



June 25, 2010  
8:30 – 10:00 a.m.

Attendees:	Sheila Holden, Mary Shivell, Vickie Burns, Pamela Murray, Sharon McFarland, Patrick Gihring, Cheryl Nee-Gieringer, Rik Mackay, Cary Harkaway, Jesse Aronson, Jenny Weller
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<p>Agenda Topic</p> <p>Overview of recent WorkSource grants</p>	<p>Summary:</p> <p>Sharon McFarland updated the committee on the 3 grants WSI has recently received:</p> <ul style="list-style-type: none"> <li>• <b>State Energy Grant</b> - \$650,000 for our region through 12/2012. WSI is partnering with the OIT, MHCC, and PCC. OIT is working with renewable energy companies to provide 20-30 internships over the course of the grant, PCC and MHCC will train 100 people in renewable energy. The target population is unemployed or underemployed people who have some college credits but not a degree. The grant will fund the remainder of their AA Degree or certificates in nationally recognized programs. Training varies depending on program/certificate. WorkSource centers will each have a point person</li> <li>• <b>ReNew NW</b> is a local 2 year grant with a goal of providing support the renewable energy businesses. WSI is partnering with WICCO, SWWDC and the Salem WIB. The focus of the grant is to help local mfg get into the supply chains. We are looking to see what hiring needs are and training needs using OJT's and classroom training OMEP has funds to train about 600 incumbent workers, We have funds for about 280 workers.</li> <li>• <b>Pathways out of Poverty grant</b> - is a coalition of Portland area groups. Over its two year period the grant will provide skill training and culturally specific case management support to disadvantaged individuals in N/NE Portland. The goal is to prepare them to enter careers in construction and retrofit; renewable electric power; green manufacturing; and emerging green occupations. Participants will earn certificates and degrees through community colleges, organized labor, and industry-recognized training providers, and will receive employment placement and retention support.</li> </ul> <p>McFarland updated the group on a couple WorkSource Center issues:</p> <ul style="list-style-type: none"> <li>• We are struggling to keep the Express Centers open due to reduction in funding. We have enough funds to keep them open through the end of the year. We are working with Forest Grove to keep that center open beyond the end of the year. We have negotiated with partners to keep the New Columbia center open beyond the end of the year.</li> <li>• Andrew McGough is working with SE Works and OED to move into a new larger facility. SE Works wants to be a comprehensive one stop. This is contingent on OED willing to staff center at the needed level. McGough has been working with SE Works Board, the mayor, and Multnomah County Commissioners.</li> </ul>
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<p>Agenda Topic</p> <p>Grants Review of WorkSource Video</p>	<p>Summary:</p> <p>Cheryl Nee-Gieringer introduced the WorkSource Portland Metro video that WSI had filmed. We had tried to arrange tours of the centers for our Board members but were unsuccessful due to busy schedules. Cheryl's daughter, a film student, developed the video for us which will allow board members and the community to get a better idea of the services provided at the centers.</p> <ul style="list-style-type: none"> <li>The video is posted on our website  <a href="http://www.worksystems.org/CareerSeekers/tabid/93/Default.aspx">http://www.worksystems.org/CareerSeekers/tabid/93/Default.aspx</a></li> </ul>		
<p>ACTION ITEMS</p> <ul style="list-style-type: none"> <li></li> </ul>	<p>Person Responsible</p>	<p>Due Date</p>	
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<p>Agenda Topic</p> <p>Center Review Timeline</p>	<p>Summary:</p> <p>Patrick Gihring reported that we reviewed a center review tool and received feedback from committee. We will postpone conducting center reviews for about 3 months due to the unexpected reduction in resources thus staff reductions in centers, there are transition and capacity issues. We have the tool in place but have to make a few adjustments to the standards.</p> <p>We are piloting streaming part of the Welcome process. We have e-learning tools but not for our standard workshops.</p>		
<p>ACTION ITEMS</p>	<p>Person Responsible</p>	<p>Due Date</p>	
<ul style="list-style-type: none"> <li>Reassessment of services and timing of services.</li> <li>Look at technology and how we might be able to take that step forward such as remote training and integrate into the system.</li> </ul>	<p>Patrick</p>		
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<p>Agenda Topic</p> <p>Mainstreaming</p>	<p>Summary:</p> <p>Gihring reviewed the mainstreaming process. Integrated model of service delivery – OED is responsible for the front and back end of the process –processing of claims and job matching. About 6 months ago OED decided they want to change the Welcome process to a mainstreaming process changing the way claims are processed. In the past, claimants were given specific date to come in but now everyone is sent letter and told they have to come in within 2 weeks but no scheduling is done. Over the last 6 months the centers have developed a welcome flow and are working on developing a mainstreaming process. Customer satisfaction ratings are used to make adjustments to the process.</p>		
<p>ACTION ITEMS</p>	<p>Person Responsible</p>	<p>Due Date</p>	
<ul style="list-style-type: none"> <li>Action: analysis of flow of people who get letters and flow of others who come to the centers through other sources.</li> </ul>	<p>Rik</p>		
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Agenda Topic "Welcome" Process & Customer Satisfaction	Summary: Cheryl reviewed the Customer Satisfaction survey and statistics. OED & WSI staff were convened to develop questionnaire into 2 main areas – Usefulness and Value. Clients are given the opportunity to express their experience. Their input is being used to improve our process. The questionnaire is being used for the Welcome process but we will be rolling this out for all of our products. Questionnaires will vary depending on product.		
ACTION ITEMS	Person Responsible	Due Date	
<ul style="list-style-type: none"> <li>•</li> </ul>			
Agenda Topic Meeting Schedule	Summary: The frequency of the meetings was discussed. Suggestions included: <ul style="list-style-type: none"> <li>• Sending out and posting more materials on website</li> <li>• Conference calls</li> <li>• Meet formally quarterly and have conference calls the other months</li> <li>• Continue meeting monthly</li> <li>• Meet bi-monthly</li> </ul>		
ACTION ITEMS	Person Responsible	Due Date	
<ul style="list-style-type: none"> <li>• Survey committee on meeting preferences</li> </ul>	Jenny	7/9/10	

