policy:

A decision to issue an ITA is based on the development of the Individual Employment Plan (IEP) and is negotiated between the participant and the Workforce staff.

Funding will vary but shall not exceed \$10,000 per participant for the payment of tuition and fees per enrollment.

The following must be met:

- All participant requests will be reviewed individually and the amount provided will be based on the individual needs, their income, the plan, and the progress the participant is making toward their employment and training goals.
- If a class is failed, WIA funds may not be used to repeat that class.
- The participant must agree to seek appropriate employment at the time they complete training.
- The participant must agree to 90 day contact.
- The expectation is a minimum grade point of 2.0, or passing of all requirements for continued support.
- Participants will sign an agreement (IEP) before they begin the training.

The assessed need for training will include:

- Labor market analysis documenting the demand for the occupation
- Interests, aptitudes
- Previous education/training
- Projection of probable success
- Pell grant application & determination



An eligible participant must be:

- Registered in WORP and verified in I-Trac
- Participated in Intensive services
- Unable to obtain self-sufficient employment with their current skills.

If WIA funds are limited, priority is to those most in need or most likely to benefit. Committed dollars will be locally tracked in each regional office and reported to the Director.

Use of Out-of-State Training Providers

It is the policy of the State of Oregon not to include out-of-state training providers on the Statewide Eligible Training Provider List (ETPL). Oregon Region 4 service providers may authorize participants to use WIA Title 1B funded Individual Training Accounts (ITA) to purchase training from out-of-state providers who are not on the statewide ETPL when the following conditions are met:

- a. The availability of training in the particular program or course of study is limited within the Region.
- b. The Workforce and Education Director, Operations Manager or their assignees are required to approve all out-of-state or distance learning/correspondence course trainings.
- c. Out of state eligible training providers are required to meet appropriate Oregon certification or licensing requirements (example: Oregon State Board of Nursing)
- d. The training provider is included on the state ETPL where the provider is located and the specific training program or course of study is included on the same ETPL.
- e. The conditions above are verified and documented in the participant file, along with the standard conditions outlined in the service provider's required ITA Training policies and procedures which should include, but is not limited to:
 - A reasonable expectation of employment after completion of training, including a Labor Market Review researched by the participant;
 - The training meets the needs of the participant and is compatible with the participant's training plan and capabilities;
 - All other available financial aid and resources have been applied for or secured prior to use of the ITA funds.
 - An element of urgency or exigency exists that would result in the participant's losing the opportunity (e.g., time-limited job is waiting for a client if instruction is completed); and
 - A unique, one-time, non-duplicated set of individual circumstances affects an individual participant
- f. The service provider has ensured that the price for the courses is reasonable.
- g. Oregon has reciprocal agreements with Washington and Idaho. See ETPL website for agreement.



In-State Training Providers

Oregon Region 4 service providers may authorize participants to use WIA Title 1B funded Individual Training Accounts (ITA) to purchase training from in-state providers who are not on the Statewide ETPL when the following conditions are met:

- a. The provider is an accredited college or university (including community colleges) serving students within the state of Oregon;
- b. The participant needs 3 or fewer classes (up to 12 credit hours) to complete a 2- or 4-year degree or credentials to qualify for a professional license;
- c. The courses required are not available through a provider or program on the statewide ETPL;
- d. The conditions above are verified and documented in the participant file, along with the standard conditions outlined in the service providers required ITA Training policies and procedures which should include, but is not limited to:
 - A reasonable expectation of employment after completion of training, including a Labor Market Review researched by the participant;
 - The training meets the needs of the participant and is compatible with the participant's training plan and capabilities;
 - All other available financial aid and resources have been applied for or secured prior to use of the ITA funds
- e. The service provider has followed appropriate procurement procedures to ensure the price for the courses is reasonable.

Subject: CONTRACTING FOR SERVICES AND USE OF REQUEST-FOR-PROPOSAL BIDDING SERVICES		Section IV- H-1 Page <u>1</u> of <u>1</u>
Policy: The purpose of this procedure is to provide a central point of coordination for all goods or services purchased through contractual or bidding process. The CSC Attorney will assist the departments in purchasing review, request for proposals, bidding procedure and contract development.		
ADDRESSED TO	STEP	PROCEDURES
Department Staff	1	Review requirements for purchasing services with Department Director.
Department Director	2	Approves the request for purchase of services after determining the availability and appropriateness of funds.
CSC Attorney	3	Reviews purchasing requirements with Department Director or designated staff. Develops bidding/contract documents for completion of purchasing cycle.
Department	4	Conducts bidding process.
CSC Attorney	5	Reviews process conducted by department and submits completed documents and recommendation to the Executive Director.
Executive Director	6	Approves final selection of Contractor and approves purchase order. (If over \$50,000, purchase must be approved by Executive Committee of the Governing Board)
Admin Svcs Coordinator	7	Routes contract, if required, for tracking of documents
CSC Attorney	8	Approves document, as necessary, as to form and compliance.
Executive Committee	9	Approves contract (if necessary).
Department Staff	10	Makes purchase through usual purchase order process.

Subject:		PURCHASING LARGE EQUIPMENT ITEMS AND USE OF REQUEST-FOR-PROPOSAL BIDDING FOR GOODS	Section IV-I Page <u>1</u> of <u>1</u>
Policy:	The purpose of this procedure is to provide a central point of coordination for all goods purchased through the bidding process. The Finance Director and the CSC Attorney will assist the Departments in purchasing review, request-for-proposals, and bidding procedures.		
ADDRESSED TO	STEP	PROCEDURES	
Department Staff	1	Review requirements for purchasing large equipment items with Department Director.	
Department Staff	2	For those pieces of property that require funding source approval, submit a request letter to the funding source with a copy to the Finance Department. For most federal agencies, the threshold for requiring written prior approval for purchase of equipment is \$5,000. Grants may specify a lower amount and the grant agreement will prevail over other CSC thresholds.	
Department Director	3	Approves the request for purchase of large items after determining the availability and appropriateness of funds.	
CSC Attorney	4	Reviews purchasing requirements with Department Director or designated staff. Develops bidding documents for completion of purchasing cycle.	
Department	5	Conducts bidding process, etc.	
CSC Attorney	6	Reviews process conducted by Department and submits completed documents and recommendation to the Executive Director.	
Executive Director	7	Approves final selection of supplier and approves the purchase order. (If over \$50,000, or amount set by current signatory policies, purchase must be approved by Executive Committee.)	
Department Staff	8	Makes purchase through usual purchase order process.	
Department Staff	9	To record the purchase of large equipment items, follow the procedures as outlined in Fixed Asset section of the CSC Finance Procedure Manual.	
		Policy revised July 2003.	



