

APPENDICES
for
“Workforce Investment Act Service Delivery:
The Case of Oregon”

Willamette University
Public Policy Research Center

Laura Leete
Paulus Director of Public Policy Research
Associate Professor of Economics and Public Policy

Neil Bania
Senior Research Associate

900 State Street
Salem, OR 97301
phone: 503.370.6688
email: lleete@willamette.edu

LIST OF APPENDICES

Appendix A – Maps of Oregon’s Regional and Local Workforce Areas

Appendix B – Requirements for Composition of the Oregon Workforce Investment Board,
Oregon House Bill HB 2989 (1999)

Appendix C -- Oregon Workforce Advisory Committee Policy, State Policy Outlining Criteria
for Local Boards and the Procedures the Governor Will Use to Certify Local
Boards

Appendix D -- Partners On-site at Oregon’s One-Stops

Appendix E – Policy on Access to Training for WIA Participants; Issuance of ITAs

Appendix F – Policy on WIA Skill Achievements; Other Credentials for WIA Title IB
Performance

Appendix G -- Oregon’s System Wide Performance Indicators

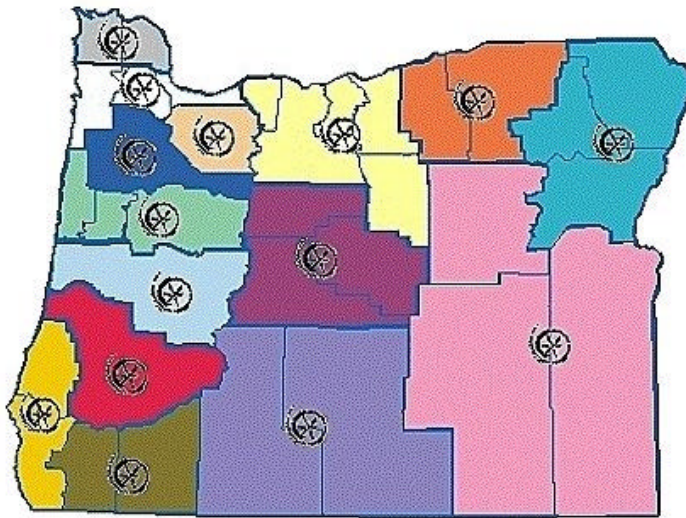
Appendix A – Maps of Oregon’s Regional and Local Workforce Areas

Oregon’s 15 Workforce Investment Regions

Oregon’s One-Stop System



Look for this Logo to Get Connected!



Oregon is building a One-Stop workforce development system that offers valuable workforce assistance across the state. Click on the symbol closest to your community (and within your colored region) to get a complete listing of Oregon Career Network locations near you. These locations offer services and value-added service referrals. Service specialists are available to guide both job seekers and employers to a broad array of customizable assistance.

Regions are developing web sites to serve you. (Regions are identified by color, above and below, or mouse over the wagon wheels to see county names.) Find out more about one-stop services in your region by clicking on the map symbols, or through these regional web sites.

- | | |
|---|---|
| ■ Baker, Union and Wallowa Counties: | www.workzone.org |
| ■ Benton, Lincoln & Linn Counties: | www.working4you.org |
| ■ Clackamas County: | www.anydoor.org |
| ■ Clatsop & Columbia Counties: | www.clatsoponestop.org (Clatsop) |
| | www.columbia-center.org (Columbia) |
| ■ Coos & Curry Counties: | www.southcoastworks.com |
| ■ Crook, Deschutes & Jefferson Counties: | www.workforceconnection.org |
| ■ Douglas County: | www.douglasworklinks.net |
| ■ Gilliam, Hood River, Sherman, Wasco & Wheeler Counties: | www.work-net.org |
| ■ Grant, Harney & Malheur Counties: | Ontario Center: 541.889.5394 |
| ■ Jackson & Josephine Counties: | Burns Center: 541.573.5251 |
| ■ Klamath & Lake Counties: | www.rvecn.org |
| ■ Lane County: | www.workconnection.org |
| ■ Marion, Polk & Yamhill Counties: | www.laneworkforcenetwork.org |
| ■ Morrow & Umatilla Counties: | www.work-life-success.com |
| ■ Multnomah, Tillamook & Washington Counties: | www.work-links.org |
| | www.1stop.org |

Special access

Speech & Hearing Impaired Dial:

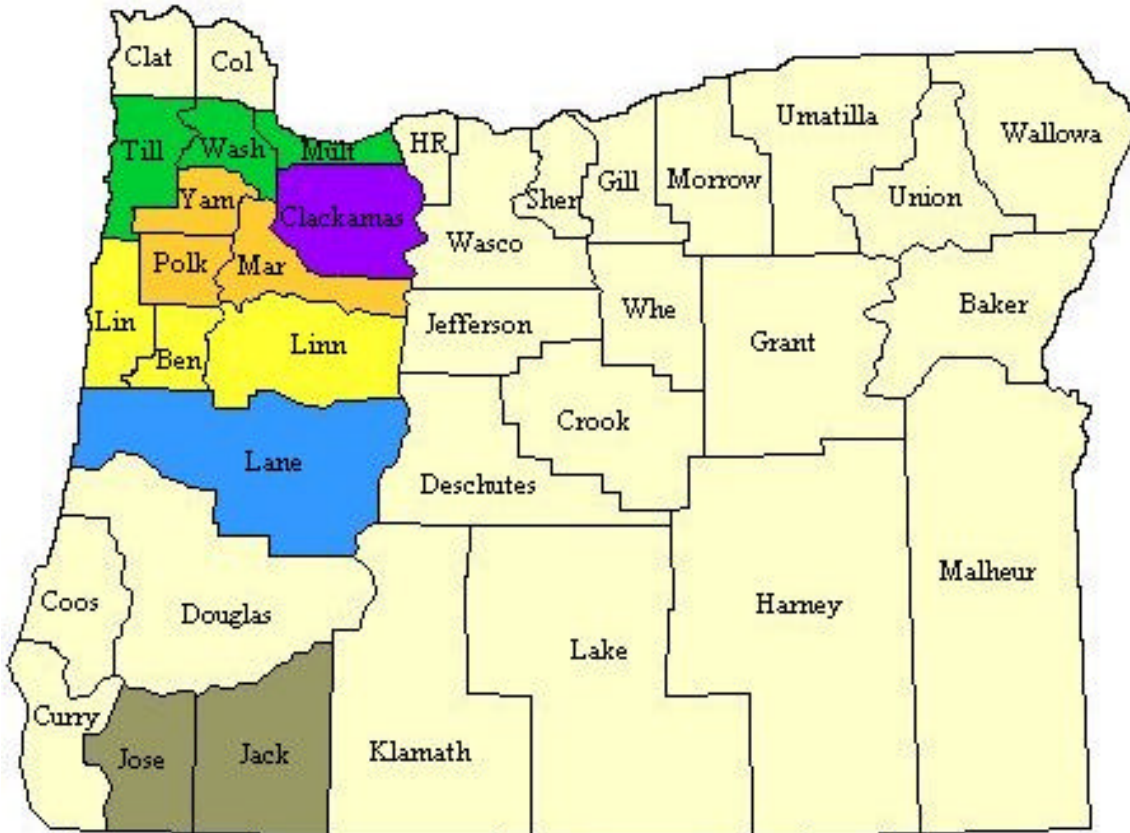
771

Oregon Career Network

Appendix A – Maps of Oregon’s Regional and Local Workforce Areas (continued)

Oregon’s 7 Local Workforce Areas

Local Workforce Investment Areas



- [Community Services Consortium](#)
- [Mid-Willamette Workforce Network](#)
- [The Oregon Consortium & Oregon Workforce Alliance](#)
- [The Job Council](#)
- [Lane Workforce Partnership](#)
- [Employment, Training & Business Services](#)
- [Worksystems Inc.](#)

Appendix B: Requirements for Composition of the Oregon Workforce Investment Board

From Oregon House Bill 2989 (1999):

“SECTION 3. { + State Workforce Investment Board. (1) A State Workforce Investment Board shall be newly created under section 111(b) and (c) of the Workforce Investment Act of 1998 (P.L. 105-220) to assist in the development of the State Unified Workforce Plan established under section 4 of this 1999 Act and to carry out the other functions described by the federal Act.