# Customer Satisfaction Ratings

REGIONAL ONE-STOP COMMITTEE  
June 25, 2010

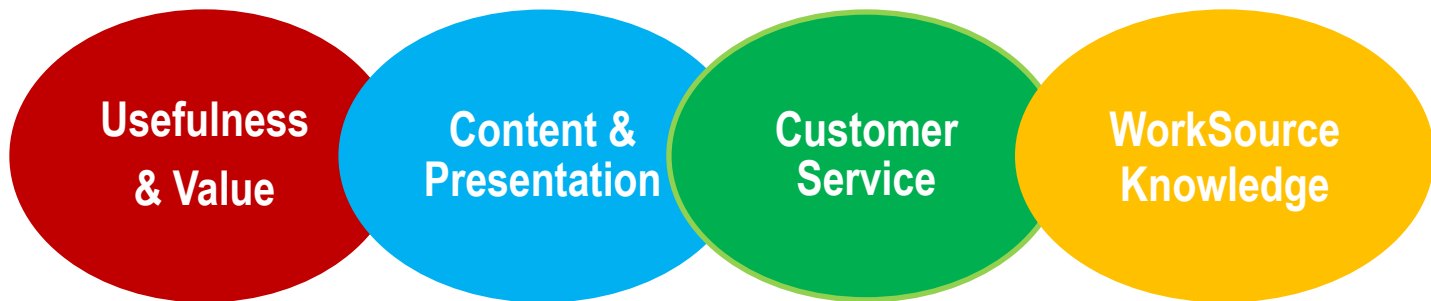
# Program Objectives

- Implement method to evaluate WSPM Products
- Get customer POV
- Improve WSPM product quality