Linn, Benton, Lincoln Workforce Investment Board

Linn, Benton, and Lincoln Counties



POLICY

WIA Grievance Policy and Procedures

Date: May 6, 2010

Subject: WIA Grievance Policy and Procedures

Purpose:

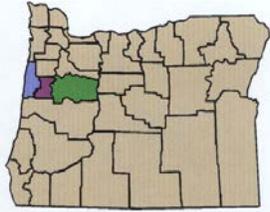
These program procedures implement the Linn, Benton, Lincoln Workforce Investment Board's Grievance Policy. The procedures and accompanying forms will be used by all recipients of WIA Title IB financial assistance when processing a complaint that alleges a violation of the Workforce Investment Act (WIA or "the Act"), regulations, grant, or other agreements administered under the Act, terms and conditions of employment, or discrimination.

Reference:

- Public Law 105-220 (Workforce Investment Act), Section 181 & 188
- Americans with Disabilities Act of 1990, Title II, Subpart A
- Age Discrimination Act of 1975, as amended
- Section 504 of the Rehabilitation Act of 1973
- Title IX of the Education Amendments of 1972
- Titles VI and VII of the Civil Rights Act of 1964, as amended
- 20 CFR Part 667.275, Subpart F 667.600 - 650
- 29 CFR Parts 31, 32, 34 and 37
- Oregon Administrative Rule (OAR) 151-010-0015
- Oregon Administrative Rule (OAR) 151-010-0020
- Oregon Administrative Rule (OAR) 151-020-0042
- Oregon Administrative Rule (OAR) 151-020-0045
- Oregon Revised Statutes (ORS) 183.502 Alternative Disputes Resolution
- Oregon Revised Statutes (ORS) Chapter 36 Mediation and Arbitration
- State Workforce Investment Act (Grievance) Policy No. 589-40.3

Background:

Through federal and state law, regulation and policy, recipients of WIA funds are required to maintain a process for the resolution of non-criminal complaints that relate to terms and conditions of employment or allegation of a violation of the WIA regulations, grant or other agreement under the Act, and are also required to maintain a process for resolving complaints involving allegations of criminal conduct or known or suspected fraud and/or abuse. In addition, recipients of WIA funds are also required to comply with nondiscrimination and equal opportunity provisions that prohibit discrimination on the grounds of race, color,



Linn, Benton, Lincoln Workforce Investment Board

Linn, Benton, and Lincoln Counties



religion, sex, national origin, age disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA-Title-IB-financially-assisted program or activity. These program procedures provide operational guidance for: grievance procedure requirements for recipients and beneficiaries of WIA Title IB funding established under section 181 (c) of the WIA and 20 CFR 667.600-650, subpart F, as well as Oregon Administrative Rule 151-020-0042; and for the implementation of the nondiscrimination and equal opportunity provisions specified in Section 188 of WIA and 29 CFR Part 37, and the state of Oregon Methods of Administration.

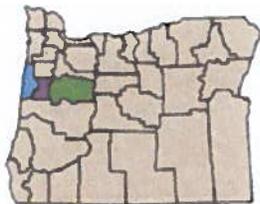
The Linn, Benton, Lincoln Workforce Investment Board and its Service Providers value customer service and customer satisfaction and prefer that dissatisfaction and complaints are resolved amicably as close to the point of service delivery as possible. Whenever possible, all parties are encouraged to use the Alternative Disputes Resolution (ADR) process (see II.F.4 in the Methods of Administration). When this is not possible, written complaints including those related to discrimination or involving criminal conduct are to be processed following these program procedures.

The Methods of Administration:

1. Provide guidelines for the resolution of grievances or complaints related to nondiscrimination and equal rights provisions of WIA IB.
2. Designate the Regional Equal Opportunity (EO) Officer and an Equal Opportunity Coordinator.
3. Establish requirements for each Service Provider operating within the Region 4 WorkSource center for assuring:
 - a. Designation of an EO Coordinator, in compliance with the state of Oregon Methods of Administration (MOA) using the Equal Opportunity and Grievance Officer Designation (Methods of Administration Comment(s)/Concern(s) Process).
 - b. The EO Coordinator provides notification to the Regional EO Officer immediately upon the receipt of any complaint related to the provision of WIA IB services or services provided through a WorkSource center that is a recipient or beneficiary of WIA IB funding; and,
 - c. Each WorkSource center or affiliated WorkSource site within the region that is a recipient or beneficiary of WIA IB funding has established a written process assuring that grievances related to WIA IB or non-WIA IB programs or services are referred to the appropriate program for resolution.

Policy:

Written complaint procedures shall be furnished to every applicant of WIA IB services. Reasonable efforts will be made to assure that complaint procedures are understood by participants, individuals, and recipients of federal assistance under WIA Title IB. The written complaint procedure will include notice that the complainant and respondent have the right to be represented by an attorney or other individual of his or her own choice. With the exception of



**Linn, Benton, Lincoln
Workforce Investment Board**
Linn, Benton, and Lincoln Counties



discrimination complaints, all other complaints must be filed within one year (365 days) from the date of the alleged occurrence. Discrimination complaints must be filed within one half year (180 days) from the date of the alleged act of discrimination unless the time is extended by the Assistant Secretary of the Department of Labor for good cause.

All references to days shall be defined as calendar days. The thirty (30)-day clock to a formal hearing or initial determination, and the sixty (60)-day clock to a final determination, begin the day a complaint is received by either the EO Coordinator or the Regional EO Officer. Time lines may be extended if good cause is shown, and if both the complainant and respondent parties agree in writing to waive the timelines.

A complaint may be withdrawn by the complainant at any time. Such a withdrawal must be in writing.