(2) The board shall consist of:

(a) The Governor;

(b) Two members of the House of Representatives appointed by the Speaker of the House of Representatives and two members of the Senate appointed by the President of the Senate; and

(c) Thirty-two members appointed by the Governor and confirmed by the Senate in the manner prescribed under ORS 171.562 and 171.565, such members to include:

(A) Nineteen representatives of business from both urban and rural areas who:

(i) Are owners of businesses, chief executive officers or chief operating officers of businesses, or other business executives or employers with ultimate policymaking or hiring authority, including members of local workforce investment boards;

(ii) Represent businesses with employment opportunities that reflect the employment opportunities of this state; and

(iii) Are appointed from among individuals nominated by state business organizations and business trade associations;

(B) Two chief elected officials;

(C) Two representatives of labor organizations, who have been nominated by a state labor federation;

(D) Two representatives of individuals or organizations that have experience with respect to youth activities;

(E) Two representatives of individuals or organizations that have experience and expertise in the delivery of workforce investment activities, including chief executive officers of community colleges or community-based organizations within this state;

(F) The following four representatives of public workforce development agencies:

(i) The Director of the Employment Department;

(ii) The Director of Human Resources;

(iii) The Director of the Economic Development Department; and

(iv) The Commissioner for Community College Services; and

(G) One additional member described in subparagraph (B), (C) or (D) of this paragraph.”

Oregon Workforce Advisory Committee Policy
State Policy Outlining Criteria for Local Boards and the Procedures the Governor will Use to Certify Local Boards

Purpose

The purpose of this policy is to establish the membership criteria and other criteria for local Workforce Investment Boards, and the procedures the Governor will use to certify local Workforce Investment Boards as requested by Chief Elected Officials.

References

The Workforce Investment Act of 1998 (WIA), Pub. L. 105-220; USC 9276(c) requires the establishment of a local Workforce Investment Board in each local area of a state. The Act requires Governors of states to certify the local boards. The Act further requires Governors, in consultation with the State Board, to establish criteria for use by Chief Elected Officials in the local areas for appointment of members of the local boards in accordance with the Act.

Oregon will comply with the requirements of Federal law through a system of Workforce Investment Boards.

ORS 285A.452-461 (SB 917) authorizes Regional Workforce Committees, states their composition, and outlines the responsibilities of such boards under Oregon law.

HB 2989 (C-Engrossed) creates certain criteria for local workforce boards.

Background

The Oregon Workforce Advisory Committee (OWAC) wishes to establish policy that complies with the Governor's responsibility to establish a consistent, statewide workforce system. The OWAC further supports clear lines of responsibility and authority between the State, WIA areas, and workforce regions, preserving local control, flexibility, and decision making through Local Elected Officials and Workforce Investment Boards.

Because economic and other factors vary from region to region within the state, as much flexibility as possible will be extended to Local Elected Officials and local workforce partners in the design and governance of local workforce system. Local Elected Officials and local boards will be given as broad a purview as possible, within legal, programmatic, and budgetary parameters, to design systems and programs which best meet the workforce needs of the region. By agreement between Local Elected Officials and the Governor, WIA areas with multiple workforce regions will establish regional workforce investment boards.

Definitions

Local. Under the WIA, local is defined as Workforce Investment Area. At the request of Chief Elected Officials, Workforce Investment Areas may be multi-regional, i.e., be composed of more than one workforce region. ORS 285A-452-461 (SB917) creates a system of regional workforce committees for the purpose of regional strategic workforce leadership and planning. Under the WIA, Oregon is committed to addressing Federal and state requirements while building on our experience to create an integrated workforce system with appropriate levels of local, regional, multi-regional, and state level flexibility, decision making and authority.

Regional. Means a county or group of counties that share a common labor market, workforce needs and services, formally designated by the Governor as a Workforce Region.

One Stop Partner. The WIA lists the programs that must be represented on local boards as one-stop partners. In Oregon, the entities that carry out the programs and activities identified in the Act are the partners, not the programs or activities themselves.

Chief Elected Official. County Commission or Judge designated by each County Commission and the Mayor of Portland.

Workforce Investment Board Membership

One Workforce Investment Board (WIB) shall be appointed in each designated Workforce Investment Area and shall serve as the local Workforce Investment Board pursuant to the Workforce Investment Act of 1998. The membership of the board shall be consistent with Title I, sec.117(b) of the Act, with a business majority and chair, and shall be appointed by the Chief Elected Official(s) from each area. Chief Elected Officials shall consider members of existing local workforce development boards, such as PICs and Regional Workforce Committees, for membership. The WIB must contain, at a minimum, two or more members representing the categories described in WIA section 117(b)(2)(A)(ii)-(v), and at least one member representing each One-Stop partner. Members of the board who represent organizations, agencies, or other entities shall be individuals with optimum policymaking authority within the organizations, agencies, or entities. Members may represent more than one entity.

The following is a summary of the required WIB composition and the procedures to be observed by Chief Elected Officials in making the appropriate appointments.

(1) Representatives of business in the local area , who: are owners of businesses, chief executives or operating officers of business, and other business executive or employers with optimum policymaking or hiring authority; represent businesses with employment opportunities that reflect the employment opportunities of the local area; and are appointed from among individuals nominated by local business organizations and business trade associations;

Private not-for-profit businesses that represent significant employment opportunities in a community, and that are not considered otherwise to be workforce contractors, one-stop

partners or service providers, e.g., not-for-profit hospitals, may be considered as businesses under this membership category.

A majority of the members of the WIB must be from this business membership category. In addition, the WIB will elect the Chair from this category.

(2) Representatives (two or more) of local educational entities, which may include representatives of local educational agencies, local school boards, entities providing adult education and literacy activities, and postsecondary educational institutions (including representatives of community colleges, where such entities exist), selected from among individuals nominated by regional or local educational agencies institutions, or organizations representing such local educational entities;

(3) Representatives (two or more) of labor organizations (for a local area in which employees are represented by labor organizations), nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees;

(4) Representatives (two or more) of community-based organizations (including organizations representing individuals with disabilities and veterans, for a local area in which such organizations are present);

(5) Representatives (two or more) of economic development agencies, including private sector economic development entities;

(6) Representatives of each of the One-Stop partners who represent agencies and/or organizations who carry out the following:

Mandatory

- Programs authorized under Title I of WIA (adults, dislocated workers, youth, Job Corps, Native American programs, migrant and seasonal farmworker programs, and veterans workforce programs);
- Programs authorized under the Wagner-Peyser Act (Employment Services);
- Adult education and literacy activities authorized under Title II of the Act;
- Vocational rehabilitation programs authorized under title I of the Rehabilitation Act of 1973;
- Welfare To Work programs authorized under section 403(a)(5) of the Social Security Act;
- Senior Community Employment Program activities authorized under title V of the Older American's Act;
- Postsecondary vocational education activities authorized under the Carl D. Perkins Vocational and Applied Technology Education Act;
- Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (TAA and NAFTA);
- Activities authorized under chapter 41 of title 38, U.S. Code (DVOP/LVER);

- Employment and training activities carried out under the Community Services Block Grant (Community Action Agencies);
- Employment and training activities carried out by the Department of Housing and Urban Development;
- Programs authorized under State unemployment compensation laws (in accordance with applicable federal law);
- TANF programs authorized under part A of title IV of the Social Security Act; and
- Employment and training and work programs authorized under section 6(d)4 and section 6(o) of the Food Stamp Act of 1977.

Optional

The Act provides that other entities that carry out a human resource program, including federal, state and local programs and programs in the private sector may serve as additional partners if the local board and Chief Elected Official(s) so approve. Additional partners may include:

- Programs authorized under the National and Community Service Act of 1990; and
- Other appropriate programs, including programs related to transportation and housing.
- May include such other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate.

