



Local Workforce Compliance Plan

**for Worksystems, Inc.
Local Workforce Area Region 2
City of Portland, Multnomah & Washington Counties**

January 1, 2013 – June 30, 2014

A. TRANSPARENCY

1. Please include documentation that 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.

Response:

- The State framework was presented to the Region 2 Workforce Investment on 4/13/12.
- On 4/13/12 – 4/20/12 a Board Planning Committee was formed and our web site updated to include a dedicated planning section which provides access and information to all available documents, correspondence and associated materials (<http://www.worksystems.org/SystemBuilding/STATEPLAN/tabid/318/Default.aspx>).
- On 4/24/12, a survey was sent to 180 organizations representing a broad cross section of community-based, education, private sector, labor, and government stakeholders. The purpose of the survey was to solicit regional feedback on the State Vision, Strategic Framework and regional process.
- Survey responses and comments were received from 51 organizations and incorporated into our formal feedback to the State.
- An initial draft plan was developed and approved by the Board Planning Committee at meetings on 8/20/12 and 9/17/12 and it was emailed to committee members on 9/18/12.
- The final draft plan was posted on the Worksystems website and shared with community stakeholders for public comment on 9/28/12.
- Comments were received by 2 organizations. All comments were reviewed and, as appropriate, incorporated into the final Plan document.

Documents:

- Supporting emails
- Board Planning Committee email
- Local Planning Process Responses

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).

Documents:

- WIB Planning Committee Agenda
- Local Planning Process
- WSI Q4 PY11 Performance Report
- Local Planning Web Announcement
- Strategic Plan 2012-2015

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.

Documents:

- Public Meeting Agendas

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

Documents:

- WIB Planning Committee Agenda
- Public Meeting Agendas
- Local Planning Process

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

Documents:

- Any comments received will be submitted with the final plan. As of September 28 when the plan was put out for public comment, no comments had been received.

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?

Response:

The **Workforce Investment Board (WIB)** is a unique public/private partnership representing the City of Portland, Multnomah and Washington counties. With staff support from Worksystems, Inc., the WIB brings together local elected officials, private sector leaders, public agencies, education, labor, and community-based organizations to focus on regional workforce development and related community issues. The WIB's mission is to coordinate the development of a workforce system that supports individual prosperity and business competitiveness.

In pursuit of its mission, the WIB:

- Invests in education, community-based and industry partners to improve the quality of the region's workforce.
- Builds linkages between regional governments, business, labor, education and other leaders to enhance regional workforce, education and related policies, programs and services.
- Facilitates ways to rapidly identify critical workforce issues and implement innovative solutions.
- Coordinates industry feedback and input.
- Pursues resources to support, expand and enable best practices.
- Aligns workforce development activities with regional business, economic development and education strategies.
- Advocates in support of policies, programs and investments to improve the quality of regional workers, industries and jobs.
- Evaluates program quality and outcomes.

Documents:

- Governing Board Organization Chart

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

Response:

WSI procures for service delivery providers based on the funding and program design requirements. The relationship is defined through a contractual agreement that is reviewed and updated at least annually during the program period or procurement cycle.

Documents:

- WSI Organization Chart 2012-07-01

- 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.

Response:

Not applicable.

Documents:

- WIB Roster
- Consortium Agreement
- Roles and Responsibilities

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

Response:

The Youth Council's goal is to ensure that youth and the emergent workforce have the academic and core competencies required by employers. Their primary strategy is to enhance work-based learning opportunities and post-secondary transitions and success for disconnected youth. Areas of focus include 1) centralization and expansion of work-based activities, and 2) development of a systemic approach to support post-secondary persistence and completion.

In April 2012 members of the Youth Council, who did not have a conflict of interest, served as the evaluation committee for the procurement of Worksystems' Youth Workforce Development System Investments.

Documents:

- Youth Council Roster

- 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.).

Response:

The WIB takes a comprehensive approach to ensuring the effectiveness and accountability of the regional workforce development system and resources.

At the direction of the WIB's WorkSource subcommittee, Worksystems conducts a process for certifying WorkSource Portland Metro Centers on an annual basis. Staff undertakes a multi-pronged review that incorporates the following approaches identified in the OWIB WorkSource Oregon Definitions and Center Certification Policy No. 11-01:

- Review tool checklists based on federal requirements, customer flows, product minimums, and integrated service design
- Customer satisfaction surveys of WSO Center customers
- On-site certification visits
- Center performance data
- Secret shopper (a new element to be implemented as part of the PY12 Center Review process)

Worksystems conducts the annual Center Review over a one-month period and presents the findings and recommendations to a regular meeting of the WIB. Certification is established through Board approval.

Worksystems uses its Center Review and Certification process to assure quality service delivery and continuous improvement of the local integrated system that includes Wagner-Peyser, WIA Title IB Adult and Dislocated Workers, and State SEDAF. The certification process is guided by the Regional One-Stop Committee of the WIB. All five Centers were last certified by the Local Board on 4/13/12.

In addition, the Board receives quarterly expenditure, performance and demographic reports for all programs. These reports are used to discuss area of concern, highlight promising practices and, as needed, modify program design and resource deployment. A comprehensive annual report is also produced that summarizes all program activity and expenditure information over the course of the year.

Staff also conducts ongoing fiscal, program and performance monitoring to ensure compliance with applicable rules and regulations and achievement of program and performance objectives.

The WIB procures for an annual independent A-133 audit which provides a comprehensive analysis of fiscal and program practices and compliance. The review is overseen by the Finance Committee of the Board and is presented to the Executive Committee and the full Board for final approval.

Documents:

- WSI Q4 PY11 Performance Report

- 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.