Inquiries:

Inquiries should be addressed to the Equal Opportunity Coordinator.

Clay Martin
Community Services Consortium
545 SW 2nd Street, Suite A
Corvallis, OR 97333
541-758-2615

Attachments:

Methods of Administration
Comment(s)/Concern(s) Form
Understanding Your Rights Declaration

Carolyn Gardner

Carolyn Gardner, Chair

24 May 2010

Date



Linn, Benton, Lincoln Workforce Investment Board

Linn, Benton, and Lincoln Counties



METHODS OF ADMINISTRATION

Workforce Investment Act Section 188: Nondiscrimination (29USC 2938)

Title IB Programs

Purpose:

The purpose of the Methods of Administration is to provide a reasonable guarantee of Oregon's compliance with the Americans with Disability Act, section 504 of the Rehabilitation Act of 1973, Section 188 of the Workforce Investment Act of 1998, and 29 CFR Part 37 as the state implements and executes the Workforce Investment Act of 1998, as amended. The MOA is supported by the Governor's Executive Order EO-96-38, regarding affirmative action and equal opportunity for Oregonians. The MOA applies to (1) any recipient and (2) programs and activities that are part of the WorkSource delivery system and that are operated by WorkSource partners listed in section 121(b) of the Workforce Investment Act. The MOA is equally applicable to all contractors, vendors, grantees, agents, recipients and providers of services funded in whole or part with federal funds.

Designation of Equal Opportunity Coordinator(s) and Regional Officer:

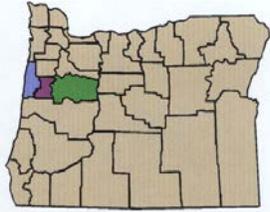
The State Equal Opportunity Officer (EEO) for the purposes of the MOA resides in the Oregon Employment Department. The State EEO reports to the Director of the Oregon Employment Department who serves in the Governor's Cabinet. Local Workforce Investment Boards are responsible for designating a local Equal Opportunity Coordinator(s) (EOC) and a Regional Equal Opportunity Officer to assure compliance with the Methods of Administration.

Equal Opportunity Coordinator:

Clay Martin, Workforce & Education Director
Community Services Consortium
545 SW 2nd Street, Suite A
Corvallis, OR 97333
541-758-2615

Regional Equal Opportunity Officer:

Melissa Vigil, Human Resources Director
Community Services Consortium
545 SW 2nd Street, Suite A
Corvallis, OR 97333
541-758-2757



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Responsibilities:

The primary partnership in resolving complaints under the MOA is between the Regional EOO and the EOC at the WorkSource Centers.

The Equal Opportunity Coordinator is responsible for carrying out the following duties:

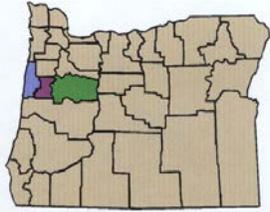
1. Receiving and processing complaints based on prohibited grounds of discrimination.
2. Providing notification to the Regional EO Officer immediately upon the receipt of any complaint related to the provision of WIA IB services or services provided through a WorkSource center that is a recipient or beneficiary of the WIA IB funding.
3. Providing information about non-discrimination and equal opportunity laws and the complaint process to agency staff, beneficiaries and interested members of the public on request.
4. Developing and providing compliance reports for review by the state Equal Opportunity Officer (EOO), who submits compliance reports to the U.S. Department of Labor Civil Rights Commission.
5. Ensuring compliance with the MOA by all of its staff and sub-recipients.
6. Monitoring and reporting required data elements to the state EOO.
7. Conducting internal self-evaluations of performance in compliance with the MOA and under the guidance of the state EOO.

Comment(s)/Concern(s) Process:

In compliance with the Methods of Administration, a Comment(s)/Concern(s) Form has been developed for the use by all partner staff as a first step for reporting potential complaints. The form shall be used at all partner agency locations that provide services or receive funding under Title IB of The Workforce Investment Act.

Steps for using Comment(s)/Concern(s) Form:

1. A customer has a comment/concern that he/she would like to express.
2. Staff addresses and resolves concern immediately, if appropriate.
3. If concern is not resolved, and the customer wishes to take the concern further, staff gives the customer the Comment(s)/Concern(s) Form to complete, sign and date.
4. Staff informs customer that his/her concern will be forwarded to the Equal Opportunity Coordinator and that he/she will be contacted within seven (7) working days from receipt of the form by the Equal Opportunity Coordinator.
5. Within 24 hours staff delivers (hard copy, fax, or email) completed Comment(s)/Concern(s) Form to Equal Opportunity Coordinator.
6. The Equal Opportunity Coordinator assigns to appropriate agency to resolve according to their resolution process (including if elevated to the state level).



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A copy of the Comment(s)/Concern(s) Form will be delivered (hard copy, fax, or email) to the appropriate agency.

7. The agency handling the concern will report status of the concern to the Linn, Benton Lincoln Workforce Investment Board's Equal Opportunity Coordinator by completing the "Staff Use Only" section of the Comment(s)/Concern(s) Form and delivering (hard copy, fax, or email) the form back to the Linn, Benton, Lincoln Workforce Investment Board Equal Opportunity Coordinator.

NOTE: A customer can receive staff assistance in completing the Comment(s)/Concern(s) Form if needed or desired by the customer.

NOTE: All Comment(s)/Concern(s) Forms are to be delivered to the Equal Opportunity Coordinator whether resolved or not.

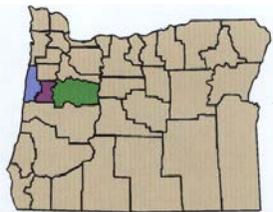
If you have any questions regarding this process, please contact the Equal Opportunity Coordinator.

I. NON-CRIMINAL COMPLAINTS EXCLUDING DISCRIMINATION

The procedures described below apply to all non-criminal WIA IB complaints filed against the Linn, Benton, Lincoln Workforce Investment Board or its regional WorkSource Service Providers. The Regional EO Officer will coordinate and assist in the resolution of all WIA, noncriminal complaints.