Workforce Investment Areas comprised of more than one workforce region are encouraged to draw a preponderance of WIB members from Regional Workforce Investment Boards (RWIBs).

Regional Workforce Investment Board Membership

In those Workforce Investment Areas comprised of more than one workforce region, a Regional Workforce Investment Board (RWIB) shall be appointed for each region. The membership of each RWIB may be consistent with WIB membership requirements, but at a minimum shall consist of:

- 1) Representatives of business in the local area who are appointed by the Chief Elected Official from among individuals nominated by local business organizations and business trade associations (the Chair shall be elected from this category);
- 2) Representatives of labor organizations (for an area in which employees are represented by labor organizations), nominated by local labor federations; and
- 3) Representatives from the local mandatory one stop partners who are actively participating in the one-stop system and desire a place on the board.

Inclusive partnerships at the local level are desirable and encouraged. With the exception of those requirements stated here, membership requirements for the WIBs, as described in WIA do not apply to Regional Workforce Investment Boards.

Alternative Entity

The Governor may certify an alternative entity as a WIB, at the request of the Chief Elected Official(s), pursuant to WIA section 117(i).

While RWIBs may not be considered as an alternative entity under WIA, membership of WIBs and/or RWIBs may be considered to be an alternate structure under ORS 285A.458 (5), (SB 917).

Unless the Governor certifies a WIB as an alternate entity, WIBs must be newly created.

Workforce Investment Board Responsibilities

Oregon's Workforce Investment Boards (WIBs) shall be strategic leaders in addressing workforce development issues in their WIA areas, including but not limited to WIA requirements, and shall advise the State Board on policy related to workforce issues. The State WIB, local WIBs (and in the case of multi-regional areas, Regional Workforce Investment Boards through the appropriate WIA area WIB) are a part of a statewide workforce development system, and are expected to carry out strategies and policies that build on state investments.

Oregon is constructing a workforce development system based on partnerships and linkages. The principle of partnership is critical in developing boards and in considering their duties and responsibilities. Partners are expected to interact based on collaboration, not ownership.

WIBs. In partnership with the Chief Elected Official where applicable, WIBs shall have all the responsibilities specified in WIA section 117(d), to include:

- Developing the five-year local plan;
- Conducting oversight of the one-stop system, youth activities and employment and training activities under Title I of WIA, in partnership with the Chief Elected Official;
- Selecting the one-stop operators with the agreement of the chief Elected Official;
- Selecting eligible youth providers based on the recommendation of the youth council, identifying eligible providers of adult and dislocated worker intensive and training services, and maintaining a list of eligible providers as required in WIA;
- Developing a budget for the purposes of carrying out the duties of the local board, subject to the approval of the Chief Elected Official;
- Negotiating and reaching agreement on local performance measures with the Chief Elected Official and the Governor;
- Assisting the Governor in developing the statewide employment statistics system under the Wagner-Peyser Act;
- Coordinating workforce investment activities with economic development strategies and developing employer linkages;
- Promoting private sector involvement in the statewide workforce investment system;
- Appointing, in cooperation with the Chief Elected Official, a youth council as a subgroup of the local board, and coordinating workforce and youth plans and activities with the youth council;

- Carrying out regional planning activities if part of a state designated region for regional planning, as required by the state; and
- Conducting business in an open manner (sunshine provisions).

Multi-regional Workforce Investment Areas will assure that the following decisions will be made with applicable concurrence from Chief Elected Officials and the Workforce Investment Board, at the workforce regional level:

- Designating one-stop operators;
- Developing local performance targets (including unique, regional performance measures);
- Developing regional 5-year plans and as part of the WIA area 5 year plan;
- Oversee the disbursement of funds, in accordance with the 5-year plan, by the designated fiscal agent, within the requirements of the WIA;
- Providing, in coordination with WIB staff, oversight to local workforce activities;
- Strengthening partnerships with employers, Community Solutions Teams and others;
- Establishing, as is deemed appropriate by the regional board, regional youth committees to build a comprehensive youth strategy; and
- Identifying and certifying regional training and service providers in accordance with established WIB policy.

Local Boards as Service Providers

As required under WIA, a board or the staff of a board may not directly provide core services, or intensive services, or be designated or certified as a one-stop operator unless agreed to by the Chief Elected Official and the Governor. Sufficient evidence of approval of the Chief Elected Officials may be expressed through regional and WIA area plans.

A board or the staff of a WIB may not provide training services, unless granted a waiver by the Governor in accordance with WIA section 117(f)(1), which states that such a waiver, among other provisions, is based on evidence that there is an insufficient number of eligible providers of the requested program of training services to meet local demand in the local area. The waiver shall apply for not more than one year and may be renewed for not more than one additional year.

Conflict of Interest

As part of the local (and regional) plan there will be included a description of how the WIB (and RWIB) will develop and follow appropriate processes to avoid violating Oregon or Department of Labor conflict of interest rules.

Board Purview

In order to build an effective workforce development system, WIBs will find it necessary to bring a variety of services and funding streams together. The WIA offers opportunity for boards to have both a direct (under Title I) and indirect (Titles II, III and IV, and other partners) impact on a broader customer base, including job seekers and employers. It is important for boards to

be able to differentiate between those programs and services upon which they have direct impact and decision making for and those they influence and participate in through collaboration.

One way to represent the spheres of influence is through ‘tiers’ as described below:

Tier 1. Tier 1 is the area of actual control of funds, including fiscal and reporting responsibilities. Under the WIA, this includes Title I, through the one-stop partners who are members of the board. This also includes other sources of funding received by the board as a legal entity.

Tier 2. Tier 2 is the area of influence through partnerships. This will include Titles II, III, and IV of the Act and other funding streams operated by one-stop partners.

Tier 3. This is the area of collaboration, in which the local board widens its sphere of influence by tying its workforce development activities to other community activities, such as economic development and k-12 education.

Certification Procedures

The Governor, as required under WIA, shall certify local WIBs every two years beginning July 1, 2000. Submittal of required materials shall be due to the state 90 days prior to the beginning of the applicable two-year period (e.g., April 1, 2002 for the year beginning July 1, 2002). It is not necessary for the Governor to certify RWIBs, although the WIB must present documentation that it has done so.

The governor or the delegated state agency shall issue a schedule and instructions for submission of materials needed for certification. Materials shall be submitted by the Chief Elected Official(s) in each local area. The instructions shall, at a minimum, require the submission of:

1. A written statement of local board composition which shall be consistent with Title I, sec. 117(b) or (I) of WIA, and with ORS 285A.452-461 (SB 117). This statement shall include the names of individual appointed and their qualifications, and a description of the nominating process.
2. A description of the basic organizational structure and operational framework through which the local board intends to carry out its roles and responsibilities as outlined in this policy, including the documentation of concurrence between the local board and the chief local elected official(s) where required.

Approved by:	Cam Preus-Braly, Governor’s Workforce Policy Coordinator
Date:	
Effective Date:	July 23, 1999

This policy will remain in effect until amended or rescinded by the state Workforce Investment Board (the Oregon Workforce Advisory Committee, or its successor).