Response:

All new Board members receive a comprehensive orientation that includes an overview of Board member roles and responsibilities, local, state and federal partners and related programs, an overview of the regional workforce development system and an introduction to applicable laws and regulations. In addition, quarterly Board meetings are dedicated to providing continuing insight and education about the regional system, national, state and local workforce issues and best practices. Our three standing Board Committees – WorkSource, Youth and Regional Workforce Collaborative – provide more detailed exposure to issues impacting the one-stop system, job seekers, youth and targeted industry sectors. Board members are also encouraged to attend the National Association of Workforce Boards annual conference to broaden their view of workforce issues and better understand how their local efforts fit into the national workforce agenda. A copy of the Board Orientation Manual is available upon request.

2. Partnerships

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

Response:

Not Applicable

- 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).

Response:

Locally, a committee of the Workforce Investment Board – which includes representation from OED, Community Colleges, business, labor, housing and disability – conducts coordination, evaluation and oversight of the system including an annual one-stop certification process.

Additionally, a Regional Leadership Team with representation from OED and WSI provides direction and operational guidance for the WorkSource Portland Metro system. All WorkSource Center managers from OED and WIA meet every other month to share emergent issues, coordinate activities, and disseminate training and operational guidance.

At the Center level, Center Management Teams comprised of OED and WIA management and OED leads are convened regularly by WSI staff (weekly at most locations) to coordinate the integration of services provided by OED, WIA and other one-stop partners.

- 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.

Response:

- The Governor's draft goals, vision and strategies were shared with the Workforce Investment Board on 4/13/12.
- A Board subcommittee was immediately formed consisting of representatives from the private sector, organized labor, Mt. Hood and Portland community colleges, Oregon Employment Department, Oregon Human Services Department, Home Forward, the Washington County Housing Department, Job Corp and the Portland Development Commission. The goal of the Committee was to produce the Plan as well as serve as a conduit for information/input for their various constituencies.
- The Worksystems website www.worksystems.org was modified to include a section devoted to sharing plan information, collecting public input and sharing plan progress.
- A survey was sent to 180 community stakeholders seeking input on the vision, goals, strategies and process. Responses were summarized and shared via the website, directly with the Oregon Workforce Investment Board and the Governor's Workforce Policy Cabinet.
- Draft Plan documents were developed and shared on multiple occasions with the Board Planning Committee, including a comprehensive review of all Plan components on 9/17/12.

- The Draft Plan was reviewed by the WIB Executive Committee which includes local elected officials from the City of Portland, Washington and Multnomah counties, private sector and labor representatives on 9/19/12.
- The Draft Plan was posted on the website on 9/28/12 and notice subsequently emailed to a broad group of stakeholders, contractors, partners and organizations and individuals who expressed interest in the work of the agency for review and input.
- The Draft Plan will be reviewed and provisionally approved by the Workforce Investment Board at its annual meeting on 10/12/12.
- There are no Tribal Nations in Region 2. However, outreach during plan development included local community-based organizations that have as their focus service to the region's Native American populations.

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 through D**).

Response:

Region 2 WorkSource Portland Metro includes five WorkSource Centers and one Express Center (see Attachment #1). All WSPM Centers are integrated. Oregon Employment Department (OED) and Title 1B-funded staff is co-located at the Centers and provide all components of the fully integrated WSO flow (see Attachment #3), including Welcome, Skills and Employment Services, and Business and Employer Services. Staffs from both partners are managed at the Center level by a joint management team and deliver services through cross-staffed functional teams. At the Regional level, a joint Regional Leadership Team provides oversight of the WorkSource system.

Procedures and materials are available to all WSPM Center staff through training and a shared regional Google Docs site. The standardization of products through regional procedures (Attachment #7), and a materials inventory process allows for consistency of product implementation across the region (see Occupational Skills Training Process and Procedures as an example: Attachment #6). In addition to www.worksourceportlandmetro.org, WSPM Center Calendars provides information regarding the suite of products available through WSPM (Attachment #8).

Documents:

- Attachment A - Services
- Attachment 1: WSPM Menu of Services
- Attachment 2: WSPM Service Definitions
- Attachment 3: WSPM Customer Flow Chart
- Attachment 4: WSPM Product Line Policy
- Attachment 5: WSPM Product List
- Attachment 6: Occupational Skills Training Decision Procedures
- Attachment 7: WSPM Scholarship Application Workshop
- Attachment 8: Center Calendars

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

Response:

WSI is the One Stop Operator for Region 2. The designation is being re-signed by the current Board/local elected officials. State approval is sought and considered granted through the acceptance of each LUP.

Documents: -- These supporting documents will be submitted following our 11/7/12 Board meeting

- Region 2 One Stop Operator Designation Policy
- Board Motion/Chief LEO Concurrence
- WSI Executive Board Minutes, 11/7/12

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

Documents:

- PY11 Center Review Board Presentation
- WSI Q4 PY11 Performance Report

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

Documents:

- PY11 Center Review Board Presentation
- WSI Q4 PY11 Performance Report

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.

Response:

Customers are assessed for need and suitability as a part of the overall regional standard for Occupational Skills Training. This requires completion of at least one WorkSource Advising session and submitting a completed Occupational Skills Training Application to be considered for training approval.

Training programs from the State ETPL that focuses on Region 2's target industries as established by the LWIB are approved for the Region 2 ETPL. This list is a subset of the State Eligible Training Provider List and includes those training programs that support the Region 2 Target Industries. Customers are directed to the approved list to find training programs. The training program for which funding is being requested must be on the Region 2 ETPL.

Customers are required to report their eligibility to receive financial aid or scholarship grants including the Pell Grant on their Occupational Skills Training Application. The Occupational Skill Training Application must be documented by staff and submitted to a Region 2 Center Training Review team.