A. Filing Requirements

1. The complainant must file the complaint with the Equal Opportunity Coordinator, who will provide a copy to the Regional EO Officer. The complaint shall be submitted on the Linn, Benton, Lincoln Workforce Investment Board's, Workforce Investment Act, Comment(s)/Concern(s) Form provided for this purpose.
2. The local EO Coordinator will determine if the complaint relates to discrimination, a violation or alleged violation of Title IB of the WIA, regulations, grant, or other agreements under the Act, or to terms and conditions of employment, or is more appropriately referred to another program or organization offering services through the WorkSource System.
3. The local EO Coordinator will contact the complainant within five (5) days of the receipt of the complaint to discuss the nature of the complaint. Within ten (10) days of the filing of the complaint, the EO Coordinator will attempt to resolve the matter.
4. The complainant will be notified in writing of the determination of the complaint within fifteen (15) days of the filing of the complaint. As appropriate, notification will include the referral of the complaint to the



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appropriate non-WIA IB program or organization offering services through the WorkSource system.

B. Processing of Complaints

1. Complaints Not Involving a Violation or Alleged Violation of the WIA Act

Within ten (10) days of the filing of a complaint, the EO Coordinator will attempt to resolve the matter informally with the complainant and respondent. If the complaint is related to employment, the complainant will be given the opportunity to be heard by a party other than the complainant's direct supervisor.

Within ten (10) days after this meeting to clarify issues and early efforts at informal resolution, a written summary of the meeting and its outcomes will be provided to the complainant, respondent, and Regional EO Officer by the EO Coordinator. The summary shall include the:

- a. Filing date of the complaint;
- b. Date of informal meeting to clarify or resolve the complaint;
- c. Determination of the nature of the complaint;
- d. Summary of the process used to investigate the complaint;
- e. Findings regarding the complaint, including the names and contact information for the parties involved;
- f. Proposed resolution of the complaint;
- g. Signed receipt or statement that a copy of the complaint process was transmitted to the complainant; and,
- h. Date and method of transmittal of the summary to the complainant.

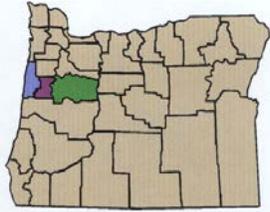
2. Recourse Available to the Complainant Under the Informal Resolution Process

After completing the above process, if the complainant is dissatisfied with the proposed resolution, the complainant may request in writing that the complaint be reviewed by the Regional EO Officer. A written request for review must be submitted to the Regional EO Officer within ten (10) days of the date of transmittal of the summary to the complainant.

Upon a request to review, the Regional EO Officer will review information related to the complaint, investigate further as warranted, and determine whether the informal resolution process was followed and that rules and regulations were properly interpreted.

Within thirty (30) days of the receipt of the request for review the complainant and the EO Coordinator will be notified of the Regional EO Officer's decision.

If it is determined that a non-criminal violation of the WIA, regulations, grant, or other agreement under the Act has occurred, the Regional EO Officer will notify the complainant and the EO Coordinator of this and will process the complaint through the procedure outlined below. If there was not a violation of



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the WIA, regulations, grant, or other agreement under the Act, and there were no improprieties in the informal resolution process the decision of the EO Coordinator is final.

3. Complaints Alleging Non-Criminal Violation of the WIA or Regulations

If it is decided that the complaint does relate to a non-criminal violation or alleged violation of the Act, regulations, grant, or other agreement under the Act, the parties to the complaint are afforded the opportunity to informally resolve the matter. Both parties may agree, in writing, to waive the thirty (30) day timeline for formal hearing and sixty (60) day time line for a decision in order to attempt to resolve this matter informally. Regional EO Officer will be notified in writing of the decision to waive the timeline and will be provided signed copies of the parties' agreement. The EO Coordinator will then begin informal resolution efforts and investigations. All efforts will be reported in writing.

The EO Coordinator will set a date for an informal resolution and issues clarification meeting within ten (10) days of the receipt of the complaint. Within ten (10) days of the completion of informal resolution, the EO Coordinator will provide a written summary and decision of the meeting to the Regional EO Officer, the complainant, and the respondent.

4. Requesting and Scheduling a Formal Hearing

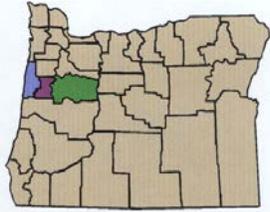
If dissatisfied with the results of the informal resolution meeting, the complainant may request a formal hearing. Such requests must be made in writing and, if no informal resolution was attempted, within twenty-five (25) days of the date of filing of the complaint. The request for hearing should be directed to the Regional EO Officer. The complaint may be amended, in writing, at any time within ten (10) days before the formal hearing.

The Regional EO Officer will schedule the formal hearing within thirty (30) days from the receipt of the complaint, notify the complainant in writing of the hearing date, time and place, unless the parties have agreed, in writing, to waive this time line.

5. Hearing Officer

Upon receipt of a request for a formal hearing, the Regional EO Officer shall designate a Hearing Officer. The complainant or respondent may request a

different Hearing Officer be appointed. The request for a change in Hearing Officer must be filed within five (5) days after parties received notification of the hearing schedule and the designation of the Hearing Officer. No party shall be permitted to make more than one (1) claim of partiality in any one complaint, and only one request for designation of an alternate Hearing Officer may be



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made by either party for each complaint. In such a case all timelines shall automatically be extended ten (10) days.

6. Conducting the Formal Hearing

The Hearing Officer coordinates the formal hearing. Both parties shall be provided an opportunity to present evidence, cross-examine witnesses, and be represented by legal counsel. The hearing shall be taped, and a record, including all exhibits, shall be maintained. The complainant may withdraw the complaint in writing at any time. The Hearing Officer shall provide to all parties a written recommendation, defining issues, facts, and suggested resolution. If the complainant or representative does not appear for the hearing, the complaint may be dismissed or the Hearing Officer may rule on the evidence presented.

7. Decision by the Linn, Benton, Lincoln Workforce Investment Board Director

The Linn, Benton, Lincoln Workforce Investment Board Director shall consider the complaint, informal resolution efforts, and the Hearing Officer's recommendation. The Director shall then issue a written decision defining issues, facts, and resolution and forward a copy of the decision to each party. The decision shall include notice that the complainant has the right to request that the State review the decision. The decision shall be made no later than sixty (60) days after the filing of a complaint, unless extended upon a showing of good cause and upon agreement by both parties, in writing, to waive the timelines.