Appendix D: Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
1	Clatsop County One- Stop 450 Marine Dr., Suite 140, Astoria 97103 503-325-1156	X Branch	X FO*	X		MTC	Clatsop p CC	<ul style="list-style-type: none"> - Services for Children and Families - Child Care Resource & Referral - Green Thumb - Job Corp - Clatsop Behavioral Health Care - Women Resource Center 	Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area.
	Columbia County One- Stop, 500 N. Columbia River Hwy., St. Helens, 97051 503-397-6495	X Branch	X FO	X	X	MTC		<ul style="list-style-type: none"> - Services to Children & Families - CPT - Volunteer Program - Green Thumb - Job Corps 	
2	Capital Center One Stop 18624 NW Walker rd., Beaverton, 97006 503-533-2713	X	X	X	X	X	X	<ul style="list-style-type: none"> - SMS - Job Corp 	Worksystems, inc (wsi), the Title IB provider in Region 2 generally does not provide direct services. It contracts for all workforce services. Therefore, wsi staff are not typically housed on site at the one-stops
	West Side One Stop, 1433 SW 6 th , Portland, 97204 503-731-4139	X	X FO	X				<ul style="list-style-type: none"> - OHDC - Central City Concern Housing and Drug & Alcohol programs - Parole and Probation - SMS - Portland Habilitation Center - HUD - IRCO - Veteran's Affairs 	

* Indicates the site is also an Employment Department's Field Office

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
	<p>South East Works, 6927 SE Foster Rd., Portland, 07206 503-772-2300</p> <p>or</p> <p>Central City Concern One-Stop 709 NW Everett, Portland, 97209 503-226-7387</p>						PCC	<ul style="list-style-type: none"> - IRCO - GEARS - Neighborhood Partnership Team - SMS - OHDC - Job Corp - Portland Habilitation Center 	
2	<p>Multnomah Tillamook Washington (Continued)</p>		X				MHCC PCC	<ul style="list-style-type: none"> • OHDC • IAMCARES • Albina Ministerial Alliance • Job Corp • National Guard • WIA Youth • NCOA • SMS • JOBS 	Worksystems, inc (wsi), the Title IB provider in Region 2 generally does not provide direct services. It contracts for all workforce services. Therefore, wsi staff are not typically housed on site at the one-stops
	<p>East County One Stop, 4510 NE 102nd, Portland, 97220 503-252-0758</p>		X	X		X	MHCC	<ul style="list-style-type: none"> • OHDC • SMS 	
	<p>Tillamook One Stop Career Center, 301 Main Ave., Tillamook, 97141 503-842-3244</p>	X		X			TBCC		

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes	
3	Marion Polk Yamhill	Winema Job & Center (Salem – Chemeketa CC), 4001 Winema Place, NE., Salem, 97305 503-399-2300	X	X	X		Chem CC	Chem CC	<ul style="list-style-type: none"> Oregon Human Development Corporation (OHDC) American Association of Retired Persons (AARP) 	In region 3, Chemeketa Community College is also the WIA Title IB provider
		McMinnville Job & Career Center 320 NE Kirby St. McMinnville, 97128 503-472-5928	X	X FO	X		Chem CC	Chem CC	<ul style="list-style-type: none"> Green Thumb NOTE: VRD not in the building, but across parking lot NOTE: AFS not in the building, but across parking lot 	
		Newberg Job & Career Ctr., 2251 E. Hancock. St., Newberg, 97132 503-538-8970	X	X FO	X		Chem CC	Chem CC	<ul style="list-style-type: none"> Veterans Rep Green Thumb 	
		Downtown Salem Job & Career Center , 605 Cottage St., NE. Salem, 97301 503-378-4846	X	X FO	X		Chem CC	Chem CC	<ul style="list-style-type: none"> Green Thumb 	
3	Marion Polk Yamhill	Polk Job & Career Ctr., 580 Main St., Dallas, 97338 503-831-1950		X FO			Chem CC	Chem CC	<ul style="list-style-type: none"> Green Thumb Vet Representative JOBS 	In region 3, Chemeketa Community College is also the WIA Title IB provider
		Santiam Job & Career Center 11656 Sublimity Rd. SE., Sublimity 503-316-3221	X AFS Branch	X FO	X		Chem CC	Chem CC	<ul style="list-style-type: none"> Green Thumb 	

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
	Woodburn Job & Career Ctr., 120 East Lincoln St., Woodburn, 97071 503-982-2617		X FO			Chem CC	Chem CC	<ul style="list-style-type: none"> • Green Thumb ▪ Tax Rep and Veterans services available on request ▪ Chemeketa Community College Small Business Development Center ▪ Oregon Human Development Corporation (OHDC) ▪ JOBS 	▪
4	Lincoln Career Services, Newport Center, 120 NE Avery St., Newport, 97365 541-265-8505	X AFS Branch	X FO	X		CSC	OCCC	<ul style="list-style-type: none"> • Green Thumb 	
	Benton Workforce Development Center, 545 SW Second, Corvallis, 97333 541-757-4193	X AFS Branch	X FO	X		CSC	LBCC	<ul style="list-style-type: none"> • Green Thumb 	
	East Linn Workforce Development Center, 380 Market St., Lebanon, 97355 541-451-1934	X	X FO	X		CSC	LBCC		

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
	Linn Workforce Development Center, 139 4 th Ave., SE., Albany, 97321, 541-967-2171		X FO			CSC	LBCC	More partners will be added prior to certification	
5	Lane Workforce Network, Oakmont 2510 Oakmont Way, Eugene, 97401 541-686-7601	X	X FO	X		LWP	LCC	<ul style="list-style-type: none"> National Council on Aging Goodwill Job Corp orientations Siletz Tribe information Veterans Services 	
	Lane Workforce Network – Lane Community College, Training and Development Dept., 4000 E. 30 th , Eugene, 97405-0640, 541-747-4501x2028			X		LWP	LCC		
6	Douglas Roseburg Employment Office One Stop Center, 846 SE Pine St., Roseburg, 97470 541-672-7761		X FO						Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area.
	Douglas Umpqua Training & Employment Center, 760 NW Hill Ave., Roseburg, 97470 541-672-7761					UTE			Douglas County Worklinks is a system of physical sites connected through the Worklinks website

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
	Umpqua Community College Workforce Training, 2555 Diamond Lake Blvd., Roseburg, 97470 541-440-4668	X		X			UCC	<ul style="list-style-type: none"> • JOBS 	Worklinks website, rather than individual full service one-stop centers. All sites access the services of others through Worklinks. Together, these sites make up a one-stop system.
	DHS CAF (Adult & Family Services Office 1937 W. Harvard, Roseburg, 97470 541-440-3301	X AFS Branch	X	X		UTE		<ul style="list-style-type: none"> • JOBS • Child Support Enforcement • Mental Health • Drug and Alcohol • Battered Persons 	
7	Coos Curry Newmark Center, 2110 Newmark Ave., Coos Bay, 97420, 541-888-7152	X AFS Branch	X	X	X	SCBE C	SWO CC	<ul style="list-style-type: none"> • Care Connections • Community Partnership Team • Commission for the Blind • Consumer Credit Counseling • Coos Count Integration Project • Government Contract Assistance • Housing Authority • Oregon Federal Credit Union • Personnel Solutions • Services to Children and Families • South Coast Head Start • Southwestern Oregon Community Action • Veteran's Representative • Women's Crisis Service 	Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area.

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
	North Curry Family & Children Center, 1403 Oregon Street, Port Orford, OR 97465 541-1042	X AFS Branch	X	X	X	SCBE C	SWO CC	<ul style="list-style-type: none"> • DHS Community Partnership Team Volunteer Program • Services to Children and Families • Curry Public Health • Curry Human Services (Mental Health, Drug, Alcohol) • Home Health and Hospice • Curry Corrections • Curry Juvenile Department • Veterans • NCFCC: Youth programs such as RAD Jobs for teens, Mommy and Me, Teen Moms, etc. 	

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/ counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other Partners providing services on-site	Notes
7	Coos Curry Hanscom Center, (Brookings-Harbor)	X AFS Branch	X FO	X		SCBE C	SWOC CC	<ul style="list-style-type: none"> • Addictions Treatment Program • Cardinal Services • Consumer Credit Counseling • Curry County Community Justice • Curry Preventive Services • Fred Meyer • Green Thumb • Groundfish Disaster Outreach Program • Internal Revenue Service • Martin Blackwell Counseling Services • Northwest Youth Corp • Restorative Justice • South Coast Educational Services District • South Western Oregon Community Action Committee <p>OCCASSIONAL PARTNERS</p> <ul style="list-style-type: none"> • Coos-Curry Housing Authority • Early Intervention • Hart • Hire Calling • Legal Aid • Northwest Job Corp • Oregon Commission for the Blind • Oregon Revenue Department • Railroad Retirement System • Self-directed Child 	Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area .