Customers are required to document an informational interview from at least one potential employer that indicates that the training being requested is required for the target occupation. Additionally, customers are required to attach OLMIS data regarding the project growth of the targeted occupation.

Customers are required to complete a FAFSA application to support their training costs, or attest that their program is not eligible for financial aid or that they will not qualify for financial aid. This

application must be documented by staff and is included on the Occupational Skills Training Application. Customers eligible for financial aid are required to submit a copy of their and attest to the status of their application. Staff also assists customers by providing resource information applicable to their program of study and to their individual eligibility status for additional financial aid.

Documents:

- Informational Interview Worksheet
- Occupational Skills Training Application
- Training Review Form
- Training – Occupational Skills Policy

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.

Response:

Please see Customer Flow document which shows the regional implementation of core, intensive, and training services in our local one stop system.

Region 2 develops a holistic, collaborative, and seamless stream of quality products offered to all customers of WorkSource Portland Metro and known by all WorkSource staff. The robust product line, which encourages life-long learning, is universally accessible and includes services for customers of all skill, educational and employment levels. Reasonable accommodations are provided to those who request additional support in accessing our products and services.

WSI will be coordinating system wide professional development trainings to increase staff knowledge and cultural competency. Professional development trainings will include focus topics such as improving services to job seekers with criminal histories, job seekers experiencing disabilities, job seekers who are English language learners, and addressing the social/emotional effects of job loss associated with the long term unemployed. In connection with these professional development opportunities, WSI is investing in products that support these targeted demographics.

Documents:

- WSPM Customer Flow

- 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.

Documents:

- Region 2 LWIB Policy: Priority of Service

- 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.

Documents:

- Region 2 LWIB Policy: Priority of Service

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:

Response:

WSI is pursuing co-investment and stronger connections with publicly-funded One-Stop partners to leverage assessment, remediation, training, and placement opportunities for WorkSource customers. All WSPM customers have access to the full suite of WSPM products and services.

- a) Non English and Limited-English speakers

Response:

WSI is investing in products and services that support English Language Learners. Some examples of services available to individuals with limited and no English include computer literacy courses in native languages, job search, and job club in native languages (Russian, Spanish, & ELL) and a significant investment in Workplace English Workshops (see WSPM product list). Title II ELL courses are also available in the evenings at WSPM East.

WSPM supports training opportunities such as short term vocational training (credentials such as Forklift Certificates and OSHA 10 Certificates) and Vocational ESL Pathways (VESL) that assist ELL customers in gaining skills necessary to attain living wage jobs.

Documents:

- WSPM Product List

- b) People with disabilities

Response:

All WSPM customers have access to the full suite of WSPM products and services. WSI, through resource development efforts, is seeking potential opportunities to fund services targeted to the needs of individuals with disabilities. WSI is building stronger connections with Vocational Rehabilitation, as well as with agencies such as Goodwill Industries, and the One-Stop system. WorkSource sites have onsite VR and Goodwill staff that collaborate with WSPM regarding training and placement of WSPM customers with disabilities.

- c) People with low basic skills

Response:

WSI is building stronger connections with Title II-funded ABE and ESL programs and the One-Stop system. At WorkSource Portland Metro East, we are piloting delivery of the Oregon Pathways for Adult Basic Skills (OPABS) for WorkSource customers who are basic skills deficient. This offering is resourced through a one-to-one co-investment by WSI and Mount Hood Community College. The OPABS pilot may be expanded to include Portland Community College, and be made available at the other four WorkSource Centers.

Additionally, the WSPM Centers provide workshops and assessment of basic skills, needed in the workplace, through implementation of the NCRC and future implementation of the NCRC plus. The importance of the NCRC is integrated throughout all services implemented at WSPM Centers.

d) Migrant and seasonal farm workers

Response:

All WSPM customers have access to the full suite of WSPM products and services. Some examples of services available to migrant and seasonal farm workers include computer literacy courses, job search, and job club in native languages (Russian, Spanish, & ELL) and a significant investment in Workplace English Workshops (see WSPM Product List). Title II ELL courses are also available in the evenings at WSPM East. WSPM supports training opportunities such as short term vocational training (credentials such as Forklift Certificates and OSHA 10 Certificates) and Vocational ESL Pathways (VESL) that assist customers in gaining skills necessary to attain living wage jobs.

Documents:

- WSPM Product List

e) TANF clients

Response:

WorkSource sites have onsite TANF Staff providing TANF orientations through WorkSource Portland Metro at least weekly for TANF Level 1 customers. Multnomah County TANF staff went through an extensive WSPM Introduction to our WorkSource Centers by participating in the Welcome process as well as attending some of the services and workshops offered by WorkSource Portland Metro. The introduction was provided to give TANF staff a better understanding of WSPM processes and services.

Additionally, as part of planning for greater integration of TANF/JOBS, Multnomah County is exploring the option of co-investing in WorkSource provision of NCRC for all TANF/JOBS participants.

f) Other Populations targeted by the LWIB

Response:

Individuals with Criminal Backgrounds: WSI will continue to invest in targeted services such as the Discover Your Road to Success, Resume's for Job Seekers with a Criminal History workshops, and the Individualized Job Placement Orientation (see WSPM Product List) to better prepare job seekers with criminal backgrounds for employment. WSI, through a co-investment model with Washington County Drug Court, invests in Individualized Job Placement Services for customers with a Criminal History.

Long Term Unemployed: WSI, in collaboration with our OED and 1-B partners, is developing integrated and systematic programs to place the long-term unemployed in our region. Strategies to better serve LTEU customers include, connecting the dots between transferable skills & OJT opportunities, bringing focus on the LTUE to our current WSPM products, developing "Tool Kits" based on customer profiles, developing programs to involve job seekers in relevant resume enhancing activities, and broadcasting new WSPM products to marginally engaged customers.