8. Recourse Available to the Complainant Under the Formal Resolution Process

If the complainant receives an unsatisfactory decision or if the Linn, Benton, Lincoln Workforce Investment Board fails to issue a decision within the prescribed timelines, unless the timelines have been waived, the complainant or respondent may request a review by the State.

9. State Review

The request for State review of the decision must be submitted on behalf of the complainant or respondent within ten (10) days of the decision of the Linn, Benton, Lincoln Workforce Investment Board Director to:

State Grievance Coordinator
Oregon Department of Community Colleges and Workforce Development (CCWD)
255 Capitol Street NE
Salem, OR 97310

Or, in the absence of a decision, within fifteen (15) days from the date the



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complainant should have received a decision.

The State may request all necessary information, including, but not limited to the following:

- Copy of the written complaint/grievance
- Synopsis of the informal resolution efforts
- Tapes of and exhibits from the hearing
- Hearing Officer's recommendation
- Linn, Benton, Lincoln Workforce Investment Board Director's decision.

The CCWD will review the complaint within ten (10) days of receipt of the request for review to ensure that the hearing process was followed and that any regulations were correctly interpreted. For purposes of the review, the Linn, Benton, Lincoln Workforce Investment Board's factual determination will be accepted. If the record contains enough information to render a decision, CCWD will issue a final decision within thirty (30) days of receipt of the request for review as to whether the process was followed and whether a material regulation or legal requirement was incorrectly or inadequately interpreted.

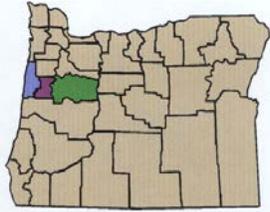
If the hearing was in accordance with the hearing procedure, and the material regulations were correctly interpreted, CCWD shall issue a final written decision to all parties affirming Linn, Benton, Lincoln Workforce Investment Board's decision.

If within ten (10) days of receipt of the request for review CCWD finds any evidence of an irregularity in the hearing process, or determines that a material regulation was incorrectly or inadequately interpreted and additional information is needed to render a final decision, the Linn, Benton, Lincoln Workforce Investment Board will be given fifteen (15) days to gather and provide CCWD the additional information. Such requirement for additional information will include any necessary instructions. CCWD will review the additional information and issue a final decision to all parties within thirty (30) days of receipt of the request to review, either affirming or denying Linn, Benton, Lincoln Workforce Investment Board's decision.

10. Recourse Available to the Claimant After State Review Process

If the State does not complete a review within thirty (30) days of receipt of request, the complainant or respondent may request a review with the Secretary of Labor within sixty (60) days from the original review completion date (see 20 CFR 667.610).

If either party has received an adverse decision from the State they may appeal



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to the Secretary of Labor within one hundred twenty (120) days from the date of filing of the complaint with the State, or the filing of the appeal of a local complaint with the State (See 20 CFR 667.610).

All appeals must be submitted by certified mail, return receipt requested, and addressed to:

Secretary of Labor
U. S. Department of Labor
Washington, D.C. 20210
Attention: ASET

A copy of the appeal must be simultaneously provided to the opposing party and to the Employment and Training Administration Regional Administrator addressed as follows:

Regional Administrator
Employment and Training Administration
U. S. Department of Labor
71 Stevenson Street, 8th Floor
San Francisco, CA 94119

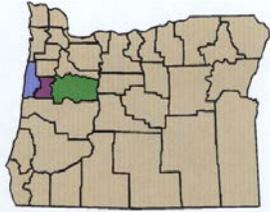
II. PROCEDURE FOR DISCRIMINATION COMPLAINTS

Complaints alleging violation of the equal employment opportunity and nondiscrimination provision of the Workforce Investment Act and implementing regulations will follow the State of Oregon Methods of Administration (MOA), and will be processed in such a manner as to assure accurate and timely communication among the CCWD, Regional Equal Opportunity Officer and the Equal Opportunity Coordinator.

The complaint may be filed either with the WorkSource site, Regional EO Officer, Equal Opportunity Coordinator, CCWD EO Officer, State of Oregon EO Officer, or directly with the Director of the U.S. Department of Labor Civil Rights Center (CRC). In order to provide for prompt and informal resolution, any complainant alleging violation of

the equal employment opportunity or nondiscrimination provisions of the WIA relating to a Service Provider of the Linn, Benton, Lincoln Workforce Investment Board or an affiliate is encouraged to file the complaint directly with that agency or with the Regional EO Officer.

To the extent possible, complaints will be resolved amicably as close to the point of service as possible. The complainant has the option of resolving the complaint through the Alternative Disputes Resolution (ADR) process (see II.F.4 below).



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A. Notification and Responsibilities in the Receipt of a Complaint

Notification and communication requirements are in place to assure that all appropriate parties are notified of an EO complaint. These procedures call for:

1. All complaints received by the CCWD EO Officer and referred to the Equal Opportunity Coordinator for resolution will be referred through the Regional EO officer.
2. The EO Coordinator receiving a complaint directly from a complainant, a WorkSource site, or a referral directly from the CCWD EO Officer is responsible for notifying the Regional EO Officer of the complaint.
3. A WorkSource site receiving a complaint directly from a complainant is responsible for notifying the EO Coordinator by following the Comment(s)/Concern(s) Process.
4. Complaints filed with the Regional EO Officer will be referred to the EO Coordinator for resolution. In cases where a potential conflict of interest may exist, the Regional EO Officer may be asked to assist in the resolution of the complaint.
5. When a complaint is filed against a partner in a WorkSource setting, the EO Coordinator must notify all co-located partners. The EO Coordinator is responsible for notifying the Regional EO Officer that a complaint has been received and the basis for the complaint without revealing confidential information. The Regional EO Officer is responsible for notifying the Linn, Benton, Lincoln Workforce Investment Board Director and Chair of the Board of the complaint.