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

Region/counties	Centers	Adult & Family Services	Employment Department	Vocational Rehabilitation	Senior Disabled Services	Title 1B WIA Provider	Community College	Other partners providing services on-site	Notes
8	Jackson Josephine Education and Resource Center, 1600 N. Riverside, #1094, Medford, 97501 541-779-2489	X	X	X		TJC	RCC	<ul style="list-style-type: none"> Southern Oregon University/Pacific Non-profit Network Southern Oregon Good Will ASANTE (private employer) 	
9	Gilliam / Wasco Hood River Sherman / Wheeler	State Office Bldg One Stop Center, 700 Union St., The Dalles, 97058 541-296-5435 x 231	X AFS Branch	X FO	X				Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area. Work-net is one-stop system rather than individual centers that provides services. All sites are connected via a wireless video network. Together all these sites make up a one-stop system.
		Mid-Columbia Counsel of Governments, 1113 Kelly Ave, The Dalles, 97058 541-298-4141				X	MCCOG		
		Columbia Gorge Community College, 400 East Scenic Drive, The Dalles, 97058 541-298-3148						CGCC	
		Hood River Work-net Under development	Planned	Planned			Planned	CGCC planned	

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

10	Crook / Deschutes Jefferson	Redmond Workforce Connection, 247 SE Salmon, Redmond, 97756 541-504-2955	X	X FO	X		COIC	COCC	<ul style="list-style-type: none"> CoCan – Community Action 	Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area .
		Bend Center Certification pending	X		X		X			
11	Klamath Lake	The Work Connection, 3600 S. 6 th , Klamath Falls, 97603, 541- 850-9675	X	X		X	KLETI		<ul style="list-style-type: none"> Job Corp Eastern Oregon College JOBS + Pacific Power Corp Open Learning Center Labor Various Temp Agencies 	Part of The Oregon Consortium/ Oregon Workforce Alliance federally designated area.
12	Morrow Umatilla	Morrow Umatilla Work- Links, 408 SE 7 th , Pendleton, 97801 541-276-9050	X	X FO	Right next door (3 steps away)	Right next door (3 steps away)	CAPEC O	BMCC	<ul style="list-style-type: none"> Veterans Child Care center cert OFA – Org for Forgotten Americans Barrett Business Services 	
13	Baker / Union Wallowa	LaGrande One- stop	X AFS Branch	X FO	X	X	TEC		<ul style="list-style-type: none"> Services to Children and Families Shelter from the Storm (domestic violence) Center for Human Development (County mental health, drug and alcohol) Community Connections The community is looking for a new facility. Once found, BMCC and OECD plan to co-locate. 	
14	Grant / Harney Malheur	The Work Solution, 375 SW 2 nd Ave., Ontario, 97914 541-889-5394		X FO	X		TEC	TVCC	<ul style="list-style-type: none"> OHDC Job Corp 	

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)

		The Work Solution, 809 W. Jackson, Suite 100, Burns, 97720 541-573-5251	X AFS Branch	X FO	X	X	TEC		<ul style="list-style-type: none"> Services to Children and Families 	
15	Clackamas	Oregon City Employment Office One Stop, 560 High St., Oregon City, 97045, 541-657-2126		X FO	X		ETBS		<ul style="list-style-type: none"> JOBS 	Currently, Clackamas County has a one-stop system, provided through a network of linkages among the one-stop centers to offer customers with the full array over services.
		ETBS One Stop, Dvaignon Hall, Marylhurst, 97045, 541-657-6958	X	X	X		ETBS	Clack CC	<ul style="list-style-type: none"> Mental Health 	
		Clackamas CC One Stop Ctr., 19600 S. Molalla Ave., Oregon City, 97045 503-657-6958	X FRC TLC	X FRC	X CCC		ETBS CCC FRC TLC	Clack CC CCC FRC TLC	<ul style="list-style-type: none"> Mental Health (TLC, FRC) Healthy Start Program (RFC) YMCA Child Care (FRC) Public Health Department (TLC) <p>NOTE – the Clackamas Community College one stop consists of a network of 3 sites: The College Career Center (CCC) and Family Resource Center (FRC) on the Oregon City Campus, and the Targeted Learning Center (TLC) in Milwaukee</p>	

Partners On-site at Oregon's One-Stops

(Those partners who have staff on-site at the center full or part time are included in this matrix)


Legend

Title IB Providers

CAPECO – Community Action Program of East Central Oregon
ChemCC – Chemeketa Community College
COIC – Central Oregon Intergovernmental Council
CSC – Community Services Consortium
ETBS – Employment, Training and Business Services
KLETI – Klamath-Lake Employment Training Institute, Inc.
LWP – Lane Workforce Partnership
MCCOG – Mid-Columbia Council of Governments
MTC – Management Training Corporation
SCBEC – South Coast Business Employment Consortium
TEC – Training & Employment Consortium
UTE – Umpqua Training and Employment
wsi – worksystems, inc.

Community Colleges

BMCC – Blue Mountain Community College
COCC – Center Oregon Community College
ChemCC – Chemeketa Community Collete
ClackCC – Clackamas Community College
ClatsCC – Clatsop community College
CGCC – Columbia Gorge Community College
LCC – Lane Community College
LBCC – Linn-Benton Community College
MHCC – Mt Hood Community College
OCCC – Oregon Coast Community College
PCC – Portland Community College
RCC – Rogue Community College
SWOCC – Southwestern Oregon Community College
TBCC – Tillamook Bay Community College
TVCC – Treasure Valley community College
UCC – Umpqua Community College

Department of Community College and Workforce Development	Number: 589-30.6
	Effective Date: January 1, 2002
	Page 1 of 5
SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Approved: 

Purpose This policy provides a methodology for local areas to assure access to WIA training services in a flexible manner to meet the needs of participants, while continuing to maintain maximum customer choice.

Background The WIA requires that "training" be recorded and reported by "program of training services." In Oregon, under stringent state consumer protection laws, public postsecondary programs must be approved by the State Board of Education or State Board of Higher Education; private postsecondary programs must be licensed by the Oregon Department of Education Private Career School Unit or authorized by the Office of Degree Authorization of the Student Assistance Commission. Programs can vary in length from less than one year to post-graduate. While a number of Oregon postsecondary programs were placed on the WIA Statewide List of Eligible Training Providers, this did not address the needs of many WIA participants who needed a group of courses, not a complete program.

Because of the "program of training services" definition, WIA participants were unable to receive training that fell short of a full "program." To address this problem, Oregon developed a policy called the "Design to Accommodate a Continuum of WIA Intensive and Training Services," or the Continuum Policy. This policy stated that within specific parameters, instructional services short of a complete program were considered to be Intensive Services. An environmental scan of local areas and practices found that the Continuum Policy was used extensively. However, as use of the policy proceeded, more problems emerged since shorter-term training was reported as Intensive Services rather than as Training Services under the WIA. This meant that few ITAs were provided to participants and few training dollars were being expended since most coursework was considered as intensive, not training services.

While the original Continuum Policy may have provided participants with the instruction needed for positive employment outcomes, there was negative scrutiny of the Continuum Policy by the U.S. Department of Labor, who believe that the Continuum understated training services and undermined the principle of customer choice.

A local and state task force, known as the ETP Work Group, was formed to find solutions to this problem as a part of finishing the development of the ETP system. Part of the charge of the Work Group was to develop alternatives to the Continuum Policy that would provide a flexible solution to the need for certain WIA participants to take courses short of a full program.

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
	Page 2 of 5

The ETP Work Group investigated the data sources necessary for the tracking of the progress of WIA participants and the performance of training providers. They discovered that participants generally choose to enroll in full programs at private career schools while community college enrollment tended to be for courses short of a complete program. This phenomenon seems to relate to the populations served by the institutions and the manner in which instruction is provided. Even though community college students often do not complete full programs, the community college data system, OCCURS, has the capacity to track student participation and success by individual course within programs. Through OCCURS it is possible to develop a method by which individual student course achievement can be tracked as part of a student training plan/program.