Mature Workers: WSI, through resource development efforts and system partnership co-investments, is seeking potential opportunities to fund services targeted to the needs of mature workers in WSPM Centers. WSI, in partnership with Easter Seals, is improving the connection between Title V programming and WSPM service delivery through implementation of the Aligned Partner Program and supported by a WorkSource Liaison. Additionally, WSPM sites host internship opportunities for Title V program participants and WSPM mature worker workshops offer targeted assistance to the demographic.

Documents:

- WSPM Product List
- Placing the Long-Term Unemployed Plan

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,

Response:

Through continuous improvement activities and customer satisfaction, WSI is committed to developing high quality products and services that meet the needs of our diverse job seekers. All WSPM products emphasize referral to next steps and additional 1 on 1 service planning is available to customers who need assistance with identifying next steps through WSPM (see WSPM Service Definitions). In addition to investment in products and services, WSI manages regional engagement of job seekers through Center Contracts. See WSPM Performance Measures.

Documents:

- WSPM Service Definitions
- WSPM Performance Measures

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

Response:

Over the next few years WSI, working in partnership with the WIBs of Clackamas County and Southwest Washington, will implement targeted sector strategies with regional partnerships of employers, educators, workforce developers and other stakeholders that address the skills needs of critical industries in the region. Using information informed by the collaboration, job seeker information and materials will be developed and shared with WSPM customers so that they understand the pathways and credentials needed by industries in the region.

WSI, through information provided through the Regional ETPL will better prepare WSPM customers for selected occupations based on labor market information and employer feedback regarding high demand and hardest to fill positions. WSI will target skills development activities & training that meets criteria of our Regional ETPL process. The Regional ETPL supports high growth occupations that our region and collaborative for which we currently are not training.

WSPM employer recruitments and targeted industry job fairs are advertised to WSPM job seekers and WSPM customers completing training and seeking employment. Additionally, WSI holds two industry symposiums each program year.

b) Describe how employers are:

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

Response:

Worksystems, in partnership with the Columbia-Willamette Workforce Collaborative, will use a five-phase approach to industry engagement. In this approach, WIB staff will gather local industry intelligence and key data, convene business partners to analyze identified industry workforce needs, and engage industry representatives in strategy development to address those needs. After strategies have been developed, industry panels continue in an advisory role as plans are enacted. Outcomes are evaluated at the end of the cycle. The following details highlight each phase of the approach.

Phase I: Investigate

During Phase I, the Collaborative investigates potential target industries. A Phase I investigation may be prompted by a variety of factors, including industry/employer encouragement, routine workforce data analysis that unearths promising trends, or recognition that economic development entities are coalescing around a common target industry. Based on the answers to key criteria and considerations (below), WIB staff may recommend to the Regional Competitiveness Committee (RCC) that an industry be pursued using the five-phase framework. Approval by the RCC will set Phase II in motion.

Required Criteria:

- The industry is located in and/or has significant economic relevance to two or more WIB regions

Considerations

1. Is the industry projected to grow or decline over the next decade? What is the total regional employment?
2. What is the local average wage, and are there positions in the industry all along the skill continuum?
3. Are there local training programs that train new or advancing workers for occupations in this industry?
4. Does the industry align with current and/or future funding priorities & grants?
5. What is the industry's economic and labor multiplier?
6. Are there initial relationships with industry to build off of?
7. Do key local economic development agencies work with the industry?
8. Does the industry have an active local association or consortium?
9. Do some of the major employers in the industry have headquarters in the Metro Area?
10. Are there political considerations that should be taken into account?

Phase II: Inventory & Analyze

During Phase II, WIB staff conduct a comprehensive three-step review of workforce data, trends, and industry needs to pinpoint potential high-impact opportunities for WIB engagement in the target industry and to prioritize training resources. Data and intelligence are analyzed in consultation with industry to identify priority areas for action.

Step One: Baseline Review

- Demand-Side Data Review: Collect data on growth trends, UI claimants, and vacancies by occupation.
- Supply-Side Data Review: Inventory WorkSource customers with industry-related skills, and conduct a regional training program review, including the # of credential completions at each training institution.
- WIB Industry Investment Review: Inventory WIB investments in the industry, including the # of WorkSource-funded credential completions and OJTs.

Step Two: Trend Analysis and Employer Survey

- Initial Trend Analysis: Conduct a review of existing industry workforce reports and literature; interview associations and industry groups.
- Employer Survey: Obtain primary data about local employers' workforce issues.

Step Three: Analysis

- Report: Develop a regional workforce report highlighting trends and key issues for the metro area.

Phase III: Convene

Step One: Industry Workforce Forum

Armed with updated workforce intelligence products, the Collaborative holds regional targeted industry forums to kick off the formal employer engagement process. These meetings take a variety of forms – from webinars to large in-person gatherings. All forums must be relevant, with a clear agenda and tangible solutions offered for the business representatives in attendance. Forum outcomes include verification of key workforce issues and identification of industry champions for strategy development.

Step Two: Industry Panel Convening and Plan Build-Out

Industry-driven and chaired by employers, an industry panel brings together local leaders in business, labor, education, workforce development, and economic development. Initially, Industry Panels are tasked with informing the build-out of the initiative action plan. Panel members will advise and approve strategies, outcome goals, and time horizons for all considered initiatives.

Phase IV: Act

In Phase IV, plans developed by employer-led panels in Phase III are put into effect. WIB staff provides WIB leadership and Panel members with project updates on a regular basis during implementation, while continuing to work with industry to follow trends.