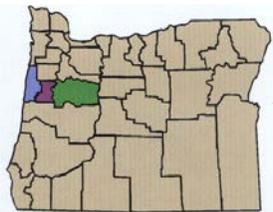
B. Complaint Processing Procedures

The complaint process is defined in considerable detail in the body of the MOA, which recipients are required to sign as a condition of compliance. Recipients must comply with the procedures defined in the State of Oregon MOA in the event a complaint is filed against a WIA financially assisted program or activity on the basis of prohibited grounds of discrimination or lack of equal opportunity. All other complaints filed in WorkSource settings on the basis of grounds not described herein, such as food stamp eligibility, are not subject to this complaint procedure and

are resolved by the state partner agencies using their own established complaint processes. Most federal contractors have complaint processing procedures that meet federal standards and must assure that their subcontractors also comply with federal standards.

C. Basis for a Complaint

1. Complaints may be filed under the MOA on the basis of alleged discrimination on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief, and for beneficiaries only, citizenship and WIA Title



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- I participation; and,
2. Complaints may be filed under the MOA if an individual believes they have been intimidated, retaliated against, threatened or coerced because they have:
 - a. Filed a complaint under WIA Section 188;
 - b. Opposed a practice prohibited by the non-discrimination and equal opportunity provisions of WIA;
 - c. Furnished information to, or assisted or participated in any manner, an investigation, review, hearing, or any other activity related to the provisions under 29 CFR 37; or
 - d. Exercised any rights and privileges under WIA Section 188.

D. Elements of the Complaint Process

The complaint process includes five general elements:

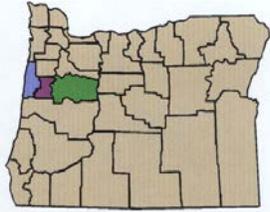
1. Jurisdiction;
2. Methods of resolution or disposition;
3. Notice of final disposition;
4. Processing time-frames; and,
5. Recordkeeping.

At the service level, the EO Coordinator and Regional EO Officer oversees the complaint process, which may progress to the State CCWD EO Officer (in the case of WIA IB funds) or to the recipient's state agency EO Officer (in the case of non-WIA IB funds) and on to DOL's CRC through the statewide EO Officer. When a complaint is filed against a partner in a WorkSource setting, the EO Coordinator must notify all co-located partners and the Regional EO Officer a complaint has been received and the basis for the complaint without revealing confidential information.

E. Who May File Complaints and When

1. Complaints may be filed by:
 - a. Applicant/registrant for aid, benefits, services or training, eligible applicants/registrants, participants; or
 - b. Employees; applicants for employment; or
 - c. Eligible service providers and service providers that may be attributed a characteristic protected under the WIA.
2. Generally, there are three types of complaints:
 - a. Individuals filing on their own behalf;
 - b. Individuals or a group filing on a class basis; or,
 - c. A third party complaint authorized by the complainant in writing.

All complaints must be submitted in writing within 180 days of the alleged incident, and must contain standard information as described in 29 CFR 37.73 as printed in the Department of Labor's Civil Rights Center's (CRC) Complaint Information



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Form. However, for good cause shown, the Directorate of the CRC may extend the filing time. The Linn, Benton, Lincoln Workforce Investment Board's, Workforce Investment Act Comment(s)/Concern(s) Form is provided to all Service Providers for this purpose.

The time period for filing is for the administrative convenience of CRC, and does not create a defense for the respondent.

F. The Complaint Process

1. Receipt of a Complaint

On receipt, the EO Coordinator and Regional EO Officer review the complaint for:

- Jurisdiction;
- Timeliness; and the
- Basis of the complaint.

a. Jurisdiction

Any complaint alleging discrimination must meet the following criteria to be considered under this policy:

- That the individual making the complaint believes that he/she, or any class of individuals, has been subjected to discrimination on a basis prohibited by Workforce Investment Act Section 188 and/or 29 CFR 37.
- That the individual or entity against which the complaint is filed receives financial assistance under the Workforce Investment Act (refer to 29 CFR Part 37.4 for definitions of recipient, etc.);

b. Timeliness

The written complaint is filed within 180 days of the alleged discriminatory act. If received later than 180 days from when the discriminatory action took place, the office may close the complaint as being untimely (The Director, Civil Rights Center may extend the filing time if good cause is shown); and

c. Basis for the Complaint

That the complaint is filed in writing, is signed by the complainant or their authorized representative, contains the complainant's name and address (or gives other specific means of contact), identifies the respondent, and describes the complainant's allegations in sufficient detail to allow the recipient to determine if the complaint has merit.

d. The written complaint must contain the following information:

- The complainant's name and address (or other means of contact);
- The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination);
- A description of the complainant's allegations. This description



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must include enough detail to allow the Director of the recipient, as applicable, to decide whether:

- USDOL CRC or the recipient, as applicable, has jurisdiction over the complaint;
 - The complaint was filed in time; and
 - The complainant has apparent merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of WIA or this part; and the complainant's signature or the signature of the complainant's authorized representative.
- The Linn, Benton, Lincoln Workforce Investment Board's Workforce Investment Act Comment(s)/Concern(s) Form is provided for this purpose and meets the above standards.

2. Written Notification

Immediately upon receipt of a written complaint the EO Coordinator must send written notice to the complainant. This written notice must contain:

- A complaint process timeline, including that written Notice of Final Action is due 90 days after the complaint is filed;
- References to ADR options;
- Option of direct filing with USDOL CRC; and
- An acknowledgment that the recipient has received the complaint.

The complaint must be entered in the Equal Opportunity Discrimination Complaint Log and a copy of the written complaint must be forwarded to the Regional EO Officer within 5 days of the filing of the written complaint. The EO Coordinator logging the complaint also notifies other state recipient

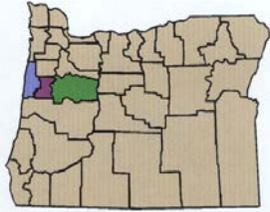
partners in the WorkSource and other required parties that a complaint has been filed against a specific recipient, and the alleged basis for the complaint.

The EO Coordinator investigates and prepares the Initial Response within 20 days. The Initial Response must contain a statement of the issue(s), including a list of the issues raised in the complaint, and for each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection.