The image shows three overlapping feedback forms from Worksource Portland Metro. The forms are titled 'Feedback On Today's Visit' and contain various sections for customer input. The top form includes a 'Welcome Batch Header' with a 'Like this?' radio button (set to 'Not like this'), a 'Location Name' dropdown menu (options: Beaverton/Hillsboro, Central, East, New Columbia, Southwest, Tualatin), a 'Month' dropdown menu (options: Jan, Feb, Mar), and a 'Number of attendees' field. The middle form features a 'Today's Date' field and a 'Please indicate your level of agreement or disagreement with the statements below by filling in the circle that most closely reflects your experience of today's visit.' section with a 5-point Likert scale (1-5) and a 'Please Rate' section with a 5-point Likert scale (1-5). The bottom form includes an 'Additional Comments' section and a 'Thank You' message. The Worksource Portland Metro logo is visible on all forms.

# Development Process

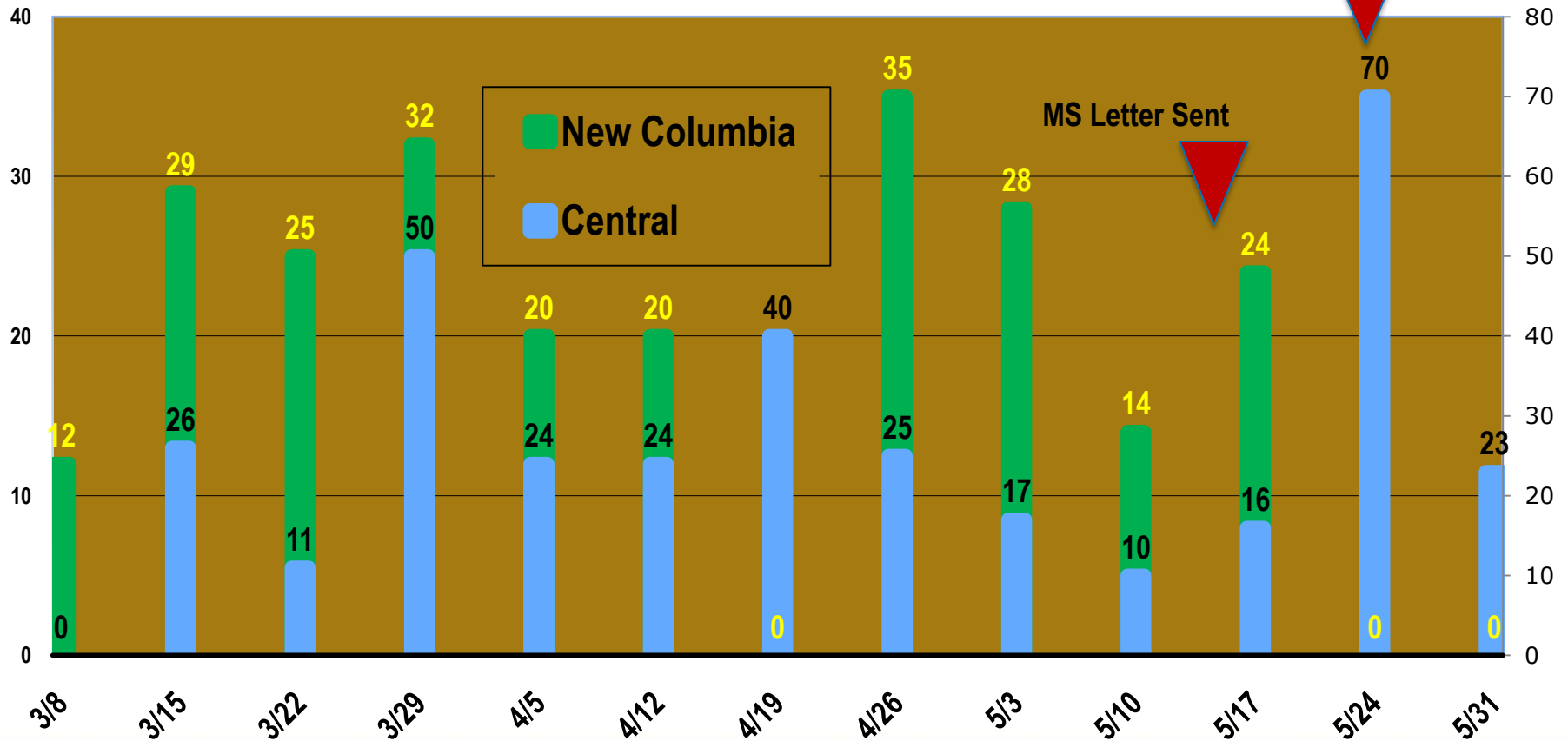
- Convened OED & WIA Managers & Staff
- Identified four focus areas