Phase V: Evaluate

Step One: Evaluate

Prior to beginning a summative evaluation, the initiatives generated by the Industry Panels should be complete and relevant quantitative and qualitative data must be available. Included in the evaluation:

- Success of industry-defined initiatives, based on defined goals
- Effectiveness of WIB project management process and staff
- Depth/impact of involvement by Industry Panel members

Potential methodologies:

- Group convening (Industry Panel, WIB staff, initiative stakeholders)
- Quantitative data gathering
- Media coverage/testimonial analysis
- Third-party evaluation

Step Two: Report Out

After data has been analyzed, internal and external reports are generated. These reports include key findings, recommendations, and next steps. Reports are released to industry, media, policymakers/delegation, and other stakeholders.

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

Response:

WSI and its partners have developed strong relationships with regional companies and industry stakeholders. Working with its partners, WSI has developed a robust community of stakeholders that it continually works to inform and update on the specific resources and opportunities available through WorkSource and WSI's discretionary grants and initiatives. In addition to the list below WSI has over 900 stakeholders it continues to engage through its organization List serve, tweets, and website updates. WSI and its partners in the regional collaborative also continue to engage and increase employer and industry stakeholder awareness in available employer resources, services and workforce development opportunities through the use of industry skill panels.

Current Industry Partners and Stakeholders in WSI's Targeted Sectors	
Industry –Advance Manufacturing	Organization
Employers	Marks Metal, Karcher North America, Thompson Metal Fab, Kinetic Climax, Inc., Lineas Technology, Vigor Industrial, PCC Structural, Leupold & Stevens, Integrated Metal Components, HW Metals Inc., Transco Ind, Toyo Tanso, Boeing, Sam Medical Products, Imperial Mfg, RapidMade, American Precision Ind, Madden Industrial Craftsmen, Impact NW, Blount, Inc., Benchmade, Daimler Trucks NA
Industry Associations	Manufacturing 21, OMEP, PNDC
Training Partners	PCC, MHCC, OIT, Oregon University System
Economic Development	Business Oregon, Greater Portland, PDC, Gresham, Hillsboro, Beaverton, Tualatin
Industry – IT/Software	Organization
Employers	Viasystems IBM, Vanguard EMS, Oracle, Intel, AIS, Catalyst
Industry Associations	SAO
Training Partners	Learning for Leverage, PCC, MHCC, OIT, Oregon University System
Economic Development	Business Oregon, Greater Portland, PDC, Gresham, Hillsboro, Beaverton, Tualatin
Industry –Healthcare	Organization
Employers	Cascadia Behavioral Healthcare, Inc., Cherry Blossom Cottage, Clackamas County Health Dept., Forest Grove Rehabilitation & Care Center, Health Share of Oregon (CCO), Kaiser Permanente, Marquis Care, Mary's Woods at Marylhurst, Multnomah County Health Department, OHSU, PeaceHealth Southwest Medical Center, Prestige Care, Inc., Providence ElderPlace, Sinai Family Home Services, Terwilliger Plaza, The Portland Clinic, Tuality Healthcare, Washington County, Women's Healthcare Associates
Industry Associations	Leading Age Oregon (formerly OASHS), Oregon Association of Hospitals and Health Systems, Oregon Health Care Association, Oregon Healthcare Workforce Institute, Oregon Primary Care Association
Training Partners	PCC, MHCC, OIT, Oregon University System, Clark, Clackamas CC, Lower Columbia CC,
Economic Development	Business Oregon, Greater Portland, PDC, Gresham, Hillsboro, Beaverton, Tualatin

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

Response:

The largest barrier to service delivery for Job seekers and regional businesses is alignment between the WSI Board's vision for Employment & Business Services and regional Business and Employment Services provided by the Oregon Employment Department. Our BTW Oregon OJT effort and recent Interstate Job Fair give the Board improved confidence that the delivery of job seeker employment services available through the regions WorkSource system may be improved, and greater focus will be placed on connecting the regions employers to the regions available unemployed talent pool. The current system is a reactive system that is not time sensitive to the need of regional employers or jobseekers, but through greater alignment, improved communication, and shared goals WSI believes those barriers can be replaced with new solutions for the regions businesses and job seekers.

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

Response:

WSI and its partners have developed strong relationships with regional companies and industry stakeholders. Working with its partners, WSI believes that through targeted efforts led by regional employers it can identify and opportunities for partnership and develop solutions for employers, and the success of those efforts will lead to sustainable relationships. WSI will work to align resources and make data driven decisions in order to address training and recruitment gaps that exist across the industry and more readily connect the regions WorkSource customer base to the existing and developed employment and training opportunities that are right for them and are "in demand" by the regions employers. WSI and its collaborative partners will work to grow the talent pipeline, align curriculums to reduce skills gaps, and increase training opportunities based on its sector employer partners recruitment needs.

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

Response:

Worksystems, in partnership with the Columbia-Willamette Workforce Collaborative, will use a five-phase approach to industry engagement, and continually improve services to business. In this approach, WIB staff gathers local industry intelligence and key data, convene business partners to analyze identified industry workforce needs, and engage industry representatives in strategy development to address those needs. After strategies have been developed, industry panels continue in an advisory role as plans are enacted. Outcomes are evaluated at the end of the cycle.

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

Response:

WSI and the Region 2 LWIB are committed to the continuous improvement of the WSPM system. The Center Review Process, Partnerships, and customer satisfaction through surveys and secret shopper activities provides the Region 2 board with ample data and feedback regarding what is working well and system gaps. Information gathered allows WSI to target resources on solutions that meet the needs of our job seekers. (See Question C.F.1 for more Center Review information.)

In addition, see answers to Question C.7 for more detail on services for targeted demographics.