3. Notice of Lack of Jurisdiction

The EO Coordinator will notify the complainant in writing immediately, if it is determined that:

- There is no jurisdiction, or multi-jurisdiction. In such cases, the



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complainant must be notified immediately in writing of the reason(s), noting the right to file a complaint with the CRC within 30 days of the date on which the complainant receives the notice. Lack of jurisdiction may be based upon untimely filing of a complaint that is filed more than 180 days from the alleged incident. Should the complainant appeal a decision based on late filing with the CRC, the complainant has the burden of proving to the Directorate of the CRC that the time limit should be extended as described at 29 CFR 37.81.

- The complaint falls outside the scope of the State of Oregon MOA. In such cases the complainant will be referred to the recipient assigned jurisdiction and the complaint will be processed through the appropriate complaint process.

The written Notice of Lack of Jurisdiction must include:

- A statement of the reasons for that determination;
- Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the complainant receives the Notice. If the complaint that does not involve a recipient as defined under 29 CFR Part 37.4, the EO Coordinator will assist the complainant in forwarding the complaint to the most appropriate agency for resolution; and,
- Referral, as appropriate, to the recipient agency with jurisdiction over the complaint.

4. Alternative Dispute Resolution (ADR)

It is the policy of the State that Alternative Dispute Resolution programs exist in every state agency, for use internally and with external customers. In addition, Oregon Revised Statutes Chapter 36, Mediation and Arbitration,

state that it is the intent of the State to foster the development of community based programs to assist citizens in resolving disputes and developing skills in conflict resolution. To facilitate this intent, the Oregon Dispute Resolution Commission operates a clearinghouse to point disputants toward ADR resources. ADR activities are authorized at Oregon Revised Statutes 183.502. The ODRC website can be found at: www.ordc.state.or.us

EO Coordinator are trained on the elements of ADR and all WorkSource sites have been encouraged to identify and use local ADR resources. The Service Provider EO Coordinator will attempt to initiate the ADR process with the complainant and contact the state/recipient agency EO Coordinator if necessary. The complainant must be offered ADR immediately upon receipt of the complaint. The choice whether to use ADR rests with the complainant; the preferred form of ADR is mediation.



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Mediation is a voluntary process during which a neutral third party assists both parties (complainant and respondent) to communicate their concerns and come to an agreement about how to resolve a dispute. The mediator does not make decisions, rule as to who is right or wrong, take sides or advocate for one side or the other. The role of the mediator is to help with communication so the parties can reach an understanding about how to best resolve their differences. As the law allows, mediation proceedings and the information shared are confidential and no information divulged during this mediation may be used in court or any legal or administrative proceedings.

If ADR fails, the complaint will be processed through the recipient's standard complaint resolution process. A party to any agreement reached under ADR may file a complaint with the Director, USDOL CRC in the event the agreement is breached. In such circumstances, the following rules will apply:

- The non-breaching party may file a complaint with the Director, USDOL CRC within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director, USDOL CRC must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, the complainant may file a complaint with USDOL CRC based upon his/her original allegation(s), and the Director will waive the time deadline for filing such a complaint.

If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director, Civil Rights Center.

5. Fact Finding/Investigation

The EO Coordinator has 30 days in which to resolve the complaint. During this time the EO Coordinator should gather all available information relating to the alleged discriminatory actions. At a minimum this fact finding should include:

- Discussion with the complainant to identify the elements of the complaint;
- Interviews with witnesses or others who have knowledge of the issue involved;
- Review of written and electronic files and records which pertain to the complainant and the alleged discrimination; and
- Interviews with the person(s) accused of the act (the respondent).

The investigator should take extensive notes during this process to assure nothing is missed and to help with the resolution of the complaint.



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6. Initial Response

The EO Coordinator has up to 20 days from receipt of the complaint to investigate and prepare and issue the Initial Response, which includes acknowledgment that:

- The recipient has received the complaint;
- The complainant has the right to be represented in the complaint process;
- A statement of issues accepted or denied and reasons for denial; and,
- Other required elements specified at 29 CFR 37.70 et seq.

Following the Initial Response, the EO Coordinator continues to investigate and attempts to resolve the complaint for up to 20 additional days.

7. Notice of Final Action

Within 90 days of the receipt of a complaint, a written Notice of Final Action must be provided to the complainant. The Notice must contain the following information, for each issue raised in the complaint, a statement of either:

- The recipient's decision on the issue and an explanation of the reasons underlying the decision, or a description of the way the parties resolved the issue; and
- Notice that the complainant has a right to file a complaint with USDOL CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.

The EO Coordinator prepares a draft Notice of Final Action for review by the statewide EO Officer residing at the Oregon Employment Department. The

statewide EO Officer takes up to 30 days to provide technical support to those preparing the Final Notice to assure that it contains the required elements per CFR, before the Service Provider EO Coordinator returns the Final Notice to the complainant. The written Final Notice explains for each issue raised:

- The recipient's decision and basis for it; or a description of the way the parties resolved the issue; and
- Appeal rights.

The Statewide EO Officer logs the complaint, informs the Governor and USDOL CRC of its resolution, and recommends to the Governor or Governor's representative corrective action and/or sanctions that may be needed to cure the complainant. If corrective actions are required, the Statewide EO Officer monitors them and reports to the Governor and USDOL CRC on their satisfactory completion, within the remaining 20 days remaining in the 90-day complaint process.



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The Final Notice is due 90 days from the date of initial filing of the complaint. If the complainant is dissatisfied with the Final Notice, or there is no Final Notice issued, the complainant must wait an additional 30 days from the issue of the Final Notice, or the date the Final Notice was due, before filing a complaint with USDOL CRC.

8. Resolution

Resolution means that legitimate complaints (those complaints with merit) are resolved to the satisfaction of the complainant. If the complaint is determined not to have merit, the complainant must be notified immediately as explained under II.F.3. Notice of Lack of Jurisdiction above.

If the EO Coordinator is unable to reach resolution within 30 days the complaint and all information gathered during the local-level investigation must be passed to the Regional EO Officer responsible for resolution.

