



## WIB REGIONAL ONE-STOP SYSTEM COMMITTEE

### Meeting Notes

February 26, 2010  
111 SW 5<sup>th</sup> Avenue, Suite 1150  
Portland, OR

**Committee Members In Attendance:** Sheila Holden, deDrae Cottrell, Nancy Conover, , , Steve Rudman

**Worksystems Staff:** Patrick Gihring, Rik Mackay, Sharon McFarland, Sean Kelly, Angela Walz

**Guests:** Debra Rask, Mary Shivell

#### **Review of Committee Focus and Deliverables:**

- Focus: Quality assurance and continuous improvement of the regional public workforce system.
- Deliverables:
  - Review and establish core metrics and a review tool for evaluating quality of services of regional public workforce system [WorkSource Portland Metro/WSPM]
  - Insure a comprehensive review of WSPM services
  - Certify the quality and effectiveness of WSPM services delivery system

#### **Overview of Services/Flow/Evaluation Efforts:**

Patrick distributed and reviewed the WorkSource Portland Metro [WSPM] Menu of Customer Services and copies of customer flow and performance reports for the first two quarters of Program Year [PY] '09. The group discussed the results of the initial skill review of basic reading and math skills. Over half of all customers who take the skills review are assessed as basic skills deficient[at or below 8<sup>th</sup> grade reading and/or math]. Basic skills workshops currently offering instruction in workplace ESL, computer literacy and workplace math skills have waiting lists.

Patrick also explained the difficulty in reporting accurate information and real-time data, since OED and WIA data systems are not in sync and information about when and where a customer goes to work is only available currently through Unemployment Insurance records, which are only available on a quarterly basis. The committee members expressed their concern about the lack of "real time" employment data. Patrick outlined the follow up services that Worksystems will implement this quarter through a contract to contact all training completers and track their employment status.

We also cannot get a full demographic picture of who is being served by WSPM, since we are dependent on the State Employment Department data system, which only requires that customers provide the minimum mandatory information about themselves. For example, we know if a customer is a public assistance client, but not if they are being served by Vocational Rehabilitation or any other service

provider. Committee members suggested adding check boxes to the existing enrollment process. Patrick explained that, since the data system for enrollment of customers is developed and managed by the State, and is essentially a “one size fits all system”, it is difficult to “customize” it to meet our needs.

Committee members asked to look at I match and I trac so they can better understand the kind of information that is being collected and what they might want to see reported.

The committee was briefed on the new partnerships that Worksystems is developing with community-based organizations to enhance access to WSPM skill development services for CBO customers. To date this year, Worksystems has developed and co-staffed formal partnerships through MOUs with approximately 15 organizations, including Goodwill, Multnomah County Sun Systems contractors, and the Multnomah County Department of Domestic Violence. Through these partnerships, Worksystems and partner organizations jointly support WSPM staff who train and provide technical assistance to CBO staff and facilitate access to a wide range of skill development services available through WSPM, including occupational training and job placement.

Sharon outlined the new Pathways out of Poverty Grant that was recently awarded to a coalition that includes CAWS and Communities for Equity, with Worksystems as the fiscal agent and grant recipient. The model of facilitating access for customers of CBOs piloted with Multnomah County is built into this grant, which will focus resources for case management, skill development and job placement on the Cully and Rockwood neighborhoods.

**WSPM Center Review Tools:**

Sean distributed and briefly reviewed with the committee a One-Stop Center Certification Overview and One-Stop Center Certification Process. Committee members were asked to review prior to the next Regional 1-Stop Committee meeting and come prepared to provide suggestions/input on both templates.

**Wrap up:**

Future meetings will be held on the 4<sup>th</sup> Friday of every month, beginning April 23<sup>rd</sup>, from 8:30 to 10:00 AM at Worksystems.

There will be no meeting in March.

Committee staff plan to have a draft of Center Review & Certification tools and processes distributed for committee review prior to the April meeting.

**PLEASE MARK YOUR CALENDARS**

**NEXT MEETING OF THE REGIONAL 1-STOP COMMITTEE:**

**Friday, April 23, 2010**

**8:30-10:00 AM**

**Worksystems**

**111 SW Fifth Avenue, Suite 1150**