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

Response:

WSI and WSPM sites ensure that all job seekers connect with the labor exchange system through access to:

- Targeted training and placement opportunities for job seekers such as Grant funded projects, Internships, WSPM Temp to Hire, On-the-Job Training, and Individualized Job Placement opportunities.
- Workshops including the Job Readiness Course, Interview and Resume Workshops, Career Exploration Workshops, Job Clubs, Social Networking Workshops, worksourceportlandmetro.org and utilization of the Menu of Resources and Services (MRS) with access to OLMIS, CIS, and additional labor exchange information.
- Local employer recruitments held at WSPM Centers
- Regional and cross-regional Job Fairs and Symposiums
- Local WorkSource has an information sharing agreement with Vancouver WorkSource that makes it easier for employer's to list in both labor exchange systems and therefore expands opportunities for job seekers and the matching function. Regional businesses are better served and job seekers have better options.

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

Response:

Worksystems has strong relationships with the region's Joint Apprenticeship Training Committee's. WSI currently supports the non-profit Construction Apprenticeship and Workforce Solutions CAWS, which was formed by Construction Industry stakeholders to increase pathways for the regions workforce (especially those historically underrepresented, like women and minorities) to enter Registered Apprenticeship. Worksystems is also currently developing a regional matrix for the entry requirements and pre-requisites to enter registered apprenticeship in support of the Edith Green Wendell Wyatt 130 million dollars federally funded retrofit project. This project is allowing WSI to interview the majority of the regions Apprenticeship Coordinators on barriers and opportunities that exist through Registered Apprenticeship. Soon WorkSource Portland Metro will be offering Trades Awareness and Orientations to the regions Registered Apprenticeship programs as ongoing workshops available through WorkSource.

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.

Response:

Our WIB is very supportive of systems alignment and has adopted the Governor's plan for workforce development. We anticipate further coordination and elimination of redundancy through continued alignment with state programs such as Adult Basic Education and the TANF employment program as well as local partners such as housing and community-based organizations. WSI staff will work locally with partner programs within the governor's workforce policy cabinet to implement the plan at a local level.

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.

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

Response:

Region 2 is co-located in all WorkSource sites.

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.

Documents:

- [WSPM Welcome Procedures](#)

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.

Response:

WorkSource Portland Metro has an array of job getting products that support customers in obtaining and retaining employment. There are both regional products, available in every Center, as well as supplemental products that are customized to the unique characteristics of the community a Center serves.

Multiple delivery strategies are used to implement job getting products. These include online job getting tools accessed through www.worksourceportlandmetro.org and the Menu of Resources and Services (MRS), On the Job Training, internships, job getting workshops, and one-on-one services.

www.worksourceportlandmetro.org also posts WSPM Recruitment and Hiring Events on the News & Events Page. Some examples include The Manufacturing Career Summit, The Engineering Symposium, and SoloPower Hiring event.

All products provided in Region 2 WorkSource Portland Metro Centers are identified in the WSPM Product Catalogue. The following is a list of the job getting products available in our region:

Regional Products

- Job Search Workshop
- Resume Workshop
- Interview Workshop
- Job Club
- Job Readiness Certification Course
- 1:1 Resume Assistance
- 1:1 Interview Coaching
- 1:1 Job Search Assistance
- 1:1 iMatchSkills Assistance
- www.worksourceportlandmetro.org : job getting resources & News and Events

- On the Job Training Orientation/OJT
- Internship/Internship Orientations

Supplemental Products

- Social networking workshops (includes High Tech Networking)
- Resume review Workshops
- Advanced resume & advanced resume review workshops
- Know your market
- Job clubs, Job search, Interview workshops for ELL, Russian, and Spanish speaking customers
- Job search for mature workers
- Maximize your online job search workshop
- Resume’s for job Seekers with a Criminal background
- Job search essentials
- Surviving job loss
- Discover your road to success
- Employer connections
- Interview practice & presentation/Video interviewing workshops
- Internet job Search/E-learning
- US hiring process

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.

Response:

In PY12, WSI will invest significantly in staff development related to multiple populations noted below to ensure that all WorkSource staff has the tools to work with target populations.

Workforce Need/Service Gap	Workforce Strategy
Employers need middle-skill workers, but unemployed middle-skill workers don’t see WorkSource as a solution or conduit toward employment.	<ul style="list-style-type: none"> • WSI, in collaboration with our partner Metro-Area WIBs, have acquired over \$10M in training resources to serve hundreds of middle- to high-skilled workers in manufacturing and IT, two targeted sectors, over the next 4 years. • WSI will hold a fall symposium for unemployed High Tech workers, focused on attaching to skill-building opportunities, using social networking platforms for job search, and hearing first-hand advice from hiring managers. • In Fall 2012, WorkSource Portland Metro will pilot a series of workshops and integrated strategies aimed at helping all job seekers use social networking tools in their job search. • Region 2 has selected high-growth, middle-skill occupations for inclusion on the R2 ETPL, to ensure that ITA dollars go directly to the needs of employers.