An extension may be requested by the EO Coordinator, with the permission of the Regional EO Officer, to facilitate resolution. Resolution may include such actions as:

- Disciplinary action against the party found responsible for discriminatory action(s);
- Corrective actions required by the recipient; and
- Sanctions against the recipient of WIA funding, including the withdrawal of WIA funding.

a. Due Process

During the process of attempting to come to resolution of the complaint, the EO Coordinator (and Regional EO Officer in cases where the complaint is passed on after unsuccessfully reaching resolution) shall assure that all parties involved are given due process. These due process elements include:

- Notice to all parties of the specific charges;
- Notice to all parties of the responses to the allegations;
- The right of both parties to representation;
- The right of each party to present evidence, and to question others who present evidence; and
- A decision made strictly on the evidence on the record.

b. Determinations

At the conclusion of the investigation of the complaint, the investigating authority must take the following actions:

- Determine whether there is reasonable cause to believe that the



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respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37; and

- Notify the complainant and respondent, in writing, of that determination.

i. Violation Found

If the investigating authority finds reasonable cause to believe that the respondent has violated the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37, an Initial Determination must be issued. The Initial Determination must include:

- The specific findings of the investigation;
- The corrective or remedial action that the Governor's Office and Statewide EO Officer proposes to the respondent, under I.B.9 of this MOA and 29 CFR Part 37.94;
- The time by which the respondent must complete the corrective or remedial action;
- Whether it will be necessary for the respondent to enter into a written agreement under I.B.9 of this MOA and 29 CFR Part 37.95 and 37.96; and
- The opportunity to engage in voluntary compliance negotiations.

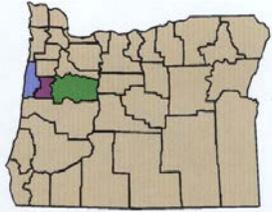
ii. Violation Not Found

If the investigating authority determines that there is no reasonable cause to believe that a violation has taken place, a Final Determination must be issued. The Final Determination represents the Governor's Office and Statewide EO Officer's final action on the complaint. The Final Determination must:

- Be issued within the 90 day complaint resolution period;
- Give the investigating authority's decision on the issue and an explanation of the reasons underlying the decision; and
- Notice that the complainant has the right to file the complaint with the Director, Civil Rights Center.

c. Corrective Actions

If, during the course of investigating the complaint, discriminatory actions are discovered, corrective action will be taken immediately, regardless of whether the complaint is resolved at the state level or is filed with USDOL CRC. This process of corrective actions and sanctions



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is described in Element Nine of the State of Oregon MOA.

G. Record Maintenance

EO Officers shall maintain records regarding complaints and actions taken for at least three years. Such records shall be maintained in a secure area and made available only to those with authorization. The complaint and any information gathered during the investigation may not be discussed or revealed to anyone not legitimately entitled to access (29 CFR 37.41). Investigators from the USDOL CRC will have access to any information collected by each recipient as outlined in 29 CFR 37.40.

General Guidelines for Allegations of Criminal Fraud and/or Abuse: Information and complaints involving criminal fraud, waste, abuse or other criminal activity must be reported immediately.

A. Notification through State Department of Community Colleges and Workforce Development

The Policy of the State Department of Community Colleges and Workforce Development (CCWD) is that "all incidents of suspected criminal activity shall be reported through the State CCWD to the Regional Office of Inspector General (OIG) and the Regional Administrator of the United States Department of Labor (DOL). CCWD will manage the investigation and resolution process to assure reported incidents are closed in a timely manner." (CCWD Policy Number 589-40.2)

All allegations of fraud, waste, abuse or other criminal activity must be reported directly to the State CCWD via telephone (800-282-6514).

Once reported via telephone, prepare and forward to CCWD, within one workday, the DOL Incident Report DLI-156 8/83 with a copy to Linn, Benton, Lincoln Workforce Investment Board Director. CCWD will notify DOL Regional OIG Office and Regional Administrator and analyze the report and draft recommendations for further action.

B. Notification through DOL Incident Reporting System

Customers and staff may also report incidents through the DOL's Incident Reporting System. There are several methods through which allegations may be reported:

1. Website Report: Go to www.oig.dol.gov and select OIG Hotline. Complete the HOTLINE FORM and submit as directed.
2. Email: Allegations may be sent via email to: oig.dol.gov (put "hotline complaint" in the subject line).
3. Telephone: Call the toll-free telephone number: 800-347-3756.
4. Fax: Send a fax statement to: 202-693-7020.



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5. Letter: Write a complaint and send it to:

US Department of Labor
Office of Inspector General
Office of Investigations
Room 55506
200 Constitution Avenue NW
Washington DC 20210

Individuals who provide information on allegations of fraud, waste, abuse, and mismanagement of federal funds in programs administered or funded by the DOL may remain anonymous, ask that their identities be held in confidence, or provide their names, with no restrictions. The request for confidentiality must be specified. The DOL policy is to honor requests for confidentiality and not to release any data that would identify such individuals unless required to do so by order of law (e.g., court order, subpoena).



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UNDERSTANDING YOUR RIGHTS DECLARATION

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis on race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIA title IB financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

- If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).
- If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).
- If the recipient does give you written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

WHAT TO DO IF YOU HAVE A NON-CRIMINAL COMPLAINT EXCLUDING DISCRIMINATION

If you have a non-criminal complaint excluding discrimination it must be filed with the Equal Opportunity Coordinator. Please ask a representative for *The Linn, Benton, Lincoln Workforce Investment Board Workforce Investment Act Comments(s)/Concern(s) Form* to submit your complaint. Complaints must be filed within 1 year of the alleged occurrence. Upon receipt of the complaint, the EO Coordinator will contact you within five-days to discuss the nature of your complaint. Within ten-days of the filing of the complaint, the EO Coordinator will attempt to resolve the matter. You will be notified in writing of the determination within 15 days of the filing of the complaint.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT: Community Services Consortium, 545 SW 2nd, Suite A, Corvallis, OR 97333, 541-758-2615.

I, the undersigned, have read and understand the notice on this page.

Signature:

Date:

The Linn, Benton, Lincoln Workforce Investment Board is an Equal Opportunity/Affirmative Action employer. Auxiliary aids and services are available upon request to individuals with disabilities.