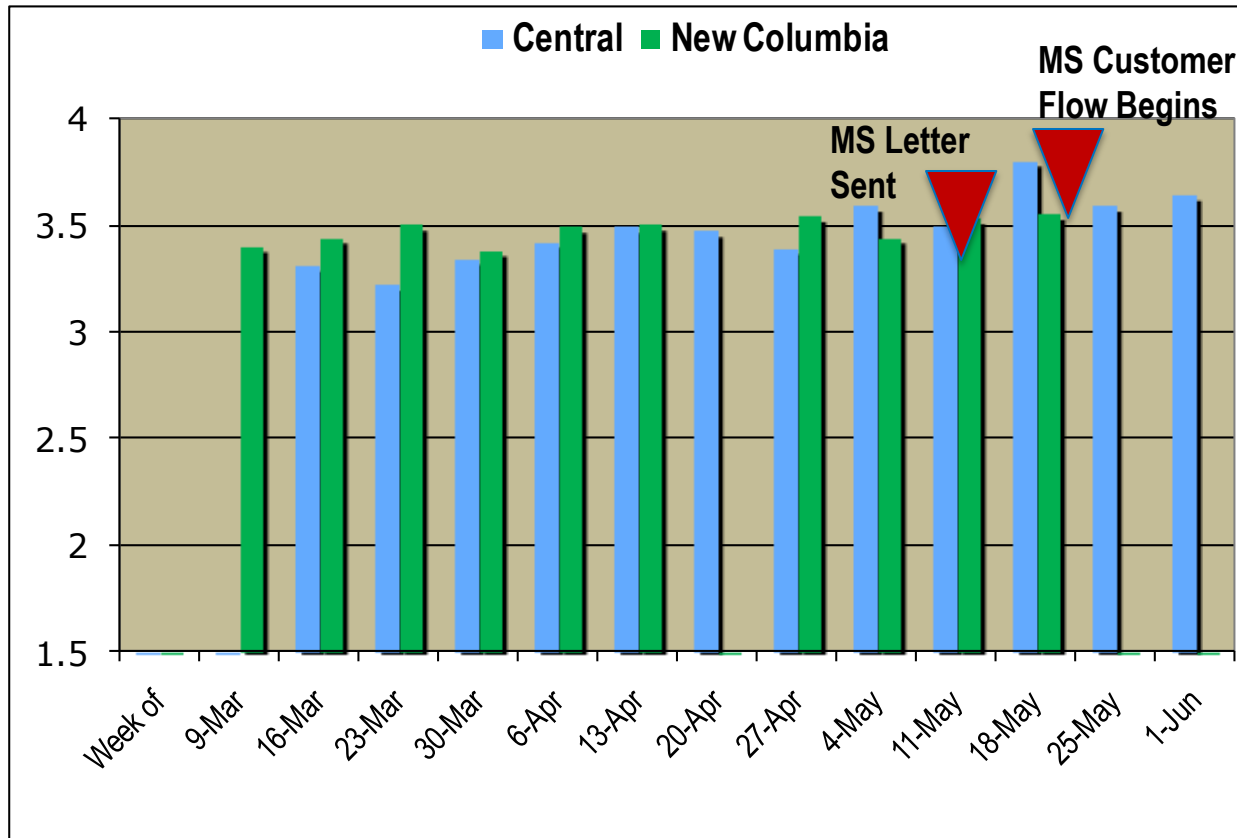
- Piloted & Refined

# Customer Counts

- March 8 through June 4
- 667 Welcome Customers
- Received 575 (86%) Survey Responses