Workforce Need/Service Gap	Workforce Strategy
Ex-offenders face significant obstacles to reengaging in the workforce.	<ul style="list-style-type: none"> • WSI has leveraged in federal RExO grant services through a partner organization, SE Works, to serve co-enrolled ex-offenders in Washington County. • WSI has also contracted with SE Works to provide job clubs and resume workshops for people with criminal histories, in addition to providing individualized job placement services for greater than 100 local job seekers with backgrounds.
The long-term unemployed face social/emotional barriers to re-employment, presenting a gap in mental health referral services/partnerships.	<ul style="list-style-type: none"> • WSI will invest WIB staff time during PY12 to build community partnerships aimed at developing a comprehensive approach toward identification/referral/coaching services for LTUE experiencing mental health difficulties, including drug and alcohol dependence.
Older workers face a technical skills gap and new modes for job search/attachment.	<ul style="list-style-type: none"> • WSI offers basic computer training for all WSPM customers, but many mature workers need more support than can be provided in existing structures. WSI has a goal of pursuing resources to meet this gap and provide introductory computer skills training aimed at this population. • WSI’s social networking strategy (discussed above) will provide key training for older workers on how to look for jobs in today’s workforce.
English language learners face difficulty entering the workforce.	<ul style="list-style-type: none"> • WSI has procured and contracted with a service provider to assess the needs of ELL customers in WSPM and design supplementary services that meet the greatest needs. • WSI contracts with a local service provider on an ongoing basis to deliver vocational ESL workshops at WSPM centers.
People with multiple barriers to employment need coaching & case management to succeed in job search.	<ul style="list-style-type: none"> • Through WSI’s aligned partner program, case management is provided by local partner agencies and is leveraged into our system through MOUs that dedicate workforce training resources to our common customers. • WSI recently received a \$5.5M grant to provide robust services to local housing authority residents.
Employers need workers with basic skills in reading and math.	<ul style="list-style-type: none"> • WSI will seek out resources in PY12 to bolster existing Foundation Skill courses through WSPM. Currently there are no math offerings.

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.

Response:

The role of the Board is to oversee the success of the local integrated system, establish standards for the area’s workforce system, review against these standards, and certify WorkSource Centers. The Board charges a One-Stop Committee with guiding and overseeing specific efforts to ensure quality assurance and continuous improvement of the regional public workforce system.

The Board's primary vehicle for quality assurance and continuous improvement is the annual WorkSource Center Review process. The purpose of the Center review is to:

1. Review adherence to the integrated model and associated standards agreed upon by WSI and OED.
2. Review Centers against local standards adopted by the Board for delivery of the full range of standard workshops and services.
3. Identify areas for improvement in service delivery.
4. Identify best practices.

Worksystems undertakes a multi-pronged review that incorporates the following approaches identified in the OWIB WorkSource Oregon Definitions and Center Certification Policy No. 11-01:

- Review tool checklists based on federal requirements, customer flows, product minimums, and integrated service design (see attached Review Tool templates)
- Customer satisfaction surveys collected onsite from jobseeker customers (see attached Questionnaire)
- On-site certification visits
- Center performance data
- Secret shopper (a new element to be implemented as part of the PY12 Center Review process)

Worksystems assesses information gathered during the Review, scores each Center's performance, presents findings to the Board, and recommends certification of Centers that have been shown to meet standards.

Worksystems collects job seeker and employer customer feedback throughout the year. We survey customers regarding their experience in Welcome and in many of the workshops provided at Centers. Over 21,000 job seeker surveys were collected and analyzed during PY11. We also use customer focus groups to gather more detailed information from a specific subset of customers, for instance, training graduates or customers targeted by specific grants and programs. Jobseeker customers may also submit feedback through WorkSource Reply on wspm.org. Employer feedback is collected through industry panels and other convening of local business. Continuous improvement is built into our employer service processes for employers seeking hires and other assistance through the public system wherein WorkSource staff is able to flex the services offered depending on the stated need of the business.

Our integrated local governance structure enables us to address continuous improvement at multiple levels. The Regional Leadership team convenes leadership from Worksystems and OED to set regional policy, provide guidance to the system and address emergent needs. Each Center convenes a Center Management team, which is composed of the WIA 1-B Manager, the OED Center Manager, the Worksystems Center lead, and often includes the Leads from each of the functional teams. This group addresses needs at the Center level, and is responsible for implementing changes that address areas of improvement identified in the Center review.

Documents:

- Center Review Tool Templates
- PY11 Center Review Board Presentation

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.

Documents:

- Attachment B – Direct Services Plan
- Attachment C – Annual Costs

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.
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.**

Documents:

- Attachment E – Budget, Participant, Performance Plan

3. What barriers does your L/RWIA have which prevents you from integrated performance?

Response:

Not Applicable

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

Documents:

- Attachment E – Budget, Participant, Performance Plan

J. IDENTIFICATION OF ENTITY RESPONSIBLE FOR DISBURSEMENT OF GRANT FUNDS

1. Identify the fiscal agent, or entity responsible, for the disbursement 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.

Response:

Worksystems, Inc., a 501 c 3 Oregon not-for-profit corporation, serves as the grant recipient administrative entity for the region’s WIA Title I resources is the Consortium Agreement entered into by the region’s three primary jurisdictions (City of Portland, Multnomah and Washington counties)

which establishes Worksystems role as grant recipient/administrative entity for regional workforce resources.

Documents:

- Consortium Agreement

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.
 - b) How an individual who receives an ITA selects a training provider.
 - c) How payments from ITAs will be made.
 - d) Whether there are limits imposed on ITAs (e.g., dollar amount and/or duration) by the Local Board.
 - 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?
2. Describe the procedures for ensuring that exceptions to the use of ITAs are justified, including:
 - a) A discussion of how customer choice in the selection of an eligible training provider is maximized;

Response:

Customers are assessed for need and suitability as a part of the overall regional standard for Occupational Skills Training. This requires completion of at least one WorkSource Advising session and submitting a completed Occupational Skills Training Application to be considered for training approval.

Training programs from the State ETPL that focuses on Region 2's target industries as established by the LWIB are approved for the Region 2 ETPL. This list is a subset of the State Eligible Training Provider List and includes those training programs that support the Region 2 Target Industries. Customers are directed to the approved list to find training programs. The training program for which funding is being requested must be on the Region 2 ETPL.

Customers are required to report their eligibility to receive financial aid or scholarship grants including the Pell Grant on their Occupational Skills Training Application. The Occupational Skill Training Application must be documented by staff and submitted to a Region 2 Center Training Review team.