The Work Group found that community college programs currently make up more than 50 percent of the Eligible Training Provider List in Oregon. The community college programs on the ETP list and the capacity to track individual student programs assist the state in providing opportunities for WIA participants. This is especially significant for the rural areas of Oregon, where there are few training providers and the community college may be the only option for training.

One of the effects of this policy is that the original Continuum Policy is no longer needed to provide the flexibility to meet customer needs. However, the Continuum has been revised as a policy paper, which is considered to be a companion to this policy, in order to clearly delineate the line between intensive and training services. Certain of the revisions to the Continuum, and language included in this policy, also have the purpose of maintaining as much of the flexibility as possible that existed under the Continuum for local One-Stop systems to continue to provide good customer service and to promote customer choice.

References Workforce Investment Act of 1998, PL 105-220, Sec. 122 and 134.
ORS 348.603.
ORS 345.015.

Definitions

Applicable Program of Training Services

For Oregon's ETP performance measurement purposes, for those measures that apply to WIA participants only, the applicable program of training services is the program of instruction, comprised of a program or eligible courses, determined at assessment for each participant and noted on the Individual Employment Plan (IEP), for which an ITA is issued.

Note: The IEP may include eligible courses, or a program, which must be from the Statewide List of Eligible Training Providers and Programs (Eligible Training Provider List).

Collegiate-Level Work

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
	Page 3 of 5

Collegiate level work provides skills and information beyond what is normally gained before or during the secondary school level. It is characterized by analysis, synthesis, and applications in which students demonstrate an integration of skills and critical thinking. It is a term that denotes more than college/university transfer courses. It also includes professional technical education and other courses that exceed basic skills, workplace readiness, and fundamental basic skills. Courses must be collegiate level if used to fulfill a requirement in an associate degree, option, or certificate of completion program.

Eligible Courses

Eligible courses are those courses for which an ITA may be issued. The courses must be part of an approved program on the Eligible Training Provider List (ETPL), and be occupational skills courses and/or those courses leading to competencies needed for employment.

Note: Drawing on the courses from programs on the ETPL means that the providers must be state approved, licensed, or authorized education or training institutions.

Program Completer

A WIA participant who, having received an ITA for Training Services, will be considered to have successfully completed a program of training services if that participant:

- Received a career school diploma, certificate of completion, associate degree, or baccalaureate degree;
- Completed all eligible courses enrolled in during WIA participation with a passing grade (pass, D or better); or
- Completed 50 percent of courses enrolled in during WIA participation, with a passing grade (pass, D or better), and became employed by the end of the quarter after the exit quarter.

Note: OCCURS records course completion as a grade. Actual grades students receive cannot be shared outside the system. "A passing grade (D or above)" in effect becomes "pass/fail" for the purposes of these performance measures. Some courses are not given a grade, but are only "pass/fail."

Note: For the purposes of these measures, "50 percent" is defined as 50 percent of a complete program, or 50 percent of courses enrolled in.

Policy

1. ITAs may be issued only for programs on the ETPL, or for eligible courses at an eligible training provider, drawn from programs on the ETPL.
2. If an ITA is issued for eligible courses, the program of study must be noted on the Individual Employment Plan (IEP) in the participant record.

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
	Page 4 of 5

3. ITAs are to be issued for occupational training services, as defined in WIA 134(d)(4). Non-collegiate-level work is not considered to be training services. Prevocational services are not considered to be training. These services may be part of a participant's IEP but are not eligible to be part of an ITA unless combined with specific occupational skills training. These include:
- Adult education and literacy services or English as a Second Language, unless combined with specific occupational skills training (WIA 134(d)(4)(D)(viii));
 - Basic computer literacy; and
 - Short-term prevocational services, WIA 134 (d)(3)(c)(vi).

Prevocational services are further clarified in the attached policy paper: A Continuum of Intensive and Training Services — Revised.

4. Occupational skills training and/or those programs or courses leading to the competencies needed for employment in a specific occupation or industry are considered to be training services and must be provided through an ITA. However, some instructional services are not considered to be training services under the WIA. These services are further clarified in the attached policy paper: A Continuum of Intensive and Training Services — Revised.
5. It is the policy of the State of Oregon that programs of training shall appear on the ETPL in order for an Individual Training Account to be offered to a participant. However, in exceptional circumstances, it may not be possible to follow the necessary procedures to put a training program on the ETPL. These exceptional circumstances include:
- 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; and
 - The training has been researched to assure a reasonable opportunity for completion and that the training is of sufficient quality to meet participant needs; and

In such circumstances, training may be offered to a single participant, through an ITA, for a program not on the ETPL, as long as that training is:

- A program that is state licensed, approved, or authorized; or
- Sponsored or offered by a bona fide trade, business, professional or fraternal organization or by a business solely for the organization's membership or the business's employees or prospective employees, with a bona fide job offer, dependent on the training to be received.

In all cases, justification for such exceptions shall be clearly documented in the Individual Employment Plan. This justification will be a part of the Quality Assurance Review.

SUBJECT: Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)	Number: 589-30.6
	Page 5 of 5

6. Previous issuance, "Design to Accommodate a Continuum of WIA Intensive and Training Services," or the Continuum Policy, dated Dec. 28, 2000, ceases to have the force of policy on December 31, 2001.

Procedure:

Responsibility

Actions:

Subrecipient

Adopts procedures for the referral to training services of WIA adult and dislocated worker participants that meet the requirements and intent of this policy.

CCWD

Reviews for compliance with this policy.

POLICY PAPER: A CONTINUUM OF WIA INTENSIVE & TRAINING SERVICES

REVISED

THE PROBLEM: For a variety of local and statewide reasons, availability of, access to and the alignment of Workforce Investment Act (WIA) intensive and training services have created service delivery problems for certain areas of the state. The lack of clarity of the relationship between intensive and training services and the continuum of service needed by eligible participants has led to misunderstanding and confusion for participants, and for service and training providers.

POLICY: The goal of this policy paper is to clarify how WIA Access to Training policy will expand choices and improve options for WIA and other participants in the One Stop system. The policy paper intends to provide for a seamless continuum of participant services from WIA intensive to training services. The policy paper provides for better clarifying the line between intensive services and training services, while maintaining the flexibility needed to meet participant needs. The policy paper is a companion piece to CCWD policy: *Access to Training for WIA Participants; Issuance of Individual Training Accounts (ITAs)*. The matrix on the next page shows intensive and training services with a continuum of intensive services identified to better meet the needs of participants. Key elements of the new proposal have been outlined on the following pages to clarify the policy and its impacts.

Key Goals and Assumptions:

- Provide services needed by customers
- Maximize capacity and minimize duplication
- Maximize customer choice and access to the system
- Build training capacity for the system
- Continue the implementation of Oregon's system of Eligible Training Providers/Programs
- Provide clear transitions for system
- Close the skill gap
- Align the WIA and state statutes and administrative rules regarding education and training
- Minimize audit exceptions for the system

MATRIX OF INTENSIVE AND TRAINING SERVICES (Alphabetical Order)

SERVICE CATEGORIES	INTENSIVE SERVICES	ADDITIONS/ CLARIFICATIONS TO INTENSIVE SERVICES	TRAINING SERVICES
ASSESSMENT	<ul style="list-style-type: none"> • Comprehensive Assessment • Development of of Individual Employment Plan • Skill and service needs assessments 	<ul style="list-style-type: none"> • Specialized assessment • Diagnostic testing • In depth interviewing and evaluation to identify employment barriers 	
CASE MANAGEMENT	<ul style="list-style-type: none"> • Case management 	<ul style="list-style-type: none"> • Development of individual employment plans 	
COUNSELING	<ul style="list-style-type: none"> • Career planning 	<ul style="list-style-type: none"> • Group counseling • Individualized counseling • Job and Career Counseling 	
JOB SEARCH AND RELOCATION	<ul style="list-style-type: none"> • Out-of area job search • Relocation expenses 		
REFERRALS TO TRAINING (IF APPROPRIATE)			<ul style="list-style-type: none"> • Apprenticeship • Eligible courses as noted on IEP • Occupational Training Program • Workplace and Related Training Program • Entrepreneurial Training Program • Self-Employment • Customized Training • Contracted Training • On-the-Job Training