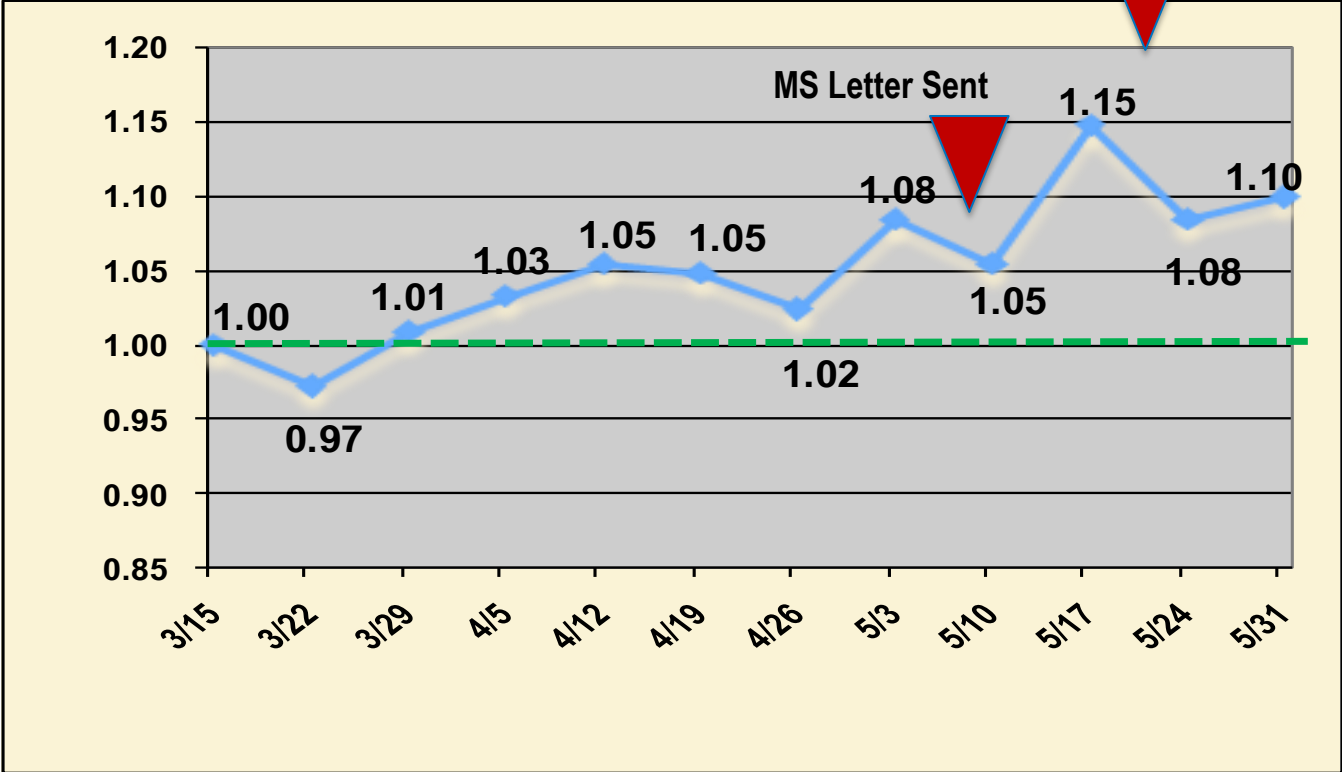
# Weekly Satisfaction Rating



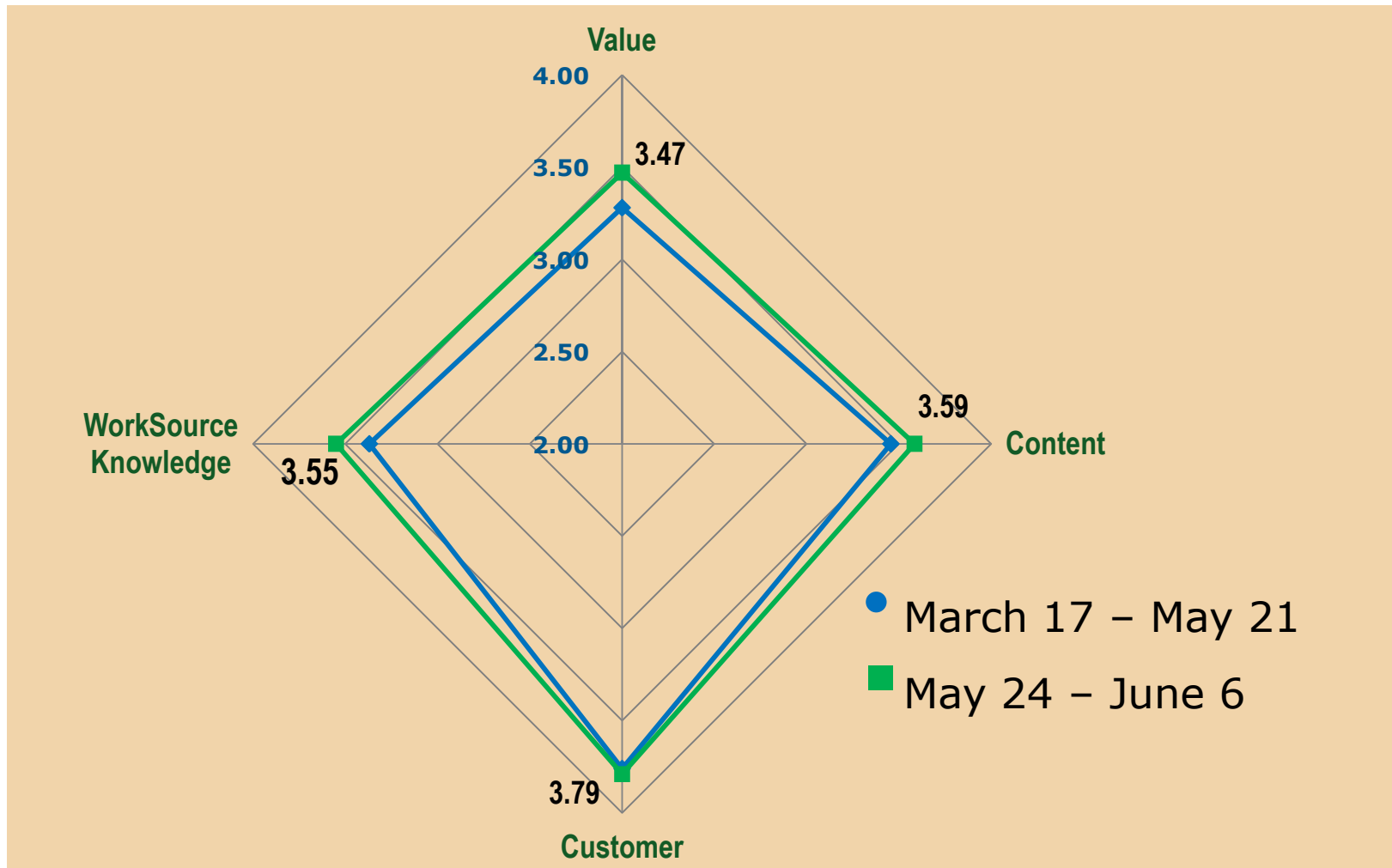
Averaged  
Score for  
Measurement  
Period **3.48**

# Satisfaction Ratings: Indexed from Launch



MS Customer  
Flow Begins



# Welcome Plus vs. Mainstreaming



# Verbatims

		
Thank Yous	34	
General Usefulness	32	
Instructor, Staff, Customer Service	31	
Specific Tools & Resources	6	
Unexpectedly Useful	5	
Presentation	5	3
Nothing New, Applicable		14
Software & Technology		5
General Discontent		2

**2 Suggestions/Recommendation**  
**3 Comments Unrelated to Welcome**