Customers are required to document an informational interview from at least one potential employer that indicates that the training being requested is required for the target occupation. Additionally, customers are required to attach OLMIS data regarding the project growth of the targeted occupation.

Customers are required to complete a FAFSA application to support their training costs, or attest that their program is not eligible for financial aid or that they will not qualify for financial aid. This application must be documented by staff and is included on the Occupational Skills Training

Application. Customers eligible for financial aid are required to submit a copy of their and attest to the status of their application. Staff also assists customers by providing resource information applicable to their program of study and to their individual eligibility status for additional financial aid.

The Region 2 Board does not impose financial nor duration limits on ITA's.

Documents:

- Informational Interview Worksheet
- Occupational Skills Training Application
- Priority of Service LWIB Policy
- Training Review Form
- Training – Occupational Skills Policy
- Training – Regional Eligible Training List Exceptions
- Training – Eligible Training Provider List Exceptions

- 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;

Documents:

- OJT Policy
- WSI OJT Development Manual

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

Response:

Not Applicable

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.

Documents:

- Procurement Policy

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;
 - b) How core services are integrated as part of rapid response assistance, and how delivery on site will be implemented;
 - c) How timely decisions will be made to request additional funding through such resources as National Emergency Grants and additional assistance projects.

Documents:

- [Layoff Assistance Projects Regional Standards](#)
- [Layoff Assistance Projects WSI Standard Operating Procedures](#)

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:
 - a) Preparation for postsecondary educational opportunities;
 - b) Strong linkages between academic and occupational learning;
 - c) Preparation for unsubsidized employment opportunities; and
 - d) Effective linkages with intermediaries with strong employer connections.

Response:

Worksystems invests in the Youth Workforce Development System (Youth WDS), a network of culturally competent community-based organizations or community colleges, to provide workforce development services to low-income and barriered youth aged 16-21 years. The goal of the Youth WDS is to prepare local youth to secure career pathway employment or progress along a path to complete post-secondary education with the life skills necessary to stay on course.

The Youth WDS consists of multiple Service Coordination contractors that are required to provide, at minimum, the following services:

- Supportive and individually tailored case management
- An Individual Career Plan for each youth served that documents career interest, educational needs, short- and long-term goals and steps to meet these goals
- Leveraged and integrated secondary educational services
- Career exploration and College & Career Readiness training
- Post-secondary placement, navigation and support
- Job search assistance and placement
- Retention and advancement supports

Youth enrolled in Youth WDS through a Service Coordination contractor also have access to subsidized work experiences through the Work Experience Intermediary (WEXI) contractor. Youth are prepared for these opportunities the various levels of WEX through

Documents:

- PY12 Youth WDF System solicitation
- Youth WDS College Career Readiness Competencies
- WEX Levels diagram
- PY12 Performance Exhibit

2. Describe how the following ten program elements required in 20 CFR 664.410 are provided within the local youth program design:
 - a) Tutoring, study skills training, and instruction leading to secondary school completion including dropout prevention strategies;
 - b) Alternative secondary school offerings;
 - c) Summer employment opportunities directly linked to academic and occupational learning;
 - d) Paid and unpaid work experiences, including internships and job shadowing;
 - e) Occupational skill training;
 - f) Leadership development opportunities which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities;
 - g) Supportive services;
 - h) Adult mentoring for a duration of at least 12 months that may occur both during and after program participation;
 - i) Follow-up services; and
 - j) Comprehensive guidance and counseling, including drug and alcohol abuse counseling and referrals to counseling, as appropriate to the needs of the individual youth.

Response:

Region 2's Youth Workforce Development System (Youth WDS) delivers services to youth through two distinct stages of service: Intensive and Retention & Advancement. During the Intensive Stage services are focused on preparing youth for transition to post-secondary or career pathway employment. The Retention & Advancement stage is focused on helping youth persist to completion of post-secondary degree, or to retain and advance in career pathway employment. To these ends all ten WIA elements listed must be made available to youth served through the Youth WDS. See response to N above for more detailed information about Youth WDS services available to youth.

Documents:

- Service Definitions Youth WDS Regional Program Standards 2012-07-01 (p. 15)

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.

Response:

Any changes to the approved Budget, Participant and Performance Plan require review.

P. NOTICE OF FUND AVAILABILITY

1. This Plan covers a two-year period. 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

Response:

Not Applicable

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.

Response:

Not Applicable

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

Documents:

- Grievance – Board Policy
- Grievance – Criminal Fraud Allegations
- Grievance – Discrimination
- Grievance – WIA Regulation Related Complaints

R. MEMORANDUM OF UNDERSTANDING AND ATTACHMENTS

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

Documents:

- Memorandum of Understanding

S. RESOURCE SHARING AGREEMENT

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

Documents: Signatures in process

- Attachment G1 – Resource Sharing Agreement
- Attachment G2 – Resource Sharing Agreement

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

1. **ATTACHMENT H**

Response:

Incorporated into plan, beginning on page 29.

U. WIA TITLE I-B STATEMENT OF CONCURRENCE

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

Documents:

- Will be signed at 11/7/12 Board meeting and submitted then.

V. WIA Title I-B Partners Statement of Agreement

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

Documents:

- Will be signed at 11/7/12 Board meeting and submitted then. An Excerpt from the 10/12/12 Board meeting is included to show the full partner approval pending signatures.

W. LOCAL WORKFORCE INVESTMENT BOARD RECERTIFICATION REQUEST

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

Documents:

- Will be signed at 11/7/12 Board meeting and submitted then.

**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 sub agreements.
11. Will comply with the applicable requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPPA) (42U.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 sub tier 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 sub agreements, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.