SERVICE CATEGORIES	INTENSIVE SERVICES	ADDITIONS/ CLARIFICATIONS TO INTENSIVE SERVICES	TRAINING SERVICES
SHORT TERM PREVOCATIONAL SERVICES	<ul style="list-style-type: none"> • Basic workplace readiness • Basic job readiness • Communication skills • Computer literacy skills • Develop. of learning skills • Interviewing skills • Literacy Activities • Personal maintenance skills • Pre-apprenticeship • Professional conduct • Punctuality 	<ul style="list-style-type: none"> • Basic/Intermediate Computer Literacy Skills--See note* • Instruction that is 40 hours or less in length and is considered to be short-term prevocational services – See note** 	
WORK EXPERIENCE	<ul style="list-style-type: none"> • Internships • Work experience 		

NOTES:

*** ADDITIONAL CLARIFICATION OF BASIC/INTERMEDIATE COMPUTER LITERACY INSTRUCTION**

Definition

Computer Literacy Skills -- Basic and intermediate computer manipulation and production skills needed across most occupations for a prospective employee to obtain and maintain unsubsidized employment. For most occupations, computer literacy skills would include keyboarding proficiency as well as basic or intermediate, word processing, spreadsheet, database and internet/web access skills. In most cases computer literacy skills would not include specialized occupational computer skills such as programming, network administration, specialized software application training or other computer skills necessary for a particular occupation or group of occupations.

Rationale

Basic/intermediate computer training—keyboard, word processing, spreadsheet, database, Internet/Web, etc. are considered to be necessary basic skills and will be considered as prevocational services.

The marked increase in the need for computer literacy for most jobs makes basic and intermediate computer literacy skills and knowledge basic skills for current and future job entry for participants. Basic computer instruction will not be considered as training service allowing Title 1B Service Providers to send eligible participants to basic computer classes without an individual training account (ITA) and without the individual courses being on the Statewide ETP List.

Not identifying basic/intermediate computer literacy instruction as training services will provide local latitude for Title 1B Service Providers to utilize state licensed/approved local education and training entities to provide computer literacy skills without being on the State List. While it is expected that the majority of basic/intermediate computer literacy instruction will be provided as intensive services, it is possible for some of this instruction to be provided as core services.

****ADDITIONAL CLARIFICATION OF INSTRUCTION THAT IS 40 HOURS OR LESS IN LENGTH**

Instruction that is 40 hours or less in length and is considered short-term prevocational services may be classified as Intensive Services and does not need to be included on the ETPL. Such short-term prevocational services are meant to be one-time only occurrences and are not to be packaged with other offerings from the same provider which if taken together would exceed the 40 hour maximum.

Applicable Definitions:

Intensive Services: CFR, part 663, subpart B(1) – Intensive services are intended to identify obstacles to employment through a comprehensive assessment or individual employment plan in order to determine specific services needed, such as counseling and career planning, referrals to community services, and, if appropriate, referrals to training. May also include—out-of-area job search, relocation expenses, internships, work experience, skill and service needs assessments, case management and (134 d 3 C vi) short term prevocational services, including development of learning skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training

CFR 663.210. Intensive services must be provided through the One-Stop delivery system, including specialized One-Stop centers. Intensive services may be provided directly by the One-Stop operator or through contracts with services providers, which may include contracts with public, private for profit and private non-profit services providers (including specialized service providers) that are approved by the WIA Local Board

Intensive Services. Section 134 USE OF FUNDS FOR EMPLOYMENT AND TRAINING ACTIVITIES.

(3) Intensive services.--

(A) In general.--Funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of section 133(b), and funds allocated to the local area for dislocated workers under section 133(b)(2)(B), shall be used to provide intensive services to adults and dislocated workers, respectively--

(i)(I) who are unemployed and are unable to obtain employment through core services provided under paragraph (2); and

(II) who have been determined by a one-stop operator to be in need of more intensive services in order to obtain employment; or

(ii) who are employed, but who are determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

(B) Delivery of services--Such intensive services shall be provided through the one-stop delivery system--

(i) directly through one-stop operators identified pursuant to section 121(d); or

(ii) through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by the local board.

(C) Types of services--Such intensive services may include the following:

(i) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include--

(I) diagnostic testing and use of other assessment tools; and

(II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

(ii) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.


(iii) Group counseling.

(iv) Individual counseling and career planning.

(v) Case management for participants seeking training services under paragraph (4).

(vi) Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Program of Training Services: CFR 663.508 – One of more courses or classes that, upon successful completion, leads to (1) a certificate, an associate degree or baccalaureate degree, or (2) a competency or skill recognized by employers, or (b) a training regimen that provides individuals with additional skills or competencies generally recognized by employers.

Department of Community Colleges and Workforce Development	Number: 589-30.8
	Effective Date: October 1, 2002
	Page 1 of 5
SUBJECT: WIA Skill Achievements; Other Credentials for WIA Title IB Performance	Approved: 

Purpose To set criteria and provide guidance for local areas to report “other” credentials under WIA Title IB.

Background Definition of Performance Measure

One of the performance measures for WIA Title IB is the Credential Rate, which applies to adults, dislocated workers, and older youth. The following are the definitions for the Credential Rate measure (as stated in USDOL TEGL 7-99):

Of adults who received training services:

Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Of dislocated workers who received training services:

Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

Older youth:

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

This denominator is different from the adult and dislocated worker credential measure in that those two measures are a subset of participants enrolled in training, while this measure includes all older youth. The reason is that there is not a specific activity of "training" in the youth program as there is in the adult and dislocated worker programs through individual training accounts. Therefore, it is not possible to limit the measure to those enrolled in training.

In the WIA Management Information System (MIS), the following are the credentials that may be reported to DOL:

- Attained high school diploma/equivalency/GED by the end of the third quarter after exit;

SUBJECT: WIA Skill Achievements; Other Credentials for WIA Title IB Performance	Number: 589-30.8
	Page 2 of 5

- ❑ Attained AA or AS diploma/degree by the end of the third quarter after exit;
- ❑ Attained BA or BS diploma/degree by the end of the third quarter after exit;
- ❑ Attained occupational skills license by the end of the third quarter after exit;
- ❑ Attained occupational skills certificate or credential by the end of the third quarter after exit;
- ❑ Other.

The first five of these credentials are defined by academic and industry standards; it is the “Other” category that is the focus of this policy. The kinds of credentials that are typically awarded in an academic environment by public or private education providers or by industry (as listed above) will be reported to DOL, using standards set by the awarding entity. This policy defines the “Other” category, so that providers can check that box and report those credentials.

WIA Skill Achievements

Oregon is now prepared to implement a system for reporting “other” credentials to DOL. Data captured under the established credential definitions (shown above) do not account for all the training that reflects the achievement of skills that could be reported as credentials. The “other” category of credentials that is the focus of this policy would allow those skill achievements to be reported as credentials for the credential rate performance measures.

A Credentials Task Force was constituted, with state and local members, to address the WIA credentials definition problem. Its major first task was to define the “other” credential category in the WIA MIS. The Task Force made draft recommendations for “other” credentials as “WIA Skill Attainments” (now called in this policy “WIA Skill Achievements”), which were circulated for comment and form the basis for this policy. Program Year (PY) 2003 begins on July 1, 2003. The policy will take effect on October 1, 2002, when the performance year for this measure for PY 2003 will begin.

For credibility, it is essential that the WIA Skill Achievements are part of a larger credentialing system. This system contains the categories of design, certification, and credentialing (see chart). This gives credibility to the WIA Skill Achievements both for Oregon’s workforce education partners and to regulators as well. The Skill Achievements measure and certify that skills are gained that lead to employment.

Reference

WIA (PL 105-2200) Section 136
 CFR 666.100 et. seq.; 667.300
 USDOL TEGL No. 7-99

SUBJECT: WIA Skill Achievements; Other Credentials for WIA Title IB Performance	Number: 589-30.8
	Page 3 of 5

CCWD Draft Policy 589-50.1

Policy

1. It is the policy of the State of Oregon to report the adult, dislocated worker and older youth credential rate to USDOL according to the definition of the performance measure, beginning on July 1, 2003 (PY 2003).
2. Local areas will report all recognized credentials attained by participants in training activities, including “other” credentials.
3. “Other” credentials will be awarded by local IB providers based on the attached chart. The foundation for such credentials will be:
 - Training design – skills the participant is expected to attain, recorded in the participant’s file;
 - Certification – documentation of completion or skills attained, recorded in the participant’s file; and
 - Credentialing – certification is recorded and credential awarded, with validation by LWIB.
4. In order to award a credential for successful completion of many of the training activities, the role of the LWIBs in third party validation is crucial. LWIBs may approve credentialing systems rather than each individual credential.

Procedure

Responsibility	Action
Subrecipient	Adopts policy and procedures for awarding WIA Skill Achievements in accordance with this policy.
CCWD	Reviews for compliance with this policy.

**“Other” Criteria for Workforce Development Skill Achievements
 For Workforce Investment Act Title I-B – Adults and Dislocated Workers**

TRAINING SERVICE (Design)	DOCUMENTATION OF ACHIEVEMENT (Certification)			SKILL ACHIEVEMENTS (Credentialing)	
Program	Competency-based (met predetermined skills)*	Successfully completed	Leads to employment (Title I-B req'd: employed in 1st qtr after exit qtr)	Public/private sec. endorsed/validated, e.g., approved by LWIB	Recognized by union/ labor/ employer/Chamber of Commerce or Industry Assoc. or Groups
On-the-job training (OJT)	Skills are pre-determined by review of OLMIS, CIS or other skill inventory & developed with employer	Individual successfully completed the planned skills/ knowledge identified in contract	Individual is hired by employer when OJT is entered into & employer makes commitment to retain	Strategy for OJT put in policy & approved by Board	If union is involved, they must be consulted before OJT is entered into
Customized training	Same as OJT	Same as OJT.	Employer makes commitment to hire or retain upon completion	Strategy for customized training put in policy & approved by Board	If union is involved, it must be consulted before customized training is entered into
Completion of occupational training *See Note	Development of Training Plan including employer informational interviews/LMI research	Completed all courses w/passing grade; or completed 50% of courses with passing grade & became emp by 1 st qtr after exit	Employed in 1 st quarter after exit quarter	Strategy for Training Plan put in policy & approved by Board	Applicable entities should be consulted on development of Training Plan
Adult education & literacy combined with other training	Participated in adult ed or literacy training <u>and</u> participated in occupational training in accordance w/ Training Plan	Received a GED, high school diploma, cert. of completion, or INEA	Employed in 1 st quarter after exit quarter	Strategy for Training Plan combining adult ed, literacy & occupational training put in policy & approved by Board	Applicable entities should be consulted on development of Training Plan

*Note: Completion of occupational training includes the following activities identified as training in Section 134(d)(4)(D) of the WIA: (iii) programs that combine workplace training with related instruction, which may include cooperative education programs; (v) skill upgrading & retraining; and (vi) entrepreneurial training.

**“Other” Criteria For Workforce Development Skill Achievements
 For Workforce Investment Act Title I-B – Older Youth**

TRAINING SERVICE (Design)	DOCUMENTATION OF ACHIEVEMENT (Certification)			SKILL ACHIEVEMENTS (Credentialing)	
Program	Competency-based (met predetermined skills)	Successfully completed	Leads to employment or further education (employed or in post-secondary or advanced training in 1st qtr after exit)	Public/private sector endorsed/ validated, e.g., approved by LWIB	Recognized by Union/ Labor/ Employer/ Chamber Of Commerce or Industry assoc. or groups
Paid/unpaid work experience, internships or job shadow	Skills are pre-determined by review of OLMIS, CIS or other skill inventory & developed with employer	Individual successfully completed the planned skills/ knowledge identified in WEX/intern agreement	Employed or in school in 1 st quarter after exit quarter	Strategy for WEX/internship put in policy & approved by Board	Applicable entities should be consulted on development of Service Plan
Summer youth employment	Skills are pre-determined by review of OLMIS, CIS or other skill inventory & developed with employer	Individual successfully completed the planned skills/ knowledge identified in agreement/ contract	Employed or in school in 1 st quarter after exit quarter	Strategy for summer employment put in policy & approved by Board	If union is involved, they must be consulted before summer employment agreement is entered into
Occupational skill training	Development of Service Plan including employer informational interviews/LMI research	Completed all courses w/passing grade; or completed 50% of courses with passing grade & became emp by 1 st qtr after exit	Employed or in school in 1 st quarter after exit quarter	Strategy for Service Plan put in policy & approved by Board	Applicable entities should be consulted on development of Service Plan
Leadership dev opportunities (includes work readiness training)	Development of Service Plan	Individual successfully completed the planned skills/ knowledge identified in Service Plan	Employed or in school in 1 st quarter after exit quarter	Strategy for Service Plan put in policy & approved by Board	Applicable entities or mentor involvement in development of criteria.
On-the-job training (OJT)	Skills are pre-determined by review of OLMIS, CIS or other skill inventory & developed with employer	Individual successfully completed the planned skills/ knowledge identified in the OJT contract	Individual is hired by employer when OJT is entered into; also employed or in school in 1 st quarter after exit quarter	Strategy for OJT put in policy & approved by Board	If union is involved, they must be consulted before OJT is entered into

Appendix G: Oregon's System Wide Performance Indicators

perrett 11/16/00

OWIB Performance Measure	Basic Description of Indicator
System-wide measures for all partners and all customers of the one-stop system	
Increase in Basic Skills Proficiency	% of participants with increased basic skills as a goal who demonstrate gains in reading, math, writing and/or speaking/listening
Demonstrated Competency in Workforce Readiness Skills	% of participants who successfully completed one or more workforce readiness skills
Completion of an Educational Degree/Certificate	% of individuals whose goal was completion of educational goal who achieved degree or credential... during the reporting period
Completion of Occupational Skills Training	Newly proposed concept – definition needs to be developed
Employer Investment in Workforce Development	New concept – definition and details need to be developed
Placement in Postsecondary Education or Training	% of participants with postsecondary education or training as a goal...who enroll in an occupational skills training, professional/technical, or postsecondary education program.
Employment (Placement)	% of participants who were employed or got another job after receiving services
Employment Retention	% of participants who have been employed in 4 continuous quarters after the quarter of exit
Wage Gain	Average hourly wage gain of those employed (Employment/Placement) when the 1 st quarter of Employment is compared to the 5 th quarter
Customer Satisfaction Job seeker	Rated on a scale of 1 – 10: <ul style="list-style-type: none"> ▪ Customer satisfied with services? ▪ Did the services meet expectations? ▪ Were the services ideal for someone like you? ▪ Would customer refer someone else to the services? ▪ Would customer use services again?
Customer Satisfaction Employer	Rated on a scale of 1 – 10: <ul style="list-style-type: none"> ▪ Customer satisfied with the services ▪ Did the services meet expectations? ▪ Were the services ideal for someone like you? ▪ Would customer refer someone else to the services? ▪ Would customer use services again?
Welfare Caseload Reduction	# of TANF cases reduced during a period of time
Recidivism	% of families that left TANF due to employment that have returned to TANF 18 months after leaving
Return on Investment	Measurement under development – concept has substantial merit but complex, will build upon experiences of early implementation states, DOL, research institutions and others.